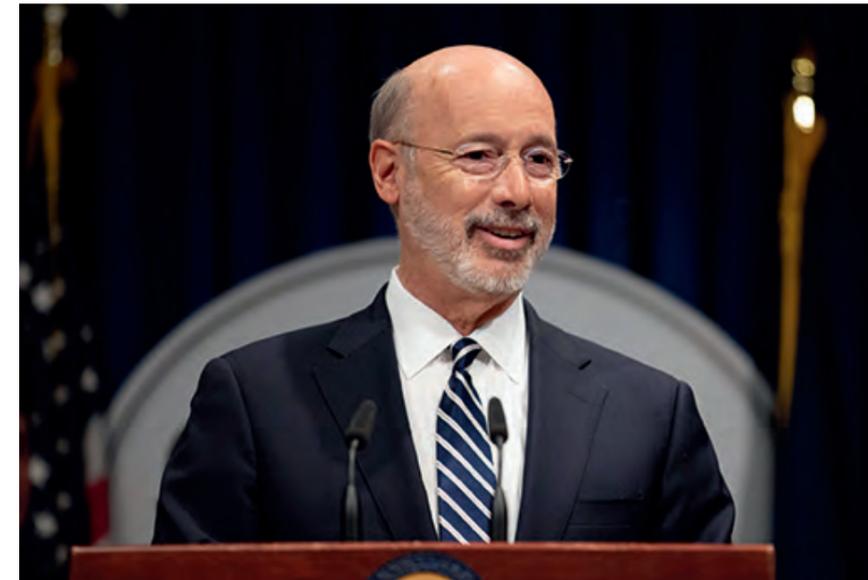




*We create successful
renters, home buyers
& homeowners*



A MESSAGE FROM GOVERNOR TOM WOLF



Housing, plus consumer education & support, produce success

During its 47-year existence, the accomplishments of the Pennsylvania Housing Finance Agency have been impressive.

Since its creation by the legislature in 1972, PHFA has generated more than \$14.3 billion of funding for more than 176,600 single-family home mortgage loans, helped fund the construction of 136,215 rental units, distributed more than \$109.2 million to support local housing initiatives, and saved the homes of more than 49,950 families from foreclosure. The end result is not only success connecting people with housing that fits their budget, but also the promotion of economic development in all the communities that PHFA touches.

A consumer advocate and educational resource

As remarkable as this record is, even more revealing is the thoughtfulness behind PHFA's approach to housing. The agency is focused not just on getting people into homes and apartments but on giving them the knowledge and life skills to stay in their housing and even improve their situation. At the end of the day, PHFA should be seen not just as a housing agency but also as a consumer advocate and educational resource.

Consider just a few of the support programs PHFA has in place to help keep people in housing. For instance, the agency works to advance the efforts of organizations providing supportive housing services. Supportive housing professionals make possible such things as transportation to doctors, access to nutritious meals, and social activities that keep seniors and others healthy and living independently. As another example, consider the work of PHFA's statewide counseling partners. These firms help people find housing that best fits their budget, plus they assist by teaching money management fundamentals. Research shows that people who receive housing counseling go on to make better-informed housing decisions.

An impact far beyond immediate housing needs

For decades, PHFA has kept its focus on families' long-term success, not just their short-term housing placement. That's why the agency is having such a lasting impact across Pennsylvania. Their mission may be housing, but their focus is equally on counseling and education so that the people they help become smarter housing consumers throughout their lives.

A handwritten signature in orange ink that reads "Tom Wolf". The signature is stylized and fluid.

Governor Tom Wolf



creating success...

**BY OFFERING
AFFORDABLE HOME LOANS**

All PHFA home loans are for 30-year, fixed-rate terms. This provides homeowners with the lowest monthly mortgage payment.

The biggest hurdle to homeownership for most buyers is coming up with the money to cover the down payment and closing costs. For buyers who qualify, PHFA offers a small second loan to help them meet this need.

Table of Contents



Cover and above: The people shown have been helped by PHFA programs or through community development work funded by PHFA.

INTRODUCTION

1 A message from Governor Tom Wolf

OUR LEADERSHIP

5 The PHFA Board of Directors

6 A message from our executive director

ABOUT PHFA

10 PHFA at a glance

12 Our programs

14 Our people

16 Our progress

CREATING SUCCESS

20 Affordable rental housing

22 Homeownership

24 Consumer counseling and education

26 Foreclosure prevention

28 Community revitalization

OUR FINANCIALS

32 PHFA's condensed 2019 financial statement



OUR LEADERSHIP >



PHFA's Harrisburg office

BOARD OF DIRECTORS >

Appointed to serve by the governor or General Assembly, or serving as part of the responsibility of their high-level state government position, our 14 board members provide their time and expertise out of their desire to improve the availability of affordable housing throughout the commonwealth.



Board Chair
The Honorable
Robin Wiessmann



Board Vice Chair
Mark Schwartz, Esquire



Maria F. Coutts



Ronald F. Croushore



The Honorable
Dennis Davin



Mark Dombrowski



Jennifer L. Koppel



Gary E. Lenker



Robert G. Loughery



The Honorable
Teresa D. Miller



Ross J. Nese



John P. O'Neill, Esquire



John Paone



The Honorable
Joseph M. Torsella

Helping people to be 'forever home'

The Pennsylvania Housing Finance Agency has been addressing housing issues in the state for 47 years. After all that time, most people know our mission is to expand affordable housing options for Pennsylvanians. But, in fact, our efforts go well beyond getting folks into housing. Today, we have a variety of programs intended to help people stay in the housing they've chosen and, when possible, even improve their housing situation. Let me share some examples.

Helping renters succeed

If we help someone on a lower income find an apartment they can afford, but we don't help them improve their financial situation, then we haven't done our job — because those renters are just a paycheck or two from being homeless. That's why for more than a decade PHFA has offered personal money management workshops. These seminars teach the basics of saving, investing, improving one's education and more. The end result is a renter with more stable finances, so they can stay current on their rent, pay their utilities on time, and maybe even move to a nicer apartment when they're ready. We help them to be successful renters.

Helping home buyers succeed

The same goes for home buyers. Purchasing a home can be a big challenge. Not just because of the expense, but because the home buying process is unfamiliar to many people. That's why we underwrite the cost of classes for home buyers so they can learn the basics about home loans and choosing



Brian A. Hudson Sr. with PHFA's Harrisburg office in the background.

the right house. These classes are delivered locally by one of the 71 counseling agencies in our statewide counseling network. The end result is home buyers who make smarter home purchases that they are better able to afford.

Helping homeowners succeed

PHFA also works to help homeowners be successful. Even with the best of planning, sometimes life throws us a curve ball. You can lose a job, or someone in your family has a medical emergency. Before you know it, you're behind on your mortgage. Well, PHFA has a foreclosure prevention loan program* that can bring these homeowners current on their home loans and unpaid property taxes. It gives them time to recover financially and removes the stress of a pending foreclosure so they can focus on overcoming the troubles that caused their missteps. I'm proud to say it's become a national foreclosure prevention model.

We have other programs with similar goals — all intended to help lift people up through education and personalized assistance so they can then take the necessary steps to improve their housing situation. Knowing this, the next time you think about PHFA, don't just focus on the housing we provide, but consider all the additional informational and support programs we have that help people achieve lifetime housing success. Our programs help them to be "forever home."

**This initiative is the Homeowners' Emergency Mortgage Assistance Program, or HEMAP.*

A personal message

In closing, I want to share that I will shortly be retiring from PHFA. I started with the agency as a staff accountant in 1975. I will end my career here in early 2020 as its executive director and CEO. Just as the agency has grown over those years, I, too, have had the privilege of taking on increasing responsibilities and sharing in the agency's success. When I first came to PHFA, I never expected to be here for 45 years. Now, looking back, I can't imagine having ever worked anywhere else. I've seen how the agency's programs change lives, and I can speak to how working here has changed my own life, as well. Thanks to everyone for their ongoing support of the agency's efforts, and thanks to the many friends I've made during my own personal journey at PHFA.

Welcome home!

A handwritten signature in blue ink that reads "Brian A. Hudson Sr." The signature is written in a cursive, flowing style.

Brian A. Hudson Sr.



creating success...

**BY EDUCATING CONSUMERS
ABOUT THE HOME BUYING PROCESS**

During 2018, counseling agencies in PHFA's statewide counseling network led 7,002 home buying prepurchase counseling sessions. About 57 percent of those sessions—3,972—were conducted in workshop settings of larger groups. The remaining 3,030 sessions (43 percent) were conducted as one-on-one meetings between a counselor and the potential home buyer.



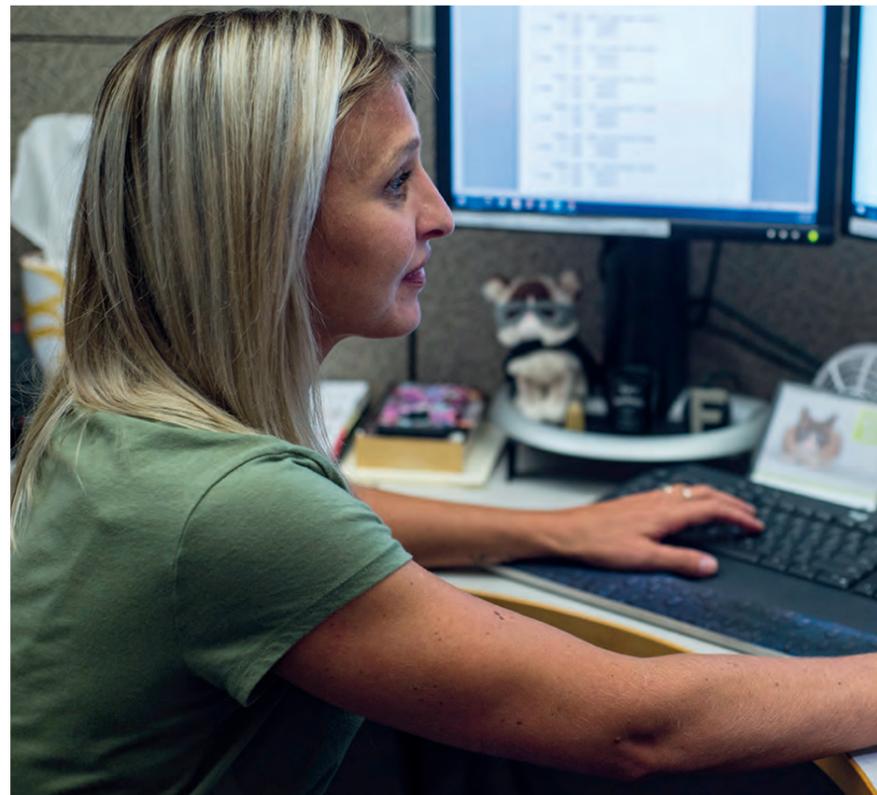
ABOUT PHFA 

PHFA AT A GLANCE

Our Mission at PHFA

is not only to help people find housing they can afford, but also to **provide consumer education and life skills** that can help them stabilize and even improve their housing situation. We do that through a variety of **counseling and support services** that provide consumers with the information and assistance they need to **make well-informed housing decisions**.

Photos on both pages show PHFA employees at work.



Here are some facts about the agency that will help you get to know us better:



PHFA was created by the state legislature in 1972.



An early PHFA customer

PHFA is charged with increasing housing options for people with low-to-moderate incomes, seniors and people with special needs — segments of the population often not fully served by the private housing market.



Much of the agency's funding comes from its sale of securities to investors. Other funding comes from program fees and federal and state program administration. PHFA only occasionally receives public tax dollars.



PHFA has 16 divisions that oversee its housing programs and administrative functions.



PHFA's main program areas address affordable rental housing, homeownership, consumer counseling and education, funding for local housing initiatives and foreclosure prevention.



The agency's administrative budget for the 2019 fiscal year was \$40 million.



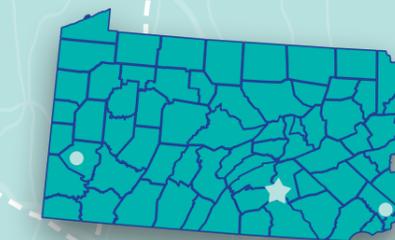
PHFA has a unique organizational structure. It is a hybrid, as both a state agency and a corporation. It is most frequently referred to as a public corporation or a state-affiliated agency, reflecting its dual nature.



PHFA has a staff of 318.



PHFA's main office is in Harrisburg. We have satellite offices with smaller staffs in Norristown and Pittsburgh.



OUR PROGRAMS

PHFA housing programs help renters, home buyers and homeowners, plus they promote economic development statewide.

HOMEOWNERSHIP



Affordable home purchase loans and refinancing.

Closing cost and down payment assistance loans.

Home renovation loans.

Loans to make home energy efficiency improvements.

Loans to help homeowners with public sewer connections and residential septic systems.

MULTIFAMILY HOUSING

Tax credits fund multifamily housing construction and rehabilitation offering affordable rents.



PaHousingSearch.com helps people find affordable apartments online.

Housing assistance for people with disabilities.



Supportive housing programs help people stay in their homes longer and live independently.

FUNDING OF LOCAL HOUSING INITIATIVES

Funding from PHARE* supports the construction and rehabilitation of affordable housing driven by local needs and priorities.



Glade Run — Jeremiah Village, Zelienople

*PHARE stands for the Pennsylvania Housing Affordability and Rehabilitation Enhancement Fund. It's also known as the State Housing Trust Fund.

COMMUNITY DEVELOPMENT

Community Revitalization Fund program leverages public and private resources to financially support mixed-use projects and spark economic redevelopment.



Homestead Bakery Lofts

PHFA's community development arm, Commonwealth Cornerstone Group, allocates tax credits that fund mixed-use developments to spark economic revitalization in rural and low-income neighborhoods.

HOUSING COUNSELING & FINANCIAL EDUCATION



No-fee housing counseling and education for consumers with costs underwritten by PHFA.

Free coaching to help people better manage their personal finances.



Online home buyer education course.

Foreclosure counseling and comprehensive intervention.

FORECLOSURE PREVENTION



Foreclosure prevention assistance through HEMAP** helps families facing hard times to stay in their homes and reduces community blight.



**HEMAP is the acronym for the Homeowners' Emergency Mortgage Assistance Program.

ADDRESSING HOMELESSNESS

Partnering with FHLBank Pittsburgh on Home4Good program to fund initiatives that reduce homelessness.

HOUSING RESEARCH

Housing Policy Fellowship funds housing research and promotes leadership development.

Funding studies on pressing housing issues.



CUSTOMER SERVICE & PUBLIC OUTREACH



Call center to help the public and PHFA customers with housing questions.

Servicing PHFA customer home loans and foreclosure prevention loans.

Public outreach through marketing, the PHFA website and social media.



OUR PEOPLE

PHFA works with a wide variety of organizations to help us achieve our housing mission. They include federal, state and local government agencies, nonprofit groups, and private sector for-profit firms. We could not achieve all we do to help our customers be successful without the considerable assistance provided by these many organizations.



FORECLOSURE PREVENTION

Lori Toia (right) leads PHFA's foreclosure prevention program, known as HEMAP.* The work by Lori and her staff would not be possible without assistance from people like **Gladys Delgado** (left) with **Tabor Community Services**, Lancaster. Gladys helps homeowners complete and submit their applications for financial assistance when they have fallen behind on their mortgage payments. PHFA has a statewide network of counselors like Gladys who help people facing foreclosure.



FINANCIAL EDUCATION

Holly Zugay is PHFA's senior financial education officer, and she leads the agency's personal money management outreach to the public. She's shown with **Chip Gilliland**, who is with the **Division of Reintegration and Outreach with the Pennsylvania Department of Military and Veterans Affairs**. Chip is working with Holly on making PHFA's personal finance training available to incarcerated veterans to better prepare them for life after prison.

HOUSING COUNSELING



One of the groups with which PHFA works closely is the **Division of Housing and Community Development with the City of Philadelphia**. By working cooperatively, the two organizations closely coordinate their efforts so they produce better results. Shown in the photo are three City of Philadelphia housing executives: **Hiram Carmona** (1), manager of housing counseling and foreclosure prevention and assistant contract administrator; **Laura Taylor** (2), contract and planning administrator; and **Melissa Long** (4), deputy director. **Terri Redmond** (3) is PHFA's director of counseling.

HOMEOWNERSHIP



Coleen Baumert (left) and her staff work on PHFA's various home loan programs that help people move from renting to homeownership. These programs would not be possible without the assistance of PHFA-approved lenders, like **Mid Penn Bank**, who offer PHFA loan products to their customers. **Angela Shifflet** (right) is a residential mortgage manager with Mid Penn Bank. Once customers close on their PHFA home loans, the lenders then sell the mortgages to PHFA and the agency services the customers for the life of their loan. This partnership between the agency and private sector lenders has served home buyers well for the past 37 years.



SUPPORTIVE SERVICES

Gelene Nason (right), PHFA's manager of housing services, oversees the agency's efforts to aid the work of resident service coordinators at PHFA-funded rental properties that provide assistance to the people living there. Supportive services offer various types of help and social interaction so that people can continue to live independently and age-in-place in their community. Another state agency that promotes the availability of affordable housing and supportive services is the **Pennsylvania Department of Human Services**. **Karen Ulp** (left), a human services program specialist with DHS, often works with Gelene on programs to expand access to affordable housing and home- and community-based services.

*HEMAP stands for Homeowners' Emergency Mortgage Assistance Program.

OUR PROGRESS

These are some of PHFA's top accomplishments and milestones from the past year.

HOMEOWNERSHIP



The agency helps 3,634 families purchase homes with affordable PHFA mortgages, with a loan value of more than \$488 million.

Down payment and closing cost assistance loans total 1,585.

Millennials represent 66 percent of all PHFA home loans this year - 2,400 mortgages.

The number of loans to help homeowners with public sewer connections and septic system repairs was 111, with a loan value of \$1.9 million.

The agency holds an awards event at its Harrisburg headquarters recognizing its top lending partners offering PHFA home loan products; 75 business partners attend.

MULTIFAMILY HOUSING

The agency's online apartment search tool — PAHousingSearch.com — is relaunched after some extensive retooling of the site's appearance and capabilities.

Use of PaHousingSearch.com for finding rental housing continues to increase; 43,249 monthly searches.

The agency's annual Multifamily Affordable Housing Conference provides continuing education for more than 650 attendees — highest ever!



Mini-photos show ribbon-cuttings for PHFA-funded rental housing.

COMMUNITY DEVELOPMENT

The agency starts accepting bids for the purchase of \$2 million in mixed-use development tax credits (later raised to \$3 million) to fund the construction of mixed-use developments.

Seven projects are awarded \$2.8 million raised through the sale of tax credits under the Mixed-Use Development Tax Credit Program to stimulate neighborhood revitalization around the state.

Commonwealth Cornerstone Group* is awarded \$55 million in New Markets Tax Credits; CCG is one of 73 community development entities nationwide that received tax credits from the U.S. Treasury Department.

**Commonwealth Cornerstone Group is a nonprofit community development entity created by PHFA in 2004.*

FORECLOSURE PREVENTION

The agency provides 505 foreclosure prevention loans to families behind on their mortgages due to unforeseen circumstances; loan value of almost \$5.9 million.



ADDRESSING HOMELESSNESS

PHFA announces with FHLBank Pittsburgh that they are partnering for a second year on the Home4Good program to fund initiatives across the state that address homelessness; \$4.5 million allocated.

HOUSING COUNSELING & FINANCIAL EDUCATION



5,178 people receive financial education counseling to help better manage their family budgets; a 4.6 percent increase.

22,766 people receive education and guidance from a PHFA-approved counseling agency; a 4.5 percent increase. This includes 488 veterans.

78 training webinars were conducted throughout the year for housing counselors; 562 counselors participate.

Counseling division awarded \$2.5 million HUD grant; highest award for a state housing finance agency.

PHFA recognizes the work of 71 counseling agencies from across the state who help the public with questions about homeownership, home foreclosure and money management so they can make better informed housing decisions; 160 in attendance.

6,984 people receive foreclosure prevention counseling; a 4.5 percent increase.

PHFA announces "Take Charge of Your Money" program providing people with no-cost coaching from credentialed counselors to help them better manage their personal finances; 57 counseling agencies participate.

"Building Your Financial House" money management seminars find a growing, receptive audience with people who live in PHFA-funded apartment buildings, with inmates and incarcerated veterans about to reenter society and with housing services professionals.



CUSTOMER SERVICE & PUBLIC OUTREACH

PHFA has a mortgage portfolio of 64,390 loans with a total unpaid principal balance of \$4.9 billion.

PHFA launches three new podcasts to help consumers with homebuying questions, personal money management and other housing-related issues.

PHFA's social media activity is up: 9,687 Facebook followers, 1,774 Twitter followers.

The agency's website averages nearly 42,500 visitor sessions a month.

The number of calls into the agency's Customer Solutions Center is down 11 percent to 66,302 because service has improved, requiring fewer customer call-backs.

The agency's Customer Solutions Center is now fielding calls for more of the agency's divisions, freeing other staff from phone duties so they can handle more program-specific tasks.

HOUSING RESEARCH

The agency announces a new Housing Policy Fellowship with an annual stipend up to \$12,000 to support housing research and promote leadership development.

AGENCY NEWS

Construction is nearly complete on expanded office space for PHFA's Harrisburg headquarters; the addition incorporates super energy-efficient materials and design.**



More than 650 housing professionals attend PHFA's Housing Forum conference offering continuing education.

***The new office space adheres to Passive House and LEED construction standards, saving energy and creating a comfortable work environment in all seasons.*

creating success...



BY PROVIDING NO-COST, PERSONAL MONEY MANAGEMENT EDUCATION

PHFA provides a series of classes called “Building Your Financial House” that offers personal financial education at no cost to participants. Surveys following the course have found that attendees, on average, report taking 21 new actions to improve their financial situation.

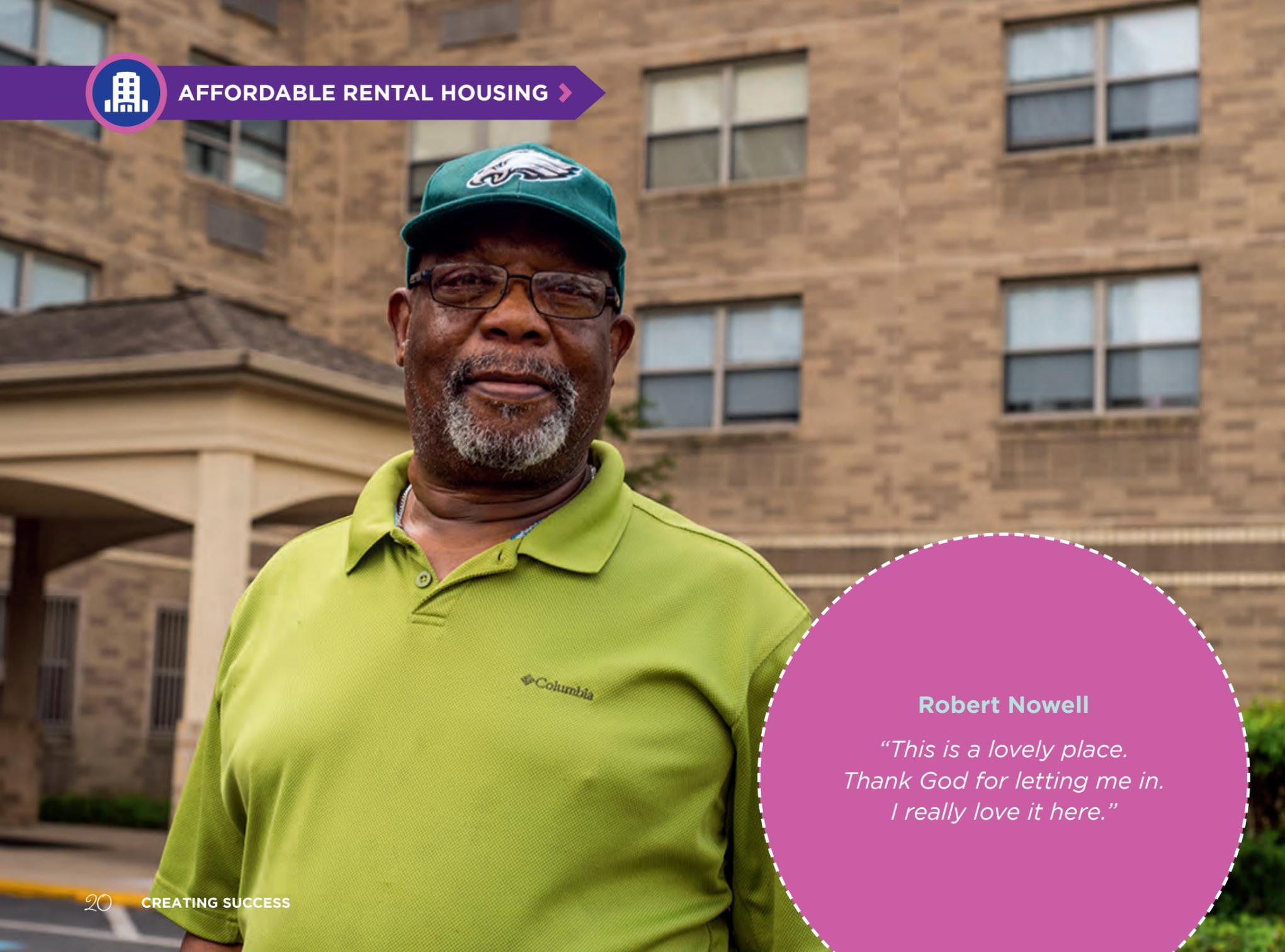
Insights from the surveys include:

- 75 percent had changed their spending habits in a positive way
- 65 percent had set financial goals
- 63 percent had started an emergency savings fund
- 55 percent had a plan in place to repay debt and overdue bills
- 37 percent had paid off their debts using information gained from the course



**WE CREATE SUCCESSFUL RENTERS,
HOME BUYERS & HOMEOWNERS**





Robert Nowell

"This is a lovely place. Thank God for letting me in. I really love it here."

Housing that provides *more than shelter*



Robert Nowell has lived and worked his whole life in Philadelphia. He's now retired.

Four years ago, he rented a room for his housing.

As he put it, "There weren't too many apartments I thought were worth paying what they wanted me to pay. Luckily, there's Presby's."

By Presby's he means the Mary Field Presbyterian Apartments in southwest Philadelphia, managed by Presby's Inspired Life.

Today he enjoys a one-bedroom apartment with a large living room, a kitchen and a bathroom. He pays less in rent than he did for his single room years ago.



He's eating better, he's lost weight, and his doctor says his numbers have improved.

Most important to Robert has been the nutrition and cooking classes.

Or the community garden that brings people together and produces vegetables they all enjoy.



These services include training on the three computers available to residents.

Presby's offers supportive services,* made possible by charitable contributions. They make Robert's life more fulfilling and enjoyable.

*Supportive services are programs for residents, like informational classes and social activities, that help them continue to live independently. PHFA provides regular continuing education to promote the professional development of people who work in supportive services.





Natalie says about home buyer counseling:

"It was a benefit because they went from beginning to end of the home buying process. They talked about costs in true detail, not just general things."



A home of their own



Holly, their cat



Jake and Natalie Limm were in their early 20s when they moved into an apartment.

It was a historical building, so it looked nice but was way too small and dark.

No room for hobbies. No reserved parking. Plus an extra fee if you wanted a pet.

After three years, they were ready to buy a home, but they weren't sure how to start.



Just this June, Jake and Natalie were married. With their cat Holly, they make a happy family.

Natalie found a home buyer class provided by the Cumberland County Housing and Redevelopment Authorities.



Maria Collier leads homebuyer classes for CCHRA

It has all the space they need, including a two-story garage where Jake can work on cars.

The class is free because it's underwritten by PHFA.



After months of searching, in April 2016 they bought a three-bedroom house — using a PHFA home loan.

The class answered all their questions and gave them confidence to look for a home.



Sheila Mowbray

"I was glad I was able to participate in this type of class. We had a good time. At the same time, we really learned things."



Improving herself through education



Sheila Mowbray is a renter and has lived her whole life in north Philadelphia.

She has worked in the hospitality field since 1994 for a company that serves major league sports teams and entertainment events in the city.

Seven years ago, Sheila decided she wanted to do better at managing her money.

She also taught her daughter-in-law about the time-value of money and saving at a younger age.



Sheila's children



Sheila in her Philadelphia neighborhood

Plus, applying what she learned in the class, she maximized her earnings by turning her part-time work into full-time employment.

"I learned a lot," she says. "I actually looked forward to those classes."

She learned about things like spending sensibly and making her money work for her.

She signed up for an eight-month course called "Building Your Financial House," led by PHFA's Senior Financial Education Officer Holly Zugay.

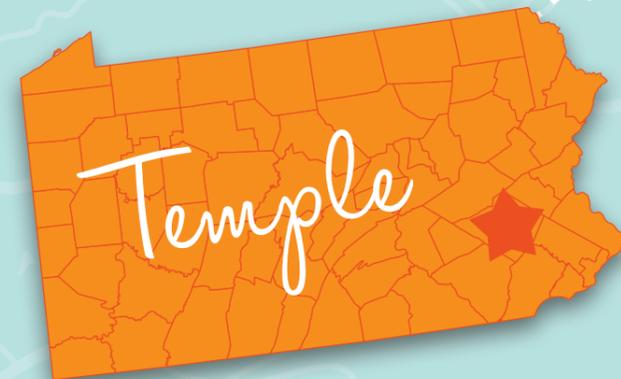


Organizing her bills



Lucrecia says about her foreclosure prevention assistance from PHFA:
"It was a game changer. I think it's the only reason I still have my house."

Getting back on her feet



Lucrecia in a cast



In 2012, she took a fall, breaking her ankle.

What transpired next were years of frustration due to conflicting medical advice and three different surgeries.

The first surgery to repair her ankle kept her out of work for six months, putting her behind on most of her bills.

Her income was dwindling, and her car was repossessed. Lucrecia feared she might lose her home.

She called her mortgage company, which is PHFA, and explained her situation.

Lucrecia and her mom, Delia



Today, Lucrecia is feeling better, and she's paid off her HEMAP loan early by making extra payments.



Working on her budget

A HEMAP loan brought Lucrecia current on her mortgage, relieving some of her stress and letting her focus on getting well.

She also was provided counseling, at no cost, that helped her learn how to create a financial budget.

PHFA customer service told her about the agency's foreclosure prevention program, called HEMAP.*

*HEMAP stands for Homeowners' Emergency Mortgage Assistance Program. It has been helping homeowners avoid foreclosure since 1983.



**Dean Gartland
President & CEO, City Mission**

"The New Markets Tax Credits played an extremely important part in this project because we would not have been able to complete it in the timely manner that we did ... which means all the people that we've been able to serve so far would not have been served."

Fulfilling its mission by helping more people



City Mission in Washington had a challenge.

Demand for its services to the homeless and people in need was growing beyond its capacity.

In the past year, the mission has a 78 percent success rate of moving people into their own housing; 63 percent have full-time employment.

A mission resident in his room



The mission helps veterans, men, women with children and single women — all homeless and facing hardships.

The situation worsened in 2015 when a fire destroyed a critical building that housed homeless men, a medical clinic, a kitchen and dining room, an exercise area and a chapel.

Its new and enlarged buildings have allowed City Mission to expand services to people facing hard times.



A former resident now works in the mission warehouse

Federal New Markets Tax Credits, administered by Commonwealth Cornerstone Group,* helped fill a funding gap so that construction could move forward on schedule.

*CCG is PHFA's nonprofit community development entity.

City Mission's staff was able to secure some grant funding to rehabilitate buildings on its campus and to expand facilities to care for more people.

A family in their apartment



A mission resident works in the kitchen

creating success...

**BY PROMOTING SUPPORTIVE SERVICES
IN SENIOR HOUSING DEVELOPMENTS**

PHFA is tracking the impact of supportive services at nearly 600 senior housing developments across Pennsylvania. Supportive services provide assistance like transportation to the supermarket, nutritious meals, convenient health care services, financial help with utilities, and social activities.

It's estimated that by providing supportive services, these residents and these properties saved more than \$3 million during 2018.* Plus the senior residents enjoyed more fulfilling lives by continuing to live independently and not in a nursing home.

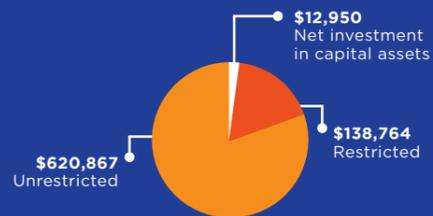
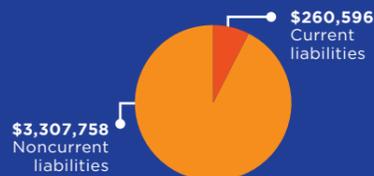
**Data from the Family Metrics 2018 Pennsylvania State Report.*



OUR FINANCIALS >



REPORT HIGHLIGHTS



CONDENSED FISCAL YEAR 2019

FINANCIAL STATEMENTS

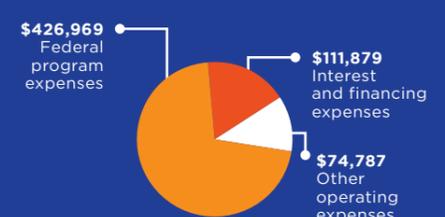
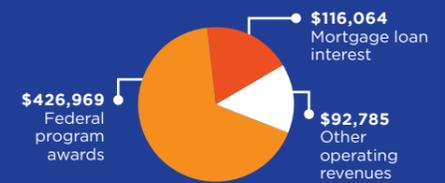
Condensed Summary Balance Sheet (in thousands)

	2019	2018	INCREASE/(DECREASE)	
ASSETS:				
Mortgage loans receivable	\$3,409,161	\$3,290,302	\$118,859	3.6%
Capital assets	49,950	40,588	9,362	23.1%
Other assets	871,059	1,003,112	(132,053)	(13.2%)
Total Assets	4,330,170	4,334,002	(3,832)	(0.1%)
Deferred Outflows of Resources	36,798	32,978	3,820	11.6%
Total Assets and Deferred Outflows of Resources	\$4,366,968	\$4,366,980	\$(12)	0.0%
LIABILITIES:				
Current liabilities	260,596	269,394	(8,798)	(3.3%)
Noncurrent liabilities	3,307,758	3,310,923	(3,165)	(0.1%)
Total Liabilities	3,568,354	3,580,317	(11,963)	(0.3%)
Deferred Inflows of Resources	26,033	36,265	(10,232)	(28.2%)
NET POSITION:				
Net investment in capital assets	12,950	1,588	11,362	715.5%
Restricted	138,764	145,215	(6,451)	(4.4%)
Unrestricted	620,867	603,595	17,272	2.9%
Total Net Position	772,581	750,398	22,183	3.0%
Total Liabilities, Deferred Inflows of Resources and Net Position	\$4,366,968	\$4,366,980	\$(12)	0.0%

Condensed Summary of Revenues, Expenses and Changes in Net Position (in thousands)

	2019	2018	INCREASE/(DECREASE)	
REVENUES:				
Mortgage loan interest	\$116,064	\$111,807	\$4,257	3.8%
Other operating revenues	92,785	80,993	11,792	14.6%
Federal program awards	426,969	431,212	(4,243)	(1.0%)
Total Revenues	635,818	624,012	11,806	1.9%
EXPENSES:				
Interest and financing expenses	111,879	103,001	8,878	8.6%
Other operating expenses	74,787	69,202	5,585	8.1%
Federal program expenses	426,969	431,212	(4,243)	(1.0%)
Total Expenses	613,635	603,415	10,220	1.7%
Change in Net Position	22,183	20,597	1,586	7.7%
Net Position - Beginning of Year	750,398	729,801	20,597	2.8%
Net Position - End of Year	\$772,581	\$750,398	\$22,183	3.0%

REPORT HIGHLIGHTS



PHFA's complete financial report for the 2019 fiscal year is available on our website.

creating success...

BY PREVENTING FORECLOSURE

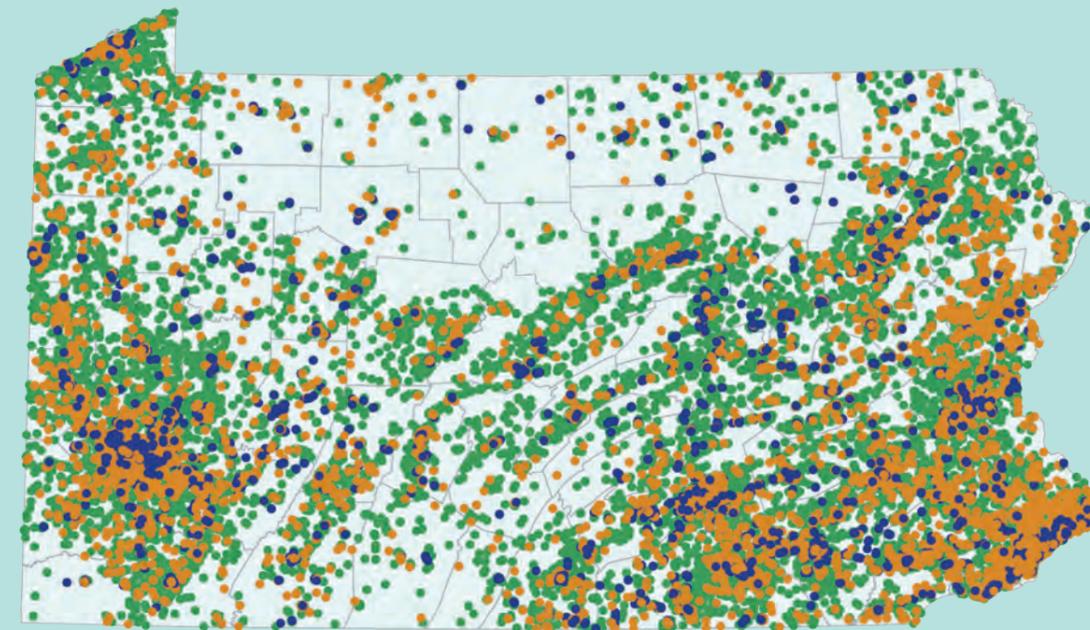
PHFA's foreclosure prevention program, called HEMAP,* was started in 1983 during an economic downturn to help homeowners who, due to unforeseen circumstances, had fallen behind on their mortgage.

During the last 36 years, HEMAP has made almost 50,000 foreclosure prevention loans; the value of these loans is \$567 million. More than half of these homeowners - over 25,000 - have paid back their loans in full.

**HEMAP stands for Homeowners' Emergency Mortgage Assistance Program.*



PHFA'S STATEWIDE IMPACT IN 2019



This map shows the extensive reach of PHFA's housing initiatives by combining data from the 2019 fiscal year for its multifamily programs, single-family programs, and some of our other housing initiatives into a single graphic. The map vividly illustrates how each year PHFA programs have a powerful impact statewide.

Single-family housing programs

Multifamily housing programs

Other PHFA housing programs



The Pennsylvania Housing Finance Agency works to provide affordable homeownership and rental housing options for older adults, low- and moderate-income families, and people with special housing needs. Through its carefully managed mortgage programs and investments in multifamily housing developments, PHFA also promotes economic development across the state.



PHFA programs and operations are funded primarily by the sale of securities and from fees paid by program users, not by public tax dollars. The agency is governed by a 14-member board.

PHFA is committed to the policy that all people should have equal access to its housing programs and employment without regard to race, religion, gender, national origin, family status, disability or age.



At the Pennsylvania Housing Finance Agency we care about the environment. That's why this annual report has been printed using recycled inks. Additionally, our printer uses environmentally responsible energy sources and has Forest Stewardship Council Certification.

The financial section of this report has been condensed to reduce the number of printed pages necessary. Our complete financial report is conveniently available on our website.



PHOTO CREDITS: Most photos of PHFA staff, customers and housing partners are by Matthew L. Hankins. The photos of Brian Hudson (page 6) and our City of Philadelphia partners (page 15) are by Amy Spangler. The photo of PHFA's Harrisburg office (page 9) is by GK Visual. Photos of ribbon-cuttings and community development projects are provided courtesy of the property developers.



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