

**FAMILY SUCCESS ADMINISTRATION
FAMILY SUCCESS CENTERS**

Fiscal Year 2006 - 1st Quarter

Goal Statement

To provide one-stop entry to comprehensive human services in partnership with community-based providers in Broward County, assisting individuals and families to achieve and maintain health, safety and economic stability.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Number of households in crisis provided with emergency assistance payments	1,407	1,360	7,777
Number of individuals and families receiving community-based case management	182	255	800
Number of clients (primary and secondary) provided with clinical (psychotherapy) services	146	75	590
Number of client households diverted from eviction/foreclosure for a minimum period of six months at an average cost savings of \$2000 per household	N/A	34	500
External customer satisfaction rating (%)	91	90	96
Percent of Family Success clients who achieve a minimum of one planned outcome while participating in an FSAD program	89	98	90
Percent of community-based case management clients who are moved from crisis to stable in at least one dimension on the Family Development Assessment Tool	N/A	78	75
Percent of Family Success clients who improve or maintain at least one planned outcome at 6-month follow-up	87	92	90

**FAMILY SUCCESS ADMINISTRATION
HOMELESS SERVICES**

Fiscal Year 2006 - 1st Quarter

Goal Statement

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

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Number of clients provided with homeless reunification services	N/A	94	530
Number of clients provided with homeless case management (excluding reunification services)	231	89	140
Number of case management clients served per case worker (average excluding reunification)	N/A	29	25
External customer satisfaction rating (%)	94	96	95
Percent of clients who obtain housing while participating in homeless services	94	99	97
Percent of homeless services clients maintaining permanent housing at 9-months follow-up	100	N/A	85