

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

**Fiscal Year 2008
1st 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.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of executed contracts	6	10	60	
Average staff hours per executed contract	33	17	15	
Percentage of performance-based client outcomes achieved in all contracted programs	N/A	N/A	96	
External customer satisfaction rating	N/A	N/A	N/A	1,2
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.
- 2** Measure reported annually.

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

**Fiscal Year 2008
1st 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.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of monitoring and licensing inspections performed	993	923	4,030	
Number of facilities/homes meeting established criteria for Gold Seal Awards of Excellence	N/A	N/A	235	
Number of newly licensed/registered/change of ownership facilities, homes and non-	10	5	75	
Number of confirmed unlicensed homes and facilities	4	11	20	
Number of applicants screened	2,115	1,750	10,500	
Number of enforcement inspections performed	10	27	45	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Number of licenses issued and registrations approved	191	171	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
1st 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.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Episodes of victims services provided to consumers	1,485	1,825	6,000	
Number of crisis intervention units of service provided	5,274	5,039	20,000	
Percentage of Medical Examination Reports sent to Child Protective Investigators within 10 days after the examination	96	89	95	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Percentage of clients successfully completing treatment goals	100	100	95	
Average number of crisis intervention units of service provided per Crisis Intervention Counselor (CIC)	703	720	3,000	

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.