

Measure Certification Corrective Action Plan

In order to provide City management, City Council, and Austin residents with a high level of confidence in the City of Austin's performance measures, the Office of Performance Management reviews performance measures annually to verify effectiveness of the measure, along with accuracy of the data and data collection methods. As part of the City's commitment to continuous improvement, fill out this form for all measures that received a Certification other than "Certified."

Measure ID	8666	Measure Description	Number of Affordable Rental Units Preserved through Capital Investment		
Department	NHCD	Person Completing this Form	David Potter, Neighborhood Development Program Manager		
Fiscal Year Reviewed	2015 - 2016	Review Results <i>(Enter "Certified with Qualifications", "Factors Prevented Certification", or "Inaccurate")</i>	Factors Prevented Certification		
<p>1. Define Problem – state what is happening in a short factual and measurable way. What is the root cause and contributing factors? (This information should be contained questions 4b, 4c, 7a, and/or 7b on the Performance Measure Self-Assessment Review Checklist)</p> <p>The dates of the tenant income certifications, in some cases, did not correspond to the fiscal year in which the preserved unit was reported. The reason for this was the Office of the City Auditor conducted an Affordable Housing Prioritization Audit that began March 2015 and ended 9 months later, in FY 2015-16. The audit revealed that some units from a previous fiscal year had not been reported, so they were reported in the fiscal year in which the audit took place.</p>					
<p>2. Evidence of the Problem – state data and information reviewed and the results of your analysis. Attach documents as needed to demonstrate.</p> <p>Tenant income certification forms are the forms used to count the number of affordable rental units for this performance measure.</p>					
<p>3a. Action Taken or Planned – What improvements were made for the current fiscal year?</p> <p>A division realignment of staff tasks now has another employee doing the performance measure reporting.</p>					
<p>3b. Action Taken or Planned – What long-term improvements are complete or underway?</p> <p>All units are being reported in the fiscal year in which the units are preserved.</p>					
<p>4. Current Status of Corrective Action Plan (all items identified in 3a/3b)</p>					
Date Completed	10/1/2017	In progress – Projected Completion Date		Not yet started – projected start date	
<p>5. Plan to Sustain Improvements (what is in place to prevent identified gaps from recurring?)</p>					

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Managerial review of documentation used in reporting.

6. This Corrective Action Plan was reviewed by a Department Executive.

Enter Name/Title

Deputy Director Spencer Kelle

7. Comments – any questions, suggestions, or comments for the Office of Performance Management? What did your department learn or discover during this process?

To be completed by the Budget Office/Office of Performance Management

Corrective Action Plan Complete (Enter Yes or No)	Yes	Date	9/9/17
Budget Analyst:	Gigi Mao		
Comments:			
Budget Manager:			
Comments:			
OPM:			
Comments:			