

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 fiscal years 2004, 2005 and 2006.

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 2004	ENACTED 2005	ESTIMATE 2006	INCREASE + DECREASE - 2006 vs 2005
	(Dollars in Thousands)			
Travel (HQ).....	\$365	\$354	\$354	...
Travel (Field).....	674	496	496	...
Total .....	1,039	850	850	...

The 2006 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:

- 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 2004	ENACTED 2005	ESTIMATE 2006	INCREASE + DECREASE - 2006 vs 2005
	(Dollars in Thousands)			
Public Information Services...	\$24	\$21	\$21	...
Technical Services.....	481	337	337	...
General Support.....	218	145	145	...
Total .....	723	503	503	...

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.
- 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 cases assist in analyzing and investigating complex lending and insurance complaints; and develop investigative policies and procedures.
- Outside evaluators to read and rate applications submitted under the FHIP NOFA.

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- 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 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>
2004 Actual.....	710	\$66,721
2005 Appropriation.....	620	60,588
<u>Changes Due To</u>		
2006 January Pay Raise.....	0	1,054
2005 January Pay Raise.....	0	535
Staffing increase/decrease.....	5	528
Other benefit changes.....	0	323
2006 Request.....	625	\$63,028

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

	<u>2004 Actual</u>	<u>2005 Appropriation</u>	<u>2006 Request</u>	<u>Increase/ Decrease</u>
Grade:				
Executive Level	1	1	1	0
Executive Service	5	5	5	0
GS-15	53	48	51	+3
GS-14	97	86	88	+2
GS-13	113	107	107	0
GS-12	209	237	237	0
GS-11	62	35	35	0
GS-10	4	3	3	0
GS-9	35	18	18	0
GS-8	4	4	4	0
GS-7	59	64	64	0
GS-6	15	7	7	0
GS-5	4	3	3	0
GS-4	1	2	2	0
GS-3	1	0	0	0
GS-2	1	0	0	0
GS-1	0	0	0	0
Total Positions	664	620	625	+5
Average ES Salary	\$142,255	\$145,100	\$148,002	+\$2,902
Average GS Salary	\$73,707	\$75,181	\$76,685	+\$1,504
Average GS Grade	11.7	11.9	11.9	0.0

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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>2004 Actual</u>	<u>2005 Appropriation</u>	<u>2006 Request</u>	<u>Increase/Decrease</u>
Personal Services.....	\$66,721	\$60,588	\$63,028	+\$2,440
Travel and Transportation of Persons.....	1,039	850	850	0
Transportation of Things.....	0	0	0	0
Rent, Communication & Utilities.....	47	46	46	0
Printing and Reproduction.....	32	28	27	-1
Other Services.....	723	503	503	0
Supplies and Materials.....	266	231	231	0
Furniture & Equipment.....	0	0	0	0
Insurance Claims & Indemnities.....	0	0	0	0
Total Obligations.....	\$68,828	\$62,246	\$64,685	+\$2,439

**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>	
		2004 Plan	2004 Actual	2005 Plan	2006 Plan
Increase the percentage of non-complex Fair Housing complaints closed in 100 days to 80 percent.	TEAPOTS	75%	73%	75%	80%
Ensure appropriate use of bunds by monitoring 100% of FHIP and FHAP grantees in compliance with cooperative and grant agreements.	MANUAL	100%	100%	100%	100%
HUD will conduct 80 Section 504 disability compliance reviews of HUD recipients.	TEAPOTS	100	113	80	80
Increase the number of Title VI/Section 109 compliance reviews conducted of HUD recipients by 2 percent above the FY 2005 level.	TEAPOTS	53	93	64	65
HUD will conduct monitoring and compliance reviews or provide technical assistance under Section 3 to 35 housing authorities.	TEAPOTS	35	66	30	35
Increase the percentage of Section 3 Complaints closed in 120 days to 80 percent.	MANUAL	75%	63%	75%	80%

Explanation of Indicators

The following activities will be supported out of the Salaries and Expenses account.

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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 2 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. In 2004, 66 agencies received monitoring and compliance reviews or technical assistance. The goal for 2005 is 30 and 2006 is 35. These reductions reflect reduced staff and appropriation.

EM.4.9: Increase the percentage of Section 3 complaints closed in 120 days to 80 percent. 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.

FH: ENSURE EQUAL OPPORTUNITY AND ACCESS TO HOUSING

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

FH.1.1: Increase the percentage of Fair Housing complaints closed in 100 days to 80 percent.

- 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.

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

FH.3.1: HUD will conduct 80 Section 504 disability compliance reviews of HUD recipients.

- Project for Accessibility and Training and Technical Guidance
- In 2004, 113 Section 504 disability compliance reviews of HUD recipients were conducted. Due to reductions in staff and appropriations, only 80 Section 504 disability compliance reviews of HUD recipients will be conducted in 2005 and 2006.

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

	FTE			Increase + Decrease - 2006 vs 2005
	Estimate 2004	Estimate 2005	Estimate 2006	
Headquarters.....	150.0	119.2	120.2	+1.0
Field.....	560.0	500.8	505.2	+4.4
<b>Total.....</b>	<b>710.0</b>	<b>620.0</b>	<b>625.4</b>	<b>+5.4</b>

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

	Estimate 2004	Estimate 2005	Estimate 2006	Increase + Decrease - 2006 vs 2005
<b><u>Headquarters Employment</u></b>				
<b>Fair Housing and Equal Opportunity</b>				
Immediate Office of Assistant Secretary FHEO and FHEO DASs	34.3	35.0	35.0	0.0
DAS for Enforcement & Programs	4.9	5.0	5.0	0.0
Fair Housing Enforcement	40.0	31.0	31.0	0.0
Fair Housing Grant Programs	22.4	22.0	22.0	0.0
Operations and Management Oversight	48.4	26.2	27.2	+1.0
<b>Total</b>	<b>150.0</b>	<b>119.2</b>	<b>120.2</b>	<b>+1.0</b>
<b><u>Field Employment</u></b>				
<b>Fair Housing and Equal Opportunity</b>				
FHEO Field Guidance and Direction	10.1	26.1	25.8	-0.3
FHEO Field Intake Processes	91.1	70.0	70.2	+0.2
Fair Housing Complaint Processing	202.8	166.1	166.8	+0.7
FHEO Field Compliance Reviews	32.4	34.8	34.9	+0.1
FHEO Monitoring of CPD Programs	21.0	30.8	30.9	+0.1
FHEO Field PIH Compliance Activities	19.9	35.0	35.1	+0.1
FHEO Field Housing Compliance Activities	13.1	12.1	12.1	0.0
Field Fair Housing Initiative Program - FHIP	21.4	15.8	15.8	0.0
Field Fair Housing Assistance Program - FHAP	28.6	18.9	19.0	+0.1
Field Program Management and Administrative Support	119.6	91.2	94.6	+3.4
<b>Total</b>	<b>560.0</b>	<b>500.8</b>	<b>505.2</b>	<b>+4.4</b>

Detail of Fair Housing and Equal Opportunity Staff Requirements

Workload Guideline	Workload Indicator	Fiscal Year 2004			Fiscal Year 2005			Fiscal Year 2006				
		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	...	...	11.1		...	...	10.0		...	...	10.0
FHEO Policy & Program Evaluation	NA	...	...	10.6	2.0	...	...	7.0	2.0	...	...	7.0
Economic Opportunity (Section 3 Program)	NA	...	...	5.1		...	...	6.0		...	...	6.0
Section 3 Compliance Review	Number of Section 3 Compliance Reviews	75	159.00	5.7		30	416.00	6.0		35	358.00	6.0
Monitor FHEO Field Oversight Activities	Number of FHEO Field Offices Supported During the month	...	...	1.8	2.0	31	403.00	6.0	2.0	31	404.00	6.0
<b>Subtotal</b>				<b>34.3</b>	<b>4.0</b>			<b>35.0</b>	<b>4.0</b>			<b>35.0</b>
<b>DAS for Enforcement &amp; Programs</b>												
Provide Guidance for Program Enforcement		...	...	4.9		...	...	5.0		...	...	5.0
<b>Subtotal</b>				<b>4.9</b>				<b>5.0</b>				<b>5.0</b>
<b>Fair Housing Enforcement</b>												
Provide Enforcement Management and Oversight	NA	...	...	0.6		...	...	3.0		...	...	3.0
Title VIII Program	Number of cases completed during the month	150	130.00	9.3		...	...	12.0		...	...	12.0
HQ Field Office Title VIII Monitoring/Oversight Reviews	Number of Field Office Reviews completed during the month	65	64.50	2.0		...	...	3.0		...	...	3.0
Provide Title VIII Technical Assistance	N/A	...	...	5.4		...	...	3.0		...	...	3.0
Develop Program Compliance and Disability Rights Policy	N/A	...	...	3.9		...	...	4.0		...	...	4.0
Perform Disability Rights Technical Assistance and Reviews	N/A	...	...	5.5		...	...	6.0		...	...	6.0
Young Implementation Compliance Reviews	N/A	...	...	2.4		...	...	0.0		...	...	0.0
Young Implementation PHA Support during the month	Number of Texas PHAs supported	60	380.70	10.9		0	0.00	0.0		0	0.00	0.0
<b>Subtotal</b>				<b>40.0</b>				<b>31.0</b>				<b>31.0</b>

Workload Guideline	Workload Indicator	Fiscal Year 2004			Fiscal Year 2005			Fiscal Year 2006				
		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>Fair Housing Grant Programs</b>												
Immediate Office, Director	N/A	...	...	3.2		...	...	2.0		...	...	2.0
Administer FHIP Grants Management Process	Number of FHIP Grant Applications Reviewed during the month	899	13.20	5.7		70	178.20	6.0		70	179.00	6.0
Manage FHIP Grants Awards Process	Number of FHIP Grants Administered/Managed during the month	227	36.01	3.9		51	203.90	5.0		51	204.70	5.0
Manage FHAP/SE Grants Process	Number of FHAP/SE Grants administered/managed during the month	75	109.00	3.9		99	84.00	4.0		99	84.30	4.0
Manage Program Standards Activities	N/A	...	...	5.7	1.0	...	...	5.0	1.0	...	...	5.0
<b>Subtotal</b>				<b>22.4</b>	<b>1.0</b>			<b>22.0</b>	<b>1.0</b>			<b>22.0</b>
<b>Operations and Management Oversight</b>												
Provide Overall Management and Oversight for FHEO Operations and Management	N/A	...	...	8.4		...	...	4.0		...	...	4.0
Perform FHEO Field Oversight	Number of FHEO Field Offices	31	459.75	6.8		0	0.00	0.0		0	0.00	0.0
Provide FHEO System Development Administration and Technical Assistance	Number of Staff Supported during the month	715	20.52	7.0	9.6	170	51.00	4.2	9.6	170	52.00	4.2
Perform FHEO Correspondence Management	N/A	...	...	5.0		...	...	2.0		...	...	2.0
Perform FHEO Information Technology Planning and Program Management	N/A	...	...	1.9		...	...	1.0		...	...	1.0
Management & Planning, Director	N/A	...	...	4.2		...	...	2.0		...	...	3.0
Provide FHEO Human Resources Management	N/A	...	...	6.9		...	...	6.0		...	...	6.0
Perform FHEO Budget Operations	NA	...	...	6.2	1.0	...	...	4.0	1.0	...	...	4.0
Provide FHEO Operations and Management	NA	...	...	2.0	2.0	...	...	3.0	2.0	...	...	3.0
<b>Subtotal</b>				<b>48.4</b>	<b>12.6</b>			<b>26.2</b>	<b>12.6</b>			<b>27.2</b>
<b>Headquarters Employment Total</b>				<b>150.0</b>	<b>17.6</b>			<b>119.2</b>	<b>17.6</b>			<b>120.2</b>
<b>Field Employment (FHEO)</b>												
<b>FHE HUB Guidance and Direction</b>												
Provide overall guidance and direction for Field FHEO activities	NA	...	...	10.1	17.0	...	...	26.1	17.0	...	...	25.8

Workload Guideline	Workload Indicator	Fiscal Year 2004			Fiscal Year 2005			Fiscal Year 2006				
		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>Subtotal</b>				<b>10.1</b>			<b>17.0</b>					<b>25.8</b>
<b>FHEO Field Intake Processes</b>												
Receive Inquiry/Claim and Conduct Initial Review of Complaint	Number of inquiries entered into TEAPOTS	14,630	13.05	91.1		2,898	50.43	70.0		2,898	50.24	70.2
<b>Subtotal</b>				<b>91.1</b>				<b>70.0</b>				<b>70.2</b>
<b>Title VIII Complaints Process</b>												
Conduct Field Title VIII Investigations	Number of standard complaints closed during the month	2,785	130.56	173.4		1,192	213.00	121.5		1,192	212.00	122.1
Other Authority Cases	Number of other authority cases closed at the end of each month	913	64.70	28.2		363	85.10	14.8		363	84.80	14.8
Novel and Complex Fair Housing Cases	Number of Novel/complex complaints closed during the month	...	...	1.2		204	303.80	29.8		204	306.00	29.9
<b>Subtotal</b>				<b>202.8</b>				<b>166.1</b>				<b>166.8</b>
<b>FHEO Field Compliance Reviews</b>												
Perform FHEO Field Compliance Reviews	Number of Compliance Reviews closed at the end of the month	98	693.00	32.4		15	4,825.60	34.8		15	4,858.00	34.9
<b>Subtotal</b>				<b>32.4</b>				<b>34.8</b>				<b>34.9</b>
<b>FHEO Monitoring of CPD Programs</b>												
Perform FHEO Field Monitoring of CPD Programs	Number of CPD Grantees administered/managed during the month	1,089	40.40	21.0		277	232.10	30.8		277	233.00	30.9
<b>Subtotal</b>				<b>21.0</b>				<b>30.8</b>				<b>30.9</b>
<b>FHEO Monitoring of PIH/Housing Programs</b>												
<b>Subtotal</b>												<b>0.0</b>
<b>FHEO Field PIH Compliance Activities</b>												
Perform FHEO Field PIH compliance	Number of PHA's (in inventory) administered managed during the month	3,963	10.52	19.9		426	170.80	35.0		426	172.00	35.1
<b>Subtotal</b>				<b>19.9</b>				<b>35.0</b>				<b>35.1</b>
<b>FHEO Field Housing Compliance Activities</b>												
Perform FHEO Housing Compliance Activities	Number of 811/202 reviews conducted during the month	...	...	13.1		93	270.60	12.1		93	271.60	12.1
<b>Subtotal</b>				<b>13.1</b>				<b>12.1</b>				<b>12.1</b>
<b>Field Fair Housing Initiative Program - FHIP</b>												
Perform FHIP Grant Management in the Field	Number of FHIP Grants administered/managed during the month	306	146.50	21.4		33	995.80	15.8		33	999.70	15.8
<b>Subtotal</b>				<b>21.4</b>				<b>15.8</b>				<b>15.8</b>

Workload Guideline	Workload Indicator	Fiscal Year 2004			Fiscal Year 2005			Fiscal Year 2006				
		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>Field Fair Housing Assistance Program - FHAP</b>												
	Number of FHAP Grants managed during the month											
Perform FHAP GTR/GTM Activities in the Field		122	491.35	28.6		26	1,512.00	18.9		26	1,525.80	19.0
<b>Subtotal</b>				<b>28.6</b>				<b>18.9</b>				<b>19.0</b>
<b>Field Program Management and Administrative Support</b>												
Provide FHEO General Program Management and Administrative Support in the Field	NA	...	...	119.6	6.8	...	...	91.2	6.8	...	...	94.6
<b>Subtotal</b>				<b>119.6</b>	<b>6.8</b>			<b>91.2</b>	<b>6.8</b>			<b>94.6</b>
<b>Field Employment Total</b>				<b>560.0</b>	<b>23.8</b>			<b>500.8</b>	<b>23.8</b>			<b>505.2</b>
<b>Fair Housing and Equal Opportunity Grand Total</b>				<b>710.0</b>	<b>41.4</b>			<b>620.0</b>	<b>41.4</b>			<b>625.4</b>

Salaries and Expenses, Housing and Urban Development  
Budget Activity 6: Office of Fair Housing and Equal Opportunity

FHEO is funding 7 FTE for Policy and Program Evaluation. This staff will develop policies, procedures and strategies relating to the formation and implementation. They will perform marketing and outreach services to ensure an appropriate focus of activity in underserved communities, and what fair housing program information is provided to partners and industry groups. The target audience is the general public, operating with the primary goal of raising the public's general awareness that HUD enforces the nation's fair housing laws and that these laws apply collectively, to virtually all housing related transactions in the United States. The FHEO's education and outreach activities are critical to ensuring the success of the Presidential Management Agenda goal for attaining 5.5 million new minority homeowners over the next 10 years.

FHEO is funding 6 FTE for Monitoring Field Oversight activities. This will provide for a stronger field staff relationship with Headquarters. This activity is the primary point of contact between the field and Headquarters.

FHEO is funding 5 FTE for managing program standards activities. This will provide technical assistance and training to HUD program staff on civil rights related program requirements. Staffs are tasked with reviewing and providing civil rights and Fair Housing-related guidance on handbooks for CPD and PIH and monitor the implementation of FHEO's risk analysis management system.

FHEO is funding 4.2 FTE to support FHEO System Development Administration and Technical Assistance. Staff must produce numerous ad-hoc reports in response to various audits and studies of the organization. Staff must also develop innovative ways to overcome technological challenges and barriers due to budgetary constraints. As a customer-centric organization, focused on providing FHEO operational units with high-quality technology support, staff must work closely with their customers and clearly identify needs to reduce the potential for costly policy changes. Given the amount of planning that goes into providing technology based solutions, last minute policy changes can render summary months of staff effort essentially worthless.

FHEO is funding 4 FTE to Perform FHEO Budget Operations.

FHEO is funding 3 FTE to support FHEO Operations and Management. This task requires detailed knowledge of the other HUD programs to articulate the Fair Housing position and ongoing quality assurance checks to insure that fair housing activities are included in the performance measures within the different disciplines.

FHEO is funding 26.1 FTE for fiscal year 2005 and 25.8 FTE for fiscal year 2006 to provide for overall guidance and direction for Field FHEO activities. These staff will support education and outreach activities in the field offices. They will perform marketing and outreach services to ensure an appropriate focus of activity in underserved communities, and what fair housing program information is provided to partners and industry groups. The target audience is the general public, operating with the primary goal of raising the public's general awareness that HUD enforces the nation's fair housing laws and that these laws apply collectively, to virtually all housing related transactions in the United States.

FHEO is funding 91.2 FTE for fiscal year 2005 and 94.6 FTE for fiscal year 2006 for General Program Management and Administrative Support in the Field. These FTEs will be use by FHEO to enhance its ability to timely process fair housing cases, to meet the management goals of reducing aged cases, increase homeownership opportunities, and to provide improved services to the customers.