

Portland Housing Bureau - FY 2009-10 Spring BMP
Service Improvement Plan Update

#	Description	Status Update
1	Improve customer service to subrecipient contract holders by improving turnaround times on contract processing as evaluated through the Amanda contract tracking system	PHB has made a number of improvements to the contracting process. In FY2008-09, it took the bureau an average of 75 calendar days to fully process a contact. In the current fiscal year, contract processing has improved to an average of 30 calendar days. Furthermore, contracts are processed in an average of 14 calendar days if Council action is not required; if Council action is necessary, the process takes approximately 30 calendar days. The bureau has also addressed issues with contract invoice processing, improving the turnaround times from approximately 3 weeks to 1 week.
2	Improve coordination of housing policy, planning, and communications through transition of bureau into new organizational structure as evaluated through stakeholder feedback and surveys.	PHB has already begun to see the benefits of working under the same roof with PDC employees. The bureau has recognized opportunities for greater coordination among staff to improve policy discussions and outcomes. Over the next 3 months, the bureau will continue organizational development activities and will kick off a comprehensive strategic planning process in order to further improvement to these ends.
3	Improve efficiency by analyzing cost effectiveness of rental assistance programs and better review of results as evaluated through HMIS data to compare along established measurable outcomes.	The PHB HMIS ("homeless management information system") team is currently in a year-long process of working with HAP to gather service provider data and to develop reporting and analytic tools. The bureau anticipates findings -- including analysis of cost-effectiveness -- will be available following the end of fiscal year.