

**BUDGET REPORT AND MEASURE SUMMARY**

**Joint Committee On Ways and Means**

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**Action:**

**Action Date:**

**Vote:**

**Prepared By:** Tamara Brickman, Department of Administrative Services

**Reviewed By:** Michelle Deister, Legislative Fiscal Office

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Agency: Housing and Community Services Department

Biennium: 2015-17

## **Budget Summary\***

	2013-15 Legislatively Approved Budget <sup>(1)</sup>	2015-17 Current Service Level	2015-17 Committee Recommendation	Committee Change from 2013-15 Leg. Approved	
				\$ Change	% Change
General Fund	\$ 20,060,547	\$ 13,238,551	\$ 15,631,311	\$ (4,429,236)	-22.1%
Lottery Funds Debt Service	\$ 9,428,966	\$ 11,937,489	\$ 11,676,469	\$ 2,247,503	23.8%
Other Funds Limited	\$ 138,522,567	\$ 136,988,473	\$ 139,010,187	\$ 487,620	0.4%
Other Funds Nonlimited	\$ 245,597,922	\$ 231,980,523	\$ 231,980,523	\$ (13,617,399)	-5.5%
Other Funds Debt Service Nonlimited	\$ 683,521,183	\$ 706,063,403	\$ 551,448,780	\$ (132,072,403)	-19.3%
Federal Funds Limited	\$ 117,493,813	\$ 121,110,888	\$ 119,987,312	\$ 2,493,499	2.1%
Federal Funds Nonlimited	\$ 108,000,000	\$ 112,320,000	\$ 112,320,000	\$ 4,320,000	4.0%
<b>Total</b>	<b>\$ 1,322,624,998</b>	<b>\$ 1,333,639,327</b>	<b>\$ 1,182,054,582</b>	<b>\$ (140,570,416)</b>	<b>-10.6%</b>

## **Position Summary**

Authorized Positions	169	127	130	-39
Full-time Equivalent (FTE) positions	150.33	124.38	126.17	-24.16

<sup>(1)</sup> Includes adjustments through December 2014

\* Excludes Capital Construction expenditures

## **Revenue Summary**

Most of the Housing and Community Services Department programs are funded with either Federal or Other Funds. The agency, largely as a result of depressed loan activity and the expiration of bond indentures that generated financial support for a larger share of administrative expenses, began a strategic planning process in 2013-15 to explore alternative service delivery models for agency operations to improve service delivery and to create a new model of state governance.

The agency's General Fund (\$15,631,311) represents approximately 1.0 percent of overall revenues. The 2015-17 budget allocates \$11,676,469 in Lottery Funds to pay debt service associated with previous Lottery Bond sales.

The primary sources of Other Funds include but are not limited to: various fees charged for tax credits and other low-income housing development programs (\$6.0 million); public utility fees (\$57.5 million); revenue bonds (\$410.3 million); loan repayments (\$239.3 million); interest income (\$138.5 million); and various other revenues, including document recording fees (approximately \$28.6 million).

The Federal Funds received by the agency represent approximately 20.0 percent of total revenue and include grants from US Department of Housing and Urban Development (HUD), the US Department of Health and Human Services (DHHS), the US Department of Energy (DOE), the

Corporation for National and Community Service (CNCS), the Bonneville Power Administration (BPA), and the US Department of Agriculture (USDA).

Other Funds Nonlimited revenue is derived from loan interest payments, loan principal repayments and bond sale proceeds. Funds for tenant-based rental assistance payments are received and expended as Federal Funds Nonlimited.

### **Summary of Transportation and Economic Development Subcommittee Action**

The mission of the Housing and Community Services Department (HCSD) is to provide stable and affordable housing and engage leaders to develop integrated statewide policy that addresses poverty and provides opportunities for Oregonians. HCSD is Oregon's housing finance agency, providing financial and program support to create and preserve opportunities for quality, affordable housing for Oregonians of lower and moderate income. HCSD administers federal and state antipoverty, homeless energy assistance, and community service programs. HCSD also assists in the financing of single-family homes, the new construction or rehabilitation of multifamily affordable housing developments, as well as grants and tax credits to promote affordable housing.

The Subcommittee approved budget is \$15,631,311 General Fund, \$11,676,469 Lottery Funds, \$139,010,187 Other Funds, \$119,987,312 Federal Funds, \$783,429,303 Other Funds Nonlimited, \$112,320,000 Federal Funds Nonlimited (\$1,182,054,582 total funds) and 130 positions (126.17 FTE). This is a 10.6 percent total funds decrease from the 2013-15 Legislatively Approved Budget, primarily due to adjustments that true up debt service and anticipated bond activity, transfer of food programs to the Department of Human Services (DHS), phasing out the Home Ownership Stabilization Initiative, the exclusion of additional affordable housing preservation funding in 2013-15, and a partial biennium of foreclosure counseling funding.

#### **Safety Net Programs**

The Safety Net Programs provide a range of services intended to help individuals stabilize their housing, as well as achieve greater economic stability and self-sufficiency. The three main programs in this area are (1) homeless programs; (2) rental assistance programs, and (3) food programs. These programs provide access to healthy food, emergency housing, rental assistance and other homeless prevention activities. It should be noted that the 2015-17 budget transfers food programs from the agency's budget to DHS.

Safety Net Programs are funded by General Fund, Other Funds (including document recording fees, interest, etc.), and Federal grant funds from HUD, the United States Department of Health and Human Service (HHS), and the United States Department of Agriculture (USDOA).

The Subcommittee approved budget is \$11,176,993 General Fund, \$11,059,384 Other Funds, \$17,503,166 Federal Funds (\$39,739,543 total funds) and eight positions (8.00 FTE). This is a 5.5 percent reduction from the 2013-15 Legislatively Approved Budget. The Subcommittee approved the following:

- Package 104-Transfer Food Assistance Programs to DHS. This package reduces total funds expenditure limitation by \$3,735,180 (\$1,772,578 General Fund, \$126,825 Other Funds and \$1,835,777 Federal Funds) and eliminates one position (1.00 FTE). The General Fund and Federal Funds will be transferred to DHS for this program. This package transfers the administration of the Oregon Hunger Response Fund (nee General Fund Food program), the federal Emergency Food Assistance Program (TEFAP), and the federal Commodity Supplemental Food Program to DHS. The administration of the Food Distribution on Indian Reservations program is transferred to the Confederated Tribes of the Umatilla Indian Reservation, which will work in partnership with the local Community Action Program of East Central Oregon to deliver commodities directly to eligible households.

The transfer of these food programs aligns with other aspects of statewide food and nutrition systems, and allows HCSD to focus its strategy on housing.

- Package 801-LFO Analyst Adjustments. This package increases General Fund by \$2,000,000 and Other Funds expenditure limitation by \$1,500,000. This package consists of \$1.5 million for the Emergency Housing Account, and \$500,000 for the State Homeless Assistance Program. This amount maintains funding for the programs at the level included in the 2013-15 Legislatively Approved Budget, and is intended to be an ongoing level of support in future biennia. Emergency Housing Account program funds are distributed through local Community Action Agencies to prevent homelessness; examples of uses include motel vouchers, first and last month's rent assistance, or emergency rental assistance. Shelter services in local communities are supported through the State Homeless Assistance Program.

Emergency Housing Account funds are transferred to an Other Funds account and distributed as Other Funds. General Fund support for the program is augmented by distributions from the document recording fee.

#### Energy Assistance and Weatherization Programs

Energy Assistance and Weatherization Programs mitigate high energy costs, address health and safety risks, and improve energy efficiency in the homes of low-income Oregonians. Services include utility bill payment assistance, health and safety improvements, heating system repair and replacement, energy conservation services, base load measures (including replacement of inefficient appliances and lighting) and energy conservation education.

The Subcommittee approved budget is \$47,900,947 Other Funds and \$76,313,274 Federal Funds (\$124,214,221 total funds) and eight positions (8.00 FTE). This is a 0.7 percent reduction from the 2013-15 Legislatively Approved Budget.

#### Multifamily Rental Housing Programs

Multifamily Rental Housing Programs consist of Affordable Rental Housing Development programs and the Section 8 Rent Subsidy Program. The Affordable Rental Housing Development programs expand the availability of decent, affordable housing for low-income Oregonians through funding new construction, acquisition, and rehabilitation of existing rental housing units. The developments may be funded through a combination of resources which include the allocation of low income housing tax credits, low interest loans (including tax-exempt bond financing), grants, and tax incentives.

The Section 8 Rent Subsidy is a program for which HCSD performs contract administration activities for approximately 269 contracts in HUD Section 8 properties across the state, which equates to 9,696 total units. The department provides technical support to owners, managing agents, site staff, and residents. In addition, HCSD helps provide information to persons seeking housing, who might already be living in Section 8 housing, or who may be experiencing housing problems.

Multifamily Rental Housing Programs receive funding from various Other Funds resources including tax credits, loan repayments from the department's revolving loan funds, Oregon's public purpose charge (for multifamily weatherization projects and affordable housing construction), document recording fees, and charges for services. Additionally, the Multifamily Rental Housing Programs receive Federal Funds from the United States Department of Housing and Urban Development for both the Section 8 program and the HOME Investment Partnership Program.

The Subcommittee approved budget is \$52,328,097 Other Funds, \$14,630,320 Federal Funds, \$1,005,000 Other Funds Nonlimited, \$112,320,000 Federal Funds Nonlimited (\$180,283,417 total funds) and 27 positions (25.75 FTE). This is a 4.7 percent increase from the 2013-15 Legislatively Approved Budget.

The Subcommittee approved the following:

- Package 801-LFO Analyst Adjustment. The package increases Federal Funds expenditure limitation by \$1,008,874 and adds two limited duration positions (0.75 FTE), to reflect updated projections for the HUD 811 Project Rental Assistance Program for the 2015-17 biennium. The agency is anticipating \$1.0 million in federal grant awards, which should be allocated to program administration and special payments for the program.

#### Single Family Housing Programs

The Single Family Housing Programs provide financing and services that increase homeownership, provide home buyer education, support foreclosure counseling, and stabilize residential neighborhoods. OHCS offers at or below market rate residential loans and down payment assistance to qualified first time homebuyers. The Single Family Housing Programs also contain the Manufactured Communities Resource Center, which provides mediation services to manufactured dwelling park residents and owners.

Single Family Housing Programs primary source of funding comes from proceeds of bonds sold by the department. The programs also receive funding through document recording fees and manufactured dwelling assessment and park registration fees. The main source of federal funding is through HUD Neighborhood Stabilization Program and the National Foreclosure Mitigation Counseling Program. General Fund supports foreclosure mediation counseling services provided under contract by housing counseling agencies in local communities.

The Subcommittee approved budget is \$1,440,000 General Fund, \$4,312,456 Other Funds, \$2,574,178 Federal Funds (\$8,326,634 total funds) and seven positions (6.50 FTE). This is a 28.2 percent decrease from the 2013-15 Legislatively Approved Budget.

The Subcommittee recommended the following:

- **Package 105-Foreclosure Counseling Program.** This package consists of \$1,440,000 General Fund to provide funding for contracted counseling and legal aid services to assist Oregonians faced with foreclosure. The Oregon Foreclosure Avoidance Program was established in 2012 and refined in 2013, providing an avenue through which Oregonians who've received notice of foreclosure can request a mediation conference with their lender after meeting with a housing counselor. Those with particularly complicated circumstances may be referred to an attorney, funding for which is also included in the program. The amount funded, based on the last three calendar quarters of available data, is estimated to be sufficient to provide funding for counseling services and legal aid expenditures through February, 2016. The Subcommittee requested that Housing and Community Services report back to the February, 2016 Legislative Session regarding program utilization, foreclosure rates, and actual monthly expenditures.

#### Homeownership Stabilization Initiative

The Oregon Home Stabilization Initiative (OHSI) is a foreclosure prevention program assisting at-risk homeowners to avoid foreclosure through a number of activities. The program, known nationally as the Hardest Hit Fund program, is funded entirely by federal Troubled Asset Relief Program (TARP) resources from the United States Department of Treasury (US Treasury). Oregon is one of 18 states and the District of Columbia awarded funds because of the severe impacts suffered during the economic recession. Oregon received a \$220.0 million HHF award in 2010, and must expend all of these resources by 2017. These programs include the Mortgage Payment Assistance Program, Loan Preservation Assistance Program, Loan Refinancing Assistance Pilot Project, and the Rebuilding American Homeownership Assistance Pilot Project. Through these programs, Oregonians hard hit by the economic downturn are provided financial assistance to help prevent foreclosure. To date, more than 11,740 homeowners have been served, with \$184.0 million in assistance provided through the first quarter of 2015.

The revenue for the OHSI program comes from TARP funds, but is expended as Other Funds (rather than Federal Funds).

The Subcommittee approved budget is \$1,754,224 Other Funds and 10 positions (7.92 FTE). This is a 54.4 percent decrease from the 2013-15 Legislatively Approved Budget, reflecting the phase out of the program during the 2015-17 biennium.

The Subcommittee approved the following:

- **Package 101-Restore OHSI Positions.** This package increases Other Funds expenditure limitation by \$1,382,727 for 10 positions (7.92 FTE) to continue the program and positions that began in the 2009-11 biennium. The positions are limited duration and support the program through December 2017, which is when the program is to be fully expended in accordance with federal law.

#### Central Services

Central Services includes the Director's Office, Oregon Commission for Voluntary Action and Service (including the Court Appointed Special Advocates program), Regional Advisors to the department, and the Business Operations Division. Central Services supports all of the program areas. The Oregon Volunteers program supports AmeriCorps, volunteerism, and civic engagement in order to strengthen Oregon communities, and acts as an administrator for the board of the Court Appointed Special Advocates program. The Business Operations Division consists of the

Administrative Services, Asset Management, Finance, Debt Management, Human Resources, and Information Technology sections. Work performed in these sections ensures accountability, stewardship of resources, and includes facilities management, program compliance and monitoring activities, all aspects of the agency's budget, contracts and grants, financial operations, management of the bond indentures and related activities, human resources activities, and maintaining information technology systems.

The Central Services program includes General Fund support for the Court Appointed Special Advocates (CASA) and Oregon Volunteers programs; Federal Funds, consisting of a grant from the Corporation for National and Community Service that supports Oregon Volunteers; and Other Funds, consisting of fees, allocated costs paid for by the agency's other divisions which receive Central Services support, and income from bond-finance programs and HUD contract administration dollars to subsidize the costs of programs not producing sufficient revenue to cover their costs.

The Subcommittee approved \$3,014,318 General Fund, \$18,518,134 Other Funds, \$8,966,374 Federal Funds (\$30,498,826 total funds) and 70 positions (70.00 FTE). This is a 10.8 percent increase from the 2013-15 Legislatively Approved Budget.

The Subcommittee approved the following:

- Package 070-Revenue Shortfalls. This package decreases Other Funds expenditure limitation by \$944,188 and Federal Funds expenditure limitation by \$296,673 (\$1,240,861 total funds) and eliminates nine positions (6.88 FTE) to reflect the agency's efforts to streamline staffing and service delivery. Positions that are eliminated are anticipated to be vacant by the start of the 2015-17 biennium. The positions eliminated include one position in the Director's Office; two positions in the Community Engagement section; two positions in the Information Technology section; and four positions in finance.
- Package 102-Restore CASA Position. This package adds \$475,338 General Fund, \$210,000 Other Funds expenditure limitation (\$685,338 total funds) and one permanent position (1.00 FTE). This package restores and makes permanent a program support position and the Services and Supplies dedicated to the CASA program housed in the agency's Central Services Division. In addition, the package increases special payments to local CASA's by an additional \$210,000, bringing the total amount of CASA grants to \$2,498,980 for the 2015-17 biennium.
- Package 802-Oregon Volunteers Support. This package adds \$250,000 General Fund to provide one-time administrative support for the Oregon Commission on Voluntary Action and Service, which is housed in the Housing and Community Services Department. The department has been subsidizing a portion of the operating expenditures of the Commission since its transfer to the agency.

**Budget Note:**

The Housing and Community Services Department and the Board of the Oregon Commission on Voluntary Action and Service shall report to the Legislature during the 2016 session on the status of Oregon Volunteers and the future of the commission. The report should include:

- An analysis of the current financial state of the commission, its ongoing and predictable revenue and expenditures, and a plan to ensure the fiscal sustainability of the commission without reliance on Housing and Community Services Department Resources by the 2017-19 biennium and beyond;
- Comparison of Oregon’s volunteer oversight and coordinating entity to similar entities in other states; and
- Recommendations on whether the commission shall: remain as an entity within the Housing and Community Services Department; become incorporated into another state agency; be incorporated into an existing not-for-profit agency or institution of higher education; or become an independent agency or not-for-profit entity.

Bond-Related Activities

The Oregon Housing and Community Services Bond-Related Activities program sells tax-exempt bonds to investors and uses the proceeds to finance multifamily housing development and single-family mortgage loans. The budget for this program shows budgeted activities related to disbursement of bond proceeds to finance affordable housing, bond issuance costs, administrative expenses related to outstanding debt, and asset protection costs associated with foreclosures and acquired properties.

The Subcommittee approved budget is \$3,136,945 Other Funds and \$230,975,523 Other Funds Nonlimited (\$234,112,468 total funds).

Bond Debt Service

OHCS Debt Service activities represent Nonlimited expenditures that repay investors and other parties’ obligations owed on the outstanding debt issued by the agency to finance activities.

The Subcommittee approved budget is \$11,676,469 Lottery Funds and \$551,448,780 Other Funds Nonlimited (\$563,125,249 total funds).

The Subcommittee approved the following:

- Package 801-LFO Analyst Adjustments. This package reduces Other Funds Nonlimited expenditure authority by \$154,614,623 as a technical adjustment to correct entry errors related to the agency’s debt service needs.
- Package 811-Updated Base Debt Service Adjustment. This package reduces Lottery Funds expenditure limitation by \$261,020 to reflect savings for the 2015-17 biennium, as a result of recent refinancing of the debt.

**Summary of Performance Measure Action**

See attached Legislatively Adopted 2015-17 Key Performance Measures form.



**DETAIL OF JOINT COMMITTEE ON WAYS AND MEANS ACTION**

**SB 5513-A**

Oregon Housing and Community Services Department  
 Tamara Brickman -- (503) 378-4709

DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
2013-15 Legislatively Approved Budget at Dec 2014 *	\$ 20,060,547	\$ 9,428,966	\$ 138,522,567	\$ 929,119,105	\$ 117,493,813	\$ 108,000,000	\$ 1,322,624,998	169	150.33
2015-17 Current Service Level (CSL)*	\$ 13,238,551	\$ 11,937,489	\$ 136,988,473	\$ 938,043,926	\$ 121,110,888	\$ 112,320,000	\$ 1,333,639,327	127	124.38
<b>SUBCOMMITTEE ADJUSTMENTS (from CSL)</b>									
<b>SCR 010- Safety Net Programs</b>									
Package 104: Transfer Food Assistance Programs to DHS									
Personal Services	\$ -	\$ -	\$ (123,608)	\$ -	\$ (30,784)	\$ -	\$ (154,392)	-1	-1.00
Services and Supplies	\$ -	\$ -	\$ (3,217)	\$ -	\$ (18,666)	\$ -	\$ (21,883)		
Special Payments - 6050 Dist to Non-Profit Organizations	\$ (1,772,578)	\$ -	\$ -	\$ -	\$ (1,786,327)	\$ -	\$ (3,558,905)		
Package 801: LFO Analyst Adjustments									
Special Payments	\$ 2,000,000	\$ -	\$ 1,500,000	\$ -	\$ -	\$ -	\$ 3,500,000		
<b>SCR 030 - Multifamily Rental Housing Programs</b>									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ -	\$ -	\$ -	\$ -	\$ 131,811	\$ -	\$ 131,811	2	0.75
Services and Supplies	\$ -	\$ -	\$ -	\$ -	\$ 12,248	\$ -	\$ 12,248		
Special Payments	\$ -	\$ -	\$ -	\$ -	\$ 864,815	\$ -	\$ 864,815		
<b>SCR 040 - Single Family Housing Programs</b>									
Package 105: Foreclosure Counseling Program									
Services and Supplies	\$ 70,890	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 70,890		
Special Payments- 6050 Dist to Non-Profit Organizations	\$ 1,369,110	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,369,110		
<b>SCR 050 - Homeownership Stablization Initiative</b>									
Package 101: Restore OHSI Positions									
Personal Services	\$ -	\$ -	\$ 1,382,727	\$ -	\$ -	\$ -	\$ 1,382,727	10	7.92
<b>SCR 070 - Central Services</b>									
Package 070: Revenue Shortfalls									
Personal Services	\$ -	\$ -	\$ (944,188)	\$ -	\$ (296,673)	\$ -	\$ (1,240,861)	-9	-6.88
Package102: Restore CASA Position									
Personal Services	\$ 180,322	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 180,322	1	1.00
Services and Supplies	\$ 85,016	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 85,016		
Special Payments- 6050 Dist to Non-Profit Organizations	\$ -	\$ -	\$ 210,000	\$ -	\$ -	\$ -	\$ 210,000		
Special Payments- 6060 Intra-Agency Gen Fund Transfer	\$ 210,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 210,000		

DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
Package 802: Oregon Volunteers Support Services and Supplies	\$ 250,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 250,000		
<b>SCR 090 - Bond Debt Service</b>									
Package 801: LFO Analyst Adjustments Debt Service	\$ -	\$ -	\$ -	\$ (154,614,623)	\$ -	\$ -	\$ (154,614,623)		
Package 811: Updated Base Debt Service Adjustment Debt Service	\$ -	\$ (261,020)	\$ -	\$ -	\$ -	\$ -	\$ (261,020)		
<b>TOTAL ADJUSTMENTS</b>	<b>\$ 2,392,760</b>	<b>\$ (261,020)</b>	<b>\$ 2,021,714</b>	<b>\$ (154,614,623)</b>	<b>\$ (1,123,576)</b>	<b>\$ -</b>	<b>\$ (151,584,745)</b>	<b>3</b>	<b>1.79</b>
<b>SUBCOMMITTEE RECOMMENDATION *</b>	<b>\$ 15,631,311</b>	<b>\$ 11,676,469</b>	<b>\$ 139,010,187</b>	<b>\$ 783,429,303</b>	<b>\$ 119,987,312</b>	<b>\$ 112,320,000</b>	<b>\$ 1,182,054,582</b>	<b>130</b>	<b>126.17</b>
% Change from 2013-15 Leg Approved Budget	-22.1%	23.8%	0.4%	-15.7%	2.1%	4.0%	-10.6%		
% Change from 2015-17 Current Service Level	18.1%	-2.2%	1.5%	-16.5%	-0.9%	0.0%	-11.4%		

\*Excludes Capital Construction Expenditures

## Legislatively Approved 2015-2017 Key Performance Measures

**Agency: HOUSING and COMMUNITY SERVICES, OREGON**

Mission: Provide leadership that enables Oregonians to gain housing, become self-sufficient, and achieve prosperity.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2016	Target 2017
1 - Affordable Home Ownership Percent 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	1.40	1.00	1.00
2 - Affordable Rental Housing through Bonds, Grants, and Tax Credits – Percent 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	82.40	85.00	85.00
3 - Increasing Housing for Special Needs Individuals – Percent of affordable rental housing units developed that provide rental opportunities for the low-income elderly or individuals with special needs compared to the percent of the state's population that are low-income elderly or individuals with special needs.		Approved KPM	29.00	45.00	45.00
4 - Reducing Homelessness – Percent of homeless persons entering permanent housing with stays of six months or longer. .		Approved KPM	56.00	80.00	80.00
5 - Construction Costs – Cost per square foot for housing units developed through Grant and Tax Credit programs.		Approved KPM	237.09	181.67	
6 - Increasing Energy Savings – For all funds invested, the percent of energy savings generated from the Department’s Energy Conservation Helping Oregonians (ECHO) weatherization program.		Approved KPM	107.00	100.00	100.00
7 - Agency Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: timeliness, accuracy, helpfulness, expertise, availability of information, overall.	Accuracy	Approved KPM	43.00	80.00	80.00
7 - Agency Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: timeliness, accuracy, helpfulness, expertise, availability of information, overall.	Availability of Information	Approved KPM	39.00	80.00	80.00

**Agency: HOUSING and COMMUNITY SERVICES, OREGON**

Mission: Provide leadership that enables Oregonians to gain housing, become self-sufficient, and achieve prosperity.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2016	Target 2017
7 - Agency Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: timeliness, accuracy, helpfulness, expertise, availability of information, overall.	Expertise	Approved KPM	45.00	80.00	80.00
7 - Agency Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: timeliness, accuracy, helpfulness, expertise, availability of information, overall.	Helpfulness	Approved KPM	49.00	80.00	80.00
7 - Agency Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: timeliness, accuracy, helpfulness, expertise, availability of information, overall.	Overall	Approved KPM	40.00	80.00	80.00
7 - Agency Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: timeliness, accuracy, helpfulness, expertise, availability of information, overall.	Timeliness	Approved KPM	37.00	80.00	80.00
8 - General Fund Food Program - Percent 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	10.90		

**LFO Recommendation:**

The Legislative Fiscal Office proposes deletion of KPM 8 related to the Oregon Hunger Response Fund, as the budget recommendation assumes transfer of the program to DHS. In 2013, Housing and Community Services was directed to develop new KPMs in conjunction with remaining programs after 2013-14 evaluation of alternate service delivery models, and report to the 2014 legislature regarding. The agency received an extension for that reporting requirement, but did not propose new KPMs as part 15-17 budget. The Legislative Fiscal Office recommends that Housing and Community Services work on new KPMs and report to the 2016 Legislative Assembly with a progress report for review and feedback.

**Sub-Committee Action:**

Approve the Legislative Fiscal Office recommendation.