

# CRITICAL ACTIVITIES REPORT

## SINGLE ADULT SERVICES - FISCAL YEAR 2011

|                                                                                                         |        |        |        |        |        |        |        |        |        |        |        |        | Year to Date Comparison |                 |                           | Latest Month Comparison |                           |
|---------------------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------|-----------------|---------------------------|-------------------------|---------------------------|
|                                                                                                         |        |        |        |        |        |        |        |        |        |        |        |        | Current FYTD 2011       | Prior FYTD 2010 | FYTD Comparison 11 vs. 10 | Jun-10                  | % Change Jun-11 vs Jun-10 |
| SINGLE ADULT SERVICES                                                                                   | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 |                         |                 |                           |                         |                           |
| FACILITIES                                                                                              |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Total number of shelter facilities                                                                      | 50     | 50     | 53     | 54     | 55     | 57     | 58     | 59     | 59     | 59     | 59     | 59     | 59                      | 47              | 26%                       | 47                      | 26%                       |
| DHS operated                                                                                            | 4      | 4      | 6      | 6      | 6      | 6      | 6      | 6      | 6      | 6      | 6      | 6      | 6                       | 4               | 50%                       | 4                       | 50%                       |
| Non-DHS operated                                                                                        | 46     | 46     | 47     | 48     | 49     | 51     | 52     | 53     | 53     | 53     | 53     | 53     | 53                      | 43              | 23%                       | 43                      | 23%                       |
| Total number of beds                                                                                    | 7,967  | 8,040  | 8,312  | 8,557  | 8,630  | 8,838  | 9,001  | 9,136  | 9,118  | 9,141  | 9,049  | 8,818  | 8,818                   | 7,813           | 13%                       | 7,813                   | 13%                       |
| DHS operated                                                                                            | 1,822  | 1,866  | 2,014  | 2,010  | 2,007  | 1,877  | 1,877  | 1,893  | 1,879  | 1,879  | 1,861  | 1,841  | 1,841                   | 1,821           | 1%                        | 1,821                   | 1%                        |
| Non-DHS operated                                                                                        | 6,145  | 6,174  | 6,298  | 6,547  | 6,623  | 6,961  | 7,124  | 7,243  | 7,239  | 7,262  | 7,188  | 6,977  | 6,977                   | 5,992           | 16%                       | 5,992                   | 16%                       |
| SAFETY AND CLEANLINESS                                                                                  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| External inspections                                                                                    |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average number of Callahan deficiencies per site                                                        | NA     | NA     | NA     | NA     | 0.4    | NA     | NA     | NA     | NA     | NA     | 0.4    | NA     | 0.4                     | 0.5             | -11%                      | NA                      | NA                        |
| By Facility Management                                                                                  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| DHS operated                                                                                            |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| External inspections                                                                                    |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average number of Callahan deficiencies per site                                                        | NA     | NA     | NA     | NA     | 1.5    | NA     | NA     | NA     | NA     | NA     | 1.5    | NA     | 1.3                     | 1.8             | -26%                      | NA                      | NA                        |
| Non-DHS operated                                                                                        |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| External inspections                                                                                    |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average number of Callahan deficiencies per site                                                        | NA     | NA     | NA     | NA     | 0.3    | NA     | NA     | NA     | NA     | NA     | 0.2    | NA     | 0.3                     | 0.3             | 0%                        | NA                      | NA                        |
| OUTREACH AND NON-SHELTER POPULATION                                                                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Number of chronically homeless individuals placed into permanent or temporary housing by outreach teams | 49     | 35     | 45     | 44     | 43     | 49     | 72     | 27     | 38     | 39     | 46     | 42     | 529                     | 880             | -40%                      | 84                      | -50%                      |
| Average overnight census in Drop-in centers                                                             | 99     | 101    | 80     | 105    | 97     | 132    | 112    | 176    | 151    | 112    | 108    | 101    | 115                     | 188             | -39%                      | 111                     | -9%                       |
| Average overnight census in Faith-based beds                                                            | 230    | 224    | 264    | 251    | 269    | 269    | 270    | 301    | 315    | 270    | 238    | 224    | 260                     | 257             | 1%                        | 256                     | -13%                      |
| Average daily census of Safe Havens                                                                     | 439    | 461    | 473    | 472    | 475    | 478    | 443    | 439    | 440    | 439    | 440    | 440    | 453                     | 357             | 27%                       | 386                     | 14%                       |
| Average daily census of Veterans Short-Term Housing                                                     | 377    | 377    | 377    | 376    | 374    | 367    | 378    | 379    | 377    | 379    | 378    | 379    | 377                     | 370             | 2%                        | 377                     | 1%                        |
| Average nightly utilization of Stabilization beds                                                       | 274    | 260    | 260    | 263    | 261    | 258    | 271    | 284    | 288    | 281    | 279    | 283    | 272                     | 270             | 1%                        | 307                     | -8%                       |
| INTAKE                                                                                                  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Total adult entrants (unduplicated)                                                                     | 2,899  | 3,072  | 2,997  | 2,903  | 2,853  | 2,947  | 3,065  | 2,583  | 2,262  | 2,126  | 2,145  | 2,198  | 25,030                  | 23,595          | 6%                        | 2,750                   | -20%                      |
| Repeat single adults                                                                                    | 1,797  | 1,950  | 1,896  | 1,839  | 1,858  | 1,943  | 2,007  | 1,626  | 1,197  | 1,210  | 1,193  | 1,147  | 12,755                  | 12,157          | 5%                        | 1,703                   | -33%                      |
| Total new single adults                                                                                 | 1,102  | 1,122  | 1,101  | 1,064  | 995    | 1,004  | 1,058  | 957    | 1,065  | 916    | 952    | 1,051  | 12,275                  | 11,438          | 7%                        | 1,047                   | 0%                        |
| Number of single men                                                                                    | 757    | 780    | 769    | 742    | 715    | 712    | 762    | 690    | 763    | 664    | 678    | 762    | 8,682                   | 7,965           | 9%                        | 724                     | 5%                        |
| Number of single women                                                                                  | 345    | 342    | 332    | 322    | 280    | 292    | 296    | 267    | 302    | 252    | 274    | 289    | 3,593                   | 3,473           | 3%                        | 323                     | -11%                      |

# CRITICAL ACTIVITIES REPORT

## SINGLE ADULT SERVICES - FISCAL YEAR 2011

|                                                                                          |        |        |        |        |        |        |        |        |        |        |        |        | Year to Date Comparison |                 |                           | Latest Month Comparison |                           |
|------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------|-----------------|---------------------------|-------------------------|---------------------------|
|                                                                                          |        |        |        |        |        |        |        |        |        |        |        |        | Current FYTD 2011       | Prior FYTD 2010 | FYTD Comparison 11 vs. 10 | Jun-10                  | % Change Jun-11 vs Jun-10 |
| SINGLE ADULT SERVICES                                                                    |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| POPULATION                                                                               |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average Daily Single Adult Census                                                        | 7,679  | 7,840  | 8,046  | 8,277  | 8,425  | 8,511  | 8,766  | 8,852  | 8,844  | 8,629  | 8,437  | 8,330  | 8,386                   | 7,167           | 17%                       | 7,620                   | 9%                        |
| Average daily census of men                                                              | 5,346  | 5,416  | 5,526  | 5,687  | 5,825  | 5,946  | 6,155  | 6,220  | 6,250  | 6,165  | 6,075  | 5,989  | 5,883                   | 5,051           | 16%                       | 5,350                   | 12%                       |
| Average daily census of women                                                            | 2,333  | 2,424  | 2,520  | 2,590  | 2,600  | 2,565  | 2,611  | 2,632  | 2,594  | 2,464  | 2,362  | 2,341  | 2,503                   | 2,116           | 18%                       | 2,270                   | 3%                        |
| Basic demographics, number of unique individuals receiving services (total unduplicated) |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Race/ethnicity                                                                           | 10,603 | 10,913 | 11,086 | 11,273 | 11,255 | 11,403 | 11,575 | 11,552 | 11,930 | 11,623 | 11,437 | 11,301 | 31,982                  | 29,645          | 8%                        | 10,500                  | 8%                        |
| Asian/Pacific Islander                                                                   | 105    | 108    | 110    | 112    | 112    | 114    | 116    | 115    | 119    | 117    | 115    | 114    | 325                     | 297             | 9%                        | 123                     | -7%                       |
| Black                                                                                    | 5,473  | 5,621  | 5,723  | 5,773  | 5,866  | 5,937  | 6,019  | 6,031  | 6,193  | 6,044  | 5,953  | 5,885  | 16,677                  | 15,440          | 8%                        | 5,477                   | 7%                        |
| Hispanic                                                                                 | 2,586  | 2,656  | 2,706  | 2,743  | 2,741  | 2,827  | 2,914  | 2,866  | 2,961  | 2,901  | 2,865  | 2,837  | 8,063                   | 7,487           | 8%                        | 2,575                   | 10%                       |
| Native American                                                                          | 13     | 14     | 14     | 14     | 14     | 14     | 14     | 14     | 15     | 14     | 14     | 14     | 40                      | 37              | 8%                        | 13                      | 9%                        |
| White                                                                                    | 853    | 876    | 881    | 929    | 917    | 968    | 936    | 922    | 972    | 952    | 940    | 931    | 2,645                   | 2,657           | 0%                        | 846                     | 10%                       |
| Unknown (please see definition)                                                          | 1,573  | 1,638  | 1,652  | 1,702  | 1,605  | 1,543  | 1,576  | 1,604  | 1,671  | 1,595  | 1,549  | 1,520  | 4,233                   | 3,727           | 14%                       | 1,466                   | 4%                        |
| Age                                                                                      | 10,603 | 10,913 | 11,086 | 11,273 | 11,255 | 11,403 | 11,575 | 11,552 | 11,930 | 11,623 | 11,436 | 11,301 | 31,982                  | 29,645          | 8%                        | 10,500                  | 8%                        |
| 18 to 29                                                                                 | 2,030  | 2,065  | 2,134  | 2,186  | 2,181  | 2,191  | 2,235  | 2,236  | 2,313  | 2,146  | 2,031  | 2,069  | 7,472                   | 6,869           | 9%                        | 2,006                   | 3%                        |
| 30 to 44                                                                                 | 3,311  | 3,393  | 3,417  | 3,446  | 3,443  | 3,497  | 3,539  | 3,493  | 3,584  | 3,493  | 3,484  | 3,443  | 10,244                  | 9,897           | 4%                        | 3,303                   | 4%                        |
| 45 to 64                                                                                 | 4,825  | 5,021  | 5,081  | 5,170  | 5,147  | 5,196  | 5,286  | 5,313  | 5,504  | 5,451  | 5,387  | 5,278  | 13,145                  | 11,929          | 10%                       | 4,757                   | 11%                       |
| over 65                                                                                  | 437    | 434    | 454    | 471    | 484    | 519    | 515    | 510    | 529    | 533    | 534    | 511    | 1,121                   | 950             | 18%                       | 434                     | 18%                       |
| LENGTH OF STAY (LOS)                                                                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average LOS for adults (in days)                                                         | 241    | 240    | 244    | 244    | 245    | 248    | 250    | 254    | 253    | 258    | 260    | 262    | 250                     | 245             | 2%                        | 243                     | 8%                        |
| Number of adults that are long term stayers                                              | 623    | 656    | 658    | 659    | 669    | 682    | 709    | 728    | 761    | 768    | 766    | 787    | 706                     | 629             | 12%                       | 634                     | 24%                       |
| Percent of adults that are long term stayers                                             | 5.9%   | 6.1%   | 6.0%   | 5.9%   | 5.9%   | 5.9%   | 6.1%   | 6.2%   | 6.4%   | 6.6%   | 6.7%   | 7.0%   | 6.2%                    | 6.4%            | -0.2%                     | 6.1%                    | 0.9%                      |
| PERMANENT PLACEMENTS AND OTHER EXITS                                                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Total number of exits:                                                                   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Total placed in permanent housing                                                        | 526    | 615    | 594    | 680    | 848    | 864    | 672    | 709    | 931    | 837    | 767    | 781    | 8,824                   | 7,573           | 17%                       | 609                     | 28%                       |
| Supported                                                                                | 101    | 100    | 89     | 121    | 156    | 136    | 96     | 118    | 160    | 145    | 119    | 127    | 1,468                   | 1,888           | -22%                      | 123                     | 3%                        |
| Subsidized                                                                               | 45     | 59     | 60     | 60     | 98     | 91     | 104    | 72     | 94     | 2      | 5      | 7      | 697                     | 510             | 37%                       | 44                      | -84%                      |
| Residential Rehabilitation                                                               | 44     | 60     | 66     | 87     | 101    | 91     | 92     | 83     | 65     | 102    | 95     | 53     | 939                     | 434             | 116%                      | 30                      | 77%                       |
| Return to family or independent living                                                   | 336    | 396    | 379    | 412    | 493    | 546    | 380    | 436    | 612    | 588    | 548    | 594    | 5,720                   | 4,741           | 21%                       | 412                     | 44%                       |
| Percent placed into housing who returned to DHS within a year                            | 12.5%  | 10.2%  | 9.1%   | 13.0%  | 11.7%  | 11.1%  | 10.9%  | 15.3%  | 12.1%  | 11.0%  | 11.0%  | 11.9%  | 12.1%                   | 12.1%           | 0.0%                      | 11.2%                   | 0.7%                      |

# CRITICAL ACTIVITIES REPORT

## SINGLE ADULT SERVICES - FISCAL YEAR 2011

| SINGLE ADULT SERVICES: MEN                                                               | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-09 | Jan-11 | Feb-11 | Mar-11 | Apr-10 | May-10 | Jun-11 | Year to Date Comparison |                 |                           | Latest Month Comparison |                           |
|------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------|-----------------|---------------------------|-------------------------|---------------------------|
|                                                                                          |        |        |        |        |        |        |        |        |        |        |        |        | Current FYTD 2011       | Prior FYTD 2010 | FYTD Comparison 11 vs. 10 | Jun-10                  | % Change Jun-11 vs Jun-10 |
| FACILITIES                                                                               |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Total number of shelter facilities                                                       | 31     | 31     | 32     | 33     | 34     | 36     | 37     | 38     | 38     | 38     | 38     | 38     | 38                      | 30              | 27%                       | 30                      | 27%                       |
| DHS operated                                                                             | 4      | 4      | 5      | 5      | 5      | 5      | 5      | 5      | 5      | 5      | 5      | 5      | 5                       | 4               | 25%                       | 4                       | 25%                       |
| Non-DHS operated                                                                         | 27     | 27     | 27     | 28     | 29     | 31     | 32     | 33     | 33     | 33     | 33     | 33     | 33                      | 26              | 27%                       | 26                      | 27%                       |
| Total number of beds                                                                     | 5,503  | 5,547  | 5,691  | 5,885  | 5,963  | 6,182  | 6,345  | 6,436  | 6,422  | 6,444  | 6,400  | 6,188  | 6,188                   | 5,469           | 13%                       | 5,469                   | 13%                       |
| DHS operated                                                                             | 1,822  | 1,866  | 1,978  | 1,938  | 1,938  | 1,808  | 1,808  | 1,808  | 1,794  | 1,794  | 1,794  | 1,794  | 1,794                   | 1,821           | -1%                       | 1,821                   | -1%                       |
| Non-DHS operated                                                                         | 3,681  | 3,681  | 3,713  | 3,947  | 4,025  | 4,374  | 4,537  | 4,628  | 4,628  | 4,650  | 4,606  | 4,394  | 4,394                   | 3,648           | 20%                       | 3,648                   | 20%                       |
| SAFETY AND CLEANLINESS                                                                   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| External inspections                                                                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average number of Callahan deficiencies per site                                         | NA     | NA     | NA     | NA     | 0.5    | NA     | NA     | NA     | NA     | NA     | 0.2    | NA     | 0.4                     | 0.6             | -32%                      | NA                      | NA                        |
| By Facility Management                                                                   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| DHS operated                                                                             |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| External inspections                                                                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average number of Callahan deficiencies per site                                         | NA     | NA     | NA     | NA     | 1.5    | NA     | NA     | NA     | NA     | NA     | 0.8    | NA     | 1.2                     | 1.8             | -31%                      | NA                      | NA                        |
| Non-DHS operated                                                                         |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| External inspections                                                                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average number of Callahan deficiencies per site                                         | NA     | NA     | NA     | NA     | 0.4    | NA     | NA     | NA     | NA     | NA     | 0.3    | NA     | 0.3                     | 0.4             | -18%                      | NA                      | NA                        |
| POPULATION                                                                               |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average daily census                                                                     | 5,346  | 5,416  | 5,526  | 5,687  | 5,825  | 5,946  | 6,155  | 6,220  | 6,250  | 6,165  | 6,075  | 5,989  | 5,883                   | 5,051           | 16%                       | 5,350                   | 12%                       |
| % of total single adult census                                                           | 69.6%  | 69.1%  | 68.7%  | 68.7%  | 69.1%  | 69.9%  | 70.2%  | 70.3%  | 70.7%  | 71.4%  | 72.0%  | 71.9%  | 70.2%                   | 70.5%           | -0.3%                     | 70.2%                   | 1.7%                      |
| Basic demographics, number of unique individuals receiving services (total unduplicated) |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Race/ethnicity                                                                           | 7,552  | 7,775  | 7,880  | 7,987  | 8,052  | 8,221  | 8,402  | 8,334  | 8,637  | 8,513  | 8,437  | 8,367  | 23,884                  | 22,006          | 9%                        | 7,525                   | 11%                       |
| Asian/Pacific Islander                                                                   | 89     | 91     | 93     | 94     | 95     | 97     | 99     | 98     | 102    | 100    | 99     | 99     | 281                     | 256             | 10%                       | 107                     | -8%                       |
| Black                                                                                    | 4,140  | 4,236  | 4,299  | 4,320  | 4,437  | 4,517  | 4,606  | 4,607  | 4,729  | 4,661  | 4,620  | 4,581  | 13,077                  | 12,054          | 8%                        | 4,145                   | 11%                       |
| Hispanic                                                                                 | 2,246  | 2,303  | 2,343  | 2,372  | 2,374  | 2,441  | 2,487  | 2,446  | 2,556  | 2,520  | 2,497  | 2,476  | 7,069                   | 6,575           | 8%                        | 2,256                   | 10%                       |
| Native American                                                                          | 10     | 11     | 11     | 11     | 11     | 11     | 11     | 11     | 12     | 12     | 11     | 11     | 32                      | 30              | 8%                        | 10                      | 14%                       |
| White                                                                                    | 711    | 730    | 742    | 794    | 782    | 838    | 806    | 785    | 835    | 823    | 816    | 809    | 2,309                   | 2,288           | 1%                        | 703                     | 15%                       |
| Unknown (please see definition)                                                          | 356    | 404    | 392    | 396    | 353    | 317    | 393    | 387    | 403    | 398    | 394    | 391    | 1,115                   | 803             | 39%                       | 304                     | 29%                       |
| Age                                                                                      | 7,552  | 7,775  | 7,880  | 7,987  | 8,052  | 8,221  | 8,402  | 8,334  | 8,637  | 8,513  | 8,437  | 8,367  | 23,884                  | 22,006          | 9%                        | 7,525                   | 11%                       |
| 18 to 29                                                                                 | 1,257  | 1,250  | 1,278  | 1,297  | 1,328  | 1,381  | 1,399  | 1,395  | 1,452  | 1,356  | 1,312  | 1,383  | 4,984                   | 4,598           | 8%                        | 1,263                   | 10%                       |
| 30 to 44                                                                                 | 2,480  | 2,546  | 2,562  | 2,572  | 2,575  | 2,607  | 2,667  | 2,624  | 2,700  | 2,657  | 2,700  | 2,658  | 7,967                   | 7,686           | 4%                        | 2,483                   | 7%                        |
| 45 to 64                                                                                 | 3,490  | 3,660  | 3,702  | 3,770  | 3,794  | 3,835  | 3,939  | 3,929  | 4,085  | 4,094  | 4,025  | 3,949  | 10,077                  | 9,025           | 12%                       | 3,454                   | 14%                       |
| over 65                                                                                  | 325    | 319    | 338    | 348    | 355    | 398    | 397    | 386    | 400    | 406    | 400    | 377    | 856                     | 697             | 23%                       | 325                     | 16%                       |
| Total number of new clients at intake                                                    | 757    | 780    | 769    | 742    | 715    | 712    | 762    | 690    | 763    | 664    | 678    | 762    | 8,794                   | 7,984           | 10%                       | 724                     | 5%                        |
| LENGTH OF STAY (LOS)                                                                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average LOS for men (in days)                                                            | 243    | 243    | 246    | 246    | 245    | 247    | 249    | 252    | 251    | 255    | 247    | 259    | 249                     | 246             | 1%                        | 245                     | 6%                        |

# CRITICAL ACTIVITIES REPORT

## SINGLE ADULT SERVICES - FISCAL YEAR 2011

| SINGLE ADULT SERVICES: WOMEN                                                             | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Year to Date Comparison |                 |                           | Latest Month Comparison |                           |
|------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------|-----------------|---------------------------|-------------------------|---------------------------|
|                                                                                          |        |        |        |        |        |        |        |        |        |        |        |        | Current FYTD 2011       | Prior FYTD 2010 | FYTD Comparison 11 vs. 10 | Jun-10                  | % Change Jun-11 vs Jun-10 |
| FACILITIES                                                                               |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Total number of shelter facilities                                                       | 26     | 26     | 28     | 28     | 28     | 28     | 28     | 28     | 28     | 28     | 28     | 28     | 28                      | 24              | 17%                       | 24                      | 17%                       |
| DHS operated                                                                             | 0      | 0      | 1      | 1      | 1      | 1      | 1      | 1      | 1      | 1      | 1      | 1      | 1                       | 0               | NA                        | 0                       | NA                        |
| Non-DHS operated                                                                         | 26     | 26     | 27     | 27     | 27     | 27     | 27     | 27     | 27     | 27     | 27     | 27     | 27                      | 24              | 13%                       | 24                      | 13%                       |
| Total number of beds                                                                     | 2,464  | 2,493  | 2,621  | 2,672  | 2,667  | 2,656  | 2,656  | 2,700  | 2,696  | 2,697  | 2,649  | 2,630  | 2,630                   | 2,344           | 12%                       | 2,344                   | 12%                       |
| DHS operated                                                                             | 0      | 0      | 36     | 72     | 69     | 69     | 69     | 85     | 85     | 85     | 67     | 47     | 47                      | 0               | NA                        | 0                       | NA                        |
| Non-DHS operated                                                                         | 2,464  | 2,493  | 2,585  | 2,600  | 2,598  | 2,587  | 2,587  | 2,615  | 2,611  | 2,612  | 2,582  | 2,583  | 2,583                   | 2,344           | 10%                       | 2,344                   | 10%                       |
| SAFETY AND CLEANLINESS                                                                   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| External inspections                                                                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average number of Callahan deficiencies per site                                         | NA     | NA     | NA     | NA     | 0.4    | NA     | NA     | NA     | NA     | NA     | 0.2    | NA     | 0.3                     | 0.3             | -8%                       | NA                      | NA                        |
| By Facility Management                                                                   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| DHS operated                                                                             |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| External inspections                                                                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average number of Callahan deficiencies per site                                         | NA     | NA     | NA     | NA     | NA     | NA     | NA     | NA     | NA     | NA     | 0.0    | NA     | 0.0                     | NA              | NA                        | NA                      | NA                        |
| Non-DHS operated                                                                         |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| External inspections                                                                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average number of Callahan deficiencies per site                                         | NA     | NA     | NA     | NA     | 0.4    | NA     | NA     | NA     | NA     | NA     | 0.2    | NA     | 0.3                     | 0.5             | -33%                      | NA                      | NA                        |
| POPULATION                                                                               |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average daily census                                                                     | 2,333  | 2,424  | 2,520  | 2,590  | 2,600  | 2,565  | 2,611  | 2,632  | 2,594  | 2,464  | 2,362  | 2,341  | 2,534                   | 2,116           | 20%                       | 2,270                   | 16%                       |
| % of total single adult census                                                           | 30.4%  | 30.9%  | 31.3%  | 31.3%  | 30.9%  | 30.1%  | 29.8%  | 29.7%  | 29.3%  | 28.6%  | 28.0%  | 28.1%  | 30.2%                   | 29.5%           | 0.7%                      | 0                       | -0.1%                     |
| Basic demographics, number of unique individuals receiving services (total unduplicated) |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Race/ethnicity                                                                           | 3,051  | 3,138  | 3,206  | 3,286  | 3,203  | 3,182  | 3,173  | 3,218  | 3,293  | 3,110  | 3,000  | 2,934  | 8,098                   | 7,639           | 6%                        | 2,975                   | 8%                        |
| Asian/Pacific Islander                                                                   | 16     | 17     | 17     | 18     | 17     | 17     | 17     | 17     | 18     | 17     | 16     | 16     | 43                      | 41              | 6%                        | 16                      | 6%                        |
| Black                                                                                    | 1,333  | 1,385  | 1,424  | 1,453  | 1,429  | 1,420  | 1,413  | 1,424  | 1,464  | 1,382  | 1,333  | 1,304  | 3,599                   | 3,386           | 6%                        | 1,332                   | 7%                        |
| Hispanic                                                                                 | 340    | 353    | 363    | 371    | 367    | 386    | 427    | 420    | 404    | 382    | 368    | 360    | 994                     | 912             | 9%                        | 319                     | 32%                       |
| Native American                                                                          | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 8                       | 7               | 8%                        | 3                       | 0%                        |
| White                                                                                    | 142    | 146    | 139    | 135    | 135    | 130    | 130    | 137    | 137    | 129    | 125    | 122    | 336                     | 369             | -9%                       | 143                     | -4%                       |
| Unknown (please see definition)                                                          | 1,217  | 1,234  | 1,260  | 1,306  | 1,252  | 1,226  | 1,183  | 1,217  | 1,268  | 1,197  | 1,155  | 1,129  | 3,117                   | 2,924           | 7%                        | 1,162                   | 5%                        |
| Age                                                                                      | 3,051  | 3,138  | 3,206  | 3,286  | 3,203  | 3,182  | 3,173  | 3,218  | 3,293  | 3,110  | 2,999  | 2,934  | 8,098                   | 7,639           | 6%                        | 2,975                   | 8%                        |
| 18 to 29                                                                                 | 773    | 815    | 856    | 889    | 853    | 810    | 836    | 841    | 861    | 790    | 719    | 686    | 2,488                   | 2,271           | 10%                       | 743                     | 13%                       |
| 30 to 44                                                                                 | 831    | 847    | 855    | 874    | 868    | 890    | 872    | 869    | 884    | 836    | 784    | 785    | 2,277                   | 2,211           | 3%                        | 820                     | 6%                        |
| 45 to 64                                                                                 | 1,335  | 1,361  | 1,379  | 1,400  | 1,353  | 1,361  | 1,347  | 1,384  | 1,419  | 1,357  | 1,362  | 1,329  | 3,068                   | 2,904           | 6%                        | 1,303                   | 6%                        |
| over 65                                                                                  | 112    | 115    | 116    | 123    | 129    | 121    | 118    | 124    | 129    | 127    | 134    | 134    | 265                     | 253             | 5%                        | 109                     | 14%                       |
| Total number of new clients at intake                                                    | 345    | 342    | 332    | 322    | 280    | 292    | 296    | 267    | 302    | 252    | 274    | 289    | 3,593                   | 3,462           | 4%                        | 323                     | -17%                      |
| LENGTH OF STAY (LOS)                                                                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                           |
| Average LOS for women (in days)                                                          | 236    | 236    | 235    | 243    | 247    | 251    | 254    | 259    | 271    | 269    | 269    | 272    | 254                     | 245             | 4%                        | 239                     | 8%                        |