

| 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 |
| O-3 | Historic Preservation | Green | = | 100% | 100% | 100% | Monthly | Percentage of stakeholders requesting technical assistance who received assistance |
| 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% | 85% | 84% | Monthly | Percentage of single-family loan decisions made within 48 hours |
| C-4 | Foreclosure Prevention Turnaround Time | Red | | 75% | 34% | 35% | Monthly | Percentage of loan applications funded within 45 days |
| 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-3 | Housing Choice Voucher File Audit Time | Green | | 7.0 | 2.4 | 1 | Monthly | Average number of days to complete case file audits |
| P-4 | Rental Development Voucher Processing | Yellow | | 75% | 63% | NA | CY Annually | Stakeholder satisfaction with Project Based Voucher processing |
| P-5 | Placemaking Training | Green | = | 100% | 100% | 100% | Quarterly | Number of staff, partners and grantees having completed Placemaking training |
| Learning and Growth | | | | | | | | |
| O-2 | Employee Satisfaction with Training | Green | | 90% | 100% | 78% | 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. |