MiScorecard Performance Summary

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

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

Measure #	Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Financial								
		0	‡					
F-1	Low-Income Housing Tax Credits		➡	100%	100%	100%	annually	% of LIHTC ceiling allocated
F-3	Asset Management		⬇	95%	78%	NA	quarterly	risk in multifamily portfolio
Customer/Constituent								
C-1	Housing Choice Vouchers		➡	100%	100%	100%	quarterly	voucher payments to landlords w/in 60 days
C-2	Downtown & Community Services		⬇	8,123	4,111	4,784	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
Internal Business Processes								
C-3	Mortgage Lending		⬆	80%	92%	84%	monthly	single-family loan decisions within 48 hours
C-4	Foreclosure Prevention		⬆	75%	56%	42%	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	3.1	NA	semi-annually	time to review applications for LIHTC program.
P-3	Housing Choice Vouchers		⬇	7.0	3.7	4.1	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
Learning and Growth								
O-2	Executive Division		⬇	90%	35%	65%	varies	employee satisfaction with training sessions