

TOP TEN - FISCAL YEAR 2009

	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Year to Date Comparison			Latest Month Comparison	
													Current FYTD 2009	Prior FYTD 2008	FYTD Comparison 09 vs. 08	Jun-08	% Change June 09 vs. June 08
INCREASE THE NUMBER OF PEOPLE PREVENTED/DIVERTED FROM HOMELESSNESS																	
Number of new single adults	919	941	870	1,031	832	902	989	860	936	868	860	799	10,807	10,330	5%	773	3%
Number of new eligible families with children	518	651	636	784	675	573	552	607	776	681	619	640	7,712	NA	NA	NA	NA
Number of new eligible adult families	63	73	86	110	68	76	86	60	64	65	69	47	867	NA	NA	NA	NA
Repeat single adults	1,814	1,745	1,747	1,850	1,757	1,795	1,866	1,650	1,777	1,777	1,697	1,511	12,290	12,601	-2%	1,605	-6%
Repeat families with children	425	485	513	526	474	443	432	367	274	423	421	412	5,195	NA	NA	NA	NA
Repeat adult families	33	33	30	34	20	17	36	39	42	37	34	53	408	NA	NA	NA	NA
Average Daily Census of Individuals	32,418	33,079	34,217	34,991	35,704	35,439	35,499	35,518	35,465	35,416	35,252	35,180	34,848	33,877	3%	32,216	9%
Average Daily Single Adult Census	6,559	6,640	6,789	6,831	6,849	6,823	7,059	7,143	7,191	7,227	7,174	7,212	6,958	6,850	2%	6,642	9%
Average Daily Family Census	8,473	8,702	9,011	9,270	9,477	9,452	9,416	9,383	9,376	9,401	9,362	9,363	9,224	9,224	4%	8,373	12%
REDUCE STREET HOMELESSNESS																	
Placements by outreach in shelters, drop-in centers or treatment programs (duplicated)	171	175	174	166	152	227	209	240	242	234	185	135	2,310	2,978	-22%	145	-7%
Homeless Outreach Population Estimate																	
Brooklyn Surface Area Estimate	NA	NA	NA	NA	NA	NA	200	NA	NA	NA	NA	NA	200	336	-40%	NA	NA
Manhattan Surface Area Estimate	NA	NA	NA	NA	NA	NA	777	NA	NA	NA	NA	NA	777	1,263	-38%	NA	NA
Staten Island Surface Area Estimate	NA	NA	NA	NA	NA	NA	121	NA	NA	NA	NA	NA	121	152	-20%	NA	NA
Queens Surface Area Estimate	NA	NA	NA	NA	NA	NA	98	NA	NA	NA	NA	NA	98	135	-27%	NA	NA
Bronx Surface Area Estimate	NA	NA	NA	NA	NA	NA	164	NA	NA	NA	NA	NA	164	279	-41%	NA	NA
Subway Estimate	NA	NA	NA	NA	NA	NA	968	NA	NA	NA	NA	NA	968	1,141	-15%	NA	NA
Total NYC Estimate	NA	NA	NA	NA	NA	NA	2,328	NA	NA	NA	NA	NA	2,328	3,306	-30%	NA	NA
INCREASE CLIENT ENGAGEMENT AND RESPONSIBILITY																	
Transfers																	
Percent of single adults with more than one facility transfer	6.2%	12.4%	14.5%	17.7%	18.9%	19.5%	20.1%	21.5%	22.2%	22.9%	24.1%	24.9%	20.8%	18.2%	2.6%	23.0%	1.9%
Percent of families with more than one facility transfer	0.3%	0.3%	0.7%	0.8%	0.8%	0.9%	0.8%	1.1%	1.2%	1.4%	1.6%	1.9%	1.4%	1.7%	-0.3%	3.0%	-1.1%
REDUCE SHELTER LENGTH OF STAY (LOS)																	
Average LOS for adults (in days)	22	22	22	22	22	22	23	21	23	22	23	23	87	87	0%	21	6%
Average LOS for families (in days)	330	319	308	293	288	286	287	285	284	278	274	274	292	350	-17%	355	-23%
Percent of adults that are long term stayers	8.7%	8.5%	8.3%	8.1%	8.1%	7.8%	7.8%	7.8%	7.9%	7.5%	7.2%	7.4%	7.9%	10.1%	-2.2%	9.0%	-1.6%
Percent of families that are long term stayers	18.6%	17.8%	17.0%	15.8%	15.2%	14.5%	14.5%	14.2%	14.2%	13.6%	12.4%	12.4%	15.1%	18.8%	-3.7%	18.7%	-6.3%
INCREASE PLACEMENT OF DHS CLIENTS INTO PERMANENT HOUSING																	
Percent of single adults placed in permanent housing of those served	8.8%	9.1%	9.1%	11.6%	9.1%	11.6%	7.6%	8.1%	8.1%	7.5%	6.9%	7.5%	34.5%	35.7%	-1.2%	9.8%	-2.3%
Percent of families placed in permanent housing of those served	6.5%	6.8%	6.3%	5.6%	5.8%	7.5%	6.6%	6.5%	7.2%	7.2%	7.3%	7.4%	33.4%	32.0%	1.4%	6.7%	0.7%
Total single adults placed in permanent housing	823	856	855	1,143	871	1,129	732	771	788	737	685	712	10,039	10,323	-3%	909	-22%
Total families placed in permanent housing	663	718	673	613	646	822	734	710	801	796	812	821	8,810	7,592	16%	655	25%
REDUCE RE-ENTRIES INTO THE SHELTER SYSTEM																	
Percent of single adults placed in housing who returned to DHS within a year	15.7%	19.1%	13.8%	21.9%	19.8%	15.7%	16.8%	15.6%	16.0%	16.5%	12.7%	12.0%	14.9%	12.9%	2.0%	9.8%	2.2%
Percent of families placed in permanent housing who returned to DHS within one year	3.5%	4.2%	3.3%	3.8%	3.9%	3.1%	3.4%	4.6%	3.3%	2.1%	2.7%	2.3%	3.3%	4.3%	-1.0%	2.4%	-0.1%
Percent of families placed in permanent housing who returned to DHS within two years	7.3%	11.7%	9.4%	9.2%	9.5%	9.5%	10.9%	9.4%	10.1%	9.2%	9.4%	9.4%	9.6%	10.5%	-0.9%	10.4%	-1.0%
IMPROVE ADMINISTRATIVE EFFICIENCIES AND REVENUE MAXIMIZATION TO SUPPORT SERVICES																	
Percent of families on Public Assistance	76.7%	76.0%	75.4%	74.5%	74.8%	76.1%	77.1%	77.7%	78.4%	79.1%	79.7%	79.8%	77.1%	76.7%	0.4%	78.7%	1.1%
Average RFP cycle time (in days)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
INCREASE THE NUMBER OF TRAINED AND QUALIFIED STAFF																	
Percent of vacancies agency-wide	14.0%	14.0%	14.0%	15.0%	15.0%	15.0%	13.0%	14.0%	14.0%	14.0%	15.0%	15.0%	15.0%	16.0%	-1.0%	16.0%	-1.0%
MAINTAIN SHELTER SAFETY AND CLEANLINESS																	
External inspections																	
Average number of Callahan deficiencies per site	NA	NA	NA	NA	0.7	NA	NA	NA	NA	NA	0.5	NA	0.6	1.1	-46%	0.8	NA
INCREASE INTERAGENCY COORDINATION AND CROSS SYSTEM COLLABORATION																	
Number of joint projects with other public agencies	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	NA	DNA	NA