

# MiScorecard Performance Summary

↑ Performance Improving  
 → Performance Staying the Same  
 ↓ Performance Declining

90% or greater of target  
 >=75% to <90% of target  
 less than 75% of target

Period: September, 2012

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition	
<b>Measure # Financial</b>								
	0	±						
F-1	Low-Income Housing Tax Credits	<span style="background-color: #00FF00;"></span>	→	100%	100%	100%	annually	Percent of Low Income Housing Tax Credit ceiling allocated
F-2	Asset Management	<span style="background-color: #FFFF00;"></span>	↑	95%	82%	78%	quarterly	Risk in the multifamily portfolio
<b>Measure # Customer/Constituent</b>								
C-1	Housing Choice Vouchers	<span style="background-color: #00FF00;"></span>	→	100%	100%	100%	quarterly	Voucher payments made to landlords w/in 60 days
C-2	Downtown & Community Services	<span style="background-color: #00FF00;"></span>	↑	5,000	5,348	5,046	monthly	Number of social media followers for downtown division
O-3	Historic Preservation	<span style="background-color: #00FF00;"></span>	→	95%	100%	100%	annually	Public outreach for Historic Preservation
P-4	Rental Development	<span style="background-color: #FFFF00;"></span>	↓	75%	63%	NA	annually	Satisfaction with Project Based Voucher processing
<b>Measure # Internal Business Processes</b>								
C-3	Mortgage Lending	<span style="background-color: #00FF00;"></span>	↓	80%	88%	90%	monthly	Single-family loan decisions within 48 hours
C-4	Foreclosure Prevention	<span style="background-color: #FF0000;"></span>	↑	75%	55%	54%	45 Day	Hardest Hit Program turnaround times
P-1	Community Development Grants	<span style="background-color: #00FF00;"></span>	→	54	NA	NA	semi-annually	Housing Resource Fund grant app. processing time
P-2	Low-Income Housing Tax Credits	<span style="background-color: #00FF00;"></span>	↓	3.0	2.7	3.1	semi-annually	Time to review applications for Low Income Housing Tax Credit program.
P-3	Housing Choice Vouchers	<span style="background-color: #00FF00;"></span>	↓	7.0	3.3	3.6	monthly	Housing Voucher Prog case file audits done within 7 days
P-5	Place-making Training	<span style="background-color: #FF0000;"></span>	↑	100%	20%	2%	quarterly	Training of appropriate staff, partners, and grantees on place-making
O-1	Housing Choice Vouchers	<span style="background-color: #00FF00;"></span>	→	75%	NA	NA	annually	Customer satisfaction of housing agents
<b>Measure # Learning and Growth</b>								
O-2	Executive Division	<span style="background-color: #00FF00;"></span>	↑	90%	96%	89%	varies	Employee satisfaction with training sessions
O-3	Executive Division	<span style="background-color: #FFFF00;"></span>	↓	55%	43%	NA	annually	% of MSHDA employees classified as "Champions" in the annual State of Michigan employee survey.