

MiScorecard Performance Summary

Business Unit: **Housing Development Authority**
 Executive/Director Name: **Scott Woosley**
 Reporting Period: **Jun 2014**

Green >90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 7/16/2014

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-2	Downtown and Community Services Social Media	Green	=	5,000	7,324	7,324	Monthly	Number of social media followers for Downtown Division per month
C-1	Housing Choice Voucher Payments	Green	=	100%	100%	100%	Quarterly	Percentage of voucher payments made to landlords within 60 days
Financial								
F-1	Low-Income Housing Tax Credits	Green	=	100%	100%	100%	CY Annually	Percentage of LIHTC ceiling allocated
F-2	Risk in the Multifamily Portfolio	Yellow	=	95%	80%	80%	Quarterly	Percentage of required reports and data submitted to evaluate risk
Internal Business Process								
C-3	Mortgage Lending Turnaround Time	Green		80%	82%	83%	Monthly	Percentage of single-family loan decisions made within 48 hours
C-4	Foreclosure Prevention Turnaround Time	Red		50%	32%	33%	Monthly	120 Days - % of loan applications funded within 120 days from initial request to the time assistance is granted
P-2	Low-Income Housing Tax Credit Review Time	Green		3.0	2.6	2.5	Twice a Year	Number of months to review applications for LIHTC program
P-4	Rental Development Voucher Processing	Yellow		75%	63%	NA	CY Annually	Stakeholder satisfaction with Project Based Voucher processing
P-5	Placemaking Training	Green		50%	64%	39%	Quarterly	Placemaking: State Field Staff and Stakeholders involved in placemaking trained on Placemaking Curriculum at the intermediate level.
Learning and Growth								
O-2	Employee Satisfaction with Training	Green	=	90%	100%	100%	Quarterly	Percentage of participants who are satisfied with MSHDA-provided employee sessions
O-4	Employee Engagement	Yellow		55%	43%	NA	CY Annually	Percentage of MSHDA employees classified as "Champions" in the annual State of Michigan employee survey.