

KEY PERFORMANCE INDICATORS— BUILDING BOARDS PROGRAM

How will you know if you are achieving your goals in your strategic plan? Key Performance Indicators (KPIs) are the quantifiable, outcome-based statements you will use to measure if you are on track to meet your goals or objectives. Key performance indicators are just that, *KEY*. 5-7 KPIs is usually advised to make reporting simple and force your organization to pick the most important things to measure.

Below are some examples of KPIs for non-profit housing

Strategic area: Finances

- Change in vacancy loss since previous year/previous 5 years
- Change in rental arrears since previous year/previous 5 years
- Capital replacement reserve contribution
- Administration spending per unit
- Net income ratio (net operating income shown as a percentage of the replacement cost of your building)

Sources of data: financial statements; audit

Strategic area: Buildings

- # of units refreshed
- % of tenants satisfied with units
- Maintenance spending
- Change in capital needs

Sources of data: outcome tracking; tenant satisfaction surveys; financial statements; building condition assessment

Strategic area: Services

- % of tenants satisfied with services
- Length of average tenancy
- # of tenant/member/resident meetings
- # of evictions
- # of eviction prevention interventions

Sources of data: outcome tracking; tenant surveys

Strategic area: People/Culture

- % of employees satisfied with work environment/culture
- % of participation in employee wellness/recognition/development activities
- Absenteeism rates
- # of training/professional development activities
- Staff turnover rates

Sources of data: outcome tracking; employee surveys

Strategic area: Partnerships

- # of formal partnerships developed/maintained
- % of partners reporting satisfaction with partnership
- # of partnership meetings
- # of referrals

Sources of data: outcome tracking; partner surveys