

MiScorecard Performance Summary

Period: August, 2012

 Performance Improving
 Performance Staying the Same
 Performance Declining

	90% or greater of target
	>=75% to <90% of target
	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	Percent of Low Income Housing Tax Credit ceiling allocated
F-2	Asset Management		→	95%	78%	78%	quarterly	Risk in the multifamily portfolio
Measure # Customer/Constituent								
C-1	Housing Choice Vouchers		→	100%	100%	100%	quarterly	Voucher payments made to landlords w/in 60 days
C-2	Downtown & Community Services		↑	5,000	5,348	5,046	monthly	Number 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%	90%	91%	monthly	Single-family loan decisions within 48 hours
C-4	Foreclosure Prevention		↓	75%	54%	55%	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 Low Income Housing Tax Credit program.
P-3	Housing Choice Vouchers		↑	7.0	3.6	3.2	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