

# Agency Management Report

## KPMs For Reporting Year 2015

Finalize Date: 9/30/2015

**Agency: Oregon Housing and Community Services**

	Green = Target to -5%	Yellow = Target -6% to -15%	Red = Target > -15%	Pending	Exception Can not calculate status (zero entered for either Actual or Target)
<b>Summary Stats:</b>	75.00%	12.50%	12.50%	0.00%	0.00%

**Detailed Report:**

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
1 - Affordable Home Ownership - Percentage of households at or below the state's median income served by our single family programs matches or exceeds Oregon's households at or below median income.	1.20	1.00	Green	2015	
2 - Affordable Rental Housing through Bonds, Grants, and Tax Credits – Percentage of housing units funded with grants, tax credits, and bonds, excluding market rate housing units, will be affordable to households earning less than 60% of the area median income.	94.30	85.00	Green	2015	
3 - Increasing Housing for Special Needs Individuals – Percentage of affordable rental housing units developed that provide rental opportunities for the low-income elderly or individuals with special needs compared to the percentage of the state's population that are low-income elderly or individuals with special needs.	59	45	Green	2015	
4 - Reducing Homelessness – Percentage of homeless persons entering permanent housing with stays of six months or longer.	81	80	Green	2015	

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5 - Construction Costs – Cost per square foot for housing units developed through Grant and Tax Credit programs.	208.15	186.72	Yellow	2015	
6 - Increasing Energy Savings – For all funds invested, the percentage of energy savings generated from the Department’s Energy Conservation Helping Oregonians (ECHO) weatherization program.	104	100	Green	2015	
7 - Agency Customer Service – Percentage of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: timeliness, accuracy, helpfulness, expertise, availability of information, and overall.	40.00	80.00	Red	2014	2014 results were disappointing due in part to confusion and impatience associated with agency transition planning, as well as the use of an outdated survey instrument and mailing lists. Going forward, a more strategic survey will be developed. Outreach to customers and stakeholders will be more thoughtful with an effort to garner meaningful feedback to influence agency activities and communications.
8 - General Fund Food Program - Percentage of pounds in donated food distributed through Oregon Food Bank that are processed or repackaged bulk food purchased through the General Fund Food Program.	8.50	8.00	Green	2015	

This report provides high-level performance information which may not be sufficient to fully explain the complexities associated with some of the reported measurement results. Please reference the agency's most recent Annual Performance Progress Report to better understand a measure's intent, performance history, factors impacting performance and data gather and calculation methodology.