

HOUSING VOUCHER AGENCIES KPIS

Note: This spreadsheet is provided in conjunction with the 'Housing Voucher Agencies KPIS' document. This contains examples and descriptions relevant to the information presented in the main document. Please refer to that for context and overview.

KPI #1 - Voucher Occupancy and Lease-Up Rates

Explanation	These metrics evaluate how effectively vouchers are being used. The Voucher Occupancy Rate shows the proportion of issued vouchers currently in use, while the Lease-Up Rate measures the average time it takes for recipients to secure housing after receiving a voucher.
Example	If the agency has issued 500 vouchers and 450 are in use, the occupancy rate is 90%. If the average time to lease a unit is 60 days, this indicates how quickly families are moving into homes.
Potential Impact	High occupancy and quick lease-up rates suggest efficient use of vouchers and effective connections between families and housing. Low rates may indicate issues such as insufficient affordable housing or inefficiencies in the leasing process, prompting the need for targeted improvements.

KPI #2 - Funds Expenditure Rates

Explanation	KPI tracks the rate at which budgeted funds are spent throughout the fiscal year, helping ensure that funds are used effectively to support the maximum number of families and maintain good relationships with landlords.
Example	With a \$5 million budget, if only 40% of the funds are spent by mid-year, this could imply that fewer families are being assisted than planned or there are delays in payments.
Potential Impact	Proper expenditure rates ensure funds are utilized fully and timely, preventing underfunding or overspending. Mismanagement of funds could lead to a shortfall in resources or financial instability for the agency.

KPI #3 - Success Rates

Explanation	This reflect the percentage of families who successfully find housing using their vouchers. This metric helps assess the effectiveness of the support provided and the availability of suitable housing options. This minimizes the need for frequent re-issuance of vouchers.
Example	If 70 out of 100 vouchers lead to successful housing placements, the success rate is 70%. A lower success rate may indicate challenges in the housing search process or a lack of available affordable housing.
Potential Impact	High success rates demonstrate effective support and availability of housing options. Low rates may signal issues that need addressing, such as better assistance for families or more engagement with landlords to increase housing availability.

KPI #4 - Reserve Balances

Explanation	This monitors the balance of reserved funds set aside for emergencies or unexpected increases in voucher demand. It ensures that these funds are neither underutilized nor depleted prematurely.
Example	A reserve fund is maintained at specific measure depending on the needs of the agencies. If the balance is consistently high, it might indicate cautious spending. Conversely, if the balance is low, it could suggest potential financial strain or inadequate planning.
Potential Impact	Properly managed reserve balances ensure financial stability and readiness for emergencies. Poor management of reserves could lead to funding shortages or missed opportunities to assist families in need.

KPI #5 - Compliance and Audit Results

Explanation	Regular checks confirm that the agency complies with regulations and uses funds appropriately, preventing errors and misuse.
Example	An audit reveals that income calculations were incorrect, leading to overpayments. Regular audits help identify such issues and ensure that corrective actions are taken. If audits show zero instances of non-compliance, it indicates strong adherence to regulations and effective fund management.
Potential Impact	Strong compliance and positive audit results build trust, ensuring the continued operation of the program and preventing funding issues.