



# TACOMA HOUSING AUTHORITY

## RESOLUTION 2016-2-24 (5)

**Date:** February 17, 2016

**To:** THA Board of Commissioners

**From:** Michael Mirra  
Executive Director

**Re:** Approval of Strategic Objectives Performance Measures, Baselines and Targets

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This resolution would approve performance measures, baselines and targets for each of THA's seven strategic objectives, subject to continual reassessment by the Board and staff.

### Background

By Resolution 2013-2-27(1), the Board adopted THA's Statements of Vision and Mission, and its seven strategic objectives. It also adopted performance measures for each of the strategic objectives. The resolution acknowledged that the performance measures would be dynamic, requiring continual review and adjustment:

The performance measures for each strategic objective shall be in substantially the form set forth in the attached draft Planning Chart. The Board expects that staff shall treat these performance measures as a dynamic list. The list will require continual adjustment. Some measures on the list will prove less meaningful or harder to track than initially hoped. Other new measures will occur to staff or the Board. Staff does not need to seek Board approval for every such adjustment. Instead, the Board asks staff to keep it reasonably informed about such adjustments.

Staff have continued to refine the performance measures and have begun to set baselines and targets for each. The Board has had an opportunity to review their evolving drafts. The attached draft is developed enough for staff to turn into a digital dashboard. This digital dashboard visually depicts them and the outcomes of THA's effort to meet the performance measure targets.

The digital dashboard will give the Board a better chance to review these measures. In fact, as the Board's 2013 resolution acknowledged, the performance measures, baselines and targets will require continual review and adjustment. This resolution is yet another step to do that.

### Recommendation

Approve the resolution adopting the performance measures, baselines and targets for THA's seven strategic objectives.



# TACOMA HOUSING AUTHORITY

## RESOLUTION 2016-02-24 (5)

### (Approval of Strategic Objectives Performance Measures, Baselines and Targets)

A RESOLUTION of the Board of Commissioners of the Housing Authority of the City of Tacoma

**WHEREAS**, By Resolution 2013-2-27(1), the Board adopted THA's Statements of Vision and Mission, and its seven strategic objectives. It also adopted performance measures for each of the strategic objectives. The resolution acknowledged that the performance measures would be dynamic, requiring continual review and adjustment;

**WHEREAS**, The staff have continued to refine those measures and their baselines and targets, with periodic updates to the Board; the attached draft shows their present version; a

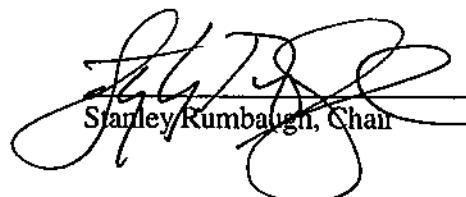
**WHEREAS**, This version is developed enough for staff to use to create a digital dashboard for the visual display of the performance measures, baselines, targets and outcomes;

**WHEREAS**, The digital dashboard will provide the next good chance to review and adjust them as part of a continual review and reassessment, now, therefore, be it

***Resolved by the Board of Commissioners of the Housing Authority of the City of Tacoma, Washington as follows:***

1. THA adopts the performance measures for its seven strategic objectives as they show in the attached chart, with baselines and targets.
2. The Board asks the staff to display these performance measures, baselines and targets, and outcomes, in a digital dashboard using appropriate techniques of visualizations.
3. These standards will require continual adjustment to account for our improving understanding of the availability and limitation on data and our evolving understanding of our work. Staff are encouraged to adjust them for this purpose. Staff need not seek Board approval for every such adjustment. Instead, the Board asks staff to keep it reasonably informed about such adjustments.
4. In particular, the Board anticipates that its next thorough review will occur once the information is available in the digital dashboard.

**Approved: February 24, 2016**

  
Stanley Rumbaugh, Chair