

MiScorecard Performance Summary

Department Name: MSHDA
 Executive/Director: Gary Heidel
 Period: June, 2012

↑ Performance Improving 90% or greater of target
➡ Performance Staying the >=75% to <90% of target
↓ Performance Declining less than 75% of target

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition	
Measure # Financial								
	0	±						
F-1	Low-Income Housing Tax Credits		➡	100%	100%	100%	annually	% of LIHTC ceiling allocated
F-3	Asset Management		➡	95%	78%	78%	quarterly	risk in multifamily portfolio
Measure # Customer/Constituent								
C-1	Housing Choice Vouchers		➡	100%	100%	100%	quarterly	voucher payments to landlords w/in 60 days
C-2	Downtown & Community Services		↑	5,000	5,348	5,046	monthly	# of social media followers for downtown division
O-3	Historic Preservation		➡	95%	100%	100%	annually	public outreach for Historic Preservation
P-4	Rental Development		↓	75%	63%	NA	annually	satisfaction with Project Based Voucher processing
Measure # Internal Business Processes								
C-3	Mortgage Lending		↓	80%	84%	90%	monthly	single-family loan decisions within 48 hours
C-4	Foreclosure Prevention		↓	75%	55%	56%	45 Day	Hardest Hit Program turnaround times
P-1	Community Development Grants		➡	54	NA	NA	semi-annually	Housing Resource Fund grant app. processing time
P-2	Low-Income Housing Tax Credits		↓	3.0	2.7	3.1	semi-annually	time to review applications for LIHTC program.
P-3	Housing Choice Vouchers		↓	7.0	3.7	4.4	monthly	Housing Voucher Prog case file audits done within 7 days
P-5	Place-making Training		↑	100%	20%	2%	quarterly	Training of appropriate staff, partners, and grantees on place-making
O-1	Housing Choice Vouchers		➡	75%	NA	NA	annually	customer satisfaction of housing agents
Measure # Learning and Growth								
O-2	Executive Division		↓	90%	89%	94%	varies	employee satisfaction with training sessions