

# MiScorecard Performance Summary

Department Name: MSHDA  
 Executive/Director: Gary Heidel  
 Period: March, 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	
<b>Measure # Financial</b>								
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F-1	Low-Income Housing Tax Credits		→	100%	100%	100%	annually	% of LIHTC ceiling allocated
F-3	Asset Management		→	NA	NA	NA	quarterly	risk in multifamily portfolio
<b>Measure # Customer/Constituent</b>								
C-1	Housing Choice Vouchers		→	100%	100%	100%	quarterly	voucher payments to landlords w/in 60 days
C-2	Downtown & Community Services		↓	5,000	4,784	10,177	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
<b>Measure # Internal Business Processes</b>								
C-3	Mortgage Lending		↓	80%	84%	88%	monthly	single-family loan decisions within 48 hours
C-4	Foreclosure Prevention		↓	75%	42%	95%	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	4.1	4.3	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
<b>Measure # Learning and Growth</b>								
O-2	Executive Division		↑	90%	65%	44%	varies	employee satisfaction with training sessions