

## TOOL 4: Targets, Performance Indicators, Monitoring, and Evaluation

Tracking progress through quantitative Key Performance Indicators (KPIs) allows the Town to understand the impact of specific investments, as well as their contribution to achieving the priorities and objectives of the Housing Community Improvement Plan (Housing CIP).

The main objectives of the Town of Hearst's Housing CIP are as follows:

- ❖ Stimulate the development of housing units, as well as the recruitment and retention of the workforce.
- ❖ Examine the challenges, opportunities, and obstacles associated with the development of housing supply and workforce recruitment and retention.
- ❖ Gain a better understanding of housing and workforce gaps and identify solutions to address them.

The frequency of monitoring reports enhances program integrity but also increases administrative costs and program labor intensity. At a minimum, staff should monitor the program quarterly. Council should receive at least an annual report well before the budget review process.

Municipal staff, specifically the Director of Planning/ Chief Building Official and/or the Director of Economic Development Services, will conduct periodic reviews of the Housing CIP's incentive programs and community improvement-related activities to assess their effectiveness and provide updates to the Municipal Council.

At the end of the program's first year, the Municipality should evaluate the effectiveness of the organizational and financial structures of the Housing CIP, application review procedures, and human resources necessary to administer, promote, and monitor the program.

Municipal Council may modify the Housing CIP if necessary to achieve the described objectives. However, any modification to this Community Improvement Plan requires the convening of a public meeting, for which adequate notice must be given in accordance with the Planning Act.

Extending a program for up to five years or reducing the budget allocated to a program does not require a modification to the Housing CIP. Any increase in funding allocated to programs under Section 28 of the Planning Act will result in a modification to the Housing CIP.



The Municipality will monitor the Housing CIP through the regular assessment of the following performance indicators:

	<b>Performance Indicator</b>	<b>Target</b>	<b>Measured Result</b>	<b>Responsible Person</b>
<b>1</b>	<b>Portfolio A</b> Total amount of grants awarded each year			
<b>2</b>	<b>Portfolio B</b> Total amount of grants awarded each year			
<b>3</b>	Approval rate (number of submitted applications vs. number of accepted applications)			
<b>4</b>	Total value of private investment under the Housing CIP			
<b>5</b>	Property assessments			
<b>6</b>	Applicant satisfaction with the application and funding approval process			

