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CHAPTER 16. FIELD OFFICES

Section 1. General

- 16-1. PROGRAMS AND RESPONSIBILITIES. Field Offices are responsible for administering their assigned programs in a designated jurisdictional area. Field Offices are headed by a Manager who reports to the Regional Administrator-Regional Housing Commissioner (Regional Administrator or RA), except for Category D Offices which report to a Housing Development Division Director in a parent office. Field Offices are responsible for some or all the following functions:
- a. Managing the assigned programs of the Department and providing complete service to program applicants and participants, and providing information of all Departmental programs.
  - b. Utilizing program fund assignments to implement and expedite the assigned program and production goals, and ensuring interprogram coordination. Taking final action, as redelegated, with respect to approving program participants, proposals, contracts, loans, grants, commitments, and mortgage insurance. Taking final action, as authorized, on program matters within fund allocations.
  - c. Achieving all program goals, production targets, and quality objectives and establishing processing priorities and maintaining quality control over program operations and production, and being responsible for the accuracy, adequacy, and timeliness of program decisions, considering the need to prevent fraud, waste, and mismanagement. Reporting progress toward meeting goals, indicating any problems or processing roadblocks which are slowing processing activity or are restricting the ability to react on a timely basis to applicants. Ensuring that Departmental programs are carried out in accordance with policies, procedures, and standards.

- d. Assisting localities and areas to enhance their capacity to identify problems and to formulate and carry out sound action programs in keeping with Departmental objectives.
- e. Representing the Department with mayors, other principal representatives of cities and localities, and with private and public groups or persons having an interest in the programs of the Department
- f. Carrying out functions in an economical and effective manner. Recommending budget amounts, reviewing staff performance, and recommending improved staffing patterns. Assessing office performance, developing improved techniques for program performance and service, and ensuring that prompt and effective actions are taken on audit findings.
- g. Meeting the goals of fair housing and equal opportunity and providing leadership in developing and implementing affirmative action plans for equal employment opportunity.
- h. Exercising final approval of all funding actions for subsidized multifamily housing and other items contained in outstanding instructions.
- i. Assisting in the implementation of Executive Order 12372, which provides states the opportunity to review Departmental programs.
- j. Implementing the Department's environmental responsibilities and assisting in achieving the energy objectives of Title I of the Housing and Community Development Act of 1974, and overseeing the implementation of the Flood Disaster Protection Act and the National Flood Insurance Program.

16-2. ORGANIZATION. As a general rule, the organizational structure specified herein should be considered standard and may not be deviated from without approval by Headquarters or as specified. Some latitude has been given to the Regional

Administrator. For example, the RA may establish organizational components below the division level provided they contain five or more employees and meet the Office of Personnel Management guidelines on supervisory positions. Also, branches that do not meet a threshold of five or more employees may be eliminated. In these cases, only notification to Headquarters is required. In other cases, Headquarters has made the finding that certain disciplines are compatible or may be organized in various ways as noted in various sections of this chapter. In such cases, the activities or functions may be combined, as specifically authorized, at the discretion of the RA. Headquarters must receive advance, written notification for any such combinations. In most cases, however, divisions, branches, and functional arrangements may not be established, modified, or abolished without prior approval by Headquarters. All other proposed organizational changes, including regionalization of functions and changing program jurisdictional areas, must be processed in accordance with Handbook 1105.1 .

Field Offices are normally organized as indicated below. Details are provided in the paragraphs following.

a. Category A Offices.

- (1) Office of the Manager
- (2) Housing Development Division with branches as specified.
- (3) Housing Management Division with branches as specified.
- (4) Community Planning and Development Division.
- (5) Fair Housing and Equal Opportunity Division.
- (6) Administration Division or Administrative Staff. (At the discretion of the RA)
- (7) Legal Division.

b. Category B Offices.

- (1) Office of the Manager.
- (2) Housing Development Division with branches as specified.

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- (3) Housing Management Division with branches as specified.

c. Category C Offices.

- (1) Office of the Manager.
- (2) Valuation Branch.
- (3) Architectural and Engineering Branch.
- (4) Mortgage Credit Branch.
- (5) Loan Management Branch.
- (6) Property Disposition Branch.

d. Category D Offices. These are components of a Housing Development Division of a Regional or Field Office and have a staff of technical and clerical personnel headed by a Chief. There is no organizational structure.

16-3. OFFICE OF THE MANAGER. This office may consist of a number of support functions performed by individuals or staffs which may report directly to the Manager, or some or all, may be grouped together. The functions of the office are described in the paragraphs below. Positions to perform these functions are established at the discretion of the Regional Administrator.

16-4. DEPUTY MANAGER AND/OR SPECIAL ASSISTANT. A Deputy Manager assists the Manager in the performance of duties and acts for the Manager concurrently and in the absence of the Manager. A Special Assistant to the Manager is the principal general staff assistant and advisor to the Manager, undertaking duties and activities as assigned by the Manager.

16-5. ECONOMIC AND MARKET ANALYSIS. These functions are carried out by economists who advise the Manager and program staffs. They receive technical guidance through the Regional Economist. The responsibilities are:

- a. Evaluation. See paragraphs 15-5 a. (1) and (2).

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- b. Program Operations. See paragraph 15-5 b. (1) through (7). In the case of Title X program applications, Economic and Market Analysis support shall be provided by the Category A Office which services multifamily housing program applications within the

jurisdiction.

- 16-6. LABOR RELATIONS. These functions are carried out by staff who advise the Manager on labor relations, labor regulations, and related matters concerning employment on HUD-funded projects and activities. The responsibilities are:
- a. Program Management. Not applicable; these functions are performed only by the Regional Office.
  - b. Operational. See paragraph 15-6 b. (1) through (9).
- 16-7. PUBLIC AFFAIRS. The functions carried out by the Public Affairs Officer, who may have other responsibilities such as Special Assistant to the Manager, are:
- a. Providing public affairs policy guidance and evaluating public affairs activities of the Field Office.
  - b. Providing the services and performing the functions identified in paragraphs 15-7 c, f, g, h, i, j, and k.
- 16-8. PROGRAM PLANNING AND EVALUATION. Not applicable; these functions are performed only by the Regional Office.
- 16-9. ENVIRONMENTAL. These functions are carried out by an Environmental Officer, who serves as Environmental Clearance Officer (ECO), and other staff as necessary. (See 16-40 also.) The responsibilities include:

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- a. Regionwide Functions. Not applicable; these functions are performed only by the Regional Office.
  - b. Operational Functions.
    - (1) Category A Offices are responsible for the functions listed in paragraph 15-9 b. (1) through (10).

- (2) Category B Offices are responsible for only the following functions:
- (a) Administering environmental review procedures in accordance with outstanding instructions; exercising the Environmental Clearance Officer (ECO) function for single-family housing programs; and, at the request of the Regional Office, arranging for assistance in the preparation of Environmental Impact Statements. For multifamily housing programs, the Regional Environmental Officer shall act as the ECO.
  - (b) Recommending designation of an Environmental Advisor to perform the following: provide on-site environmental technical advice and guidance to office staff; maintain environmental regulations, guidance material, and reference data needed for Environmental Assessment preparation, and Environmental Checklists or Checksheets; provide day-to-day liaison with the Regional Environmental Staff; and refer complex environmental issues to the Region for assistance.
- (3) Category C Offices are responsible for only the following functions:
- (a) Administering environmental review procedures in accordance with outstanding instructions; exercising

the Environmental Clearance Officer function for single-family programs; and, at the request of the Regional Office, arranging for assistance in the preparation of Environmental Impact Statements.

- (b) Recommending designation of an Environmental Advisor to perform the following: provide on-site environmental technical advice and

guidance to office staff; maintain environmental regulations, guidance material, and reference data needed for Environmental Assessment preparation, Environmental Checklists or Checksheets; provide day-to-day liaison with the Regional Environmental Staff; and refer complex environmental issues to the Region for assistance.

- (4) Category D Offices are responsible for performing required Environmental Assessments and the Environmental Clearance signature function for single-family programs.

16-10. thru 16-19. RESERVED.

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## Section 2. Housing

16-20. GENERAL. Housing operations in Field Offices combine all the programs and functions of the Office of Housing and the Office of Public Housing in a Regional Office, differing only by the nature and extent of the programs assigned to each office category. Category A Offices are normally responsible for all programs and functions. Category B Offices are normally responsible for all multifamily and single-family programs and functions. Category C Offices are normally responsible for all single-family programs and functions. Category D Offices are normally responsible for only limited single-family operations. The following paragraphs provide details.

16-21. RESERVED.

16-22. DEVELOPMENT.

- a. Category A Office. The programs and functions assigned are a combination of paragraphs 15-22 and 15-30 (development functions are combined). The organizational structure is a similar combination of paragraphs 15-22 and 15-31 for development functions.

- (1) Architectural, Engineering, and Cost operations. See paragraphs 15-23 and 15-31.

- (2) Valuation operations. See paragraph 15-24.
  - (3) Mortgage Credit operations. See paragraph 15-25.
  - (4) Housing Programs operations. See paragraph 15-26.
- b. Category B Office. The programs and functions assigned are a combination of paragraphs 15-22 and 15-30 (development functions are combined). The organizational structure is a similar combination of paragraphs 15-22 and 15-31 for development functions.

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- (1) Architectural, Engineering, and Cost operations. See paragraphs 15-23 and 15-31.
  - (2) Valuation operations. See paragraph 15-24.
  - (3) Mortgage Credit operations. See paragraph 15-25.
  - (4) Housing Programs operations. See paragraph 15-26.
- c. Category C Offices. The organizational structure and functions for the housing development operations consists of the following:
- (1) Architectural and Engineering operations. See paragraph 15-23 a. May also perform multifamily inspections.
  - (2) Valuation operations. See paragraph 15-24.
  - (3) Mortgage Credit operations. See paragraph 15-25.
- d. Category D Offices. The housing development operations in these offices are limited to receiving applications for single-family mortgage insurance, issuing conditional and firm commitments, endorsing mortgages for insurance on single-family properties, inspecting single-family new construction and performing multifamily inspection upon request of the

Housing Development Division of its parent office.

16-23. to 16-26. RESERVED.

16-27. MANAGEMENT.

- a. Category A Office. The programs and functions assigned are a combination of paragraphs 15-27 and 15-30 (management functions are combined). The organizational structure is a similar combination of paragraphs 15-27, 15-31, and 15-32 (management functions are combined) with the addition of an Assisted Housing Branch.

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- (1) Loan Management operations. See paragraph 15-28.
  - (2) Property Disposition operations. See paragraph 15-29.
  - (3) Assisted Housing operations. See paragraphs 15-31 and 15-32.
- b. Category B Office. The programs and functions assigned are a combination of paragraphs 15-27 and 15-30 (management functions are combined). The organizational structure is a combination of paragraphs 15-27, 15-31, and 15-32 (management functions are combined) with the addition of an Assisted Housing Branch.
    - (1) Loan Management operations. See paragraph 15-28.
    - (2) Property Disposition operations. See paragraph 15-29.
    - (3) Assisted Housing operations. See paragraphs 15-31 and 15-32.
- c. Category C Offices. The organizational structure and functions for housing management operations consists of the following:
    - (1) Loan Management operations. See paragraphs 15-28 and 15-29. Multifamily items such as b, c, e, f, and g of 15-28 and applicable

portions of a and g of 15-29 usually do not apply.

(2) Property Disposition operations. See paragraph 15-29. Multifamily items such as c, k, l, and applicable portions of m do not apply.

d. Category D Offices. No management operations are assigned to these offices.

16-28. and 16-29. RESERVED.

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### Section 3. Reserved

#### Section 4. Community Planning and Development

16-40. GENERAL. Community Planning and Development (CPD) operations in Field Offices are limited to Category A Offices, which are responsible only for direct program operations. The CPD Division usually consists of one or more organizational components which carry out the following functions: Program Management, Program Support, and Environmental. The environmental functions may be placed in the Office of the Manager or the CPD Division. If in the CPD Division, the environmental functions described in paragraph 16-9 become the responsibility of this division. The staff carrying out these functions shall report directly to the Division Director.

- a. Programs. See paragraph 15-40 a. Item (6) is limited to the jurisdictional area of the office.
- b. Functions. See paragraphs 15-40 b (2) and (3). References to the RA, Region, or regionwide shall be read as Manager/Director, Office/Division, and jurisdictional area.

16-41. RESERVED.

16-42. PROGRAM MANAGEMENT. See paragraph 15-42.

16-43. PROGRAM SUPPORT. See paragraph 15-43.

16-44. to 16-49. RESERVED.

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Section 5. Fair Housing AND Equal Opportunity

16-50. GENERAL. Fair Housing and Equal Opportunity (FHEO) operations in Field Offices are limited to Category A Offices, which are responsible only for direct program operations. The FHEO Division is not normally subdivided and is responsible for the programs and functions listed below.

- a. Programs. See paragraph 15-50 a, except that items (10), (11), and (12) do not apply.
- b. Functions. See paragraph 15-50 b, except that items (3), (9), and (11) do not apply, and paragraph 15-53. All references to the RA, Region, or regionwide shall be read as Manager/Director, Office/Division, and jurisdictional area.

16-51. to 16-59. RESERVED.

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Section 6. Administration

16-60. GENERAL. Administrative services, as described in 15-60 thru 15-66, for Field Offices are provided by a combination of: (1) direct Regional Office staff, (2) Administration Division assigned to the Field Office, or (3) Administrative Staff assigned to the Office Manager, as directed by the Regional Administrator.

16-61. to 16-69. RESERVED.

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Section 7. Legal

16-70. GENERAL. Legal services for Field Offices without assigned or outstationed legal staff are the responsibility of the Regional Counsel, who may delegate such responsibility to a Chief Counsel or Chief Attorney in appropriate cases.

Category A Offices normally have a separate Legal Division, headed by a Chief Counsel, which provides legal counsel, service, assistance, reviews, and recommendations with respect to all programs and activities assigned to the office, excluding those legal services and functions provided by the Regional Counsel. The Chief Counsel is responsible to the Office Manager for the administration, management, and work priorities of the legal functions of the office, and to the Regional Counsel for the quality of the professional services provided.

Category B Offices may include a Chief Attorney on the staff of the Office Manager to provide legal services with respect to the programs assigned to the office. The Chief Attorney is responsible to the Office Manager for administration, management, and work priorities, and to the Regional Counsel for the quality of the professional services provided.

16-71. to 16-79. RESERVED.

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Section 8. Indian Programs

16-80. GENERAL. Departmental activities for Indians are normally administered by a Regional Office. However, in Region VI these programs are administered by the Oklahoma City Office. In Region X, both the Regional Office and the Anchorage Office have specific responsibilities. The Regional Offices (and the Oklahoma City and Anchorage Offices) have operational responsibility for all programs, except mortgage insurance activities, which affect Indian Tribes within specifically assigned jurisdictions. See paragraph 15-80 for details.

16-81. to 16-89. RESERVED.

