



BACK TO BASICS

Housing + Community Investment Department

2018-2019

REPORTING PERIOD: 7/1/2018 - 6/30/2019

FY CUMULATIVE QUARTER 3 (ENDING 3/31/2019) • REV04232019



SAFE

POSITIVE SOCIAL IMPACT & IMPROVED QUALITY OF LIFE

Domestic Violence Shelter Operations, Lead Remediation Program, Healthy Homes, Systematic Code Enforcement, Handyworker



PRG ID	PERFORMANCE METRIC	PROGRESS TO DATE*	CURRENT PERFORMANCE	YTD/ANNUAL GOAL
HS 1.01	Households Provided with Healthy & Safe Homes Assistance	92%	204	221/295
DV 1.01	Domestic Violence Victims Assisted by DV Shelter Operations	139%	1,632	1,175/1,566
CR 1.02	Rental Units Restored To Safe Living Conditions	103%	7,742	7,500/10,000
CE 1.02	SCEP Units Inspected	85%	117,477	138,750/185,000
CE 1.14	SCEP Tier 2 Properties Inspected	117%	528	450/600
HO 1.08	Housing Subsidy Assistance Provided to HIV/AIDS Clients	133%	847	638/850



LIVABLE

AFFORDABLE HOUSING & VIABLE COMMUNITIES

Affordable Housing Development, Homeless Permanent Housing, Affordable Housing Preservation



PRG ID	PERFORMANCE METRIC	PROGRESS TO DATE*	CURRENT PERFORMANCE **	YTD/ANNUAL GOAL
AH 1.01	New Affordable Units Financed	68%	175	256/341
AH 1.02	New Affordable Units Ready for Occupancy ***	63%	429	680/906
AH 1.03	Supportive Housing Units Financed	106%	766	725/966
AH 1.04	Supportive Housing Units Ready for Occupancy ***	162%	250	155/206
AH 1.11	New Units Ready for Occupancy for Homeless Veterans ***	49%	48	98/131
HH 1.01	HHH Units Financed	91%	896	986/1,315



PROSPEROUS

LOCAL ECONOMIC IMPACT, JOB CREATION & FINANCIAL LITERACY

Free Tax Preparation, FamilySource System Social Services, Housing Development Jobs Created



PRG ID	PERFORMANCE METRIC	PROGRESS TO DATE*	CURRENT PERFORMANCE	YTD/ANNUAL GOAL
FS 1.04	Value of Increase In Client Income of FSS	119%	\$11,579,770	\$9.75M/\$13.0M
FS 1.06	Youth Clients with Academic Achievement	93%	1,947	2,100/2,800
FS 1.07	Unduplicated Clients Served through FSC Universal Access	117%	35,110	30,000/40,000
FS 1.08	Unduplicated Clients Served through FSC VITA Program	215%	4,636	2,160/2,880
SF 1.01	Homes Purchased through First Time Homebuyer Program	106%	87	82/109



WELL-RUN

EFFICIENT, EFFECTIVE & TIMELY



PRG ID	PERFORMANCE METRIC	PROGRESS TO DATE*	CURRENT PERFORMANCE	YTD/ANNUAL GOAL
CE 1.07	% Code Complaints Responded To Within 72 Hours	94%	88%	94%/94%
CE 1.04	% Cases in Compliance w/in 120 Days of SCEP Notice to Comply	97%	93%	96%/96%
RS 1.02	% of Tenant Rent Complaint Cases Resolved W /In 120 Days	105%	89%	85%/85%



* Progress to Date is based on the prorated Fiscal Year annual goal for the cumulative performance reporting period (see sub-heading above).

** Due to delay in reporting, data may not include recently closed loans, or units recently identified as ready for occupancy.

*** Beginning FY2019, the term "Completed" was replaced by the term "Ready for Occupancy".

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SCORECARD & METRIC DEFINITIONS



SAFE	HS	1.01	Households Provided with Healthy & Safe Homes Assistance Households that received services through the Handyworker, Lead Hazard Remediation, and Healthy Homes programs.
	DV	1.01	Domestic Violence Victims Assisted by DV Shelter Operations Total number of City Residents served through the Domestic Violence Shelter Operations.
	CR	1.02	Rental Units Restored To Safe Living Conditions Rental units restored as a result of Compliance Division enforcement programs.
	CE	1.02	SCEP Units Inspected Residential rental units that received an initial Systematic Code Enforcement Program (SCEP) inspection.
	CE	1.14	SCEP Tier 2 Properties Inspected Properties identified as having a substantial risk of violations of the Los Angeles Municipal Code and received more frequent periodic inspection.
	HO	1.08	Housing Subsidy Assistance Provided to HIV/AIDS Clients Clients receiving rent subsidies, emergency or transitional housing, short-term rent, mortgage, utility or move-in grants.

LIVABLE	AH	1.01	New Affordable Units Financed New affordable rental units financed for extremely low, very low, and low income households.
	AH	1.02	New Affordable Units Ready for Occupancy *** New affordable rental units are ready for occupancy for extremely low, very low and low income households.
	AH	1.03	Supportive Housing Units Financed New permanent supportive housing financed for homeless households. (subset of AH 1.01 and HH 1.01)
	AH	1.04	Supportive Housing Units Ready for Occupancy *** New supportive housing units are ready for occupancy for extremely low, very low and low income households. (subset of AH 1.02)
	AH	1.11	New Units Ready for Occupancy for Homeless Veterans *** Rental units allocated for homeless veterans for projects that are ready for occupancy. (subset of AH 1.04)
	HH	1.01	HHH Units Financed New units financed under Proposition HHH.

PROSPEROUS	FS	1.04	Value of Increase in Client Income of FSS Total amount of increased income that participants of the FamilySource Centers (FSC) obtained as a result of rendered services.
	FS	1.06	Youth Clients with Academic Achievement FSC Clients who obtained a high school diploma or GED, and/or improvement in grades, math or reading skills, & school attendance.
	FS	1.07	Unduplicated Clients Served through FSC Universal Access An unduplicated count of clients, not receiving intensive case management services that has benefitted from at least one service through a FamilySource Center.
	FS	1.08	Unduplicated Clients Served through FSC VITA Program An Unduplicated count of clients that received assistance in the completion and submission of Federal and State Income Tax Returns.
	SF	1.01	Homes Purchased through First Time Homebuyer Program Purchase assistance loans financed and Mortgage Credit Certificates issued for first time home buyers.

WELL-RUN	CE	1.07	% Code Complaints Responded To Within 72 Hours Rental housing habitability complaints processed by Complaint Inspection Program (CIP) w/in 72 hours.
	CE	1.04	% Cases in Compliance w/in 120 Days of SCEP Notice to Comply Rental units that have complied with initial Notice to Comply within 120 days restoring safe, sanitary and habitable living conditions.
	RS	1.02	% of Tenant Rent Complaint Cases Resolved W /In 120 Days Tenant complaint investigations completed by Rent Division staff within 120 days of receipt of the complaint.

UNDERSTANDING THE HCIDLA BACK TO BASICS SCORECARD

PERFORMANCE METRIC: An HCIDLA service or operational outcome or output evaluated to demonstrate performance and/or value.

PROGRESS TO DATE: Progress percentage seeks positive performance of 80% of goal or higher. The exception is CDBG Expenditure Timeliness where any % above 100% is considered negative performance. In all cases, red denotes unfavorable performance and green denotes favorable performance. Progress is based on the prorated Fiscal Year annual goal for the cumulative performance reporting period.

CURRENT PERFORMANCE: Actual cumulative performance metric data for the specified fiscal year as of the end of the identified quarter.

ANNUAL GOAL: Performance target level for the current fiscal year. Identified by HCIDLA Executive Management prior to start of fiscal year based on previous performance as well as adjustments based on expected changes including funding & legislation. Adjustments are made subject to analysis by management or unanticipated changes in operational conditions.