

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

SALARIES AND EXPENSES, HOUSING AND URBAN DEVELOPMENT

BUDGET ACTIVITY 6: FAIR HOUSING AND EQUAL OPPORTUNITY

The consolidated discussion for the appropriation "Salaries and Expenses, HUD" is shown in Part 3 of the Justifications. All data are presented on a comparable basis for the 3 fiscal years 2003, 2004 and 2005.

SCOPE OF ACTIVITY

The Office of Fair Housing and Equal Opportunity (FHEO) enforces the Fair Housing Act and other civil rights laws that prohibit discrimination in housing and housing-related transactions based on race, color, religion, sex, national origin, disability or family composition. The Assistant Secretary for FHEO administers and enforces laws that ensure equal access to housing, and guarantees equal opportunity in all HUD programs.

The 1988 amendments have greatly increased the Department's enforcement role. First, the newly protected classes have proven significant sources of new complaints. Second, HUD's expanded enforcement role took the Department beyond investigation and conciliation into the mandatory enforcement area. The Office of FHEO investigates complaints filed with HUD. If the complaint is not successfully conciliated, FHEO determines whether there is reasonable cause that a discriminatory housing practice has occurred. When reasonable cause is found, the parties to the complaint are notified by HUD's issuance of a Determination, as well as a Charge of Discrimination, and a hearing is scheduled before a HUD administrative law judge.

The Office of FHEO also has the responsibility for administering Section 3 of the Housing and Development Act of 1968. To the greatest extent feasible, this Act requires recipients of federal funds to employ and train project area residents. FHEO is responsible for Section 3 policy interpretation, training of HUD program staff and recipients, compliance reviews, processing Section 3 Grievances, development of Voluntary Compliance Agreements (VCA) and recommending enforcement actions to program Assistant Secretaries or HUD's General Counsel.

FHEO contributes to these goals and will continue to develop and implement programs that:

- Ensure equal opportunity and access to housing; and
- Embrace high standards of ethics, management and accountability.

The strategic objectives contained in the Annual Performance Plan (APP) will be advanced by empowering the public, and encouraging networks of State and local fair housing enforcement agencies and private fair housing organizations. An informed and educated public, real estate industry and housing finance industries, along with effective enforcement, will assist in affirmatively furthering fair housing.

WORKLOAD

HUD anticipates that its intensified education and outreach efforts, and the efforts of the FHAP agencies, will result in an increase in complaints. The requested Salaries and Expenses budget will be used to address the anticipated increase in complaints.

In June 2003, HUD launched a major national advertising campaign to educate the public on the rights provided under the Fair Housing Act and how to report discrimination. This campaign followed the Department's undertaking of several recent studies that provided findings regarding: (1) housing discrimination in the residential sales and rental markets nationwide; (2) public awareness of fair housing laws and how individuals respond to the experience of discrimination; (3) discrimination in mortgage lending; (4) the

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effectiveness of fair housing testing; and (5) compliance with the accessibility requirements of the Fair Housing Act. Taken together, these studies reveal that discrimination in the residential sales, rental and mortgage markets is a common experience and only a very small percentage of those who experience it take any action against it. This is due, in part, to a lack of public awareness of the Federal, State, and local resources available to address these problems coupled with a belief that little would come of any legal action taken to address them. We expect planned education and outreach initiatives will bring about more effective fair housing enforcement.

The principal workload of Fair Housing and Equal Opportunity consists of processing and investigating housing discrimination, implementing civil rights requirements in HUD programs, conducting compliance reviews, managing grants to fair housing organizations, reimbursing fair housing agencies for investigating housing discrimination complaints and implementing voluntary programs.

Headquarters. FHEO Headquarters is responsible for:

- Establishing national policies that guide the conduct of its civil rights enforcement;
- Oversight of civil rights and affirmatively furthering fair housing requirements in HUD programs;
- National policies for administering FHIP and FHAP;
- Working with other Federal agencies to formulate Memoranda of Understanding (MOU) to bring about greater coordination in the enforcement of civil rights laws;
- Establishing national policies guiding the enforcement of the Section 3 program, which requires HUD Grant Recipients, to the greatest extent feasible, to employ and train project area residents;
- Periodically reviewing and commenting on the automated underwriting systems of Fannie Mae and Freddie Mac for actual or potential violations of the Fair Housing Act; and
- Conducting education and outreach activities to educate the public on its fair housing rights, increase public awareness, promote partnerships with constituents and develop community and faith-based partnerships.

Field. FHEO field offices are responsible for:

- Receiving, investigating, and conciliating complaints filed under the Fair Housing Act, Title VI, and Sections 504 and 109;
- Monitoring FHAP and FHIP recipients for program compliance;
- Conducting civil rights compliance reviews in other programs; and
- Conducting education and outreach programs in communities within their jurisdiction.

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TRAVEL

Figures for the travel expenses of FHEO headquarters and field staff are reflected in the following table.

	ACTUAL 2003	ENACTED 2004	ESTIMATE 2005	INCREASE + DECREASE - 2005 vs 2004
	(Dollars in Thousands)			
Travel (HQ) .....	\$368	\$384	\$386	+\$2
Travel (Field) .....	533	493	496	+3
Total.....	901	877	882	+5

The 2005 Budget for FHEO proposes travel funding for headquarters and field staff in order for FHEO to conduct enforcement, education, and training activities as described below.

Enforcement. Travel is required to conduct the following enforcement activities:

- To conduct Section 504, Title VI/Section 109 and Section 3 monitoring and compliance reviews of HUD programs;
- To support efforts of organizations such as ADAPT and DRACH to identify cities or HUD recipients with major noncompliance issues; and
- FHEO will monitor program compliance for all FHIP and FHAP grantees and conduct in-depth agency specific monitoring for high- risk grantees.

Education. Travel is required to conduct the following education activities:

- To implement the Department's congressionally mandated Education and Outreach Plan on the accessibility requirements of the Fair Housing Act, including the FHIP National Model Codes; and
- To conduct conferences on Section 504, ADA, and FHA, and provide other forms of technical assistance.

Training. Travel is required to conduct the following training activities:

- FHIP/FHAP policy training conference and the fair housing summits;
- Training of field staff on the requirements of the Fair Housing Act and other fair housing laws, the revised ADA/ABA standards for accessible design, and the various safe harbors for the Fair Housing Act; and
- Attend training sessions on the requirements of the Quality Housing and Work Responsibility Act of 1998.

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CONTRACTS

Figures for the Office of Fair Housing and Equal Opportunity are reflected in this table.

	ACTUAL 2003	ENACTED 2004	ESTIMATE 2005	INCREASE + DECREASE - 2005 vs 2004
	(Dollars in Thousands)			
Public Information Services ...	\$110	\$71	\$72	+\$1
Technical Services .....	1,000	1,115	1,120	+5
General Support .....	195	204	206	+2
Total.....	1,305	1,390	1,398	+8

Public Information Services. Under this component, resources will be used for the following:

- To educate citizens on housing discrimination and to develop outreach and marketing strategies related to accessible design and construction, reasonable accommodation and familial status. Marketing strategies must build general awareness of the protections offered and the specific responsibilities of housing providers under the Act. Increased funding in fiscal year 2004 will allow for continual updating, developing and disseminating of fair housing information to the public.
- Education and outreach campaign designed to reach out to the Limited English Proficiency (LEP) communities throughout the United States. The campaign would make both federally conducted civil rights program requirements and Title VI policy guidance widely available to LEP advocates and communities. The campaign will also develop Title VIII and other civil rights related brochures.
- To evaluate HUD's current policies and practices, including regulations, handbooks, notices and other written guidance to ensure that it does not discriminate against persons with disabilities as defined by Section 504 of Rehabilitation Act of 1973 and HUD's Part 9 regulation.
- Other Public Information services would include distribution of the Fair Housing Initiative Program (FHIP) Notice of Funding Availability (NOFA) and FHIP work products.

Technical Services. Under this component, resources will be used for the following:

- Section 504 and American with Disabilities Act Technical Assistance which would include development of informational materials and provide direct assistance through a series of seminars in major cities, the Internet, mailings, and workshops at housing provider conferences. This assistance would be earmarked for Public and Assisted Housing Providers and CPD entitlement grant recipients.
- Architectural Consulting Services to support enforcement requirements related to accessibility and addressing the design and construction guidelines under 42 USC 3604 (f)(5). The services will assist in analyzing design and construction complaints.
- Contract with statistical and analytical experts in insurance and mortgage lending to assist in analyzing and investigating complex lending and insurance complaints and develop investigative policies and procedures.

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- Outside evaluators to read and rate applications submitted under the FHIP NOFA.
- Funding will also support continuation of interagency agreements with the Departments of Labor, State and others to provide indirect cost reviews and rates for FHIP awardees or provide translations of HUD education and outreach brochures.
- Mortgage Lending and Accessible Multifamily Housing Initiative - This contract will evaluate multifamily mortgage lending underwriting practices in the primary and secondary mortgage markets for the purpose of formulating and encouraging practices that promote the design and construction of accessible multifamily housing.
- Contractor to conduct a management study of FHEO programs and operations and develop a strategic plan for future directions of programs and operations.
- Contractor to review and update revisions to the Title VIII Handbook.
- Contractor to develop a videotape to accompany the written handbook and assist investigators in proper utilization of the Handbook during the processing and investigating of specific types of Title VIII complaints.

General Support. Funding will allow for continual support for FHEO's programs and operational activities. Services provided would consist of court reporters, public service announcements, registration fees, translation cost, on-line information services contracts, developing mortgage lending training curriculum and update software and advertisements.

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

<u>Personal Services</u>	<u>FTE</u>	<u>S&amp;E Cost</u>
2003 Actual.....	744	\$62,973
2004 Appropriation/Request.....	640	54,569
<u>Changes Due To</u>		
2005 January Pay Raise.....	0	614
2004 January Pay Raise.....	0	559
Staffing increase/decrease.....	0	0
Other benefit changes.....	0	1,373
2005 Request.....	640	57,115

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FAIR HOUSING AND EQUAL OPPORTUNITY  
 Summary of Requirements by Grade  
 Salaries and Expenses  
 (Dollars in Thousands)

	<u>2003 Actual</u>	<u>2004 Appropriation/ Request</u>	<u>2005 Request</u>	<u>Increase/ Decrease</u>
Grade:				
Executive Level IV	1	1	1	0
ES-6	1	2	2	0
ES-5	1			0
ES-4				0
ES-3 <sup>1</sup>	2	2	2	0
ES-2	1			0
ES-1	2	2	2	0
GS-15	52	47	47	0
GS-14	104	90	90	0
GS-13	119	103	103	0
GS-12	232	206	206	0
GS-11	27	46	46	0
GS-10	4	3	3	0
GS-9	71	44	44	0
GS-8	5	4	4	0
GS-7	82	62	62	0
GS-6	23	22	22	0
GS-5	16	4	4	0
GS-4	3	2	2	0
GS-3	2	0	0	0
GS-2	0	0	0	0
Total Positions	748	640	640	0
Average ES Salary	\$125,429	\$126,000	\$126,000	0
Average GS Salary	\$51,682	\$58,847	\$59,729	+\$882
Average GS Grade	11.3	11.6	11.6	0

<sup>1</sup> SRES - Salary for 1 SL-18 of \$156,605 included for 2003, 2004, and 2005.

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**FAIR HOUSING AND EQUAL OPPORTUNITY**  
**Summary of Requirements by Object Class**  
**Salaries and Expenses**  
**(Dollars in Thousands)**

<u>Object Class</u>	<u>2003 Actual</u>	<u>2004 Appropriation/Request</u>	<u>2005 Request</u>	<u>Increase/Decrease</u>
Personal Services.....	\$62,973	\$54,569	\$57,115	+\$2,546
Travel and Transportation of Persons.....	901	877	882	+5
Transportation of Things.....	0	0	0	0
Rent, Communication & Utilities.....	45	35	35	0
Printing and Reproduction.....	97	159	160	+1
Other Services.....	1,305	1,390	1,398	+8
Supplies and Materials.....	257	253	254	+1
Furniture & Equipment.....	0	0	0	0
Insurance Claims & Indemnities.....	0	0	0	0
Total Obligations.....	65,578	57,283	59,844	+2,561



**FAIR HOUSING AND EQUAL OPPORTUNITY  
 Performance Measurement Table**

Program Mission: The Assistant Secretary for Fair Housing and Equal Opportunity (FHEO) is responsible for administrative enforcement of the Fair Housing Act and ensuring that HUD programs promote fair housing and comply with civil rights laws.					
<u>Performance Indicators</u>	<u>Data Sources</u>	<u>Performance Report</u>		<u>Performance Plan</u>	
		2003 Plan	2003 Actual	2004 Enacted	2005 Plan
The percentage of fair housing complaints aged over 100 days will decrease by 2 percentage points from the fiscal year 2003 level of the HUD inventory.	TEAPOTS	19	19	17	15
The share of newly constructed buildings that conform to selected accessibility requirements increases from the 2003 baseline.	MANUAL	N/A	N/A	N/A	N/A
HUD will conduct 90 Section 504 disability compliance reviews of HUD recipients.	TEAPOTS	90	90	100	100
Increase the number of Title VI/Section 109 compliance reviews conducted of HUD recipients by 5 percent.	TEAPOTS	61	61	64	67
HUD will conduct monitoring and compliance reviews or provide technical assistance under Section 3 to 40 housing authorities.	TEAPOTS	30	30	35	40
By the end of the FY, no more than 20 percent of the Section 3 complaints will be aged.	MANUAL	100%	100%	100%	100%

Explanation of Indicators

Performance Indicators

The following activities will be supported out of the Salaries and Expenses (S&E) account.

EM.4: ENSURE PROGRAM COMPLIANCE

EM.4.7: Increase the number of Title VI and/or Section 109 compliance reviews conducted of HUD recipients by 5 percent. The increased devolution of authority in many of HUD's programs has given housing agencies and local administrators the opportunity to adapt the program to meet local conditions and priorities. At the same time, it has increased the challenges involved in HUD's monitoring efforts to ensure accountability.

EM.4.8: HUD will conduct monitoring and compliance reviews or provide technical assistance under Section 3 to 35 housing authorities. HUD will continue to focus on improving enforcement and regulatory oversight throughout its programs. This will be accomplished by strengthening HUD's Section 3 monitoring and compliance division in Headquarters so they have staff and authority to properly monitor local use of HUD resources, continuing to strengthen HUD's remote monitoring capacity through information technology and other means, and targeting monitoring and technical assistance resources to areas at risk or abuse.

EM.4.9: By the end of the fiscal year, no more than 25 percent of the Section 3 complaints will be aged. HUD's Section 3 program provides jobs and economic opportunities to low-income and very-low-income persons, particularly public housing residents. Section 3 also provides contracting opportunities for businesses that are owned by low-income people or that provide employment to low-income people. The Housing and Community Development Act of 1992 (1992 Act) significantly revised Section 3 and strengthened the Section 3 mandate by clarifying the types of HUD financial assistance, activities and recipients subject to the requirements of Section 3, identified the specific individuals and businesses that are the intended beneficiaries, and established the order of priority in which these individuals and businesses should be recruited and solicited. The Section 3 staff has been expanded by 53 percent.

FH: ENSURE EQUAL OPPORTUNITY AND ACCESS TO HOUSING

FH.1: RESOLVE HOUSING DISCRIMINATION COMPLAINTS ON A TIMELY BASIS

FH.1.1: The percentage of fair housing complaints aged over 100 days will decrease by 2 percentage points from the fiscal year 2004 level of the HUD inventory.

- Decrease average complaint time
- Increase in protective class fair housing knowledge
- Increase Hotline complaint volume
- Improve skill level of HUD staff
- Public awareness and media campaign
- At the end of fiscal year 2003, reduced the percentage of aged cases over 100 days to 19 percent of open cases, compared to 29 percent at the end of fiscal year 2002.

FH.1.5: Provide protected classes under the Federal Fair Housing Act with increased access to sale and rental housing without discrimination by completing at least 1,200 fair housing conciliation/settlement agreement in fiscal year 2004.

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FH.2: PROMOTE PUBLIC AWARENESS OF FAIR HOUSING LAWS

FH.2.1: The share of the population with adequate awareness of fair housing law increases from the 2003 baseline by 2006.

- Combat predatory lending

FH.3: IMPROVE THE ACCESSIBILITY OF HOUSING TO PERSONS WITH DISABILITIES

FH.3.1: HUD will conduct 100 Section 504 disability compliance reviews of HUD recipients.

- Project for Accessibility and Training and Technical Guidance

**Overall Summary of Fair Housing and Equal Opportunity Staff Requirements**

	<b>Actual 2003</b>	<b>Estimate 2004</b>	<b>Estimate 2005</b>	<b>Increase + Decrease - 2005 vs 2004</b>
Headquarters.....	154.8	133.7	133.7	0.0
Field .....	589.4	506.7	506.7	0.0
<b>Total .....</b>	<b>744.2</b>	<b>640.4</b>	<b>640.4</b>	<b>0.0</b>

**Summary of Fair Housing and Equal Opportunity Staff Requirements**

	<b>Actual 2003</b>	<b>Estimate 2004</b>	<b>Estimate 2005</b>	<b>Increase + Decrease - 2005 vs 2004</b>
<b>Headquarters Employment</b>				
<b>Fair Housing and Equal Opportunity</b>				
Immediate Office of Assistant Secretary FHEO and FHEO				
DASs	25.1	20.0	20.0	0.0
DAS for Enforcement & Programs	4.0	3.0	3.0	0.0
Fair Housing Enforcement	56.0	46.9	46.9	0.0
Fair Housing Grant Programs	23.0	21.5	21.5	0.0
Operations and Management Oversight	46.7	42.3	42.3	0.0
<b>Total</b>	<b>154.8</b>	<b>133.7</b>	<b>133.7</b>	<b>0.0</b>
<b>Field Employment</b>				
<b>Fair Housing and Equal Opportunity</b>				
FHEO Field Guidance and Direction	15.6	13.9	13.9	0.0
FHEO Field Intake Processes	99.0	85.0	85.0	0.0
Fair Housing Complaint Processing	218.5	171.2	171.2	0.0
FHEO Field Compliance Reviews	29.9	25.7	25.7	0.0
FHEO Monitoring of CPD Programs	25.4	21.8	21.8	0.0
FHEO Monitoring of PIH/Housing Programs	32.1	27.6	27.6	0.0

	<b>Actual 2003</b>	<b>Estimate 2004</b>	<b>Estimate 2005</b>	<b>Increase + Decrease - 2005 vs 2004</b>
Field Fair Housing Initiative Program - FHIP	24.3	20.6	20.6	0.0
Field Fair Housing Assistance Program - FHAP	25.4	21.8	21.8	0.0
Field Program Management and Administrative Support	119.2	119.1	119.1	0.0
<b>Total</b>	<b>589.4</b>	<b>506.7</b>	<b>506.7</b>	<b>0.0</b>

**Detail of Fair Housing and Equal Opportunity Staff Requirements**

Workload Guideline	Workload Indicator	Fiscal Year 2003			Fiscal Year 2004			Fiscal Year 2005				
		Projected Accomplishment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/ Allocation	Projected Accomplishment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/ Allocation	Projected Accomplishment	Projected Unit Cost (Hrs)	FTE
<b>Headquarters Employment (FHEO)</b>												
<b>Immediate Office of Assistant Secretary FHEO</b>												
Provide Overall Guidance to FHEO Activities in HQ and Field	NA	...	...	7.0		...	...	5.5		...	...	5.5
FHEO Policy & Program Evaluation	NA			6.0				5.3				5.3
Economic Opportunity (Section 3 Program)	NA			3.0				2.5				2.5
Section 3 Compliance Review	NA			9.1				6.7				6.7
Departmental Equal Employment Opportunity - Director's Office	NA			0.0				0.0				0.0
Alternative Dispute Resolution Program	NA			0.0				0.0				0.0
Affirmative Employment Program EEO Counseling and Complaint Program	NA			0.0				0.0	2.0			0.0
<b>Subtotal</b>				<b>25.1</b>				<b>20.0</b>				<b>20.0</b>
<b>DAS for Enforcement &amp; Programs</b>												
Provide Guidance for Program Enforcement				4.0				3.0				3.0
<b>Subtotal</b>				<b>4.0</b>				<b>3.0</b>				<b>3.0</b>
<b>Fair Housing Enforcement</b>												
Provide Enforcement Management and Oversight	NA	...	...	6.0		...	...	6.2		...	...	6.2
Conduct Complaint Investigations	Number of Cases Completed	80	206.30	7.9		128	93.16	5.7		128	93.16	5.7
Perform Field Office Monitoring and Oversight (Title VIII Program)	Number of Field Office Reviews Completed	84	102.00	4.1		104	102.00	5.1		104	102.00	5.1
Provide Title VIII Technical Assistance	NA	...	...	6.2		...	...	6.2		...	...	6.2
Develop Program Compliance and Disability Rights Policy	NA	...	...	5.3		...	...	5.3	3.0	...	...	5.3
Perform Disability Rights Technical Assistance and Reviews	Number of Requests for Technical Assistance (Hotline Calls)	1,150	19.61	10.8		1,800	3.95	3.4		1,800	3.95	3.4

Workload Guideline	Workload Indicator	----- Fiscal Year 2003 -----			----- Fiscal Year 2004 -----			----- Fiscal Year 2005 -----				
		Projected Accomplish- ment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/ Allocation	Projected Accomplish- ment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/ Allocation	Projected Accomplish- ment	Projected Unit Cost (Hrs)	FTE
Young Implementation Compliance Reviews				13.7				13.0				13.0
Young Implementation PHA Support				2.0				2.0				2.0
<b>Subtotal</b>				<b>56.0</b>				<b>46.9</b>				<b>46.9</b>
<b>Fair Housing Grant Programs</b>												
Immediate Office, Director				3.9				2.0				2.0
Administer FHIP Grants Management Process	Number of FHIP Grant Applications Reviewed	215	49.50	5.1		279	33.90	4.5		279	33.90	4.5
Manage FHIP Grants Awards Process	Number of FHIP Grants Awarded	122	77.10	4.5		150	66.90	4.8		150	66.90	4.8
Manage FHAP/SE Grants Process	Number of FHAP/SE Grants	98	96.14	4.5		125	87.10	5.2		125	87.10	5.2
Manage Program Standards Activities	NA	...	...	5.0		...	...	5.0		...	...	5.0
<b>Subtotal</b>				<b>23.0</b>				<b>21.5</b>				<b>21.5</b>
<b>Operations and Management Oversight</b>												
Provide Overall Management and Oversight for FHEO Operations and Management	NA	...	...	4.0		...	...	4.0		...	...	4.0
Perform FHEO Field Oversight	Number of FHEO Field Offices	52	360.00	9.0		52	360.00	9.0		52	361.00	9.0
Provide FHEO System Development Administration and Technical Assistance	Number of Staff Supported	137	110.00	7.2		137	110.00	7.2		137	110.00	7.2
Perform FHEO Correspondence Management	NA	...	...	5.6		...	...	3.2		...	...	3.2
Perform FHEO Information Technology Planning and Program Management	NA	...	...	3.6		...	...	3.0		...	...	3.0
Management & Planning, Director				4.0				3.0				3.0
Provide FHEO Human Resources Management	Number of Staff Supported (HQ & Field)	744	19.70	7.0		640	22.90	7.0		640	22.90	7.0
Perform FHEO Budget Operations	NA	...	...	5.0		...	...	4.6		...	...	4.6
Provide FHEO Administrative Services and Operations Management	NA	...	...	1.3		...	...	1.3		...	...	1.3
<b>Subtotal</b>				<b>46.7</b>				<b>42.3</b>				<b>42.3</b>
<b>Headquarters Employment Total</b>				<b>154.8</b>				<b>133.7</b>				<b>133.7</b>

**Field Employment (FHEO)**

**FHEO Field Guidance and Direction**

Workload Guideline	Workload Indicator	----- Fiscal Year 2003 -----			----- Fiscal Year 2004 -----			----- Fiscal Year 2005 -----				
		Projected Accomplish- ment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/ Allocation	Projected Accomplish- ment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/ Allocation	Projected Accomplish- ment	Projected Unit Cost (Hrs)	FTE
Provide overall guidance and direction for Field FHEO activities	NA	...	...	15.6		...	...	13.9		...	...	13.9
<b>Subtotal</b>				<b>15.6</b>				<b>13.9</b>				<b>13.9</b>
<b>FHEO Field Intake Processes</b>												
Perform Field Fair Housing Compliant Intake Activities	Number of inquiries entered into TEAPOTS	10,349	19.98	99.0		12,000	14.79	85.0	7.1	12,000	14.84	85.0
<b>Subtotal</b>				<b>99.0</b>				<b>85.0</b>				<b>85.0</b>
<b>Fair Housing Complaint Processing</b>												
Conduct Field Title VIII Investigations	Number of Complaints closed	2,253	180.46	194.7		1,734	180.46	149.9		1,734	181.21	149.9
Investigate Concurrently-Field Complaints (Other Authority Cases)	Number of Concurrent Field Complaints closed	822	60.50	23.8		735	60.50	21.3		735	60.60	21.3
<b>Subtotal</b>				<b>218.5</b>				<b>171.2</b>				<b>171.2</b>
<b>FHEO Field Compliance Reviews</b>												
Perform FHEO Field Compliance Reviews	Number of Compliance Reviews Completed	84	743.48	29.9		187	287.10	25.7		187	287.60	25.7
<b>Subtotal</b>				<b>29.9</b>				<b>25.7</b>				<b>25.7</b>
<b>FHEO Monitoring of CPD Programs</b>												
Perform FHEO Field Monitoring of CPD Programs	Number of CPD Grantees	1,059	50.07	25.4		910	50.07	21.8		910	50.30	21.8
<b>Subtotal</b>				<b>25.4</b>				<b>21.8</b>				<b>21.8</b>
<b>FHEO Monitoring of PIH/Housing Programs</b>												
Review Public Housing and Housing Programs for FHEO Compliance	Number of PHA's	3,400	19.72	32.1		4,050	14.24	27.6		4,050	14.30	27.6
<b>Subtotal</b>				<b>32.1</b>				<b>27.6</b>				<b>27.6</b>
<b>Field Fair Housing Initiative Program - FHIP</b>												
Perform FHIP Grant Management in the Field	Number of FHIP Grants	195	259.90	24.3		230	187.00	20.6		230	187.40	20.6
<b>Subtotal</b>				<b>24.3</b>				<b>20.6</b>				<b>20.6</b>
<b>Field Fair Housing Assistance Program - FHAP</b>												
Perform FHAP GTR/GTM Activities in the Field	Number of FHAP Grantees	98	541.20	25.4		99	459.80	21.8		100	455.90	21.8
<b>Subtotal</b>				<b>25.4</b>				<b>21.8</b>				<b>21.8</b>
<b>Field Program Management and Administrative Support</b>												
Provide FHEO General Program Management and Administrative Support in the Field	NA	...	...	119.2		...	...	119.1		...	...	119.1
<b>Subtotal</b>				<b>119.2</b>				<b>119.1</b>				<b>119.1</b>
<b>Field Employment Total</b>				<b>589.4</b>				<b>506.7</b>				<b>506.7</b>
<b>Fair Housing and Equal Opportunity Grand Total</b>				<b>744.2</b>				<b>640.4</b>				<b>640.4</b>