



FISCAL YEAR 2021
ANNUAL PLAN
...

LETTER FROM THE INTERIM EXECUTIVE DIRECTOR

I am pleased to present the Ohio Housing Finance Agency's fiscal year 2021 Annual Plan. This plan describes the challenges we face in creating an Ohio where everyone has a safe, decent, and affordable place to call home and the priorities we will focus on during this fiscal year to bring that vision closer to that reality.

Under normal circumstances, OHFA would be entering a three-year planning cycle. However, the outbreak of a global pandemic has been a disruptive force that impacts almost every aspect of daily life throughout society. We have had to adapt our business operations as our staff works from home for the foreseeable future, and we have had to rethink our planning process. The result is a one-year, bridge plan designed to get OHFA from the previous three-year cycle through the pandemic and to the next three-year cycle when we have a better sense of what the "new normal" is going to look like.

The FY2021 plan is a roadmap to guide the agency in producing affordable rental housing, developing and strengthening collaborative partnerships, and communicating the impact of and need for housing that low- and moderate-income Ohioans can afford. The priorities and strategies within the plan, which have been developed based upon data, evidence-based practices, and public and stakeholder input, include:

- Expanding and preserving affordable housing opportunities through the continued development and administration of OHFA's core programs.
- Facilitating a statewide collaborative effort to examine policy and programs with the goal of creating greater opportunity and access to housing for people of color and other underrepresented groups.
- Developing customer-driven, sustainable, multi-sector solutions to promote public health, welfare, and prosperity of all Ohioans through the production and preservation of affordable housing.
- Promoting awareness of affordable housing programs in Ohio to external stakeholders and citizens.
- Strengthening OHFA's culture of equality and inclusion, while encouraging personal and professional growth, innovation, and collaboration among all staff to advance OHFA's mission.

This year will be especially challenging, and we will not succeed on our own. OHFA will look to enhance partnerships with private, nonprofit, and public housing organizations as well as local, state, and federal government agencies.

I greatly appreciate the OHFA Board and staff for their commitment to our mission and their efforts across the state. This document, in addition to the Ohio Housing Needs Assessment, was developed by the Office of Housing Policy with input from the Annual Plan Advisory Board, the Annual Plan Committee of the OHFA Board, and internal Annual Plan workgroups. I am grateful for their efforts in helping OHFA create a valuable, thoughtful, and strategic plan. With the support of Governor Mike DeWine's administration, our stakeholders, and our partners, the OHFA Board adopted the FY2021 Annual Plan at the OHFA Board Meeting on September 16, 2020 with an effective date of July 1, 2020.

Shawn Smith
Interim Executive Director

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OUR MISSION

OHFA uses federal and state resources to finance housing opportunities for low- and moderate-income Ohioans through programs that develop, preserve, and sustain affordable housing throughout the state. Our mission statement, “We open the doors to an affordable place to call home,” provides focus for our daily work.

OUR VISION

We envision an Ohio where everyone has a safe, decent, and affordable place to call home.

OUR IMPACT

With more than three decades of service, OHFA has emerged as a respected and trusted leader in affordable housing finance. For more than 30 years, OHFA has helped finance innovative, inclusive, and sustainable housing solutions that provide a diverse set of renters and homebuyers affordable homes. We partner with public agencies and a broad group of organizations throughout Ohio to positively impact all communities.

OHFA continually leads the nation in providing access to affordable housing for low- and moderate-income households while maintaining high standards of customer service and technical expertise.

FY2021 KEY CHALLENGES

OHFA, like other state agencies, will need to grapple with the challenges of COVID-19. Related to housing, this may include a surge in housing cost burden, evictions, foreclosures, and/or delinquency experienced by Ohio's renters and owners. For multifamily partners, this may mean late payments and potential challenges to revenue. OHFA will continue to monitor and respond to these issues as they emerge and evolve.

Delays in administration and processing of required documentation may occur due to COVID-19 and create a large 'back log' of work to be completed in the post-COVID-19 period.

The Offices of Capital Markets, Residential Lending, and Finance face challenges to maintaining sustainable funding for the Homebuyer Program's down payment assistance. These offices remain focused on finding sources and options for funding that is economical to both borrowers and the Agency.

As Save the Dream Ohio winds down, OHFA is collaborating with counseling agencies across the state to ensure those in need of assistance are helped.

Cost containment and the rising costs of building remain a challenge for all housing-focused organizations. The Agency will remain focused on balancing cost containment strategies with promoting the investment of affordable housing located in high opportunity communities.

Ohio faces increasing numbers of extremely low-income and vulnerable people in need of quality, affordable rental housing. The emerging need intersects with a history of racial inequality in access to housing. This has created substantial challenges for many of Ohio's populations, including aging adults, transition-aged youth, returning offenders, low-income renters, and Black Ohioans.

Thousands of affordable housing units funded using Housing Tax Credits will enter their extended use period in the coming years, including many Lease Purchase developments intended to help renters transition to homeownership.

ABOUT THE OHIO HOUSING FINANCE AGENCY

For more than 30 years, the Ohio Housing Finance Agency has served as the state's affordable housing leader, assuring that Ohioans with low- and moderate-incomes have access to safe, quality and affordable housing. OHFA uses federal and state resources to fund fixed-rate mortgage loans and provide financing for the development of affordable rental housing. The Agency relies on its partnerships with the private and public sectors and nonprofit organizations to serve homebuyers, renters and populations with special housing needs. Since 1983, OHFA has empowered over 168,200 households throughout Ohio to achieve the dream of homeownership. As the allocating agency for the federal Housing Tax Credit program, OHFA has assisted in the financing of more than 140,900 affordable rental housing units since 1987.

OHFA BOARD



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(BOARD CHAIR) (EX OFFICIO)

Director

Ohio Department of Commerce



LYDIA MIHALIK
(EX OFFICIO)

Director

Ohio Development Services Agency



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CEO
Ohio District 5 Area Agency on
Aging



LORI STEINER
President and COO
Borror

ABOUT THE FISCAL YEAR 2021 ANNUAL PLAN

The Annual Plan addresses Ohio's housing needs on a yearly basis, in compliance with Section 175.04 of the Ohio Revised Code. Each year, OHFA develops a data-driven Housing Needs Assessment and works with stakeholders around the state to identify the state's key housing needs. The FY2021 Annual Plan outlines the strategic and programmatic priorities OHFA will undertake over the coming year to address housing needs. This plan includes the most substantial housing needs as well as the actions that the Agency has prioritized to address these issues. While there are many activities and programs that OHFA believes could advance the cause of every Ohioan having a safe, decent, and affordable place to call home, the following represent the priorities we believe are achievable given the human and financial resources available this fiscal year.

PARTICIPANTS IN THE FISCAL YEAR 2020 ANNUAL PLANNING PROCESS

The Annual Plan is developed in collaboration with a broad range of internal and external stakeholders. Each stakeholder and partner helps identify housing needs and priorities in Ohio. The public meetings and outreach efforts OHFA conducted to develop the FY 2021 Annual Plan are described below.

The **Annual Plan Committee** consists of OHFA board members who guide and review the Agency's prioritization of housing needs, development and evaluation of goals and strategies, and consideration of stakeholder feedback.

The **Annual Plan Advisory Board** is composed of public, private, and non-profit sector community leaders who help OHFA better understand the full spectrum of housing challenges and opportunities throughout Ohio.

Basic Concepts**CHN Housing Partners****Community Development for All People****Cincinnati Development Fund****City of Cleveland****Cleveland Foundation****CMBA****Coalition on Homelessness and Housing in Ohio****Columbus Mortgage Bankers Association****Corporation for Supportive Housing****Enterprise Community Partners****Famicos Foundation****Health Policy Institute of Ohio****LISC****Lucas County Land Bank****Modern Realty****Mortgage Bankers Association****National Alliance on Mental Illness****Neighborworks****Office of Ohio Governor Mike DeWine****Ohio Association of Area Agencies on Aging****Ohio Capital Corporation for Housing****Ohio CDC Association****Ohio Department of Developmental Disabilities****Ohio Department of Medicaid****Ohio Department of Mental Health and
Addiction Services****Ohio Development Services Agency****Ohio Housing Council****Ohio Land Bank Association****Portsmouth Metropolitan Housing Authority /
OHAC****Richland County Land Reutilization
Corporation****Stepping Up****Summit County Land Bank****Talbert House****The Ability Center of Greater Toledo****Toledo LISC****U.S. Department of Housing and Urban
Development****US Bank****Western Reserve Land Conservancy**

HOUSING NEEDS ASSESSMENT

As part of OHFA's Annual Plan, the Housing Needs Assessment uses a wide range of data to identify the scale and scope of Ohio's housing challenges. The HNA evaluates Ohio's current housing landscape to gauge needs, identify gaps and highlight key trends. Identifying the key housing challenges throughout the state provides baseline information that helps establish the basis upon which the agency builds its priorities for action.

The following executive summary highlights the key trends occurring within Ohio related to affordable and accessible housing. The full Housing Needs Assessment is available online.

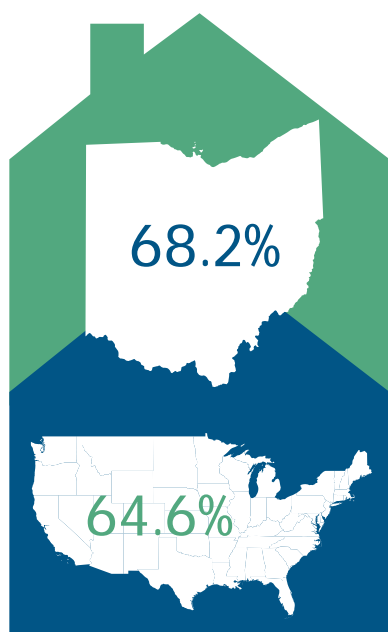
GLOSSARY

Housing cost burden: spending at least 30% of income on housing-related costs.

Severe cost burden: spending at least 50% of income on housing-related costs.

AMI: Area Median Income.

HOMEOWNERSHIP RATES AND HOME VALUES CONTINUE TO INCREASE. THIS IS BENEFICIAL FOR EXISTING HOMEOWNERS; HOWEVER, IT MAY ALSO ACT AS A BARRIER FOR MANY PROSPECTIVE BUYERS WHO WISH TO ENTER THE MARKET.



In 2019, the **homeownership rate in Ohio was 68.2%, slightly higher than the U.S. average of 64.6%**. While not yet fully rebounded from pre-crisis levels of over 70%, homeownership rates have been trending upwards since 2015.

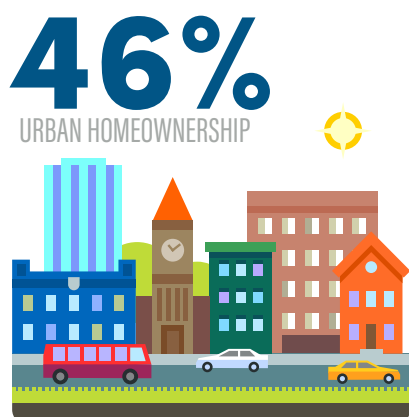
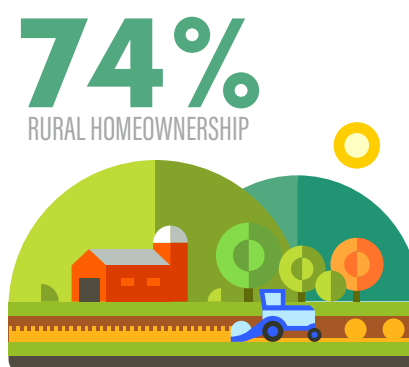
Homeownership rates are consistently high across the state, though they are highest in Southeast Ohio (71.0%) and lowest in Central Ohio (61.8%). **Rates of homeownership are highest in rural areas (74%) and lowest in urban areas (46%)**. This is likely due to the higher mix of multifamily rental properties in urban areas compared to rural regions.

Both real and nominal home values have been steadily increasing since a low in 2010-2013. This is a positive rebound for those who already own their home. However, rising home prices are a symptom of a tight housing market.

As home prices rise, homeownership drifts further out of reach for lower- and moderate-income Ohioans.

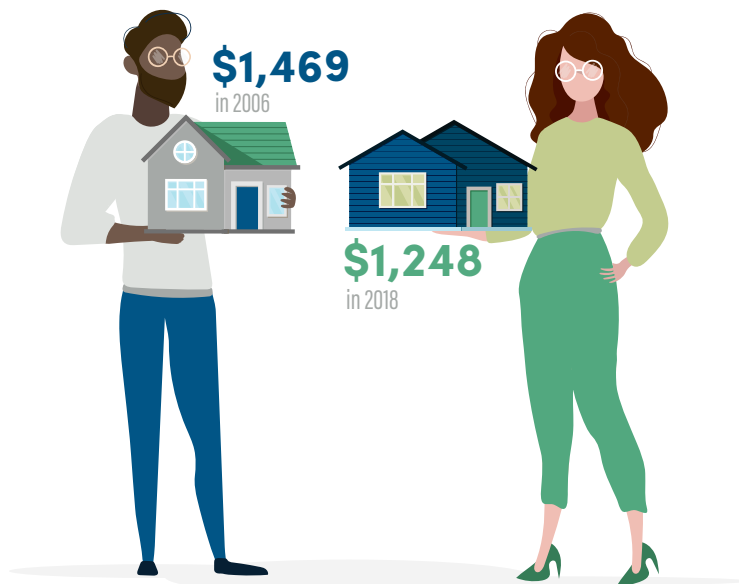
If home prices continue to rise and vacancy rates fall, Ohio may face a severe shortage of affordable options for homeownership in coming years.

The median home price in Ohio in 2019 (\$132,317) was 2.4 times the median household income—the largest price-to-income ratio since 2006—making homeownership unaffordable to many prospective homebuyers.

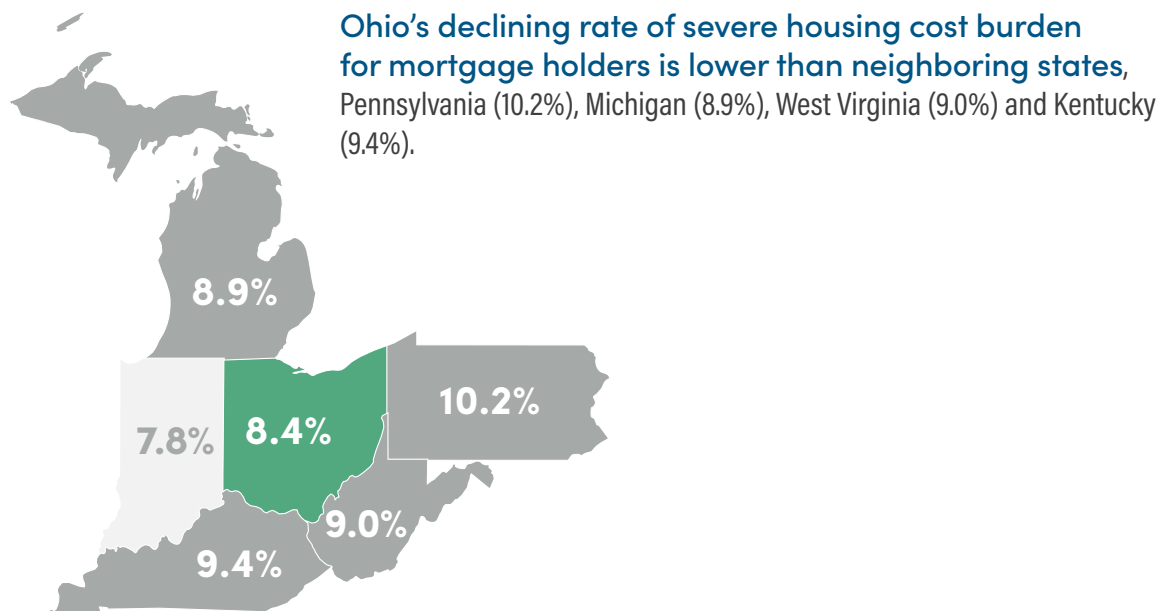


HOUSING COST BURDEN IS DECLINING FOR HOMEOWNERS REGARDLESS OF MORTGAGE STATUS.

As homeownership rates rise, the share of income that Ohio's homeowners are spending on their housing, regardless of mortgage status, has steadily decreased. For homeowners with a mortgage, **median monthly costs have fallen by 15%, from \$1,469 in 2006 to \$1,248 in 2018.**



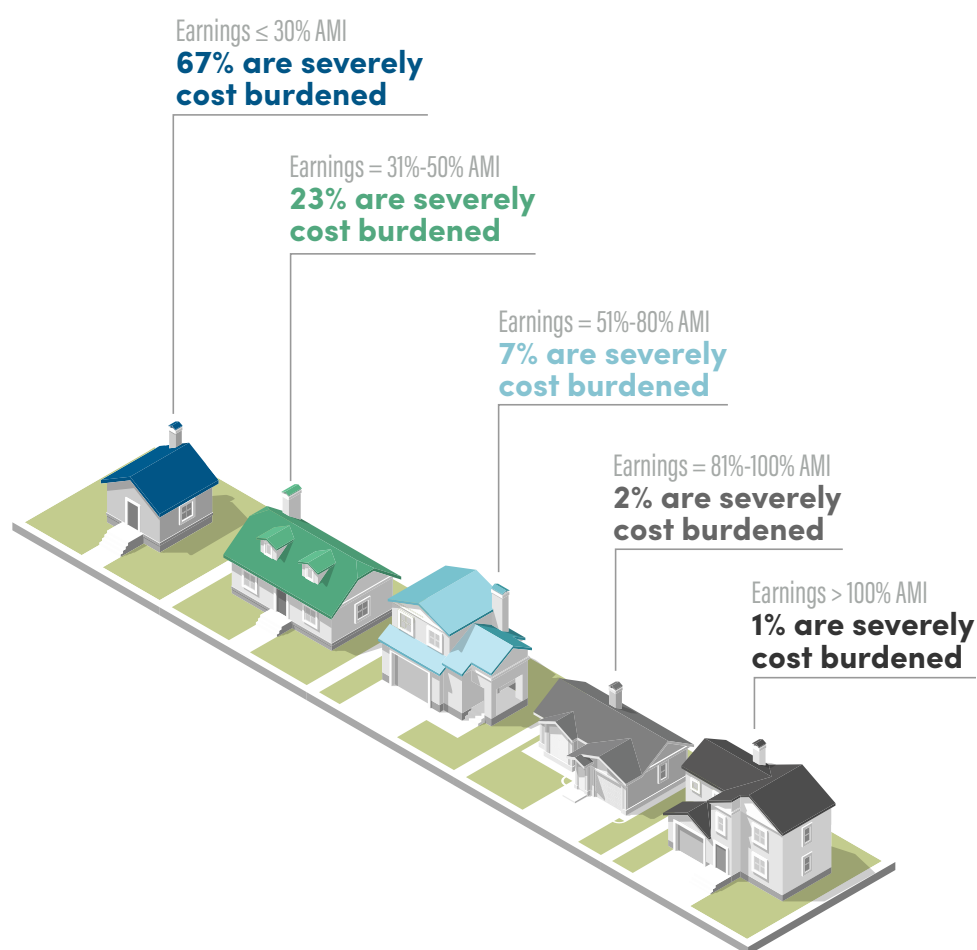
Given this, the share of households that are severely cost burdened has declined from 11.7% for mortgage holders in 2010 to 8.4% in 2019. Of those without a mortgage, only 6.2% are severely housing cost burdened.



Ohio's declining rate of severe housing cost burden for mortgage holders is lower than neighboring states, Pennsylvania (10.2%), Michigan (8.9%), West Virginia (9.0%) and Kentucky (9.4%).

SEVERE HOMEOWNER COST BURDEN IS CONCENTRATED AMONG SPECIFIC POPULATIONS AND GEOGRAPHIES.

While overall homeowner cost burden is declining, this is not true for specific subsets of Ohio's homeowners. Of Ohio's lowest income homeowners (those earning 30% AMI or less), 67% of are severely cost burdened, compared with only 2% of those earning 81%-100% AMI and less than 1% of those earning more than 100% AMI.



Severe homeowner cost burden is more concentrated in Southeast (9.85%) and Northeast Ohio (8.85%). There is also more severe cost burden for mortgage holders in urban areas (12.7%) compared to suburban (8.1%) and rural areas (8.2%).

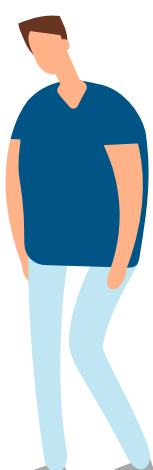
OHIO CONTINUES TO EXPERIENCE A LARGE AND GROWING RACIAL GAP IN HOMEOWNERSHIP AND HOUSING COST BURDEN, PUTTING BLACK OHIOANS AT RISK.

The racial gap in homeownership between Black and white Ohioans has been increasing steadily for over a decade, hitting 37 percentage points in 2018 – nine points larger than the national gap.

38%



22%



Both Black and white potential homebuyers in Ohio are less likely to be denied on a mortgage loan application than they were a decade ago; however, the racial denial rate gap remains large—Black Ohioans are still far more likely to be denied (38% compared to 22% of white Ohioans).

Black homeowners are twice as likely to be severely cost burdened as white homeowners (14% compared to 7%), meaning they spend at least half their income on housing. The racial gap in severe housing cost burden is higher in Ohio (6.7 percentage points) than the nation overall (6.5). The racial gap in severe housing cost burden is largest in urban areas (7.9) compared to suburban (4.6) and rural (5.5) areas.



THE HOUSING MARKET IN OHIO IS TIGHT AND THE RATE OF NEW CONSTRUCTION IS LOW.



Since 2010, Ohio's housing stock has grown by 2.1%. Much of this growth happened in suburban areas, while Ohio's urban cores have seen housing stock decline (-1.4%). **The largest growth in housing has been in central Ohio, where growth of 6.6% over the last 10 years has outpaced the state.**

In part due to the slow rate of construction, homeowner vacancy rates have been steadily declining over time. **The homeowner vacancy rate hit 1.2% in Ohio in 2019, lower than the U.S. rate of 1.4% and a substantial decline from 3.3% in 2010.**

Of those houses that are vacant, a declining portion is available; **more than half of Ohio's vacant stock is not for sale or rent.** Central Ohio (31.2%) has the highest proportion of vacant housing available for sale or rent, the smallest proportion is in Southeast Ohio (20.1%).

The low rate of construction, low vacancy rate, and rising home costs are interrelated and create a tight and concerning housing market. **The combination of these indicators points to increasingly high barriers to homeownership for many Ohioans.**

OHIO'S AGING HOUSING STOCK PUTS CHILDREN AND FAMILIES AT RISK OF HEALTH CONCERNS.

In part due to the slow rate of construction, the current housing stock is relatively old. **One in four housing units in Ohio (26.5%) were built before the 1950s, when the first lead paint laws were enacted.** Many of these older units are concentrated in urban areas; 58% of homes in Ohio's urban cores were built before the 1950s.

More than two-thirds of Ohio homes were built before 1980 (67%), at which point lead-based paint was banned. **This includes 421,640 homes with young children present who are at risk of lead-based paint hazard.**

Statewide, about 9.2% of all homes with children are at risk of lead-based paint hazard to children. **In 2018, 3,856 children in Ohio under age 6 were confirmed to have elevated blood lead levels (EBBLs): 2.3% of those tested.** The prevalence rate was highest in Cuyahoga County (6.6%).

3,856

Children with confirmed EBBLs, in 2018.



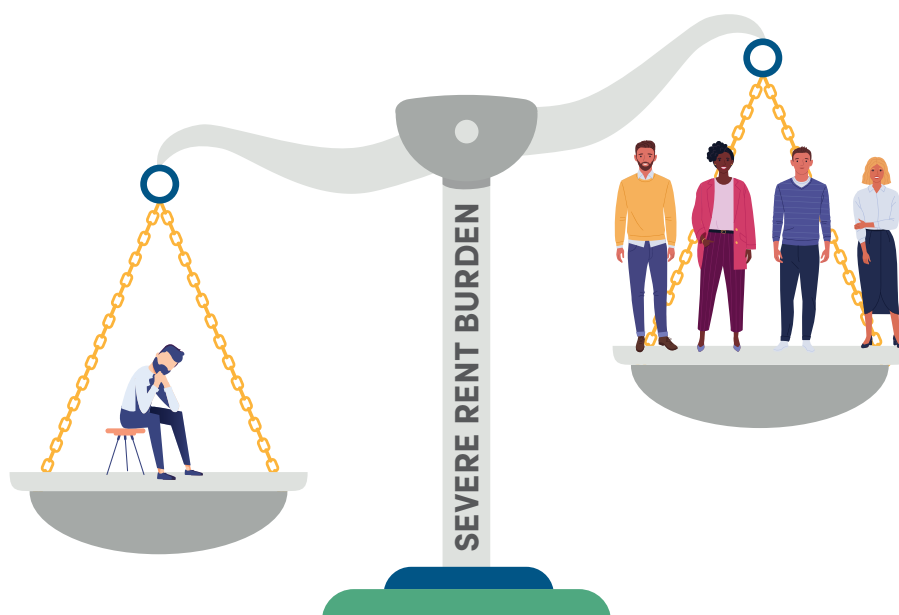
A recent study from the research firm Altarum estimates that 10% of children born in Ohio in 2019 will have blood lead levels in excess of 2 $\mu\text{g}/\text{dL}$. According to the study, this will cost Ohio \$2.8 billion in reduced productivity, added health care costs, social assistance, education spending and premature mortality.

RENTAL COST BURDEN IS DECLINING FOR THE AVERAGE OHIOAN, BUT IS RISING RAPIDLY FOR OHIO'S LOWER-INCOME HOUSEHOLDS.

The prevalence of severe rent burden declined from a high of 28% in 2010 to 23% in 2018. This is due primarily to an increase in wages for top-earning Ohioans, rather than a decline in rental costs.

Adjusted for inflation, median gross rent in Ohio increased by 9% from \$733 per month in 2012 to \$797 per month in 2018. The increase in income for the 80th percentile of Ohioans—the highest earners—since 2006 has outpaced this increase in rent. However, Ohioans in the 20th percentile of income—the lowest income bracket—have lagged since 2008. As incomes diverge in the post-crisis period, lower income Ohioans have not been able to match increases in rent, putting them at a higher risk for housing cost burden, housing instability and homelessness.

Disaggregating severe rental housing cost burden by income groups, lower income Ohioans have experienced a large increase in severe rent burden.



More than **70%** of Ohio renters earning 30% AMI or less experience severe housing cost burden, compared to less than **1%** of those earning more than 100% AMI.

THERE ARE NOT ENOUGH AFFORDABLE AND AVAILABLE UNITS FOR LOWER INCOME OHIOANS.

In 2018, Ohio had only 80 affordable and available units for every 100 very low-income households. This gap is even larger for the lowest income groups; there were only 44 affordable and available units for every 100 extremely low-income households. This translates to only 199,118 affordable and available rental units for 455,993 ELI renter households in Ohio, leaving a shortage of 256,875 units.

This gap is present in all 88 counties; only 17 counties are meeting more than half of local need. The largest gap is in Central Ohio, where there are only 34 available and affordable units for every 100 ELI households.

While the affordable housing gap has been gradually shrinking, Ohio's current construction pace suggests it will be decades before it closes. Currently, Ohio produces a net growth of about 5,000 units for the lowest-income renters annually. At that pace, it will take almost 50 years to close the affordable housing gap.

The affordable and available housing gap is largest for homes with multiple bedrooms.

While Ohio is nearly meeting the need for one bedrooms for very low-income renters, there is a sizable shortage of supply for affordable units with more bedrooms that can accommodate larger families.

In 2018, there was a shortage of over **256,000** units for extremely low-income renters.

In other words, there were only **44** affordable and available units for every **100** ELI renters.

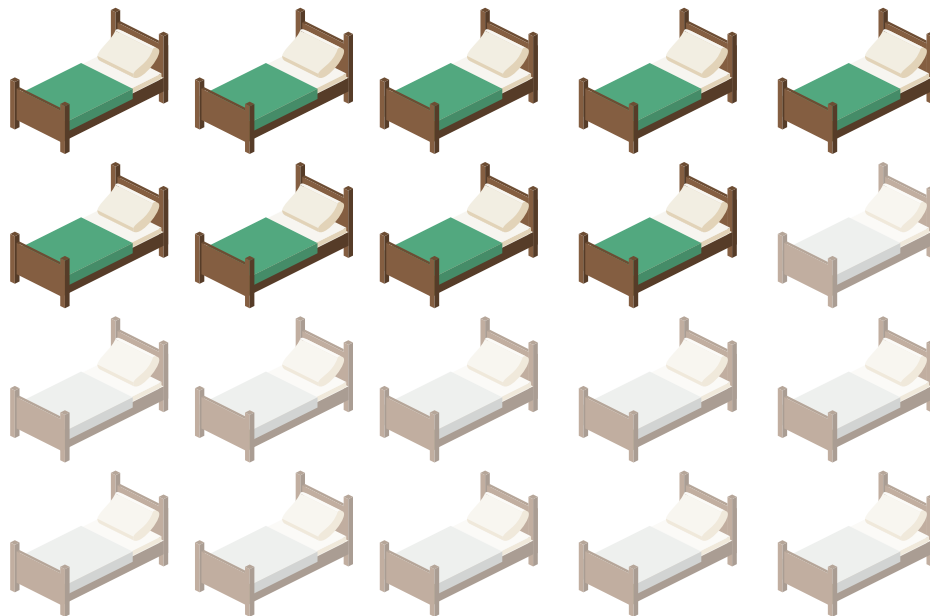


HOUSING INSECURITY CONTINUES TO INCREASE, STRESSING HOMELESSNESS SERVICES.

Homelessness continues to rise to 76,000 unique entries in 2018, a 30% increase from 2012.

The demand for homelessness services outpaces the supply of beds. **In 2019, there were 32,362 beds in Ohio for homeless persons**, including 9,231 in temporary housing and 23,131 in permanent housing.

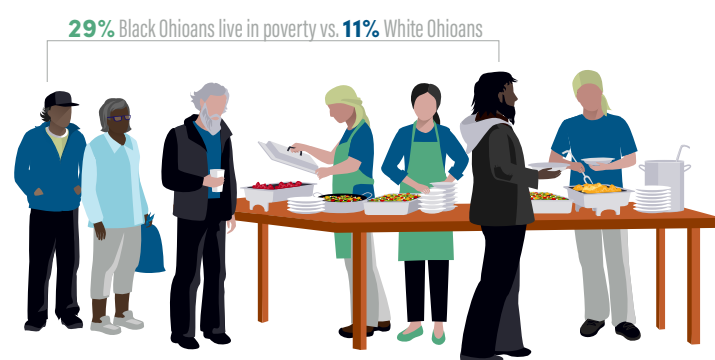
76,000 Ohioans request homeless services annually, but there are only **32,262** beds available.



In 2018, there were 105,265 eviction filings statewide, representing 6.6% of all renter households. Although consistently higher than the national rate, Ohio's eviction filing rate has fallen to its lowest level in decades, from the peak in 2005 at 8.6%. Eviction filings are less common in Southeast Ohio where the rate (3.7%) is considerably below the state average.

OHIO HAS DEEP RACIAL DISPARITIES IN POVERTY AND INCOME, EXACERBATING ISSUES OF HOUSING SECURITY AND HOMELESSNESS.

The link between poverty and income is strong. **In 2018, Black Ohioans were nearly three times more likely to live in poverty than white Ohioans (29% versus 11%).** While slowly declining since 2012, the 18-point gap is substantially larger than the national gap (12) as well as the gaps in all neighboring states.



The 2018 median household income for a white head of household in Ohio was \$60,783, 1.8 times larger than the median income for a Black head of household (\$33,590), **the largest such gap ratio among neighboring states, and larger than the national gap ratio (1.6).**

As a result, **Black renters are more likely to be cost burdened (33.4% compared to 21.5% for white renters) and face higher barriers to housing stability.** Black Ohioans are also over-represented in the homelessness system.

High barriers to stable housing for Black households—combined with multiple forms of discrimination and systemic racism—contribute to the racial disparities in health throughout Ohio. One of the clearest examples is infant mortality; in 2018, the infant mortality rate for Black mothers was 13.9 per 1,000 live births compared to 5.2 for white mothers – a gap of 8.7 points per mille.

Children born to Black mothers in Ohio were almost three times more likely to die before their first birthday than those born to white mothers in the state.



OHIO'S CHILDREN REMAIN AT RISK FOR HOUSING COST BURDEN AND HOMELESSNESS.

Homelessness among students remains high. During the 2018–2019 school year, 35,214 public school students (2% of enrollment) were flagged as lacking a fixed, regular and adequate nighttime residence. Homeless students as a share of enrollment were highest in Southwest Ohio (2.41%) and Northwest Ohio (2.22%).

35,214

(or 2%) of enrolled public school students did not have permanent place to stay at night in the 2018-2019 school year.



There is a large disparity in homelessness flags by school district type; student homelessness is higher in urban school districts (5%) than in suburban (0.7%) and rural or small town districts (1%), however **the two counties with the highest incidence of student homelessness are both rural: Morgan and Monroe counties (both 8%).**

Ohio's children are more likely than adults to live in poverty; 19% of children under 18 and 22% of children under 5 are living in households below the federal poverty level, compared to 14% overall.

19% of children under 18 and **22%** of children under 5 are living in households below the federal poverty level.



OHIO'S AGING AND DISABLED POPULATION IS RISING, BUT HOUSING OPTIONS REMAIN LIMITED, PUTTING THEM AT UNIQUE RISK FOR HOUSING INSTABILITY.

More than 35% of mortgage holders aged 65–74 are housing cost burdened and almost half of those aged 75 or over are cost burdened. This is, in part, due to the massive increase in the share of Ohioans aged 65 and older living alone. However, it speaks to a consistent theme within this Housing Needs Assessment, which is that older adults in Ohio are increasingly vulnerable to housing instability or homelessness due to housing cost burden.

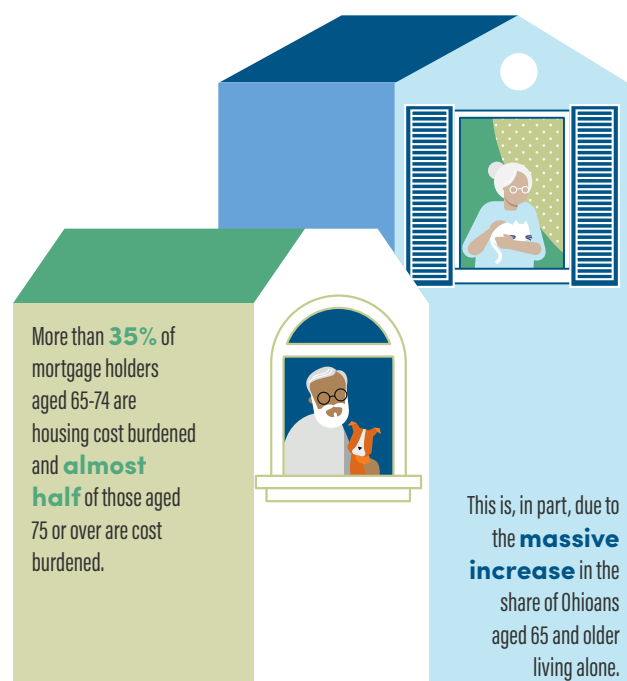
In 2018, 16.8% of Ohio's population had a disability. The prevalence of disability in Ohio has been generally increasing since 2008 and has consistently been above the national average (15% in 2018).

The disability rate is highest for Southeast Ohio (23.1%) and lowest in Central Ohio (14.3%). Compared to their younger counterparts, the disability rate is substantially higher for aging adults older than 65.

Those with disabilities have a higher prevalence of housing problems than those without disabilities. About 54.9% of renters with a disability experience housing problems, compared with 44.5% of all renters.

The number of people aged 65 and older accessing homelessness services increased 17.5% from 2017 to 2018. Large increases were also seen in those aged 55–64 (a 5.8% increase) and transitional age youth 12 to 17 (4.6%).

According to the Ohio Department of Developmental Disabilities, there are only about 5,630 designated beds in Ohio for those with disabilities.



FY 2021 ANNUAL PLAN STRATEGIC PRIORITIES

The following represent the priorities OHFA has identified as being critical and achievable given the human and financial resources available this fiscal year.

SINGLE FAMILY	
Goal	Metric
Encourage homeownership through increased loan volume and assistance for LMI Ohioans. Expand activity through new financing mechanisms and the development of offerings that support homebuyers with lower incomes.	<ul style="list-style-type: none"> ▪ Number of loans ▪ Loan Volume
Maintain and strengthen the resource structures that allow OHFA to provide down-payment assistance to homebuyers in Ohio.	<ul style="list-style-type: none"> ▪ Bond amount ▪ Secondary market pay-ups on market rate to generate 4% premiums
Encourage homeownership preservation and promote sustainable homeownership. With programs such as the Hardest Hit Fund and the Power of Home, OHFA aims to help Ohioans stay in their homes. As HHF winds down, OHFA aims to identify opportunities for development of foreclosure prevention strategies.	<ul style="list-style-type: none"> ▪ Households assisted ▪ Dollars dispersed from HHF disbursed ▪ Power of Home enrollees
Invest in racial equity and prioritize housing outcomes that benefit all Ohioans. OHFA will encourage the housing industry to improve racial equity and will enhance awareness of and access to OHFA's housing programs to underserved populations.	<ul style="list-style-type: none"> ▪ Increase in loan volume to Black households ▪ Targeted outreach and education events to underserved populations

MULTIFAMILY

Goal

Metric

Increase the availability of affordable housing through the construction and preservation of affordable units. OHFA will continue to use LIHTC and gap-funding to fill critical housing needs across Ohio, including funds from the HOME Investment Partnerships Program, National Housing Trust Fund, Ohio Housing Trust Fund, and HUD 811 Project Rental Assistance. These funds encourage the development of affordable units for extremely low-income, very low-income, and other vulnerable populations.

Similarly, OHFA's pilot program, Fair Housing Act 50 Building Opportunity Fund (FHAct50), aims to maintain affordability in Ohio's rapidly changing neighborhoods. OHFA is working with local partners in Columbus, Cleveland, and Cincinnati to encourage the creation of diverse, inclusive, and mixed-income neighborhoods through investments in affordable housing.

- Affordable units funded
- New affordable units funded
- Preserved units funded
- Units produced through the FHAct50 pilot program

Launch FHA Risk Sharing program for multifamily financing. Offer low interest loan products by creating an indenture financed through the issuance of multifamily bonds. The Risk Sharing Program will enable OHFA to sustain the Multifamily Lending Program, offer more competitive interest rates, and provide a streamlined closing process.

- Create multifamily indenture via multifamily revenue bond issuance by the end of FY21, resulting in the creation of a loan pool for the Multifamily Lending Program

Maximize the impact of limited resources through innovative technologies, partnership and cost containment standards. The Agency will promote the efficient allocation and utilization of resources through development cost policies and design standards that achieve greater cost transparency and partner accountability, while ensuring for long-term sustainability of properties.

- Minimize construction cost increases across all project types

Support the health and well-being of renter households through development of strategic, partnerships, creation of program guidelines, and compliance requirements. This includes, but is not limited to, improving health outcomes, encouraging substance abuse recovery, reducing recidivism among individuals exiting correctional facilities, and supporting Ohio's aging adults and persons with disabilities, etc.

- Service enriched units
- Units for PSH
- 811 units
- 504 units
- Units for transition-aged youth
- Units for substance use recovery

MULTIFAMILY

Goal

Metric

Continue to affirmatively further fair housing through balanced investment in both high opportunity areas and areas needing revitalization. Through both policies and funding decisions, OHFA will seek to improve housing choice and racial equity by encouraging development and preservation of affordable housing to stabilize and revitalize neighborhoods in Qualified Census Tracts (QCT) or historically disinvested communities and enhance mobility and access to opportunity and community assets.

- Units in High or Very High Opportunity Areas
- Units in Slight, Strong, or Strongest Growth Areas
- Units in QCTs

Provide support for the expansion of resources available for affordable housing development. Provide assistance through program materials, summaries of impacts, and other data that will provide justification for an increase in funding resources, including the Ohio 811 Project Rental Assistance Program, the Ohio Housing Trust Fund, LIHTC, and other gap financing sources; creation of a State Housing Tax Credit; etc.

- Receipt of additional funding sources
- Support for passage of State Housing Tax Credit

Increase the knowledge, experience and capacity of OHFA's owner, development and service provider partners by expanding capacity-building partnership opportunities and reducing barriers to entry. OHFA will continue to promote and support partnership opportunities, training and housing institutes, and pre-development financing.

- Receipt of applications involving new partners
- Enhanced capacity of smaller, nonprofit developers

Strengthen the performance and financial condition of OHFA's rental portfolio through asset management and compliance. Agency-funded units will be kept safe and decent throughout their lifecycle with consistent and fair enforcement mechanisms and the expansion of OHFA's asset management capabilities. The Office of Multifamily Housing, with relevant stakeholders, will improve the monitoring, management, and repositioning of these assets.

- Project changes requested by type
- Financial reviews

Maintain high-quality housing that is responsive to resident needs and Compliance Requirements, by completing the IRS required number of physical inspections and file reviews required for Compliance Audit Reports.

- Physical inspections
- File inspections
- Successful submission of IRS Form 8610

Streamline the post-allocation processes to increase the efficiency, accountability and impact of OHFA's multifamily programs.

- Compliance Next Steps meetings

AGENCY WIDE

Goal

Metric

Improve the customer experience through technological updates and customer-oriented assistance. Invest in technology that decreases processing times, increases customer online interaction and improves quality data collection.

- Help desk ticket processing time

Promote awareness of affordable housing programs in Ohio through marketing, outreach efforts and encouraged brand awareness. Strong outreach efforts will engage partners, potential customers, stakeholders and policy-makers throughout the state.

- Media spots
- Blogposts
- Legislative meetings
- Partner luncheons

Improve engagement, customer-service and technical assistance to strengthen partnerships. Invest in training, outreach and communication with property owners, housing stakeholders, and partners to clarify mission, programs and policies. Develop staff capacity and a broad array of training programs to enable the Agency's Offices to fulfill their mission.

- Single family trainings
- Multifamily trainings

Cultivate strong partnerships with organizations to leverage funding and support for multi-sector approaches to increase affordable housing access. OHFA will maintain and build capacity-building partnerships that leverage a wide range of financing tools to encourage the supply of and access to affordable housing for all Ohioans, including, but not limited to, individuals with severe and persistent mental illness, individuals with developmental disabilities, individuals exiting institutional settings (e.g., nursing homes, prisons, etc.).

- Partner meetings

Continue to prioritize and encourage fair housing practices. Using an equity lens, OHFA will continue to encourage fair housing practices in both single and multifamily housing.

- Fair housing trainings
- Fair housing complaints

Continue to support emerging needs related to COVID-19. OHFA will continue to support emerging housing needs that stem from the COVID-19 health crisis. This includes assistance to affected households, and working with partners throughout the state whose operations may also be affected.

- Households assisted with emergency assistance and transitional assistance
- Mortgages in forbearance