

**CHILDREN'S SERVICES ADMINISTRATION  
ADMINISTRATION, CONTRACTING & PLANNING**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To improve the quality of life and empower Broward's families with children by engaging the community stakeholders to collaboratively and efficiently develop and support systems of care.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of executed contracts	8	12	60	
Average staff hours per executed contract	9	11	15	
Percentage of performance-based client outcomes achieved in all contracted programs	N/A	N/A	96	
External customer satisfaction rating	N/A	4.67	N/A	1
Funding leveraged by County funds (\$ millions)	N/A	N/A	5	

**Notes**

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.

**CHILDREN'S SERVICES ADMINISTRATION  
CHILD CARE LICENSING AND ENFORCEMENT**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To ensure the health, safety, welfare and education of young children through the provision of licensing, monitoring and enforcement of the ordinances for child care facilities and family child care homes and the registration and monitoring of religious/non-public schools.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of monitoring and licensing inspections performed	2,020	1,959	4,030	
Number of facilities/homes meeting established criteria for Gold Seal Awards of Excellence	197	264	235	
Number of newly licensed/registered/change of ownership facilities, homes and non-public schools	22	33	75	
Number of confirmed unlicensed homes and facilities	10	26	20	
Number of applicants screened	440	4,101	10,500	
Number of enforcement inspections performed	46	71	45	
External customer satisfaction rating	88	N/A	N/A	1,2
Number of licenses issued and registrations approved	374	359	900	
Percent of licenses issued and registrations approved within 30 days of application	100	100	98	
Number of staff hours per license/registration issued	4	4	4	

**Notes**

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- 2 Measure reported annually.

**CHILDREN'S SERVICES ADMINISTRATION  
SEXUAL ASSAULT TREATMENT CENTER**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To further reduce trauma to victims of assault/abuse and their families through specialized forensic medical examination and assessment, crisis intervention, forensically sensitive therapy, and visitation services in order to ameliorate functional impairment.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Episodes of victims services provided to consumers	2,816	7,745	6,000	
Number of crisis intervention units of service provided	10,770	11,900	20,000	
Percentage of Medical Examination Reports sent to Child Protective Investigators within 10 days after the examination	97	92	95	
External customer satisfaction rating	N/A	4.79	N/A	1
Percentage of clients successfully completing treatment goals	100	100	95	
Average number of crisis intervention units of service provided per Crisis Intervention Counselor (CIC)	1,436	1,635	3,000	

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