

**DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
ADMINISTRATIVE SUPPORT OFFICES  
OFFICE OF THE FIELD POLICY AND MANAGEMENT**

*(Dollars in Thousands)*

	<b>FY 2017 Actuals</b>	<b>FY 2018 Annualized CR</b>	<b>FY 2019 President's Budget</b>
<b>Personnel Services</b>	<b>\$49,615</b>	<b>\$48,674</b>	<b>\$46,809</b>
<b>Non-Personnel Services</b>			
Travel	653	787	787
Transportation of Things	16	-	-
Printing	2	-	-
Other services/Contracts	49	25	25
Training	48	40	40
Supplies	4	4	4
<b>Non-Personnel Services Subtotal</b>	<b>\$772</b>	<b>\$856</b>	<b>\$856</b>
Working Capital Fund	\$1,285	\$1,124	\$1,399
<b>Grand Total</b>	<b>\$51,672</b>	<b>\$50,654</b>	<b>\$49,064</b>
<b>Associated FTE</b>	<b>333</b>	<b>318</b>	<b>303</b>

**1. Program Purpose and Fiscal Year 2019 Budget Overview**

The Office of Field Policy and Management (FPM), an essential arm of the Secretary and Deputy Secretary's Offices, executes locally driven strategies developed by community stakeholders, with resources and support from federal partners (internal and external to HUD), to produce outcomes for communities. The Office of FPM strives to meet the needs of our customers and make a positive difference in their lives. The Office of FPM provides continued support of the Secretary's vision through oversight and support of our ten regions led by the Regional Administrators and our 65 field and regional offices.

The Office of FPM historically serves three principal roles for the Secretary. First, FPM is a consistent presence, the eyes and ears interacting with communities and local stakeholders and the public's first point of contact for services and information. Secondly, FPM supports locally driven strategies developed by local officials, community stakeholders, and facilitates cross programmatic collaboration to achieve those priorities. Finally, as an adjunct of the Deputy Secretary's office, FPM is the organization of choice for

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the incubation, launch, nurturing and execution of Secretarial Initiatives in the field. The Office addresses program delivery issues, determines program impacts and is instrumental in providing operational feedback that influences program design and Departmental policy making. The Office of FPM executes departmental support for small business, including Section 3 opportunities for program recipients. With at least fifteen active service level agreements, memorandums of understanding and other agreements with HUD program offices and other federal agencies, the Office of FPM works with community based, nonprofit, philanthropic and faith-based organizations to maximize the impact of HUD funds in communities. As the only presence in every HUD office, FPM local and regional leadership addresses unique customer needs and provides feedback to headquarters about program successes and challenges.

In addition, the Office of FPM monitors HUD's statutory responsibility to ensure HUD-funded housing projects, insured construction projects and payments to Public Housing Authority (PHA) operations staff comply with federal labor requirements. The Office of FPM's Davis Bacon office, located in each regional office, provides training and monitors local agencies for labor standards contract compliance.

The fiscal year 2019 President's Budget of \$49,064K is \$1,590K less than the fiscal year 2018 Annualized CR level. Aligned with the President's objective to make government lean, accountable and more efficient.

**Personnel Services (PS):** The Office of FPM is requesting \$46,809K to support 303 Full-Time Equivalents (FTE), a decrease of 15 FTE from fiscal year 2018 Annualized CR level. The reduction in FTE will be achieved through attrition.

**Non-Personnel Services (NPS):** The Office of FPM is requesting \$856K in NPS which will primarily support funding for travel. The Office of FPM staff oversee and support key Departmental priorities that require travel and coordination to include EnVision Center expansion initiatives (improve access to supportive services to American families through public-private partnerships), Disaster Recovery and Relief efforts, decreasing homelessness initiatives, reducing lead hazards in housing, and empowering Section 3 (provision of the Housing and Urban Development Act of 1968 which ensures that preference for employment, training and contracting opportunities generated from the expenditure of certain HUD funds is directed to local low and very low-income persons). Support includes, but is not limited to, outreach, on-site technical assistance, convening and facilitating roundtables and trainings, ongoing capacity building and community engagement efforts. Wherever possible, FPM encourages the use of audio and video technology to reduce travel cost.

**Working Capital Fund (WCF):** FPM also requests \$1,399K for WCF shared services expenses and other investments as determined by the Secretary.

## **2. Key Operational Initiatives**

The Office of FPM continues to lead HUD's efforts to transform, innovate and brand an agency wide approach to our customers and clients through the Department's Unified 1-HUD Customer Relationship Management (CRM) initiative. The Office of FPM has successfully completed, tested and deployed the first phase of the Unified 1-HUD Field CRM framework for use in all local HUD field offices across the country. In addition, the agency utilized the Unified 1-HUD CRM framework in responding to disasters that occurred in Texas, Florida and Puerto Rico. In fiscal year 2017, the Office of FPM offered training to over 200 HUD employees on the CRM tool in response to the disasters that occurred in Texas, Florida and Puerto Rico. Between September 2017 and December 2017, the Department's staff reported over 6,800 interactions with renters, homeowners and other customers in the CRM tool related to disasters that occurred in Texas, Florida and Puerto Rico. As of December 2017, HUD staff resolved over 70 percent of customers' reported concerns. For fiscal year 2018, the Office of FPM will focus on CRM tool enhancements and full deployment of basic and advanced training to over 300 of FPM staff. The implementation of the CRM tool in FPM's daily operations will improve tracking and timely resolution of customer concerns across the field and improve reporting of critical customer service metrics. The Office of FPM continues to rethink its operations and identify ways to operate more efficiently. Since September 2017, the Office of FPM has realigned several management staff working in areas with decreased workloads to fill critical voids in regional and field offices in areas with higher demands. FPM will continue to assess workload and realign resources to better meet the needs of the American public.