

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Housing and Community Services

Mission Statement:

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	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Reducing Homelessness - Percentage of homeless households who exited into permanent housing and retained that housing for six months or longer.		Approved	87%	80%	80%
7. Homeownership - Percentage of households at or below the state's median household income served by our single family programs.		Approved	56%	55%	55%
9. 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, overall.	Availability of Information	Approved	74%	80%	80%
	Overall		78%	80%	80%
	Timeliness		74%	80%	80%
	Accuracy		70%	80%	80%
	Expertise		74%	80%	80%
	Helpfulness		82%	80%	80%
2. Energy Assistance - Of all crisis energy payments, the percentage of payments made to prevent power disconnections. Crisis payments include those for preventing disconnection of service or restoring service which was shut off.		Proposed New	No Data	90%	90%
3. Affordable Rental Housing - Percentage of regulated multifamily housing units funded with grants, tax credits, and bonds, that will be affordable to households earning at or below 50% of the area median income.		Proposed New	No Data	50%	50%
4. Affordable Rental Housing for People with Disabilities - Percentage of affordable rental housing units funded that provide rental opportunities for low-income individuals with physical or mental disabilities.		Proposed New	No Data	12%	12%
5. Affordable Rental Housing (Construction Costs) - Construction costs per square foot for: newly constructed housing units developed through grant and tax credit programs; and construction costs per square foot for rehabilitated housing units developed through grant and tax credit programs.		Proposed New	No Data	\$0.00	\$0.00
6. Affordable Rental Housing (Areas of Opportunity) - Percentage of affordable rental housing units funded with 9% Low Income Housing Tax Credits or HOME program funds that will be developed in high opportunity areas. High opportunity areas are defined as census tracts that meet two of the following three criteria: low poverty rate, below average unemployment rate, high ratio of jobs to labor force.		Proposed New	No Data	40%	40%
8. Homeownership (People of Color) - Percentage of OHCS residential loan program loans issued to people of color.		Proposed New	No Data	20%	20%
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.		Proposed Delete	95%	TBD	TBD

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
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.		Proposed Delete	42%	TBD	TBD
5. Construction Costs - Cost per square foot for housing units developed through Grant and Tax Credit programs.		Proposed Delete	\$177.30	TBD	TBD
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.		Proposed Delete	104%	TBD	TBD

LFO Recommendation:

The Legislative Fiscal office recommends Key Performance Measures as proposed above.

With regard to newly proposed KPM #5, LFO recommends that the Housing and Community Services Department differentiate between the cost per square foot of newly constructed housing, vs. the cost per square foot for rehabilitated housing units developed through grant and tax credit programs, and report on both. The targets for these measures are recommended to align with RS means data, taken from a national construction data base, with the goal being that the agency's actual cost per square foot be the same or lower than the RS means reported for that year, for building type. RS means averages are available for both new construction and for renovations. With this methodology, however, targets cannot be determined ahead of time.

SubCommittee Action: