

## LINKS TO OREGON BENCHMARKS

<b>Agency Name: Housing and Community Services</b>	<b>Last Revised: 1/2/03</b>
Contact Person: Rick Crager	Phone: (503) 986-2076
Alternate Contact: Bill Carpenter	Phone: (503) 986-2128

<p><b>Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs):</b></p> <p>#30 Percent of Oregon adults that volunteered time to civic, community or nonprofit activities in the last twelve months</p> <p>#36 State general obligation bond rating.</p> <p>#53 Percentage of Oregonians with incomes below 100% of the federal poverty level.</p> <p>#55 Number of Oregonians who are homeless on any given night</p> <p>#57 Percentage of Oregon households that are a) food insecure with hunger and b) food insecure without hunger.</p> <p>#73 Percentage of households that are owner occupied.</p> <p>#74 Percentage of Oregon households below median income spending more than 30% of their income on housing.</p> <p>HLO #1 Percentage of Oregonians with special needs that are without permanent housing.</p> <p>HLO #2 Percentage of Oregon homes that are energy efficient.</p>	<p style="text-align: center;"><b>Mission:</b></p> <p style="text-align: center;">Reach out for opportunities to create partnerships that improve Oregonians' lives, and the quality of our communities.</p>
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Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod?	2000 Value	2005 Target	Lead Division or Unit
Goal 1 Increase Homeownership Opportunities	OBM#73 OBM#74	The percentage of residential loans closed that provide homeownership to individuals at A) 91-100% applicable median income B) 81-90% applicable median income C) 80% applicable median income and below.	91400-01	7/02	New	A) 15% B) 15% C) 70%	A) 15% B) 15% C) 70%	Single Family Finance Section
Goal 1	OBM#73 OBM#74	The percentage of approved mortgage loans through OHCS that are for recipients who have completed <i>The ABC's of Homebuying</i> within the previous two years.	91400-02	7/02	New	3%	20%	Single Family Finance Section
Goal 2 Reduce Housing Insecurity and Homelessness	OBM#55	The percentage of individuals served with transitional housing assistance who gain permanent housing within a two year period from date of first assistance.	91400-03	7/02	New	N/A	60%	Community Services Section
Goal 2	OBM#74	The percentage of housing units developed through the issuance of tax exempt bonds that provide affordable rental opportunities for individuals at 60% or below area median income.	91400-04	7/02	New	93.8%	88%	
Goal 2	OBM#74	The percentage of housing units developed through the Department's Consolidated Funding Cycle and other processes that provide affordable rental opportunities for individuals at A) 51-60% area median income B) 41-50% area median income C) 31-40% area median income D) 30% or below area median income.	91400-05	7/02	New	A) 9% B) 52% C) 19% D) 19%	A) 35% B) 35% C) 13% D) 10%	

<b>Agency Goal</b>	<b>OBM# HLO#</b>	<b>Key Performance Measure</b>	<b>PM #</b>	<b>PM Since</b>	<b>New or Mod?</b>	<b>2000 Value</b>	<b>2005 Target</b>	<b>Lead Division or Unit</b>
Goal 2	OBM#53 HLO #2	For all funds invested, the percentage of energy savings generated from the Department's weatherization programs.	91400-06	7/02	New	N/A	100%	Services Outreach Section
Goal 3 Increase Self-Sufficiency	HLO #1	The percentage of housing units developed that provide rental opportunities for individuals with special needs.	91400-07	7/02	New	38.4%	50%	
Goal 4 Increase Community Involvement and Build Capacity for Community Programs and Services	OBM#30	The percentage of Oregonians, age 21 and older, volunteering in national service programs operating in the state of Oregon.	91400-08	7/02	New	N/A	55%	Oregon Commission for Voluntary Action and Services

## PERFORMANCE MEASURE DATA SUMMARY

Agency Name: Oregon Housing and Community Services	
Contact Person: Rick Crager	Phone: (503) 986-2076
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Performance Measure Definition (numbered as shown below)	Data					Targets					
	1999	2000	2001	2002	2003	2000	2001	2002	2003	2004	2005
<b><u>Agency 91400 – 01</u></b> The percentage of residential loans closed that provide homeownership to individuals at:											
A) 100% applicable median income and below.	A) 100%										
B) 90% applicable median income and below	B) 85.5%	B) 85.0%	B) 85.2%	B) 88.1%	B) 91.1%	B) 85.0%					
C) 80% applicable median income and below.	C) 68.5%	C) 69.6%	C) 66.5%	C) 71.5%	C) 77.0%	C) 70.0%					
<b><u>Agency 91400 – 02</u></b> The percentage of approved mortgage loans through OHCS that are for recipients who have completed <i>The ABC's of Homebuying</i> within the previous two years.	.13	3.10%	8.75%	12.78%	12.43%	N/A	N/A	20%	20%	20%	20%

Performance Measure Definition (numbered as shown below)	Data					Targets					
<p><b><u>Agency 91400 – 03</u></b> The percentage of individuals served with transitional housing assistance that gain permanent housing within a two year period from date of first assistance.</p>	N/A	N/A	N/A	N/A	19%	N/A	N/A	N/A	N/A	N/A	60%
<p><b><u>Agency 91400 – 04</u></b> The percentage of housing units developed using tax exempt bonds that provide affordable rental opportunities for individuals at or below 60% of area median income.</p>	55.9%	93.8%	90.2%	90.3%	85.7%	N/A%	N/A%	88%	88%	88%	88%
<p><b><u>Agency 91400 – 05</u></b> The percentage of housing units developed in the Department’s Consolidated Funding Cycle and other processes that provide affordable rental opportunities for individuals at</p> <p>A) 60% area median income and below B) 50% area median income and below C) 40% area median income and below D) 30% area median income and below</p>	A) 99.3% B) 66.4% C) 20.0% D) 9.5%	A) 99.1% B) 90.2% C) 37.9% D) 19.3%	A) 95.2% B) 90.6% C) 49.1% D) 13.0%	A) 84.2% B) 52.7% C) 29.8% D) 16.1%	A) 97.0% B) 71.0% C) 34.6% D) 31.8%	A) N/A B) N/A C) N/A D) N/A	A) N/A B) N/A C) N/A D) N/A	A) 93% B) 58% C) 23% D) 10%			

Performance Measure Definition (numbered as shown below)	Data					Targets					
<p><b><u>Agency 91400 – 06</u></b>            For all funds invested, the percentage of energy savings generated from the Department’s Energy Conservation Helping Oregonians (ECHO) weatherization program.</p>	N/A	N/A	N/A	N/A	83%	N/A	N/A	N/A%	100%	100%	100%
<p><b><u>Agency 91400 – 07</u></b>            The percentage of housing units developed that provide rental opportunities for the elderly and individuals with special needs.</p>	43.2%	63.9%	38.4%	52.5%	37.8%	N/A	N/A	50%	50%	50%	50%
<p><b><u>Agency 91400 – 08</u></b>            The percentage of Oregonians, age 21 and older, volunteering in national service programs operating in the state of Oregon.</p>	N/A	N/A	N/A	52%	TBD	N/A	N/A	55%	55%	55%	55%

## DATA SOURCES – HOUSING AND COMMUNITY SERVICES

Key Performance Measures	PM #	Data Source
The percentage of residential loans closed that provide homeownership to individuals at A) 100% applicable median income and below B) 90% applicable median income and below C) 80% applicable median income and below.	91400-01	Ad hoc report produced by Information Systems Section using the Loan Information Processing System that separates closed loans within income level.
The percentage of approved loans for recipients who have completed the ABC's of Homebuying within the previous 2 years.	91400-02	Ad hoc report produced by Information Systems Section using the Loan Information Processing System that identifies loans closed for individuals that have completed <i>The ABC's of Homebuying</i> .
The percentage of individuals served with transitional housing assistance who gain permanent housing within a two year period from date of first assistance.	91400-03	Semi-annual reports collected from Community Action Agencies that identify families provided with transitional housing, and families in transitional housing that gain permanent housing.
The percentage of housing units developed through the issuance of tax exempt bonds that provide affordable rental opportunities for individuals at 60% or below area median income.	91400-04	Ad hoc report produced by Housing Development System (DISH) that identifies the number of units produced through the issuance of tax-exempt bond financing and breaks out those designated at 60% or below.
The percentage of housing units developed through the Department's Consolidated Funding Cycle and other processes that provide affordable rental opportunities for individuals at A) 60% area median income and below B) 50% area median income and below C) 40% area median income and below D) 30% area median income and below	91400-05	Ad hoc report produced by Housing Development System (DISH) that identifies the number of units produced through the Department's Consolidated Funding Cycle and breaks out the income levels they serve.
For all funds invested, the percentage of energy savings generated from the Department's Energy Conservation Helping Oregonians (ECHO) weatherization program.	91400-06	Quarterly reports collected from Community Action Agencies that reflect the kilowatt savings generated through projects funded. Report is compared with project investments collected through agency accounting reports.
The percentage of housing units developed that provide rental opportunities for the elderly and individuals with special needs.	91400-07	Ad hoc report produced by Housing Development System (DISH) that identifies the number of units produced through the Department's Consolidated Funding Cycle and tax-exempt financing that are designated for special needs (non-family designated housing).
The percentage of Oregonians, age 21 and older, volunteering in national service programs operating in the state of Oregon.	91400-08	Information provided by federal government related to National Programs volunteerism activity.

# Performance Measures Review

## FINAL

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**Agency:** Housing and Community Services (HCS)  
**Date:** January 2, 2003  
**Reviewer:** Rita Conrad  
**Approved:** Jeff Tryens

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**Mission:** Reach out for opportunities to create partnerships that improve Oregonians lives, and the quality of our communities.

### Summary

The DAS Performance Measure Review Committee finds that performance measures for this agency meet all five basic criteria that are specified in the Performance Measure Guidelines. The agency presents eight performance measures aligned with four goals and seven Oregon Benchmarks. The measures appear to address the scope of agency responsibility and are very results-oriented, meeting standard definitions and concepts. Targets are set for six of the eight measures. Data sources indicate that measures appear to be based on verifiable data.

### Comments and recommendations specific to basic criteria

#### 1. Gauge progress towards goals and pertinent benchmarks

This agency presents eight performance measures aligned with four goals, numerous Oregon Benchmarks and two additional, well-stated high-level outcomes. They are also aligned with a very high-level mission statement. The agency explains that the five priorities specified in its strategic plan for 2001-2003, posted online, are short-term goals designed to fit within the five longer-term goals and associated performance measures spelled out in the Links form. In future planning cycles, the agency is encouraged to more explicitly align its goals and performance measures with its strategic plan. Ideally, a strategic plan should provide the context for agency performance measures, not vice versa.

#### 2. A few key measures

The agency has done a good job of representing the broad scope of its work in a few key measures.

#### 3. Conforms to standard concepts and definitions

All eight measures are sound intermediate outcome measures.

#### 4. Targets

Targets have been set for six of the eight measures, the remaining two to be announced. Back up documentation shows that targets have been set thoughtfully with consideration of historical data.

#### 5. Accurate and reliable data

Data Sources sheet indicates that data for all measures should be verifiable.