



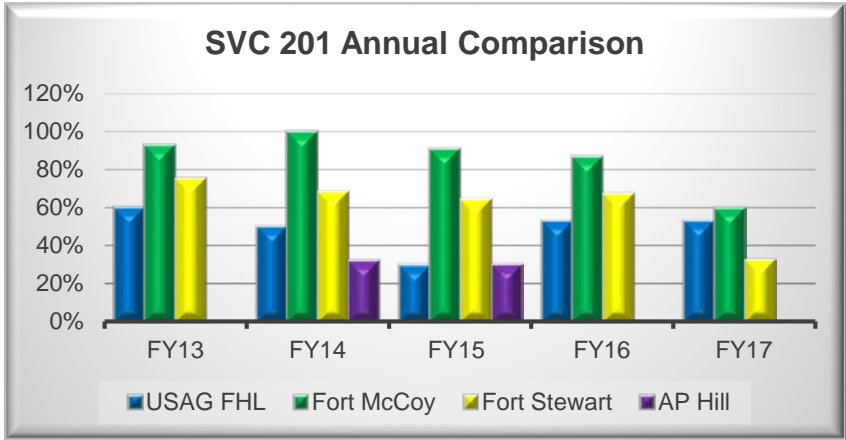
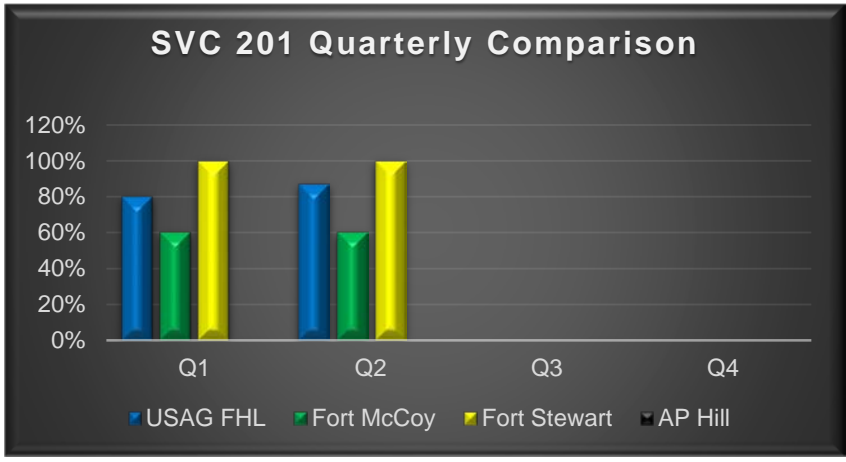
# U.S. Army Garrison Fort Hunter Liggett



## Service 201: Family Housing Management

**QTR 55.00 YTD 81.67**

<b>PM1.</b> Provide housing referral services. (a)	Green
<b>PM2.</b> Landlord-tenant complaint management.	Green
<b>PM3.</b> Conduct housing inspections. (a)	Green
<b>PM4.</b> Customer furnishings requests met (including GFOQ or SCP furnishings).	Yellow
<b>PM5.</b> Provide off post housing services.	Black
<b>PM6.</b> Provide off post housing services. (a)	N/A
<b>PM7.</b> Occupancy of government owned family housing.	Black
<b>PM8.</b> Occupancy of government leased family housing.	N/A



**“Support the Fight, Support the Soldier, Support the Family”**

# Qualitative Performance Measure Report

## Fort Hunter Liggett

### Selected MSAs, Functions and Services

MSA/Function/Service/PSC PM Ratings	Calculated Value	Value Entered	Performance Measure Data Element	YTD (Score)	Overwrite
<b>Housing</b>				<b>Q3 (40.83)</b>	
<b>Housing</b>				<b>Q3 (40.83)</b>	
<b>201. Family Housing Management</b>				<b>Q2 (81.67)</b>	
<b>201.1 Provide for Housing Services</b>				<b>Q1 (88.89)</b>	
<b>Green</b>	100.00		<b>1. Provide housing referral services. (Intellicode: 201-RI-01-01)</b>		
		15	Number of Service members who were provided HSO services available.		
		15	Number of Service members who PCS who are eligible for HSO services.		
<b>Green</b>	100.00		<b>2. Landlord-tenant complaint management. (Intellicode: 201-RI-01-02)</b>		
		7	Number of landlord-tenant complaints Investigated within 5 working days.		
		7	Total number of landlord-tenant complaints received.		
<b>Green</b>	100.00		<b>3. Conduct housing inspections. (Intellicode: 201-RI-01-03)</b>		
		15	Total number of homes inspected within the last year.		
		15	Total number of homes the Housing Services Office has listed in eMH.		
<b>Amber</b>	91.67		<b>4. Customer furnishings requests met (including GFOQ or SCP furnishings). (Intellicode: 201-RI-01-04-D)</b>		
		22	Number of validated customer requests met within 4 working days.		
		24	Number of validated customer requests.		
<b>Black</b>	65.39		<b>5. Provide off post housing services. (Intellicode: 201-RI-01-05-B)</b>		
		17	Number of off post Housing Services provided during the quarter.		
			<b>201.2 Management of Government Owned &amp; Leased Housing</b>	<b>Q2 (66.67)</b>	
			<b>6. Provide off post housing services. (Intellicode: 201-RI-02-06)</b>		

## Qualitative Performance Measure Report

### Fort Hunter Liggett

#### Selected MSAs, Functions and Services

MSA/Function/Service/PSC PM Ratings	Calculated Value	Value Entered	YTD (Score) Performance Measure Data Element	Overwrite
			Number of Services HSO has capability to provide (w/full manpower).	
			Number of Services HSO can provide currently (w/on-board manpower).	
Amber	95.16		<b>7. Occupancy of government owned family housing. (Intellicode: 201-RI-02-07-A)</b>	
		13,952	Days Occupied.	
		14,661	Days Available (Gross Available Days).	
Amber	97.57		<b>8. Occupancy of government leased family housing. (Intellicode: 201-RI-02-08)</b>	
		7,277	Days Occupied.	
		7,458	Days Available (Gross Available Days).	

# 201. Family Housing Management

3/28/2018

**Service Definition** Manage installation utilization policies and programs to cover general officer and family housing facilities. Includes development of assignment procedures to maximize use of family housing facilities, to include leased housing, and implementation of internal control procedures.

**Service Outcome** Permanent Party housing facilities and services are adequate operated and managed

ISR PSC	CLS SSP	ISR PSC Name	CLS SSP Title	Intellicode	PSC Weight	SSP Cost	SSP Description
<b>1</b>		Provide for Housing Services		201-RI-01-01	60		
<b>1</b>		Provide for Housing Services		201-RI-01-02	60		
<b>1</b>		Provide for Housing Services		201-RI-01-03	60		
<b>1</b>	<b>D</b>	Provide for Housing Services	AFH Furnishings and Equipment Management	201-RI-01-04-D	60	16	This programs plans and executes the AFH furnishings & equipment program.
<b>1</b>	<b>B</b>	Provide for Housing Services	Housing Services Office (HSO) (off-post housing)	201-RI-01-05-B	60	12	This SSP provides for management and oversight of the Housing Services Office (HSO).
<b>2</b>		Management of Government Owned & Leased Housing		201-RI-02-06	40		
<b>2</b>	<b>A</b>	Management of Government Owned & Leased Housing	Management of Government Owned and Leased Family Housing	201-RI-02-07-A	40	72	This program implements policies for eligibility, assignment, occupancy and termination of government owned and leased family housing.
<b>2</b>		Management of Government Owned & Leased Housing		201-RI-02-08	40		

**Regulations** AR 420-1; AR 405-10; AR 405-90; DA PAM 420-1-1; DA PAM 210-6; AR 190-13; DoDI 4165.63

FY 2018 ISR Services – All documentation can be downloaded from <https://isr.hqda.pentagon.mil>

**FY 2018 ISR Services RESERVE INSTALLATION Documentation**

As of 28-Mar-18

**Service: 201. Family Housing Management (RI Intellicode # 201-RI-01-01)** FY 2017 Intellicode #: 201-RI-01-01

**PSC1:** Provide for Housing Services / SSP

**Outcome:**

**Measure Description:** Provide housing referral services.

Major Service Area	Service Function	Measure Type	Frequency	Formula
Housing	Housing	Performance	Annual	$(a/[b]) * 100$
<b>Green Standard</b>	<b>Amber Standard</b>	<b>Red Standard</b>	<b>Black Standard</b>	
100% down to 95%	Less than 95% down to 90%	Less than 90% down to 84%	Less than 84%	
<b>Capability Level 1 – Cost Factor</b>	<b>Capability Level 2 – Cost Factor</b>	<b>Capability Level 3 – Cost Factor</b>	<b>Below CL3 – Mission Failure</b>	
<b>PM Toploaded</b>	<b>Cost</b>	<b>Customer Satisfaction</b>	<b>Readiness</b>	<b>Information Only</b>
		Y		

Data Element Description	YTD Method	Element Toploaded	Q1	Q2	Q3	Q4 Annual
a = Number of Service members who were provided HSO services available.	Annual					
b = Number of Service members who PCS who are eligible for HSO services.	Annual					
c =						
d =						
e =						
f =						
g =						
h =						
i =						

**Data Source:** Use eMH database Reception and/or Scheduler components.

**Collection Method:**

**Notes:** Count Service members who are PCSing In or Out of the installation during the reporting period.

**Components:**

**FY 2018 ISR Services RESERVE INSTALLATION Documentation**

As of 28-Mar-18

**Service: 201. Family Housing Management (RI Intellicode # 201-RI-01-02)** FY 2017 Intellicode #: 201-RI-01-02

**PSC1:** Provide for Housing Services / SSP

**Outcome:**

**Measure Description:** Landlord-tenant complaint management.

Major Service Area	Service Function	Measure Type	Frequency	Formula
Housing	Housing	Performance	Quarterly	$(a)/[b])*100$
<b>Green Standard</b>	<b>Amber Standard</b>	<b>Red Standard</b>	<b>Black Standard</b>	
100% down to 90%	Less than 90% down to 80%	Less than 80% down to 75%	Less than 75%	
<b>Capability Level 1 – Cost Factor</b>	<b>Capability Level 2 – Cost Factor</b>	<b>Capability Level 3 – Cost Factor</b>	<b>Below CL3 – Mission Failure</b>	
<b>PM Toploaded</b>	<b>Cost</b>	<b>Customer Satisfaction</b>	<b>Readiness</b>	<b>Information Only</b>
		Y		

Data Element Description	YTD Method	Element Toploaded	Q1	Q2	Q3	Q4 Annual
a = Number of landlord-tenant complaints Investigated within 5 working days.	Sum					
b = Total number of landlord-tenant complaints received.	Sum					
c =						
d =						
e =						
f =						
g =						
h =						
i =						

**Data Source:** eMH Family Housing Module, Complaints Component.

**Collection Method:**

**Notes:** Complaints are taken in by the HSO. Received complaints can be electronic, telephonic, and face-to-face.

**Components:**

**FY 2018 ISR Services RESERVE INSTALLATION Documentation**

As of 28-Mar-18

**Service: 201. Family Housing Management (RI Intellicode # 201-RI-01-03)** FY 2017 Intellicode #: 201-RI-01-03

**PSC1:** Provide for Housing Services / SSP

**Outcome:**

**Measure Description:** Conduct housing inspections.

Major Service Area	Service Function	Measure Type	Frequency	Formula
Housing	Housing	Performance	Annual	$(a/[b]) * 100$
<b>Green Standard</b> 35% or higher	<b>Amber Standard</b>	<b>Red Standard</b>	<b>Black Standard</b>	Less than 35%
<b>Capability Level 1 – Cost Factor</b>	<b>Capability Level 2 – Cost Factor</b>	<b>Capability Level 3 – Cost Factor</b>	<b>Below CL3 – Mission Failure</b>	
<b>PM Toploaded</b>	<b>Cost</b>	<b>Customer Satisfaction</b> Y	<b>Readiness</b>	<b>Information Only</b>

Data Element Description	YTD Method	Element Toploaded	Q1	Q2	Q3	Q4 Annual
a = Total number of homes inspected within the last year.	Annual					
b = Total number of homes the Housing Services Office has listed in eMH.	Annual					
c =						
d =						
e =						
f =						
g =						
h =						
i =						

**Data Source:** eMH and Homes.mil.

**Collection Method:**

**Notes:** Inspection' can consist of a walk-through, or just a 'windshield survey.' 'Windshield survey' can only be counted if a walk-through inspection has been completed in the last 18 months.

**Components:**

**FY 2018 ISR Services RESERVE INSTALLATION Documentation**

As of 28-Mar-18

**Service: 201. Family Housing Management (RI Intellicode # 201-RI-01-04-D)** FY 2017 Intellicode #: 201-RI-01-04-D

**PSC1:** Provide for Housing Services / **SSP D** AFH Furnishings and Equipment Management

**Outcome:** Army Family Housing (AFH) furnishings and equipment authorized by the common table of allowance is managed IAW the references

**Measure Description:** Customer furnishings requests met (including GFOQ or SCP furnishings).

Major Service Area	Service Function	Measure Type	Frequency	Formula
Housing	Housing	Shared	Annual	$(a/b)*100$
<b>Green Standard</b>	<b>Amber Standard</b>	<b>Red Standard</b>	<b>Black Standard</b>	
100% down to 95%	Less than 95% down to 90%	Less than 90% down to 85%	Less than 85%	
<b>Capability Level 1 – Cost Factor</b>	<b>Capability Level 2 – Cost Factor</b>	<b>Capability Level 3 – Cost Factor</b>	<b>Below CL3 – Mission Failure</b>	
100%	75%	50%		
<b>PM Toploaded</b>	<b>Cost</b>	<b>Customer Satisfaction</b>	<b>Readiness</b>	<b>Information Only</b>
		Y		

Data Element Description	YTD Method	Element Toploaded	Q1	Q2	Q3	Q4 Annual
a = Number of validated customer requests met within 4 working days.	Annual					
b = Number of validated customer requests.	Annual					
c =						
d =						
e =						
f =						
g =						
h =						
i =						

**Data Source:** eMH database.

**Collection Method:**

**Notes:** Requests met means that appropriate action was taken to include placing orders for specialty items. References: AR 420-1, Facilities Management, 24 Aug 12. - Joint Federal Travel Regulation, Vol 1 - Joint Travel Regulation Vol 2 - DA PAM 420-1-1, Housing Management - AR 735-5, Policies and Procedures for Property Accountability, 28 Feb 05. – CTA 50-909, Field and Garrison Furnishings and Equipment - DoD Manual 4165-63.M, DoD Housing Management, 28 Oct 10 - DoDI 5000.64, Defense Property Accountability

**Components:** AFH furnishings & equipment management includes: - Inventory and condition inspections - eMH bar-coding - Identification and managing of replacement furnishings - Warehouse Operations storage / movement / receiving / disposal management - Purchase furnishings and equipment - AFH is outfitted IAW CTA 50-909 - Hand receipt management



**FY 2018 ISR Services RESERVE INSTALLATION Documentation**

As of 28-Mar-18

**Service: 201. Family Housing Management (RI Intellicode # 201-RI-01-05-B)** FY 2017 Intellicode #: 201-RI-01-05-B

**PSC1:** Provide for Housing Services / **SSP B** Housing Services Office (HSO) (off-post housing)

**Outcome:** Sufficient staff supervision is provided for operating and managing Army Housing Services Office Program to execute the Housing Services program mission.

**Measure Description:** Provide off post housing services.

Major Service Area	Service Function	Measure Type	Frequency	Formula
Housing	Housing	CLS	Quarterly	$(a)/26 * 100$
<b>Green Standard</b> 100%	<b>Amber Standard</b> Less than 100% down to 95%	<b>Red Standard</b> Less than 95% down to 89%	<b>Black Standard</b> Less than 89%	
<b>Capability Level 1 – Cost Factor</b> 100%	<b>Capability Level 2 – Cost Factor</b> 75%	<b>Capability Level 3 – Cost Factor</b> 50%	<b>Below CL3 – Mission Failure</b>	
<b>PM Toploaded</b>	<b>Cost</b>	<b>Customer Satisfaction</b>	<b>Readiness</b> Y	<b>Information Only</b> Y

Data Element Description	YTD Method	Element Toploaded	Q1	Q2	Q3	Q4 Annual
a = Number of off post Housing Services provided during the quarter.	Current					
b =						
c =						
d =						
e =						
f =						
g =						
h =						
i =						

**Data Source:**

**Collection Method:**

**Notes:** The second data element in the formula are the 26 HSO Services, which are applicable worldwide.

IAW AR 420-1 Chapter 3, Section IV, paragraph 3-37, Housing services function and customer service, and the HSO manual, June 2006, Appendix B. CLS Checklist:

1. Arriving Customer Support (Gaining Installation) Activities (9) - In-processing; customer preference assessments; TLA/TLE and Permissive TDY certifications; ACS and Sponsor Program Collaboration; Real Estate Overview; Rental Agreement Negotiations and Review; Deposit Waiver Program; Set-aside program; Housing advocacy and advice
2. Maintaining Operational Support Activities (10) - Community and housing quality inspections; discrimination complaints management; landlord tenant disputes management; restrictive sanctions; BAH survey data management; HMA survey data management; home buying seminars; rental property database accuracy; community information listings; document control procedures
3. Departing Customer Support (Losing Installation) Activities (7) - Global referral processes; proactive Family contacts; mandatory clearing of HSO; housing counseling support; end of lease counseling service; termination landlord dispute resolution; clearing for deposit waiver program.

**Components:** Provide the full scope of HSO services by providing eligible customers with guidance and assistance necessary to locate affordable, adequate and nondiscriminatory community housing through active participation with local property managers, housing authorities, real estate boards, home builders association, chambers of commerce, planning agencies, zoning offices, financial institutions and building permit issuing agencies and virtual access utilizing Army Housing Online User Services.

**FY 2018 ISR Services RESERVE INSTALLATION Documentation**

As of 28-Mar-18

**Service: 201. Family Housing Management (RI Intellicode # 201-RI-02-06)** FY 2017 Intellicode #: NEW

**PSC2:** Management of Government Owned & Leased Housing / SSP

**Outcome:**

**Measure Description:** Provide off post housing services.

Major Service Area	Service Function	Measure Type	Frequency	Formula
Housing	Housing	Performance	Annual	$(a/b)*100$
<b>Green Standard</b> 100%	<b>Amber Standard</b> Less than 100% down to 95%	<b>Red Standard</b> Less than 95% down to 89%	<b>Black Standard</b> Less than 89%	
<b>Capability Level 1 – Cost Factor</b>	<b>Capability Level 2 – Cost Factor</b>	<b>Capability Level 3 – Cost Factor</b>	<b>Below CL3 – Mission Failure</b>	
<b>PM Toploaded</b>	<b>Cost</b>	<b>Customer Satisfaction</b>	<b>Readiness</b> Y	<b>Information Only</b> Y

Data Element Description	YTD Method	Element Toploaded	Q1	Q2	Q3	Q4 Annual
a = Number of Services HSO has capability to provide (w/full manpower).	Annual					
b = Number of Services HSO can provide currently (w/on-board manpower).	Annual					
c =						
d =						
e =						
f =						
g =						
h =						
i =						

**Data Source:**

**Collection Method:**

**Notes:** The second data element in the formula are the 26 HSO Services, which are applicable worldwide.

**Components:**

**FY 2018 ISR Services RESERVE INSTALLATION Documentation**

As of 28-Mar-18

**Service: 201. Family Housing Management (RI Intellicode # 201-RI-02-07-A)** FY 2017 Intellicode #: 201-RI-02-06-A  
**PSC2:** Management of Government Owned & Leased Housing / **SSP A** Management of Government Owned and Leased Family Housing  
**Outcome:** Permanent Party housing facilities and services are adequate operated and managed

**Measure Description: Occupancy of government owned family housing.**

Major Service Area	Service Function	Measure Type	Frequency	Formula
Housing	Housing	Shared	Quarterly	$(a/b)*100$
<b>Green Standard</b>	<b>Amber Standard</b>	<b>Red Standard</b>		<b>Black Standard</b>
100% down to 98%	Less than 98% down to 95%	Less than 95% down to 93%		Less than 93%
<b>Capability Level 1 – Cost Factor</b>	<b>Capability Level 2 – Cost Factor</b>	<b>Capability Level 3 – Cost Factor</b>		<b>Below CL3 – Mission Failure</b>
100%	75%	50%		
<b>PM Toploaded</b>	<b>Cost</b>	<b>Customer Satisfaction</b>	<b>Readiness</b>	<b>Information Only</b>
Y				

Data Element Description	YTD Method	Element Toploaded	Q1	Q2	Q3	Q4 Annual
a = Days Occupied.	Sum	Toploaded				
b = Days Available (Gross Available Days).	Sum	Toploaded				
c =						
d =						
e =						
f =						
g =						
h =						
i =						

**Data Source:** eMH – Installation Utilization Report. Note that the information toploaded is a point-in-time and the report continues to capture transactions so an exact match may not be possible.

**Collection Method:**

**Notes:** AR 420-1 Chapter 3, dated 24 August 2012; - AR 405-10 Acquisition of Real Property and Interests Therein - AR 405-90 Disposal of Real Estate - DA PAM 420- 1-1 Housing Management - DA PAM 210-6 Economic Analysis of Army Housing Alternatives, Concepts, Guidelines and Formats - AR 190-13, The Army Physical Security Program, 25 Feb 11 - DoDI 4165.63 Housing Management

**Components:** Reviewing Orders - Application assignment & termination - Coordination with other offices, agencies, directorates - Manage waiting lists - Conduct quarters inspections - Identify maintenance & repair needed - Determine housing requirements, utilization, and allocations - Provide staffing according to TDA models - Manage the acquisition, renewal & return of leased family housing for Garrisons - Management of the General and Flag Officer Quarters

**FY 2018 ISR Services RESERVE INSTALLATION Documentation**

As of 28-Mar-18

**Service: 201. Family Housing Management (RI Intellicode # 201-RI-02-08)** FY 2017 Intellicode #: 201-RI-02-07

**PSC2:** Management of Government Owned & Leased Housing / SSP

**Outcome:**

**Measure Description:** Occupancy of government leased family housing.

Major Service Area	Service Function	Measure Type	Frequency	Formula
Housing	Housing	Performance	Quarterly	$(a/[b]) * 100$
<b>Green Standard</b>	<b>Amber Standard</b>	<b>Red Standard</b>	<b>Black Standard</b>	
100% down to 98%	Less than 98% down to 95%	Less than 95% down to 93%	Less than 93%	
<b>Capability Level 1 – Cost Factor</b>	<b>Capability Level 2 – Cost Factor</b>	<b>Capability Level 3 – Cost Factor</b>	<b>Below CL3 – Mission Failure</b>	
<b>PM Toploaded</b>	<b>Cost</b>	<b>Customer Satisfaction</b>	<b>Readiness</b>	<b>Information Only</b>
Y				

Data Element Description	YTD Method	Element Toploaded	Q1	Q2	Q3	Q4 Annual
a = Days Occupied.	Sum	Toploaded				
b = Days Available (Gross Available Days).	Sum	Toploaded				
c =						
d =						
e =						
f =						
g =						
h =						
i =						

**Data Source:** eMH – Installation Utilization Report. Note that the information toploaded is a point-in-time and the report continues to capture transactions so an exact match may not be possible

**Collection Method:**

**Notes:**

**Components:**