

# MiScorecard Performance Summary

**Business Unit:** Housing Development Authority  
**Executive/Director Name:** Scott Woosley  
**Reporting Period:** Nov 2012  
**Date Approved:** 12/13/2012

Green 90% or greater of target  
Yellow >= 75% to 90% of target  
Red less than 75% of target  
 Scorecard Status: **Final**

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C-1	Housing Choice Voucher Payments		=	100%	100%	100%	Quarterly	Percentage of voucher payments made to landlords within 60 days
C-2	Downtown and Community Services Social Media		👍	5,000	5,850	5,780	Monthly	Number of social media followers for Downtown Division per month
O-3	Historic Preservation		=	100%	100%	100%	Monthly	Percentage of stakeholders requesting technical assistance who received assistance
P-4	Rental Development Voucher Processing			75%	63%	NA	CY Annually	Stakeholder satisfaction with Project Based Voucher processing
<b>Financial</b>								
F-1	Low-Income Housing Tax Credits		=	100%	100%	100%	CY Annually	Percentage of LIHTC ceiling allocated
F-2	Risk in the Multifamily Portfolio		👍	95%	82%	78%	Quarterly	Percentage of required reports and data submitted to evaluate risk
<b>Internal Business Process</b>								
C-3	Mortgage Lending Turnaround Time		👍	80%	88%	86%	Monthly	Percentage of single-family loan decisions made within 48 hours
C-4	Foreclosure Prevention Turnaround Time		👎	75%	50%	54%	Monthly	Percentage of loan applications funded within 45 days
P-2	Low-Income Housing Tax Credit Review Time		👍	3.0	2.7	3.3	Twice a Year	Number of months to review applications for LIHTC program
P-3	Housing Choice Voucher File Audit Time		👍	7.0	2.1	3.3	Monthly	Average number of days to complete case file audits
P-5	Placemaking Training		👍	100%	20%	2%	Quarterly	Number of staff, partners and grantees having completed Placemaking training
O-1	Housing Agent Satisfaction with Voucher program staff			75%	NA	NA	CY Annually	Percentage of Housing Agents who are satisfied with Housing Voucher Program staff
<b>Learning and Growth</b>								
O-2	Employee Satisfaction with Training		=	90%	100%	100%	Quarterly	Percentage of participants who are satisfied with MSHDA-provided employee training sessions
O-4	Employee Engagement			55%	43%	NA	CY Annually	Percentage of MSHDA employees classified as "Champions" in the annual State of Michigan employee survey.