

Portland Housing Bureau

FY 2010-11 Service Improvement Plan Update

The Portland Housing Bureau currently has three service improvement plans (SIP's) underway:

1. Improve Housing Program Delivery

PHB will achieve this goal upon the full integration of housing development finance, asset management and loan servicing in the new Portland Housing Bureau. PHB will streamline business processes and enhance consistency and coordination related to decision making, loan approvals and software integration. This work will be completed by June 30, 2011. Success will be measured through customer feedback and data analysis.

2. Complete Strategic Plan and Implement New Organizational Structure

PHB will increase the effectiveness and efficiency through completion of a new strategic plan and implementation of a new organizational structure. This will allow for the alignment of staff and programs to best deliver the highest priority projects, products and services. This work will be completed by June 30, 2011 through the development, adoption and implementation of the PHB Strategic Plan.

3. Increase Accountability and Transparency

PHB will provide increased emphasis on accountability for programs through the development and adoption of a PHB data dashboard. This process will serve to inform internal and external stakeholders of PHB's progress towards meeting its goals. PHB will develop this dashboard by June 30, 2011.