

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
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
<b>Financial</b>								
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
<b>Internal Business Process</b>								
C-3	Mortgage Lending Turnaround Time	Green	=	80%	83%	83%	Monthly	Percentage of single-family loan decisions made within 48 hours
C-4	Foreclosure Prevention Turnaround Time	Red	=	75%	33%	33%	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-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
<b>Learning and Growth</b>								
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.

## MiScorecard Performance Summary

Business Unit:

Housing Development Authority

Green &gt;90% of target

Executive/Director Name:

Scott Woosley

Yellow &gt;= 75% - 90% of target

Reporting Period:

Apr 2014

Red &lt;75% of target

Date Approved: 5/15/2014

Revised By cummingsl on 05/15/2014 11:53