

Legislatively Approved 2015-2017 Key Performance Measures

Agency: Oregon Housing and Community Services

Mission: We provide stable and affordable housing and engage leaders to develop integrated statewide policy that addresses poverty and provides opportunity for Oregonians.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2016	Target 2017
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.		Approved KPM	1.20	1.00	1.00
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.		Approved KPM	94.30	85.00	85.00
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.		Approved KPM	59.00	45.00	45.00
4 - Reducing Homelessness – Percentage of homeless persons entering permanent housing with stays of six months or longer.		Approved KPM	81.00	80.00	80.00
5 - Construction Costs – Cost per square foot for housing units developed through Grant and Tax Credit programs.		Approved KPM	208.15	181.67	
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.		Approved KPM	104.00	100.00	100.00
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.	Accuracy	Approved KPM	43.00	80.00	80.00
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.	Availability of Information	Approved KPM	39.00	80.00	80.00

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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.	Expertise	Approved KPM	45.00	80.00	80.00
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.	Helpfulness	Approved KPM	49.00	80.00	80.00
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.	Overall	Approved KPM	40.00	80.00	80.00
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.	Timeliness	Approved KPM	37.00	80.00	80.00
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.		Approved KPM	8.50		

LFO Recommendation:

Sub-Committee Action: