

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

Office of Field Policy and Management

SALARIES AND EXPENSES

(Dollars in Thousands)

	2022*	2023			2024		
	Actuals	Carryover	Enacted	Total	Carry Over	President's Budget	Total
Personnel Services	\$55,336	\$3,753	\$56,993	\$60,746	\$3,327	\$64,770	\$68,097
Non-Personnel Services							
Travel	669	163	1,452	1,615	-	1,415	1,415
Transportation of Things	5	-	-	-	-	-	-
Rent and Utilities	-	-	-	-	-	-	-
Printing	-	-	-	-	-	-	-
Other services/Contracts	594	1,168	567	1,735		1,561	1,561
Training	58	11	159	170	-	170	170
Supplies	7	-	-	-	-	-	-
Furniture and Equipment	-	-	-	-	-	-	-
Claims and Indemnities	-	-	-	-	-	-	-
Total, Non-Personnel Services	\$1,333	\$1,342	\$2,178	\$3,520	-	\$3,146	\$3,146
Working Capital Fund	1,602	1,314	1,108	2,422	1,894	1,108	3,002
Carryover	6,409	-	5,221	5,221	-	1,226	1,226
Grand Total	\$64,680	\$6,409	\$65,500	\$71,909	\$5,221	\$70,250	\$75,471
FTEs	340	22	334	356	19	361	380

*Includes 2021 carryover

PROGRAM PURPOSE

The Office of Field Policy and Management (FPM) provides national and local strategic leadership, direction, oversight support and operational responsibilities for the Department's 64 Regional and Field Offices, located across ten national regions. FPM supports the priorities of the Secretary and Administration across the United States and its territories and serves as the first point of contact for HUD questions and concerns within communities. Additionally, FPM maintains partnerships with other Federal agencies, as well as State and local governments, elected officials, community members and other stakeholders.

FPM's staff perform critical functions that support the Department's programs, strategic goals, and initiatives. FPM's core activities consist of:

- Stakeholder Engagement and Analytics: Responding to customer inquiries and improving the customer experience, managing and directing field communications, conducting community outreach and public relations; coordinating and liaising with Congressional, State, and local elected officials; supporting disaster planning, response and recovery efforts; collecting customer feedback and evaluating customer engagements to improve data analysis and better deliver on organizational goals and performance management.

- **Strategic Initiatives and Economic Empowerment:** Overseeing compliance and monitoring of Federal prevailing wage requirements applicable to HUD-assisted and insured housing and community development programs covered under the Davis-Bacon and Labor Standards and Related Acts (DBRA) and Section 3 of the HUD Act of 1968; executing program coordination and support for program offices including, Housing, Public and Indian Housing (PIH), Community Planning and Development (CPD) as well as other cross-programmatic and Departmental initiatives, including increasing homeownership, preserving affordable housing, and integrating healthcare and housing as part of HUD's mission to provide safe, quality, sanitary, affordable and fair housing. Other initiatives under this activity include activities to expand housing opportunities for underserved Americans by reducing homelessness, increase awareness of our nation's fair housing laws, expand racial justice and equity, promote worker empowerment and economic opportunity and guide investment in climate resiliency.
- **Operations and Risk Management:** Ensuring consistent, responsive, and reliable field leadership, actively support workplace safety and engagement; establish strong and coordinated leadership through Headquarters to provide efficient and effective oversight of operations and administrative functions, to include human capital management, budget execution and risk management.

BUDGET OVERVIEW

The 2024 President's Budget requests \$70.3 million for the Office of Field Policy and Management, which is \$4.8 million more than the 2023 enacted level. The Budget reflects total funding (carryover and new authority) of \$75.5 million, \$3.6 million above 2023 total funding. Funding at this level provides resources to continue to support Customer Service (CS) and oversight and management functions in accordance with FPM's delegation of authority across the field. FPM's leadership and presence across the United States and its territories directly affect the successful execution and monitoring of HUD programs. Through FPM's outreach and relationships with local stakeholders, the Department can effectively deliver on its mission and improve the overall customer experience for the people we serve in the communities where they live and work.

Personnel Services (PS)

The Budget assumes total funding of \$68.1 million for PS, \$7.4 million above total funding. This funding will support 380 full-time equivalents (FTEs), an increase of 24 FTEs above the 2023 total funding. Funding at this level supports a 5.2 percent Federal pay raise and the salaries and benefits for staffing necessary to increase FPM's presence in the community and improve the overall customer experience in line with Executive Order 14058 (Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government). Funding at this level will also assist in mitigating identified risks related to customer service, worker empowerment covered by the Davis Bacon Act (DBA), supporting department-wide coordination and implementation of disaster preparedness, response, and recovery efforts for Presidentially declared disaster locations, and succession planning across the field. This funding will primarily support increases in the number of staff in our entry level, customer facing roles in field offices across the country, and allow FPM to improve data analytics and utilize data to improve service outcomes.

Non-Personnel Services (NPS)

The Budget requests \$3.1 million for NPS, a decrease of \$374 thousand below 2023 total funding.

- **Travel** (a decrease of \$200 thousand below 2023 total funding): Aligns with average pre-COVID-19 pandemic levels and supports resources for increased outreach, compliance, and monitoring, and other in-person collaboration across the field.

- **Other Services** (a decrease of \$174 thousand below 2023 total funding): Provides funding for general support needs and an electronic payroll subscription service to support Davis-Bacon staff. This critical subscription service automates the payroll review process for construction projects receiving HUD assistance. Requested levels will provide the necessary support to sustain program efficiencies with the utilization of automated processes. Additionally, the Budget supports \$250 thousand for HUD’s contribution to the Federal Executive Board.
- **Training:** Supports several major training and workforce development opportunities, including diversity, equity, and inclusion (DEI) and significant customer service training to improve the quality of our service delivery. Given the increased risk of retirements, FPM will coordinate and procure group trainings and provide opportunities that incorporate customer service, change management, position-specific technical training, and leadership development.

Working Capital Fund (WCF)

The WCF funding is \$3 million, which is \$580 thousand more than 2023 total funding. This level reflects payments for baseline WCF services (including inflationary adjustments and changes in service utilization) and the addition of the End-User Devices, Scanning and Archiving Services business lines.

KEY OPERATIONAL INITIATIVES

The Budget requests funding to address the program, operational, strategic, compliance, and reporting risks impacting FPM’s work in local communities. As an adjunct of the Deputy Secretary’s Office, FPM plays an instrumental role in the planning, execution, and sustainability of cross-programmatic Departmental goals. FPM has applied an equity analysis and assessment practice across all aspects of our work with communities to increase equitable outcomes internally for FPM employees and externally to HUD’s customers in accessing services and programs. Through FPM’s whole-of-agency lens, this initiative plays a vital role to ensure equity considerations are operationalized and sustainable as FPM engages with HUD customers throughout all 64 field and regional offices. Core FPM activities correlate with HUD’s strategic goals as follows:

FPM Core Activities:	Strategic Initiatives & Economic Empowerment	Stakeholder Engagement & Analytics	Operations & Risk Management
Strategic Goals:	IMPROVE CUSTOMER EXPERIENCE: Serve as HUD’s Front Door		
	INCREASE EQUITY: Provide access, build trust, and share information with local communities		
	1. Support Underserved Communities	5. Strengthen HUD’s Internal Capacity	
	2. Ensure Access to and Increase the Production of Affordable Housing		
	3. Promote Homeownership		
4. Advance Sustainable Communities			

Within each of FPM's core activities, FPM is collaborating with internal and external stakeholders to launch, execute, and manage several cross-programmatic, high priority initiatives. Requested funding levels will allow FPM to continue to pay a critical role in support of the Department's mission, this includes but is not limited to:

- Provide Leadership, Oversight, and Coordination for HUD’s work in Communities (Collaboration and Support of HUD Program Divisions with Local Stakeholders, Five

Ecosystems, Disaster Support): The Budget supports systems and staffing levels across the field necessary to support FPM's leadership of Secretarial initiatives, strategic plan goals, and stakeholder outreach.

- Provide Leadership, Oversight, Collaboration and Coordination for HUD's work in the Field and Support for Secretary and Deputy Secretary Travel: The Budget supports improvements to HUD field office operations that will improve oversight of HUD's work and critical leadership functions.
- Serve as HUD's Front Door: The Budget supports a Customer Relationship Management (CRM) system to collect vital information to improve the customer experience and make service delivery recommendations to improve HUD programs. FPM's work focuses on managing customer service in the field and local stakeholder experience, to help inform the Departmentwide Customer Experience work.
- Perform Davis-Bacon and Labor Standards (DBLS)/Section 3/FPM Program Monitoring and Oversight: The Budget requests funds for staff to meet necessary requirements for Contracting Officer Representative (COR) and information systems duties, and to support the development of staff expertise to track and report on mission-critical data, and the technology needed to identify issues, track outcomes, establish performance trends, monitor program compliance and follow appropriate internal procedures.