

# Racial Equity Action Report

Hiring, Recruitment,  
and Retention

Business Processes

Partnerships



**October 2024**

# A word from our Executive Director

October 2024



It's been two years since we launched CalHFA's Racial Equity Action Plan, and I could not be more proud of what we've accomplished so far.

CalHFA has made significant progress as we navigated this endeavor. We continue to strive to maintain our accountability and best practices, and this is evident on being recertified as a Great Place To Work, while training all our staff in DEI and Implicit Bias. We not only invested on our staff by cultivating a culture of diversity and inclusion, but worked on improving our business processes and stakeholder relations as well.

With these strides, we continue to evolve, and I welcome comments, as the labor of racial equity is never finished, but always a work in progress.

Sincerely,

A handwritten signature in blue ink that reads "Tiena Johnson Hall". The signature is written in a cursive, flowing style.

Tiena Johnson Hall  
Executive Director,  
California Housing Finance Agency

# Hiring, Recruitment, and Retention

## Cultivate a Culture of Diversity & Inclusion

Initiative	Success Criteria
Establish and provide Diversity, Equity & Inclusion Best Practices (Vision, Mission, and Goals) to all new and current staff.	100% of new hires attend training by the end of FY 2024-25.
Make Diversity, Equity & Inclusion/Implicit Bias training mandatory for all staff so that the entire agency is informed and accountable.	100% of new hires attend training by the end of FY 2024-25.
Release updated FY 2024-25 REAP to the public on calhfa.ca.gov to improve accountability on race and ethnicity practices in the agency.	September 2024.



# Hiring, Recruitment, and Retention

## Increase Knowledge & Participation in Recruitment

Initiative	Success Criteria
Make inclusive hiring practices-training mandatory for all supervisors/managers to ensure equitable recruitment/hiring practices.	100% of new Managers and Supervisors attend training by the end of FY 2024-25.

## Invest in Staff to Improve Morale

Initiative	Success Criteria
Review survey results from <i>Great Place to Work</i> to find out where improvement is needed.	Achieved the scores on questions regarding race improved to >80% by the end of FY 2023-24 and maintain certification every year.  CalHFA has been recertified as a Great Place To Work from May 2024 – April 2025.



# Business Processes

## Further Housing Fairness

Initiative	Success Criteria
Evaluate programs and develop a plan to partner with emerging multifamily developers.	Increased outreach to emerging developers by mid-2023.
Increase consumer access to loan officers focused on social and racial equity in underserved communities.	Increased outreach; creation of a curated list of loan officers by the end of 2023.
Continue to conduct outreach to community-based organizations of mortgage professionals in order to partner with more diverse loan officers.	Increased consumer access to diverse loan officers/brokers/real estate agents representative of under-served communities.
Increase engagement with Ethnic Media to reach underserved communities and communities of color.	Increased percentage of BIPOC homeowners among all CalHFA borrowers.
Continually develop marketing and educational campaigns that reach underserved communities and communities of color.	



# Partnerships

## Partner to Meet California's Housing Needs

Initiative	Success Criteria
<p>Identify and collaborate with organizations that share similar goals on racial equity who may offer training/ learning sessions.</p>	<p>Continue conducting in-house training on racial and disparate impact issues.</p>
<p>Develop ongoing relationships with other agencies who share information and common goals on fair housing / access to opportunities(e.g., SGC, DFEH, HCD, TCAC).</p>	<p>Increased, ongoing collaborations which reduce the impacts of structural racism.</p>
<p>Conduct Tribal listening sessions to gather information on Tribal housing needs.</p>	<p>Interactive and meaningful dialogues with CA Tribes to inform them of State resources and opportunities available and accessible housing programs.</p>
<p>Ensure Tribes are represented in listening sessions, and notified for projects.</p>	<p>Improved outcomes for Tribal attendance at sessions/events. Engaging Tribal Consultations for multifamily housing projects.</p>
<p>Increase outreach and partnerships with Black/Latino/ Asian trade associations (e.g., CAREB, NAHREP, etc.) to improve understanding and relationships with external stakeholders.</p>	<p>Increased number of presentations at trade associations in FY 2024-25.</p>

