



Department of Housing and Community Development DHCD (DB)

MISSION

The mission of the Department of Housing and Community Development (DHCD) is to create and preserve opportunities for affordable housing and economic development, and revitalize underserved communities in the District of Columbia (DC).

SUMMARY OF SERVICES

DHCD's fundamental activities consist of financial operations, administration of regulations and support of the independent Rental Housing Commission. The specific strategic objectives that DHCD focuses on to stimulate economic development and spur the dream of home ownership in underserved communities is (1) Preserve and increase the supply of quality affordable housing throughout DC, (2) Increase homeownership opportunities to residents of low and moderate income households and (3) revitalization of DC neighborhoods by promoting community development that embraces economic opportunities for local businesses. DHCD creates and preserves affordable housing by providing low-cost gap financing and subsidies for single family residential rehabilitation and multi-family construction projects to garner affordable rental and homeownership opportunities throughout the city. DHCD also leverages its appropriated local and federal funding to help finance community facilities, acquire property, and administer disposition activities for vacant and abandoned properties to help stabilize DC neighborhoods and provide new local opportunities. DHCD partners with community based organizations city wide to implement residential and community services that include homeownership assistance programs, housing counseling services, storefront façade improvement initiatives, and small business technical assistance services. In addition, DHCD administers the rental housing regulations that govern condominium and cooperative conversions, rent control, inclusionary zoning, and affordable dwelling unit programs. The Affordable Housing Locator is also a service of DHCD and is available online at dchousingsearch.org. All of these programs and services can be accessed through DHCD's Housing Resource Center located in DC's Historic Anacostia neighborhood in Ward 8.

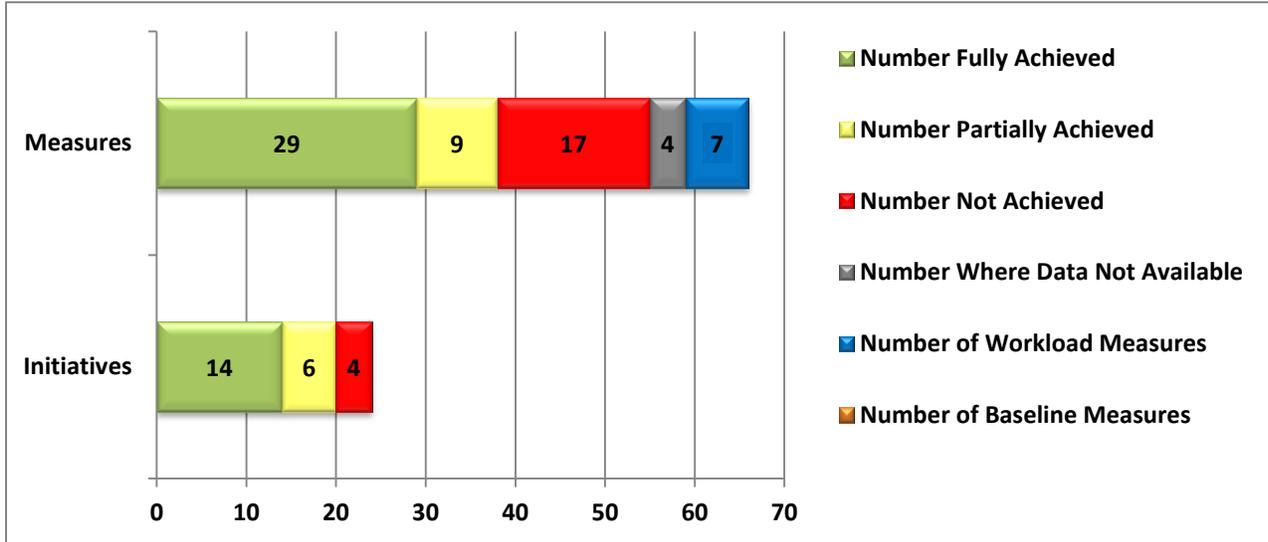
ACCOMPLISHMENTS

- ✓ Achieved 230% of goal for number of housing units rehabilitated
- ✓ Achieved 148% of expected goal for special needs housing
- ✓ Achieved 100% of Fair Housing reviews completed within stated division timelines

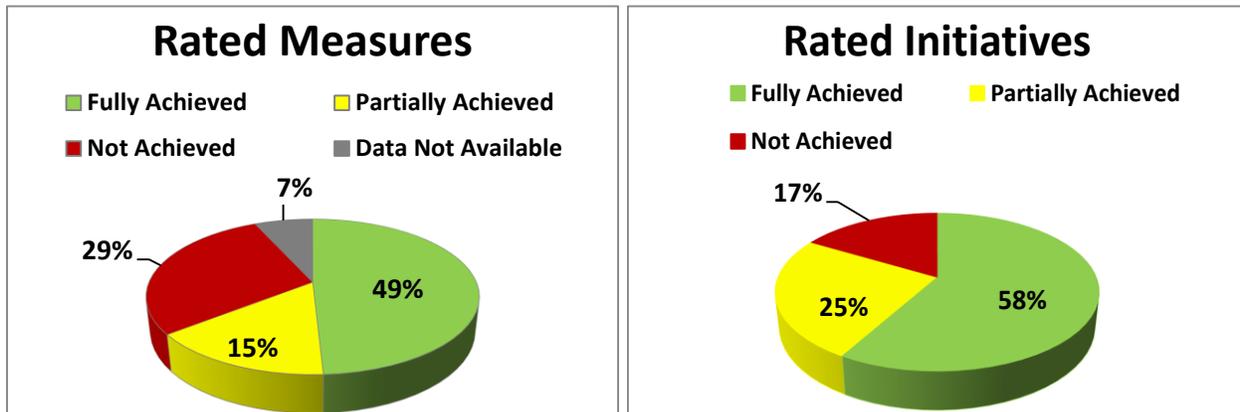


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:

- Fully achieved ● Partially achieved ● Not achieved ● Data not reported

Development and Finance Division

OBJECTIVE 1: Preserve and Increase the Supply of Quality Affordable Housing

INITIATIVE 1.1: Implement Tiered Target Area Investment Strategy.

Fully Achieved: DHCD's RFP released in April 2012 resulted in 12 selected project proposals that help achieve the four tiered project focus areas. Project examples are: the Monsenor Romero TOPA rehabilitation project that helps retain affordable housing in Ward 1, Altamount Place SE Special Needs project that helps deal with poverty in Ward 7, North Capitol Commons Special Needs permanent supportive housing for homeless persons in Ward 6, a new senior housing project in Ward 2 that helps distribute affordable housing across the District and coordinates with other District agencies, and two TOPA rehabilitation projects that retain affordable housing in the District to name about half the selected projects.

INITIATIVE 1.2: Reduce Loan Delinquency and Increase Collections (Joint Initiative with PAMD).

Fully Achieved: Development Finance Division and PAMD developed an internal risk rating system used to analyze individual multifamily project risk along with providing an overall projection of Agency risk exposure. DHCD worked with five multifamily properties to reposition loans, prevent foreclosure, and provided technical assistance to improve the operations of the properties. DFD and PAMD identified and outlined requirements needed for the standardization of all Agency loan documents.

- Good standing loans increased 1.4%
- Delinquent loans decreased .45%

OBJECTIVE 2: Increase Homeownership Opportunities.

INITIATIVE 2.1: Execute First Year of Three Year Effort to Stabilize Targeted Neighborhoods through NSP2 Grant (Joint Initiative with RCSD and PADD).

Fully Achieved: The NSP2 funds were obligated to 10 projects that were used to purchase or redevelopment foreclosed or abandoned properties. All the funds were expended by February 2013. The major projects included: Bass Circle Apartments – a major rehabilitation of a 119 unit foreclosed garden apartment complex in Ward 7; Bryan Place – an acquisition of vacant 16 unit apartment building for major rehabilitation as an affordable rental building in Ward 8; Rosedale – a new construction of 26 new affordable units on a vacant lot in Ward 6; Habitat for Humanity in Ivy City – 4 rehabilitated affordable units in foreclosed properties in Ward 5; and acquisition of vacant property in Ward 8 for the construction of 10 new affordable townhouse units.



OBJECTIVE 3: Revitalize Neighborhoods, Promote Community Development and Provide Economic Opportunities.

INITIATIVE 3.1: Commit or Expend Awarded American Recovery and Reinvestment Act of 2009 (ARRA) Funds and Housing and Economic Recovery Act of 2008 (HERA) Funds.

Fully Achieved: ARRA and HERA funds were 100% obligated and expended by the deadlines for projects that created affordable housing units and neighborhood services for low to moderate income District residents. Major project examples include: Brookland Artspace – 39 units of affordable live/work rental space for low income artists (TCAP funded); Scattered Site Cooperative Rehabilitations for five TOPA acquired buildings with 134 units located throughout the District (Section 1602 funded); Construction funding for a new Capital Area Food Bank warehouse that provides food assistance to low income District residents (CDBG-R funded); Assistance to Barbara Chambers Child Care Center to help complete the rehabilitation of a child care center for Ward 1, (Oke include other examples here). ARRA and HERA permitted DHCD to help maintain a higher level of affordable housing assistance during a period when the District’s other local and Federal funding sources saw drastic reductions in the amount of funds available for projects.

Housing Regulation Administration

OBJECTIVE 1: Preserve and Increase the Supply of Quality Affordable Housing.

INITIATIVE 1.1: Case Management Tracking System Implementation

Not Achieved: DHCD contracted with the Office of the Chief Technology Officer (OCTO) to analyze the Housing Regulation Administration in order to improve its business processes as well as recommend enhancements to its IT solution used to both store and manage data. DHCD is currently reviewing the business process document prepared by OCTO. DHCD is approximately 50% complete with this initiative with a goal of completing it by 9/30/2013.

INITIATIVE 1.2: House Locator Enhancements.

Not Achieved: DHCD was not able to dedicate resources toward enhancing DCHousingSearch.org in FY12. This initiative is 0% complete and may not be addressed in FY13.

INITIATIVE 1.3: Housing Regulation Administration Electronic Information.

Not Achieved: This initiative was partially completed in FY2012, approximately 50%, within a total completion goal of 9/30/2013.

OBJECTIVE 2: Revitalize Neighborhoods, Promote Community Development and Provide Economic Opportunities

INITIATIVE 2.1: Expand and Enhance Housing Provider Ombudsman Education Series.

Fully Achieved: DHCD completed this initiative by holding seminars with real estate agents, community based organizations and other stakeholders on a number of topics including TOPA, condominium conversion and rent control.

INITIATIVE 2.2: Expand and Enhance the Housing Regulation Administration Education Series.

Fully Achieved. DHCD completed this initiative for FY12 by holding quarterly stakeholder meetings as well as offering seminars to stakeholders on a number of different topics.



Portfolio and Asset Management Division.

OBJECTIVE 1: Preserve and Increase the Supply of Quality Affordable Housing.

INITIATIVE 1.1: Enhance Monitoring of the Multifamily Portfolio of District of Columbia including Low Income Housing Tax Credits (LIHTC).

- **Fully Achieved:** PAMD increased financial monitoring of LIHTC projects in FY12 through the Asset Management financial review process.

INITIATIVE 1.2: Reduce Loan Delinquency and Increase Collections (Joint Initiative with DFD).

- **Fully Achieved:** Development Finance Division and PAMD developed an internal risk rating system used to analyze individual multifamily project risk along with providing an overall projection of Agency risk exposure. DHCD worked with five multifamily properties to reposition loans, prevent foreclosure, provide technical assistance to improve the operations of the properties. DFD and PAMD identified and outlined requirements needed for the standardization of all Agency loan documents.
 - Good standing loans increased 1.4%
 - Delinquent loans decreased .45%

Program Monitoring Division

OBJECTIVE 1: Preserve and Increase the Supply of Quality Affordable Housing.

INITIATIVE 1.1: Ensure ARRA Funds are Monitored and Reported

- **Partially Achieved:** DHCD was able to meet all ARRA spending requirements. DHCD was not able to meet the spending requirements for the HPRP, but was able to spend approximately 99% of the total grant by the July 2012 deadline.

OBJECTIVE 2: Increase Home Ownership Opportunities.

INITIATIVE 2.1: Hold Annual Fair Housing Symposium and Conduct Analysis of Impediments to Fair Housing Choice (AI).

- **Partially Achieved:** The Annual Fair Housing Symposium was held on April 19, 2012. The Analysis of Impediments was completed in FY2012 but the official rollout was not until December 2012, which falls into FY13.

OBJECTIVE 3: Revitalize Neighborhoods, Promote Community Development and Provide Economic Opportunities.

INITIATIVE 3.1: Increase Compliance of Section 3 Program.

- **Fully Achieved:** DHCD has completed a communication plan for Section 3 that targets both businesses and potential hires. Additionally DHCD has completed policies and procedures that apply to contracting.



Property Acquisition and Disposition Div.

OBJECTIVE 1: Preserve and Increase the Supply of Quality Affordable Housing.

INITIATIVE 1.1: Execute Year of Three Year Effort to Stabilize Targeted Neighborhoods through NSP2 Grant (Joint Initiative with DFD and RCSD).

- **Fully Achieved:** In FY12 DHCD had obligated all NSP-2 funds and has met all three spending targets for FY11, 12, and 13.

OBJECTIVE 2: Revitalize Neighborhoods, Promote Community Development and Provide Economic Opportunities.

INITIATIVE 2.1: Complete Three-Year Effort to Recapture Properties from Non-Performing Developers.

- **Not Achieved:** This initiative continues as there are three properties left to recapture from ARCH. DHCD is over 50% complete with this initiative and will attempt to complete recapture of these properties by the end of FY13.

INITIATIVE 2.2: Implement the Turnkey Residential Development Initiative

- **Fully Achieved:** The Turnkey Program has been successfully implemented in FY12, with two properties being sold under the program with an additional four properties to be developed in FY13 and ten in FY14.

INITIATIVE 2.3: Acquire Vacant Commercial Property in Historic Anacostia.

- **Partially Achieved:** In FY12, DHCD acquired 3 properties in Historic Anacostia and is on target to reach the 5 properties in FY12 and FY13 outlined in this initiative. DHCD is 60% completed, with an estimated completion date of 9/30/2013.

Rental Housing Commission

OBJECTIVE 1: Preserve and Increase the Supply of Quality Affordable Housing.

INITIATIVE 1.1: Create Standard Operating Procedures Manual

- **Partially Achieved:** The Commission is in the process of preparing a standard operating procedures manual. This manual is approximately 75% completed, with an estimated completion date of 6/30/2013.

INITIATIVE 1.2: Implement Process to Streamline Case Resolution.

- **Fully Achieved:** The Commission has implemented the Streamlined Case Resolution Process, as well as a new case resolution process, where parties are now offered the opportunity to work with a settlement officer prior to case hearings.

Residential and Community Services Division

OBJECTIVE 1: Preserve and Increase the Supply of Quality Affordable Housing.

INITIATIVE 1.1: Execute Second Year of Three-Year ARRA Lead Hazard Reduction Demonstration Grant.

- **Fully Achieved:** DHCD was able to meet the spending requirement outlined by the grant and was able to create 204 lead free units.



OBJECTIVE 2: Increase Homeownership Opportunities.

INITIATIVE 2.1: Expand Use of FHA Insured 203(k) Streamlined Loans (203(k) Loans) in Conjunction with the Home Purchase Assistance Program (HPAP).

- **Partially Achieved:** DHCD is currently in the process of implementing the streamlined loan process. In FY12 DHCD did a complete evaluation of the HPAP program and is in the process of implementing new policies and procedures to make the HPAP more successful and sustainable. DHCD is approximately 75% complete with this program overhaul and initiative with the anticipated completion date of 6/30/13.

INITIATIVE 2.2: Execute First Year of Three Year Effort to Stabilize Targeted Neighborhoods through NSP2 Grant (Joint Initiative with DFD and PADD).

- **Fully Achieved:** In FY12 DHCD had obligated all of its NSP-2 funds and has met all three spending targets for FY11, 12, and 13.

OBJECTIVE 3: Revitalize Neighborhoods, Promote Community Development and Provide Economic Opportunities.

INITIATIVE 3.1: Complete Overhaul of the Storefront Façade Development Process.

- **Not Achieved:** DHCD has conducted some best practices research on how other jurisdictions implement their façade improvement programs. Efforts to finalize policies and procedures will be completed this year. Currently this overhaul is approximately 50% completed and will be fully completed by 9/30/2013



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload measurement

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
Housing Regulation Administration								
	1.1	Percent of orders issued on voluntary agreement petitions within 45 days	100%	90%		100%	111.11%	8100 - HOUSING REGULATION ADMINISTRATION
	1.2	Percent of orders issued on hardship petitions within 90 calendar days of receipt	75%	90%		100%	111.11%	8100 - HOUSING REGULATION ADMINISTRATION
	1.3	Percent of condo registration applications processed within 60 days	91.96%	98%		91.92%	93.80%	8100 - HOUSING REGULATION ADMINISTRATION
	1.4	Percent of structural defect warranty claim notices of funding processed within 60 days	35.42%	95%		46.15%	48.58%	8100 - HOUSING REGULATION ADMINISTRATION
	1.5	Percent of complete housing assistance payment requests processed within 30 days	0	95%		0	0%	8100 - HOUSING REGULATION ADMINISTRATION
	1.6	Number of inclusionary zoning units built	0	2		2	100 %	8100 - HOUSING REGULATION ADMINISTRATION
	1.7	Percent of lotteries conducted for inclusionary units within 17 calendar days of receiving notice of availability	100%	95%		No data reported	No data reported	8100 - HOUSING REGULATION ADMINISTRATION



	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
Rental Housing Commission								
●	1.1	Number of appeals disposed	19	32		54	168.75%	- RENTAL HOUSING COMMISSION
●	1.2	Number of appeals cases greater than 3 years old	71	12		95	12.63%	- RENTAL HOUSING COMMISSION
●	1.3	Percent of cases processed under 6 weeks (from date of commencement)	46.25%	55%		37.04%	67.34%	- RENTAL HOUSING COMMISSION
●	1.4	Average amount of time (months) from receipt of case to assignment	15	3		35	8.57%	- RENTAL HOUSING COMMISSION
●	1.5	Percent of hearings scheduled within 30 day requirement	75%	100%		100%	100%	- RENTAL HOUSING COMMISSION
●	1.6	Average # of calendar days between receipt of case and final decision	376	91		82.4	110.44%	9100 - RENTAL HOUSING COMMISSION
Development Finance Division								
●	1.1	Percent of District owners spending greater than 30% of income on monthly housing costs	39.2%	35%		30.81%	113.61%	DEVELOPMENT FINANCE DIVISION
●	1.2	Percent of District Renters spending greater than 30% of income on housing costs	49.2%	45%		49.27%	91.34%	DEVELOPMENT FINANCE DIVISION
●	1.3	Total affordable housing units funded (new and rehab)	846	900		879	97.67%	2000 - DEVELOPMENT FINANCE DIVISION
●	1.4	Total special needs housing units funded (elderly, disabled, and homeless units)	251	150		223	148.67%	- DEVELOPMENT FINANCE DIVISION



	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
●	1.5	Total affordable housing units rehabilitated	300	200		459	229.50%	DEVELOPMENT FINANCE DIVISION
●	1.6	Total affordable housing units preserved (via loan structuring, technical assistance, etc.)	122	200		280	140%	2000 - DEVELOPMENT FINANCE DIVISION
●	1.7	Number of New Low-Moderate Income Housing Units Completed per \$100,000 of Public Financial Assistance (Industry Standard Measure)	1.4	1.4		1.5	107.14%	DEVELOPMENT FINANCE DIVISION
●	2.1	Total new homeownership units funded	223	80		223	278.75%	2000 - DEVELOPMENT FINANCE DIVISION
●	2.2	Total First Right Purchase Assistance Program (tenant purchase) units funded - FRP New and Rehab Units	241	100		36	36%	- DEVELOPMENT FINANCE DIVISION
●	3.1	Percent of affordable housing units competitively evaluated and advancing to underwriting in the respective FY, that are highly sustainable and meet the Green Communities Criteria	86%	100%		100%	100%	DEVELOPMENT FINANCE DIVISION
Residential and Community Services Div.								
●	1.1	Total affordable housing units funded	506	425		338	79.53%	RESIDENTIAL AND COMMUNITY SERVICE DIV
●	1.2	Total Single Family Rehab units funded	124	75		49	65.33%	RESIDENTIAL AND COMMUNITY SERVICE DIV



	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
●	1.3	Total Lead Multifamily units funded	137	60		42	70%	3000 - RESIDENTIAL AND COMMUNITY SERVICE DIV
●	1.4	Total Residential Rehab special needs (elderly, disabled and homeless) units funded	73	15		21	140%	RESIDENTIAL AND COMMUNITY SERVICE DIV
●	1.5	Number of Elevated Blood Level cases in the District	43	30		48	62.50%	3000 - RESIDENTIAL AND COMMUNITY SERVICE DIV
●	2.1	Number of first time homebuyers funded by Home Purchase Assistance Program (HPAP)	223	260		225	86.54%	RESIDENTIAL AND COMMUNITY SERVICE DIV
●	2.2	Total HPAP special needs (elderly, disabled and homeless) units funded	7	10		8	80%	3000 - RESIDENTIAL AND COMMUNITY SERVICE DIV
●	2.3	Number of District employee homebuyers funded by EHAP	75	80		76	95%	3000 - RESIDENTIAL AND COMMUNITY SERVICE DIV
●	2.4	Number of District employee homebuyers funded by NEAHP	20	25		19	76%	3000 - RESIDENTIAL AND COMMUNITY SERVICE DIV
●	3.1	Number of storefront facades improved	46	40		12	30%	3000 - RESIDENTIAL AND COMMUNITY SERVICE DIV
●	3.2	Average cost per facade unit funded	25,000	25,000		\$71,000	35.21%	3000 - RESIDENTIAL AND COMMUNITY SERVICE DIV



	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
Property Acquisition and Disposition Division								
●	1.1	Number of properties acquired	11	15		6	40%	4100 - PROPERTY ACQUISITION & DISPOSITION DIV
●	1.3	Number of properties recaptured from developers or transferees	0	10		No data reported	No data reported	4100 - PROPERTY ACQUISITION & DISPOSITION DIV
●	1.4	Number of properties for which disposition agreements were executed	28	55		33	60%	4100 - PROPERTY ACQUISITION & DISPOSITION DIV
●	1.5	Number of housing units rehabilitated through acquisition of abandoned properties	53	45		51	113.33%	4100 - PROPERTY ACQUISITION & DISPOSITION DIV
●	1.6	Number of affordable housing units created or rehabilitated through acquisition of abandoned properties	31	45		24	53.33%	4100 - PROPERTY ACQUISITION & DISPOSITION DIV
●	1.7	Average number of years of affordability for units created or rehabilitated through acquisition of abandoned properties	12	15		60	400%	4100 - PROPERTY ACQUISITION & DISPOSITION DIV
●	1.8	Number of properties investigated that result in rehabilitation by the owner	0	5		2	40%	4100 - PROPERTY ACQUISITION & DISPOSITION DIV
●	1.9	Average cost per property of acquisitions	38095	190000		\$692,049	27.45%	4100 - PROPERTY ACQUISITION & DISPOSITION DIV



	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
Program Monitoring Division								
●	1.1	Total number of grants projects reviewed	201	95		105	110.53%	7000 - PROGRAM MONITORING DIVISION
●	1.2	Percent of environmental reviews conducted within 45 days	88.51%	80%		72.92%	91.15%	7000 - PROGRAM MONITORING DIVISION
●	1.3	Percent of Fair Housing reviews completed within stated division timelines	100%	98%		100%	102.04%	7000 - PROGRAM MONITORING DIVISION
●	1.4	Number of eligible Community Housing Development Organizations recertified by fiscal year end	5	6		10	166.67%	7000 - PROGRAM MONITORING DIVISION
●	1.5	Number of required physical inspections and file reviews of units conducted annually for HOME;LIHTC;HPTF and Relocation properties	1,032	1,000		1757	175.70%	7000 - PROGRAM MONITORING DIVISION
●	3.1	Number of Section 3 Business Concerns Certified	14	10		20	200%	7000 - PROGRAM MONITORING DIVISION
●	3.2	Number of Section 3 Jobs Created	38	15		37	246.67%	7000 - PROGRAM MONITORING DIVISION
Portfolio and Asset Management Division								
●	1.2	Percent of all required financial reviews completed	49.43%	50%		78.86%	157.71%	4500 - PORTFOLIO AND ASSET MANAGEMENT DIVISION



	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
●	1.3	Percent of loans in good standing (e.g. current loans and payoffs, and 30 days or less delinquent)	94.45%	92%		93.39%	101.51%	4500 - PORTFOLIO AND ASSET MANAGEMENT DIVISION
●	1.4	Percent increase in number of loans in good standing from previous quarter	5.06	1.55		100.12%	6459.23%	4500 - PORTFOLIO AND ASSET MANAGEMENT DIVISION
●	1.5	Percent of loans more than 30 calendar days delinquent	2.75%	1.91%		3,451.41%	0.06%	4500 - PORTFOLIO AND ASSET MANAGEMENT DIVISION
●	1.6	Percent of loans in default	4.22%	12%		5.30%	226.24%	4500 - PORTFOLIO AND ASSET MANAGEMENT DIVISION
●	1.7	Number of loans moved from delinquent to correct status	62	60		91	151.67%	4500 - PORTFOLIO AND ASSET MANAGEMENT DIVISION
●	1.8	Percent of financial reports collected from existing borrowers	2.56%	2.5%		65.71%	2628.57%	4500 - PORTFOLIO AND ASSET MANAGEMENT DIVISION
●	1.9	Percent of multifamily loans risk rated	31.14%	50%		9.35%	18.70%	4500 - PORTFOLIO AND ASSET MANAGEMENT DIVISION



	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
Office of the Director /Agency Management								
●	N/A	% of sub-grantee budget spent on programmatic costs				No data reported	Not rated	1000 - AGENCY MANAGEMENT PROGRAM
●	N/A	% of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award				No data reported	Not rated	1000 - AGENCY MANAGEMENT PROGRAM
●	1.1	HRA: # of customers who utilize Housing Resource Center services	6399	5500		6750	Workload Measure Not rated	Not Provided
●	2.1	RHC: # of cases received	27	20		23	Workload Measure Not rated	Not Provided
●	3.1	DFD: # of applications for financial assistance	40	40		39	Workload Measure Not rated	Not Provided
●	4.1	RCSD: # of HPAP applications	554	600		544	Workload Measure Not rated	Not Provided
●	5.1	PADD: # of properties in PADD's inventory	634	157		160	Workload Measure Not rated	Not Provided
●	6.1	PMD: # of internal and external environmental reviews requested	201	95		279	Workload Measure Not rated	Not Provided
●	7.1	PAMD: # of loans in portfolio	6758	7015		7144	Workload Measure Not rated	Not Provided