

U.S. Department of Housing and Urban Development

Fiscal Year 2026 Annual Performance Plan



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MESSAGE FROM SECRETARY TURNER



I am proud to present the U.S. Department of Housing and Urban Development's (HUD's) Annual Performance Plan (APP) for FY 2026. This plan outlines the priorities that will guide our work as we strive to fulfill HUD's mission to foster strong communities by supporting access to quality, affordable housing; expanding housing supply; and unlocking homeownership opportunities for the American people. We can – and will – accomplish these outcomes while ensuring we remain good stewards of taxpayer dollars by maximizing our budget and elevating our service to rural, Tribal and urban communities.

In 2026, HUD is refocusing on its mission to deliver positive, lasting outcomes for communities across the country and the forgotten Americans who call them home. Our key priorities are to help more people end the cycle of government dependence, make homes more affordable, and ensure that we efficiently use taxpayer resources. This work is aligned with our mission of revitalizing American communities and creating opportunities for individuals and families to become self-sufficient.

Our first priority is to reduce regulatory barriers that drive up costs, hinder access to affordable housing, stifle the American innovative spirit, and block hardworking taxpayers from achieving the American Dream of homeownership. Addressing and eliminating these barriers will not only have an immediate impact, but a generational impact. These barriers include outdated and ineffective policies that create excessive bureaucracy, drive up the cost of construction, and limit the supply of affordable housing. Beyond homeownership opportunities, we are also focusing on making long-overdue changes to our nation's Public Housing program. The culture around public housing programs also needs to change. Public housing is not permanent housing—it was designed to be a temporary support system to help individuals and families through challenging times. Our ultimate goal is to reduce reliance on government assistance and help families move toward greater independence. We're committed to providing the tools, resources, and opportunities necessary to empower all Americans.

We are also examining the state of homelessness in America. HUD will support communities as they implement localized solutions that are holistic, cost-effective, and sustainable. As the number of homeless Americans continues to rise, we are taking inventory of the current approach to find out what is and is not working. While housing is critical, housing alone doesn't solve homelessness. We will address the root causes of homelessness by encouraging our local partners to invest in supportive services. We will encourage solutions that are specific to the geographic, economic, and service needs of families and individuals. By learning from local leaders, community organizations, and the faith community, we will continue to refine the government's role to compassionately and comprehensively address homelessness.

As stewards of taxpayer dollars, it is our responsibility to protect public resources and ensure that each Federal investment in housing is yielding impactful and measurable results for the American people. HUD will be detailed and deliberate about every dollar spent, identifying and eliminating waste, fraud and abuse within our programs. Through enhanced oversight, greater transparency, modernized systems, and financial controls, we will safeguard taxpayer funds while serving the American people at the highest standard.

At HUD, we are building a culture of excellence and meeting the demands of the 21st Century. To do that, we must be agile, efficient, and responsive, optimizing the Department's operations. By reducing bureaucratic red tape, upgrading outdated systems, and streamlining processes, we will ensure HUD can be more responsive in our service to the American public. These operational improvements will modernize HUD, enabling us to fulfill our mission with greater speed and efficiency.

HUD's FY 2026 Annual Performance Plan outlines the path forward as we continue our mission-minded approach to expand homeownership opportunities, work with local and faith-based leaders to address homelessness, protect taxpayer resources, and modernize HUD operations. I look forward to working alongside state, local and Federal leaders, community partners, and the talented team at HUD to make real progress and unlock the Golden Age of Housing.

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Turner', with a long horizontal flourish extending to the right.

Scott Turner
Secretary of Housing and Urban Development

DEPARTMENTAL PERFORMANCE REPORTING

About This Plan

The Fiscal Year (FY) 2026 Annual Performance Plan (APP) for the U.S. Department of Housing and Urban Development (HUD) provides detailed performance-related information to the President, the Congress, and the American people. This plan allows readers to identify HUD's FY26 performance targets, relative to HUD's priorities and stewardship of public resources. This plan consists of several important sections:

Priorities and Performance Indicators

The second section is the core of the APP and is organized by HUD's priorities.¹ The Department's priorities align to HUD's FY26 Budget request and are intended to reflect the outcome or management impact the Department is trying to achieve. HUD will track each priority annually through a specific set of performance indicators. For each priority that HUD will monitor in FY26, HUD has included associated performance metrics to track our progress.

Performance indicators have targets and are how HUD will track its progress. For some performance indicators, HUD is still gathering data to establish baselines and preparing to set targets in future years. These metrics are indicated with the phrase "TBD" in the tables. A third category of indicators, marked as "Tracking Only," provide information about program operations or external conditions but will not have targets. For these indicators, targets would be difficult to establish, would not provide meaningful indications of agency performance expectations, or could create unintended incentives for program staff and our partners.

Cross-Agency Priority (CAP) Goals,² Strategic Goals, Strategic Objectives, & Agency Priority Goals (APGs)

HUD is currently in the process of developing new strategic goals, strategic objectives, and APGs to align with the strategic priorities highlighted in the FY26 Budget. Alignment to Cross-Agency Priority Goals will be defined once the President's Management Agenda is published.

Please refer to <https://www.performance.gov/> for the Department's contributions and progress towards the CAP Goals, where applicable.

Major Management Priorities and Challenges

Major management priorities and challenges are addressed by HUD's Strategic Priorities. For information on the management priorities and challenges HUD will be pursuing, please reference HUD's Strategic Priority summaries in Section Two of this document.

¹ The Department is currently in the process of developing new strategic goals and objectives that align with the establishment of the FY26-30 Strategic Plan and are not featured in this document.

² Cross-Agency Priority Goals are a subset of Presidential priorities that drive cross-government collaboration to tackle government-wide management challenges affecting most agencies. Alignment to Cross-Agency Priority Goals will be defined once the President's Management Agenda is published.

DEPARTMENTAL PRIORITIES AND PERFORMANCE INDICATORS

HUD PRIORITIES

HUD's Mission

Fostering strong communities that support quality, affordable homeownership opportunities, promoting economic development & self-sufficiency for all Americans.

Priority 1: Reduce Barriers to Affordable Housing.

Remove barriers that inhibit the development and utilization of affordable housing.

Priority 2: Reduce Homelessness.

Empower community homelessness mitigation efforts to ensure such experiences are brief, non-recurring, and ultimately prevented.

Priority 3: Protect Taxpayer Funds.

Increase HUD's efficiency and effectiveness in executing its mission by eliminating waste, fraud, and abuse in Federal spending.

Priority 4: Streamline Business Processes.

Radically streamline and simplify HUD operations to meet 21st Century demands.

PRIORITY 1: Reduce Barriers to Affordable Housing.

Remove barriers that inhibit the development and utilization of affordable housing.

LEADING THIS PRIORITY: Office of Housing / Federal Housing Administration
Office of Public and Indian Housing

Overview

HUD is committed to working closely with Federal, state, Tribal, and local partners to identify and eliminate barriers to the creation and availability of affordable housing. HUD will deliver better outcomes for communities by collaborating with stakeholders across all levels of government. The Department will streamline programs, remove overly burdensome regulations, and encourage local control. HUD will also increase homeownership opportunities by reducing burdensome and unnecessary Federal Housing Administration (FHA) requirements that result in higher costs for borrowers. Increases in homeownership will be furthered by expanded access to affordable housing options such as manufactured homes and partnerships with local organizations to develop individuals’ capacities to make sound homeownership decisions. In sum, HUD will drive nationwide efforts to make homeownership more affordable, sustainable, and fair for all Americans.

Paired with reducing obstacles to homeownership is HUD’s commitment to enabling access to affordable rental housing. The Department will develop a comprehensive strategy to improve the efficiency of its rental assistance programs by addressing current and future needs. The modernization of housing information systems will ensure these needs are met by improving the timeliness and accuracy of HUD data. Additionally, the Department intends to shift toward state-based rental assistance grants and further encourage work and self-sufficiency among households receiving rental assistance.

Key Performance Indicators

To help achieve this priority, HUD has established the following performance indicators:

► **Deregulatory Actions Issued.**

This measure will track how many cost-saving deregulatory actions, as defined by EO 14192 and M-25-20, HUD issues each fiscal year.

Past Performance			Performance Plan		Preferred Direction
FY22 Actual	FY23 Actual	FY24 Actual	FY25 Target	FY26 Target	
2	1	3	4	8	↑ Increase

► **Income From Wages in Work-able Households.**

This metric measures the percentage of work-able households that reported any wage income.

Sub-Metric	Past Performance			Performance Plan		Preferred Direction
	FY22 Actual	FY23 Actual	FY24 Actual	FY25 Target	FY26 Target	
All	Any Wages (%) 53.8	Any Wages (%) 54.6	Any Wages (%) 54.1	Tracking Only	Tracking Only	Tracking Only
	Zero Income (%) 9.3	Zero Income (%) 9.4	Zero Income (%) 9.9			
Public Housing	Any Wages (%) 56.2	Any Wages (%) 57.0	Any Wages (%) 56.5	Tracking Only	Tracking Only	Tracking Only
	Zero Income (%) 6.0	Zero Income (%) 5.9	Zero Income (%) 6.4			
Housing Choice Voucher	Any Wages (%) 56.0	Any Wages (%) 56.9	Any Wages (%) 56.6	Tracking Only	Tracking Only	Tracking Only
	Zero Income (%) 9.7	Zero Income (%) 10.0	Zero Income (%) 10.5			
Assisted Multifamily	Any Wages (%) 45.8	Any Wages (%) 46.1	Any Wages (%) 45.6	Tracking Only	Tracking Only	Tracking Only
	Zero Income (%) 10.9	Zero Income (%) 10.9	Zero Income (%) 11.3			

Evidence

In many communities across the country, housing is not affordable for low- and middle-income families, either to rent or own. As of 2023, 22.6 million renting households spent more than 30 percent of their income on housing costs, including 12.1 million whose housing costs exceed 50 percent of their income.³ HUD assisted tenants have their rent set largely based on their income. According to HUD data, the average household receiving HUD rental assistance has received assistance for about 10 years.⁴ This includes households headed by an elderly person or person with disabilities, who comprise about two-thirds of all HUD-assisted renter households, as well as work-able households. HUD policies regarding self-sufficiency, employment, and rent calculations have the potential to increase employment and reduce lengths of stay among assisted work-able households. HUD’s Office of Policy Development and Research has supported a wide variety of research exploring these topics.⁵ HUD is currently conducting a study of a cohort of Moving to Work (MTW) PHAs implementing stepped and tiered rent structures meant to both encourage work and to simplify operations for agency staff. The interim findings from this study

³ <https://www.census.gov/newsroom/press-releases/2024/renter-households-cost-burdened-race.html>

⁴ See HUD’s A Picture of Subsidized Households dataset at <https://www.huduser.gov/portal/datasets/assthsq.html>.

⁵ See, for example, <https://www.huduser.gov/portal/Rent-Reform-Demonstration.html#overview>.

are expected in fiscal year 2026.⁶ Also in fiscal year 2026, HUD plans to undertake research on the marriage penalty – circumstances in which members of a household would end up becoming ineligible for assistance or paying more in rent as a married couple than they would individually – in means tested rental assistance.

Homeownership has also become more costly and buying a home is now out of reach for many families. Homeowners are increasingly spending more than 30 percent of their incomes on housing costs,⁷ reflecting a shortage of affordable supply in many markets and increased demand. Overly burdensome federal, state, and local regulations, particularly in markets where demand and cost burdens are highest, significantly contribute to supply shortages.⁸ Beyond trends in supply at a market level, household formation trends are key indicators of whether a given household will be housing cost burdened. For example, people living alone have the highest rate of burden among homeowners, followed by single-parent homeowners with children under 18.⁹ In addition to high purchase prices and interest rates, non-mortgage costs such as insurance, property taxes, and maintenance costs have contributed to the recent growth in homeowner cost burdens. FHA-insured mortgages play a key role in increasing affordability for homebuyers, particularly those buyers who do not have enough savings to make a large down payment.

⁶ See <https://www.huduser.gov/portal/mtw/cohort2.html>.

⁷ <https://www.pewresearch.org/short-reads/2024/10/25/a-look-at-the-state-of-affordable-housing-in-the-us>

⁸ See https://www.freddiemac.com/research/forecast/20241126-us-economy-remains-resilient-with-strong-q3-growth?utm_source=www.resiclubanalytics.com&utm_medium=referral&utm_campaign=freddie-mac-housing-shortage-has-delayed-the-formation-of-1-million-households.

⁹ See <http://nmhc.org/research-insight/research-notes/2020/do-different-renters-face-different-affordability-challenges/>

PRIORITY 2: Reduce Homelessness.

Strengthen communities’ homelessness mitigation efforts to ensure such experiences are brief, non-recurring, and ultimately prevented.

LEADING THIS PRIORITY: Office of Community Planning and Development
Office of Public and Indian Housing

Overview

The homelessness crisis continues to impact millions across the United States, with families with children, veterans, Tribal Nations, and youth facing some of the greatest challenges. Several longstanding factors have contributed to this crisis, including an affordable housing shortage, high inflation, and stagnant wages for middle- and lower-income households. In addition, natural disasters have displaced millions of individuals, further stretching an already overwhelmed system. Compounding these issues are the prevalence of substance use disorders, untreated mental health conditions, and crime—each of which can create instability and increase the risk of homelessness, particularly in communities with limited access to support services.

Despite these challenges, we can help every American find and maintain stable housing. To make significant progress toward ending homelessness, HUD and its partners must be committed to not only addressing the immediate needs of families and individuals but also creating sustainable solutions tailored to the unique needs of communities. This requires identifying local best practices and determining how the Federal government can most effectively target its homelessness assistance resources to provide targeted support and prevent homelessness through proactive measures. To effectively address homelessness, the strategy must go beyond housing alone and promote comprehensive reforms, including expanded access to wraparound services such as substance use treatment and mental health care, including support for individuals impacted by crime.

HUD will focus on transitional and emergency housing supply strategies—emphasizing the removal of burdensome regulations that restrict affordable housing development. The updated Emergency Solutions Grant (ESG) program will provide emergency, short- and medium-term assistance in the communities with the highest need, helping individuals get off the streets and back on their feet. Emphasis will be on supporting states and local governments in partnering with the private sector to expand housing availability. Fostering strong partnerships between Federal agencies, local governments, Tribes, and community organizations are essential to establishing a coordinated and effective response. This approach will bring us closer to the goal of ending homelessness for all.

Key Performance Indicators

To help achieve this priority, HUD has established the following performance indicators:

- ▶ **Number of people experiencing unsheltered homelessness.**
This measure will annually track the number of people experiencing unsheltered homelessness in the PIT count, a count taken on a single night in January each year.

Past Performance			Performance Plan		Preferred Direction
FY22 Actual	FY23 Actual	FY24 Actual	FY25 Target	FY26 Target	

233,832	256,610	274,224	238,650	TBD ¹⁰	↓ Decrease
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► **Percent of Emergency Solutions Grant (ESG) dollars dedicated to homeless prevention activities.**

This measure will track the percentage of ESG funds that are committed to homeless prevention activities.

Past Performance			Performance Plan		Preferred Direction
FY22 Actual	FY23 Actual	FY24 Actual	FY25 Target	FY26 Target	
13.9% ¹¹	13.7% ¹²	13.0% ¹³	Tracking Only	Tracking Only	Tracking Only

► **Percent of Emergency Solutions Grant (ESG) dollars dedicated to street outreach.¹⁴**

This measure will track the percentage of ESG funds that are committed to street outreach.

Past Performance			Performance Plan		Preferred Direction
FY22 Actual	FY23 Actual	FY24 Actual	FY25 Target	FY26 Target	
5.8% ¹⁵	6.2% ¹⁶	5.8% ¹⁷	Tracking Only	Tracking Only	Tracking Only

Evidence

HUD’s research helps form the backbone of the evidence supporting efforts to prevent and end homelessness. For the past 15 years the Annual Homelessness Assessment (AHAR) Report to Congress has provided nationwide estimates of homelessness, including information about the demographic characteristics of persons experiencing homelessness, service use patterns, and the capacity to house persons experiencing homelessness. The report is based on HMIS data, point-in-time counts, and data about the inventory of shelter and housing available in a community. HUD’s 2024 Annual Homelessness Assessment Report found the number of people experiencing homelessness on a single night in 2024 was the highest ever recorded. A total of 771,480 people experienced homelessness in 2024, an 18 percent increase from 2023. Homelessness increased among all population groups except for veterans and grew in urban, suburban, and rural communities. Veterans were the only population to experience declines in homelessness, continuing a downward trend that began in 2009.

PD&R is currently conducting a study of the long-term outcomes of participants in the Family Options Study, a groundbreaking research effort looking at families experiencing homelessness who were randomly assigned to receive one of four interventions: rapid re-housing, project-based transitional

¹⁰ An FY26 target will be developed based on the 2025 PIT count results, which will be available by December 2025.

¹¹ FY 22 funds are currently 95% drawn. Subsequent reports will update this percentage as more data becomes available.

¹² FY23 funds are currently 79% drawn. Subsequent reports will update this percentage as more data becomes available.

¹³ FY24 funds are currently 29% drawn. Subsequent reports will update this percentage as more data becomes available.

¹⁴ Street Outreach activities are intended to address the immediate needs of individuals experiencing unsheltered homelessness by connecting them with emergency shelter, housing options, and essential services. Typical services include engagement, case management, emergency physical and mental health care, and transportation.

¹⁵ FY 22 funds are currently 95% drawn. Subsequent reports will update this percentage as more data becomes available.

¹⁶ FY23 funds are currently 79% drawn. Subsequent reports will update this percentage as more data becomes available.

¹⁷ FY24 funds are currently 29% drawn. Subsequent reports will update this percentage as more data becomes available.

housing, subsidy only, or usual care in 2010. The follow-up study, expected in 2025, will provide valuable additional information on outcomes for the study families, such as homelessness and doubling up, housing quality, family separations and reunifications, child and adult well-being, employment and income, and food security. Additionally, HUD is undertaking research on housing insecurity, or the lack of stable occupancy of a decent, safe, and affordable housing unit. Historically, there has been no agreed upon definition of housing insecurity or how to measure it, unlike other constructs such as food insecurity. HUD developed a Housing Insecurity Research Module for the 2019 American Housing Survey and is using that data to further develop a standardized set of questions to measure the continuum of housing insecurity. In 2023, PD&R published its first report towards that goal and research is ongoing. In FY2026, HUD intends to undertake a study of community responses to unsheltered and rural homelessness, focusing on implementation of emergency, short-term, and medium-term assistance models, such as homelessness prevention, rapid re-housing, and outreach that connects people to supportive services, and on effective partnerships between state and local governments, and community organizations.

PRIORITY 3: Protect Taxpayer Funds.

Increase HUD’s efficiency and effectiveness in executing its mission by eliminating waste, fraud, and abuse in Federal spending.

LEADING THIS PRIORITY: Office of the Chief Financial Officer

Overview

HUD will achieve Departmental efficiencies to increase productivity and protect taxpayer funds against waste, fraud, and abuse. The Department will increase accountability and transparency by refining and enhancing its current financial management procedures to streamline the execution of HUD grant and financial assistance programs. This will improve Departmental stewardship of taxpayer dollars by analyzing the complete flow of Federal funds, including those executed by HUD partners. Efforts will be driven by commitments from senior Departmental leadership; clear, concise operational planning; and a focus on the needs of end-customers. In addition, HUD will focus on effective internal controls to meet reporting requirements and align with Administration priorities.

Central to these Departmental efforts will be the CFO-chaired HUD Efficiency Taskforce.¹⁸ Project management offices beneath the steering committee will execute Department-wide efforts to achieve the Administration’s priorities. The Taskforce will establish a governance environment to promote accountability, performance reporting, and stakeholder engagement across HUD. The Taskforce will reinforce a culture of accountability in the delivery of sustainable, efficient processes that increase productivity while protecting taxpayer funds against waste, fraud, and abuse.

Key Performance Indicators

To help achieve this priority, HUD has established the following performance indicators:

- ▶ **Number of Programs Transitioned to a Modern Grants Management System.**
Modernize the management of HUD grant programs by migrating all grant programs to a Department-wide system that supports grants through the entire grants lifecycle.

Past Performance ¹⁹			Performance Plan		Preferred Direction
FY22 Actual	FY23 Actual	FY24 Actual	FY25 Target	FY26 Target	
N/A	N/A	N/A	N/A	11	↑ Increase

¹⁸ The HUD Efficiency Taskforce consists of a CFO-chaired central steering committee composed of the heads of HUD’s component offices. The Taskforce is supported by program management offices which operate as working groups of subject matter experts, from across HUD, who manage the execution of Task Force improvement projects. Project management office focus areas include grantee and subrecipient oversight; contractor review and procurement processes; program review; laws and regulations; information technology systems and business process review; and workplace performance culture and human resources processes.

¹⁹ This key performance indicator was not tracked prior to FY 2025. As such, any previous year actuals and FY 2025 targets are not available. Modernization efforts driving this indicator began in FY 2025 and are planned to result in consolidations in FY 2026.

► **Decommission Legacy Financial and Grants Management Systems.**

Modernize the management of HUD grant programs by migrating all grant programs to a Department-wide system that supports grants through the entire grants lifecycle.

Past Performance ²⁰			Performance Plan		Preferred Direction
FY22 Actual	FY23 Actual	FY24 Actual	FY25 Target	FY26 Target	
N/A	N/A	N/A	0	4	↑ Increase

Evidence

HUD relies on many sources of evidence to develop its plans and programs focused on protecting taxpayer funds. One key source is the “Top Management Challenges Facing the U.S. Department of Housing and Urban Development in 2025” report, an annual publication by HUD’s Office of Inspector General (OIG). Two of the eight FY 2025 top management challenges were identified as Grants Management and Managing Fraud Risk and Improper Payments.

The “Top Management Challenges” Report identifies strengths and weaknesses in HUD’s grants management. The Report has found HUD’s support for its grantees, and subgrantees, has improved through provision of additional training tools, guidance, transparency, and flexibility. Challenges, however, do remain. The Report recommends HUD improve in the areas of (1) developing reliable and complete financial and performance information systems, (2) strengthening subrecipient monitoring, and (3) improving the timeliness in spending grant funds and executing grant programs.

²⁰ This key performance indicator was not tracked prior to FY 2025. As such, any previous year actuals and FY 2025 targets are not available. Modernization efforts driving this indicator began in FY 2025 and are planned to result in consolidations in FY 2026.

PRIORITY 4: Streamline Business Processes.

Radically streamline and simplify HUD operations to meet 21st Century demands.

LEADING THIS PRIORITY: Office of the Chief Financial Officer
Office of the Chief Information Officer
Office of Administration

Overview

HUD is undergoing a strategic restructuring of its information technology (IT) and business processes to optimize the efficiency and effectiveness of the Department’s execution of its mission. The Department provides many crucial services to our nation and employs highly motivated people who want their work to have the greatest impact possible. Yet, employees are currently limited in their capacity to carry out HUD’s mission in an efficient way due to outdated technology, burdensome regulations, and manual processes. This restructuring initiative will streamline HUD’s business processes by eliminating repetitive workstreams, upgrading technology, and strengthening internal operations.

To meet the needs of customers, HUD will make it simpler and easier to access and use its services by modernizing its technology and business processes. This includes the cost-saving streamlining of HUD websites, web pages, web applications, digital documents, and service delivery processes to measurably improve customers’ experiences. To accompany these efforts, HUD will measure the value and cost of any newly proposed process to ensure the best use of staff time, effort, and resources. In sum, Departmental efforts to streamline HUD business processes will greatly improve overall workforce efficiency, transparency, and accountability.

Key Performance Indicators

To help achieve this priority, HUD has established the following performance indicators:

► **HUD Processes Streamlined by IT Modernization.**

This measure will track the number of HUD processes that have been automated, improved, or replaced through the implementation of IT modernization techniques.

Past Performance ²¹			Performance Plan		Preferred Direction
FY22 Actual	FY23 Actual	FY24 Actual	FY25 Target	FY26 Target	
N/A	N/A	N/A	7	15	↑ Increase

²¹ This key performance indicator was not tracked prior to FY 2025. As such, any previous year actuals, before FY 2025, are not available. The tracking of data will begin with FY 2025 end-year actuals.

► **HUD Website Consolidation and Digital Experience Modernization.**

These metrics will track digital experience efficiency and effectiveness as the Department consolidates and modernizes websites and web applications for customers.

Sub-Metric	Past Performance ²²			Performance Plan		Preferred Direction
	FY22 Actual	FY23 Actual	FY24 Actual	FY25 Target	FY26 Target	
Reduction in the number of documents	N/A	N/A	N/A	10%	20%	↑ Increase
Percentage Reduction in Website/Web Application Costs	N/A	N/A	N/A	5%	15%	↑ Increase

Evidence

HUD is focused on delivering trusted programs and services more effectively. Evidence from America’s Customer Satisfaction Index suggests there is substantial need for improvement. The American Customer Satisfaction Index (ACSI) estimates of customer satisfaction are generated by econometric modeling of survey data. Customer expectations and perceptions of the quality of government services are used as inputs (with expectations mediated by perceived quality). Outputs are generated from complaints and citizen trust in government. The most recent data from the ACSI found the mean government score had improved by 4.8 points from the record low level of citizen satisfaction captured during the pandemic to reach 68.2. Drivers of customer satisfaction with the government included efficiency of processes, clarity and accessibility of information, website quality, and customer service. HUD continues to achieve and develop new milestones in each of these areas to meet the needs of all its customers.

²² These key performance indicators were not tracked prior to FY 2025. As such, any previous year actuals, before FY 2025, are not available. The tracking of data will begin with FY 2025 end-year actuals.

Appendix: Data Sources, Limitations and Advantages, and Validation

<u>Metric:</u> Deregulatory Actions Issued.		P. 2
Description:	This measure will track how many cost-saving deregulatory actions, as defined by EO 14192 and M-25-20, HUD issues each fiscal year.	
Data Source:	Federal Register publications	
Dimension & Unit of Measurement:	Count of regulatory actions designated as deregulatory under EO 14192 and M-25-20	
Calculation Method:	Total number of regulatory actions	
Frequency:	Annually	
Data Quality:	Publication is definitive proof of actions.	
Validation and Verification:	Regulatory actions are vetted and approved by leadership at HUD and OMB before being considered final.	
<u>Metric:</u> Income From Wages in Work-able Households.		P. 3
Description:	This metric measures the percentage of work-able households that reported any wage income.	
Data Source:	PIC/TRACS	
Dimension & Unit of Measurement:	Household	
Calculation Method:	HUD will determine the percentage based on the data reported by grantees (PHAs or owners).	
Frequency:	Annually	
Data Quality:	This is data reported by grantees (PHAs or owners). In general, the data is high quality, though there are possible errors on occasion. Given that this is measured at a programmatic level, these errors would likely not have an overall impact on the percentage reported.	
Validation and Verification:	HUD's systems have edit checks that prevent significant outlier information; however, HUD does not validate the data provided through these systems beyond samples reviewed during routine monitoring.	
<u>Metric:</u> Number of people experiencing unsheltered homelessness.		P. 5
Description:	Total number of people experiencing unsheltered homelessness based on a count that occurs on a single night, usually in January.	
Data Source:	PIT count reported in the HDX	

Dimension & Unit of Measurement:	Count: Persons experiencing homelessness on a single night, usually in January
Calculation Method:	A count of persons experiencing homelessness on a single night, usually in January
Frequency:	Although many jurisdictions count annually, 24 Code of Federal Regulations (CFR) 578.7(c)(2) only requires that the counts be done "biennially."
Data Quality:	HUD establishes PIT count guidance annually that states the minimum amount of data that all CoCs must collect and report to HUD. There are additional reporting tools that provide guidance on HUD's reporting requirements and standards.
Validation and Verification:	When CoCs submit their data in the HDX, there are also several validations in HDX itself to ensure consistency in reporting. After the data are submitted, HUD's contractors analyze the data again and call communities if there are any discrepancies that need to be explained or corrected.
Metric: Percent of Emergency Solutions Grant (ESG) dollars dedicated to homeless prevention activities.	
P. 6	
Description:	This measure will track the percentage of ESG funds that are committed to homeless prevention activities.
Data Source:	IDIS
Dimension & Unit of Measurement:	Percent
Calculation Method:	Each year, HUD allocates funding to ESG through a formula grant. HUD will look at the percentage of its total ESG funds that are committed on homeless prevention activities.
Frequency:	Annually
Data Quality:	Each year, HUD allocates funding to ESG through a formula grant. HUD will look at the percentage of its total ESG funds that are committed on homeless prevention activities.
Validation and Verification:	HUD will look at the percentage of its total ESG funds that are expended on homeless prevention.
Metric: Percent of Emergency Solutions Grant (ESG) dollars dedicated to street outreach.	
P. 6	
Description:	This measure will track the percentage of ESG funds that are committed to street outreach.
Data Source:	IDIS

Dimension & Unit of Measurement:	Percent
Calculation Method:	Each year, HUD allocates funding to ESG through a formula grant. HUD will look at the percentage of its total ESG funds that are committed to street outreach activities.
Frequency:	Annually
Data Quality:	Each year, HUD allocates funding to ESG through a formula grant. HUD will look at the percentage of its total ESG funds that are committed to street outreach activities.
Validation and Verification:	HUD will look at the percentage of its total ESG funds that are expended on street outreach.
Metric: Number of Programs Transitioned to a Modern Grants Management System.	
P. 8	
Description:	Modernize the management of HUD grant programs by migrating all grant programs to a Department-wide system that supports grants through the entire grants lifecycle.
Data Source:	To be determined – The new HUD-wide grants management system is under development and has not been named as of the time of this publication. OCFO will validate the number of programs that have transitioned to the grants management system.
Dimension & Unit of Measurement:	Count of grants programs
Calculation Method:	Sum
Frequency:	Annual
Data Quality:	HUD will count the number of HUD grant programs that have onboarded to the new, consolidated management system.
Validation and Verification:	Validation by OCFO Systems staff will occur every reporting cycle.
Metric: Decommission Legacy Financial and Grants Management Systems.	
P. 9	
Description:	Modernize the management of HUD grant programs by migrating all grant programs to a Department-wide system that supports grants through the entire grants lifecycle.
Data Source:	OCIO will provide a count of systems that have been decommissioned.
Dimension & Unit of Measurement:	Count of financial and grants management systems
Calculation Method:	Sum
Frequency:	Annual

Data Quality:	The data is derived from a hard count of active systems that is verified by system owners.
Validation and Verification:	Validation by an OCIO officer every reporting cycle.
Metric: HUD Processes Streamlined by IT Modernization.	
P.10	
Description:	This measure will track the number of HUD processes that have been automated, improved, or replaced through the implementation of IT modernization techniques.
Data Source:	The HUD Chief Technology Officer
Dimension & Unit of Measurement:	Number of enterprise-wide automated processes
Calculation Method:	Count of enterprise-wide automated processes during each calendar year.
Frequency:	Annually
Data Quality:	Manual counts may be at higher risk of human error.
Validation and Verification:	Solutions are catalogued, verified, and validated by HUD's Chief Information Officer and Chief Information Officer.
Metric: HUD Website Consolidation and Digital Experience Modernization.	
P.11	
Description:	These metrics will track digital experience efficiency and effectiveness as the Department consolidates and modernizes websites and web applications for customers.
Sub-Metric: Reduction in the Number of Documents.	
P. 11	
Description:	This metric will track the reduction in the number of outdated documents on HUD.gov to make it easier for the public and other program participants to find accurate information on the Department's programs and services.
Data Source:	HUD's content management system
Dimension & Unit of Measurement:	Count of documents
Calculation Method:	Count of documents at the end of the prior fiscal year subtracted by the count of documents at the end of the current fiscal year
Frequency:	Annually
Data Quality:	There are no known data quality issues
Validation and Verification:	Data will be validated by the automated counts in HUD's content management system

<u>Sub-Metric: Percentage Reduction in Website/Web Application Costs.</u>		P. 11
Description:	This metric measures the percentage reduction in costs achieved by consolidating HUD’s websites and web applications.	
Data Source:	OCFO in consultation with OPA, OCIO, and HUD’s webmasters.	
Dimension & Unit of Measurement:	Percentage	
Calculation Method:	(Dollar value of costs subtracted from the dollar value of costs in the current fiscal year) divided by the dollar value of costs	
Frequency:	Annually	
Data Quality:	The ability to fully account for all website and web applications costs is limited by relevant data in HUD’s accounting system.	
Validation and Verification	Data will be catalogued, verified, and validated by HUD’s OCFO Customer Experience team.	