

**FAMILY SUCCESS ADMINISTRATION
FAMILY SUCCESS CENTERS**

Fiscal Year 2007 - 2nd 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 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Number of households in crisis provided with emergency assistance payments	2,608	3,583	8,000
Number of individuals and families receiving community-based case management	358	465	900
External customer satisfaction rating (%)	91	95	96
Percent of Family Success clients who achieve a minimum of one planned outcome while participating in an FSAD program	98	97	90
Percent of community-based case management clients who are moved from in crisis or at risk to stable in at least one dimension on the Family Development Assessment Tool	86	98	80
Percent of community-based case management clients who are moved from in crisis or at risk to stable in all dimensions included in their case plan	N/A	90	80
Percent of clients provided with vocational and employment assistance who obtain employment at a minimum "living wage" of \$10.50 per hour with health benefits	N/A	58	90
Percent of Family Success clients who improve or maintain at least one planned outcome at 6-month follow-up	81	88	90
Percent of clients who maintain "Living Wage" employment at a minimum of \$10.50 per hour with health benefits at three month follow-up	N/A	94	75

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Percent of clients meeting treatment goals within prescribed number of sessions	N/A	88	70
The average percent of caseworker time that is used to provide direct service	N/A	77	75

**FAMILY SUCCESS ADMINISTRATION
HOMELESS SERVICES**

Fiscal Year 2007 - 2nd Quarter

Goal Statement

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

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Number of clients provided with homeless reunification services	203	269	530
Number of clients provided with homeless case management (excluding reunification services)	199	195	200
Number of case management clients served per case worker (average excluding reunification)	33	39	25
External customer satisfaction rating (%)	95	93	95
Percent of clients who obtain housing while participating in homeless services	98	99	97
Percent of homeless services clients maintaining permanent housing at 9-months follow-up	NA	100	85