

**HOUSING & COMMUNITY DEVELOPMENT DIVISION
ADMINISTRATION**

**Fiscal Year 2008
1st Quarter**

Goal Statement

To develop and administer procedures for the Office of Housing to ensure efficient and effective operations.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected
Number of new affordable owner-occupied units constructed, assisted with Federal and State Grants	0	9	26
Number of new affordable rental units constructed, assisted with Federal and State grants	0	0	250
Number of affordable housing presentations to local governments, non-profits and developers	5	5	18
Staff hours per preparation and completion of one bond transaction	60	60	60
Percent of Commission and municipal requests for housing emergencies or other data responded to in 7 days	90	100	100

**HOUSING & COMMUNITY DEVELOPMENT DIVISION
FISCAL MANAGEMENT**

**Fiscal Year 2008
1st Quarter**

Goal Statement

To prepare financial statements and supplemental reports for the public in order to ensure financial integrity and comply with regulatory requirements.

Performance Measures	FY 2007 Year-to-Date	FY 2007 Year-to-Date	FY 2008 Projected
Number of audited Financial Statements for the Housing Finance Authority with significant audit issues	0	0	0
Number of non-profit organizations participating in contract relationships that	0	0	2
Number of financial statements prepared	6	29	50
Average staff hours per financial statement	16	16	16

**HOUSING & COMMUNITY DEVELOPMENT DIVISION
PLANNING & CONTRACT MANAGEMENT**

**Fiscal Year 2008
1st Quarter**

Goal Statement

To develop and implement plans to provide services to clients, creating and preserving affordable housing and improving public services and community facilities.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of municipal contracts administered per staff member	10	10	9	
Number of regulatory incentives created	0	1	2	
Number of partnerships with municipalities to identify at least one tool to create affordable housing	0	10	3	
Number of new partnerships formed with cities, non-profits, businesses, County departments and agencies to create affordable housing.	3	1	3	
External customer satisfaction rating	N/A	5.00	N/A	1
Number of organizations funded to provide multi-family and single family affordable housing	5	2	6	
Number of contracts signed with cities to provide down payment and closing costs assistance	2	0	4	
Number of signed contracts with cities to provide maintenance of the existing housing stock	7	1	4	
Number of signed contracts with organizations providing water, sewer, road, parks and other infrastructure / capabilities	6	0	6	
Number of funded day care centers, elderly services and other public services	12	0	9	
Number of signed contracts to provide economic development services (loans or TA)	0	0	1	

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.

**HOUSING & COMMUNITY DEVELOPMENT DIVISION
PROGRAM MANAGEMENT**

**Fiscal Year 2008
1st Quarter**

Goal Statement

To fund and administer housing programs to increase and preserve the supply of affordable housing units (rental and owner occupied) for low, very low and moderate income residents.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of income-qualified potential homeowners that have been provided with down payment and closing costs assistance	65	56	100	
Number of income-qualified homeowners provided with housing rehabilitation services	41	62	150	
Number of income-qualified homeowners provided with water / sewer connection	0	9	30	
Number of workshops to provide education on homeownership	5	5	15	
Number of organizations funded to provide education and financial programs to prevent foreclosures	0	0	1	
Staff hours per home repair inspection	3	2	2	
External customer satisfaction rating	N/A	N/A	N/A	1,2

Notes

- 1** The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2** Measure reported annually.