

MiScorecard Performance Summary									
Business Unit:		Housing Development Authority		Green		>90% of target			
Executive/Director Name:		Scott Woosley		Yellow		>= 75% - 90% of target			
Reporting Period:		Nov 2013		Red		<75% of target			
Date Approved:		12/12/2013		Scorecard Status		Final			
Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition	
Customer/Constituent									
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	
O-3	Historic Preservation	Green	=	100%	100%	100%	Monthly	Percentage of stakeholders requesting technical assistance who received assistance	
C-1	Housing Choice Voucher Payments	Green	=	100%	100%	100%	Quarterly	Percentage of voucher payments made to landlords within 60 days	
Financial									
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	
Internal Business Process									
C-3	Mortgage Lending Turnaround Time	Green		80%	84%	87%	Monthly	Percentage of single-family loan decisions made within 48 hours	
C-4	Foreclosure Prevention Turnaround Time	Red	=	75%	35%	35%	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-3	Housing Choice Voucher File Audit Time	Green		7.0	1	1.8	Monthly	Average number of days to complete case file audits	
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	
Learning and Growth									
O-2	Employee Satisfaction with Training	Green		90%	100%	78%	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.	