

**HOMELESS INITIATIVE PARTNERSHIP ADMINISTRATION DIVISION
ADMINISTRATION/HOMELESS ASSISTANCE CENTERS/
TRANSITIONAL HOUSING**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To help build and maintain an optimal "continuum of care" of homeless services, promote solutions to homelessness, coordinate funding for key services, and assist homeless persons to move to self-sufficiency and permanent housing.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of clients served through County contracts	5,203	4,896	7,500	
Federal and State funding leveraged by County funds (\$)	8,697,169	7,991,041	8,950,000	
Average staff time (hours) per executed contract	32	32	32	
External customers satisfaction rating	N/A	N/A	N/A	1,2
Percentage of performance-based client outcomes achieved in all contracted programs	82	87	90	
Percent of all clients who graduate from emergency shelter to transitional or permanent, or transitional to permanent housing	49	50	55	
Percentage of unsheltered homeless	14	22	22	

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.
- 2 Measure reported annually.

**HOMELESS SERVICES ADMINISTRATION DIVISION
HOUSING ASSISTANCE SERVICES**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To provide coordinated services to homeless individuals and families to assist in achieving economic and social stability.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of clients provided with homeless reunification services	269	241	530	
Number of consumers participating in case management program	294	226	275	
Number of homeless households in the Housing First Program receiving case management to obtain and maintain housing from Housing First Program or alternate housing	N/A	14	175	
Percent of consumers that provide co-payment for housing services	11	8	45	
Number of case management clients served per case worker (average excluding reunification)	39	29	25	
External customer satisfaction rating	N/A	5.00	N/A	1
Percent of participants who successfully complete housing episode	84	91	85	
Percent of clients obtaining permanent housing and becoming employed or begin receiving disability benefits	78	87	80	
Percent of homeless households in the Housing First Program who are stabilized and in permanent housing at program completion	N/A	100	94	
Percent of homeless households in the Housing First Program who remain in permanent housing at 3 months, 6 months, and 9 months after program completion	N/A	84	96	
Percent of clients able to be contacted who remain employed and in permanent housing for 6 months or longer	89	83	80	

Notes

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