

**FAMILY SUCCESS ADMINISTRATION
FAMILY SUCCESS CENTERS**

Fiscal Year 2006 - 3rd 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	6,276	5,075	7,777
Number of individuals and families receiving community-based case management	496	590	800
Number of clients (primary and secondary) provided with clinical (psychotherapy) services	392	348	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	177	500
External customer satisfaction rating (%)	91	91	96
Percent of Family Success clients who achieve a minimum of one planned outcome while participating in an FSAD program	88	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	89	75
Percent of Family Success clients who improve or maintain at least one planned outcome at 6-month follow-up	86	79	90

**FAMILY SUCCESS ADMINISTRATION
HOMELESS SERVICES**

Fiscal Year 2006 - 3rd 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	332	530
Number of clients provided with homeless case management (excluding reunification services)	N/A	211	140
Number of case management clients served per case worker (average excluding reunification)	N/A	32	25
External customer satisfaction rating (%)	95	94	95
Percent of clients who obtain housing while participating in homeless services	97	97	97
Percent of homeless services clients maintaining permanent housing at 9-months follow-up	N/A	N/A	85