

## TOP TEN - FISCAL YEAR 2007

|  | Jul-06 | Aug-06 | Sep-06 | Oct-06 | Nov-06 | Dec-06 | Jan-07 | Feb-07 | Mar-07 | Apr-07 | May-07 | Jun-07 | Year to Date Comparison |                 |                           | Latest Month Comparison |                            |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------|-----------------|---------------------------|-------------------------|----------------------------|
|  |        |        |        |        |        |        |        |        |        |        |        |        | Current FYTD 2007       | Prior FYTD 2006 | FYTD Comparison 07 vs. 06 | Jun-06                  | % Change Jun 07 vs. Jun 06 |
| INCREASE THE NUMBER OF PEOPLE PREVENTED/DIVERTED FROM HOMELESSNESS                     |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| Number of new single adults  | 845    | 899    | 797    | 837    | 793    | 814    | 917    | 797    | 897    | 802    | 826    | 824    | 10,048                  | 10,164          | -1%                       | 811                     | 2%                         |
| Number of new eligible families  | 668    | 746    | 850    | 763    | 632    | 558    | 573    | 544    | 520    | 409    | 463    | 426    | 7,152                   | 6,484           | 10%                       | 593                     | -28%                       |
| Repeat single adults   | 1,760  | 1,863  | 1,854  | 1,570  | 1,704  | 1,598  | 1,903  | 1,682  | 1,840  | 1,851  | 1,758  | 1,651  | 11,849                  | 11,447          | 4%                        | 1,682                   | -2%                        |
| Repeat families  | 342    | 460    | 409    | 459    | 378    | 350    | 403    | 340    | 440    | 398    | 357    | 305    | 4,640                   | 3,767           | 23%                       | 342                     | -11%                       |
| Average Daily Census of Individuals  | 31,904 | 32,533 | 33,379 | 33,904 | 34,358 | 34,465 | 34,799 | 35,044 | 35,166 | 35,134 | 35,118 | 34,683 | 34,207                  | 31,840          | 7%                        | 31,284                  | 11%                        |
| Average Daily Single Adult Census  | 7,392  | 7,365  | 7,398  | 7,422  | 7,379  | 7,282  | 7,313  | 7,263  | 7,243  | 7,185  | 7,059  | 6,813  | 7,260                   | 7,928           | -8%                       | 7,520                   | -9%                        |
| Average Daily Family Census  | 8,315  | 8,530  | 8,724  | 8,893  | 9,048  | 9,111  | 9,189  | 9,286  | 9,301  | 9,275  | 9,320  | 9,251  | 9,020                   | 7,989           | 13%                       | 8,076                   | 15%                        |
| REDUCE STREET HOMELESSNESS   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| Placements by outreach in shelters, drop-in centers or treatment programs (duplicated) | 304    | 289    | 359    | 416    | 350    | 444    | 476    | 521    | 407    | 399    | 324    | 321    | 4,610                   | 4,606           | 0%                        | 343                     | -6%                        |
| Homeless Outreach Population Estimate  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| Brooklyn Surface Area Estimate   | NA     | NA     | NA     | NA     | NA     | NA     | 445    | NA     | NA     | NA     | NA     | NA     | 445                     | 778             | -43%                      | NA                      | NA                         |
| Manhattan Surface Area Estimate  | NA     | NA     | NA     | NA     | NA     | NA     | 1,040  | NA     | NA     | NA     | NA     | NA     | 1,040                   | 1,021           | 2%                        | NA                      | NA                         |
| Staten Island Surface Area Estimate  | NA     | NA     | NA     | NA     | NA     | NA     | 136    | NA     | NA     | NA     | NA     | NA     | 136                     | 211             | -36%                      | NA                      | NA                         |
| Queens Surface Area Estimate   | NA     | NA     | NA     | NA     | NA     | NA     | 186    | NA     | NA     | NA     | NA     | NA     | 186                     | 66              | 182%                      | NA                      | NA                         |
| Bronx Surface Area Estimate  | NA     | NA     | NA     | NA     | NA     | NA     | 324    | NA     | NA     | NA     | NA     | NA     | 324                     | 551             | -41%                      | NA                      | NA                         |
| Subway Estimate  | NA     | NA     | NA     | NA     | NA     | NA     | 1,624  | NA     | NA     | NA     | NA     | NA     | 1,624                   | 1,216           | 34%                       | NA                      | NA                         |
| Total NYC Estimate   | NA     | NA     | NA     | NA     | NA     | NA     | 3,755  | NA     | NA     | NA     | NA     | NA     | 3,755                   | 3,843           | -2%                       | NA                      | NA                         |
| INCREASE CLIENT ENGAGEMENT AND RESPONSIBILITY  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| Transfers  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| Percent of single adults with more than one facility transfer                          | 4%     | 6%     | 8%     | 9%     | 10%    | 11%    | 12%    | 16%    | 17%    | 17%    | 19%    | 20%    | 15%                     | 12%             | 3%                        | 15%                     | 5%                         |
| Percent of families with more than one facility transfer                               | 1%     | 2%     | 2%     | 2%     | 3%     | 3%     | 3%     | 3%     | 3%     | 4%     | 4%     | 4%     | 2%                      | 2%              | 0%                        | 4%                      | 0%                         |
| REDUCE SHELTER LENGTH OF STAY (LOS)  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| Average LOS for adults (in days)   | 23     | 22     | 22     | 23     | 22     | 23     | 23     | 21     | 22     | 22     | 22     | 22     | 92                      | 101             | -8%                       | 22                      | -2%                        |
| Average LOS for families (in days)   | 334    | 329    | 317    | 312    | 312    | 317    | 320    | 320    | 322    | 330    | 340    | 349    | 325                     | 344             | -6%                       | 337                     | 4%                         |
| Percent of adults that are long term stayers   | 12%    | 12%    | 12%    | 12%    | 12%    | 12%    | 11%    | 11%    | 11%    | 11%    | 11%    | 11%    | 12%                     | 13%             | -1%                       | 13%                     | -15%                       |
| Percent of families that are long term stayers   | 19%    | 18%    | 17%    | 17%    | 16%    | 16%    | 17%    | 17%    | 16%    | 17%    | 17%    | 17%    | 17%                     | 19%             | -2%                       | 19%                     | -10%                       |
| INCREASE PLACEMENT OF DHS CLIENTS INTO PERMANENT HOUSING                               |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| Percent of single adults placed into permanent housing of those served                 | 6%     | 8%     | 8%     | 8%     | 8%     | 9%     | 8%     | 7%     | 8%     | 8%     | 8%     | 7%     | 32%                     | 26%             | 6%                        | 8%                      | -19%                       |
| Percent of families placed into permanent housing of those served                      | 5%     | 7%     | 6%     | 6%     | 5%     | 6%     | 5%     | 5%     | 5%     | 4%     | 4%     | 5%     | 28%                     | 33%             | -5%                       | 5%                      | -1%                        |
| Total single adults placed in permanent housing  | 631    | 780    | 805    | 820    | 794    | 891    | 801    | 721    | 780    | 753    | 801    | 628    | 9,205                   | 7,494           | 23%                       | 837                     | -25%                       |
| Total families placed in permanent housing   | 495    | 648    | 572    | 568    | 489    | 568    | 508    | 504    | 521    | 375    | 425    | 508    | 6,181                   | 6,634           | -7%                       | 495                     | 3%                         |
| REDUCE RE-ENTRIES INTO THE SHELTER SYSTEM  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| Percent of single adults placed into housing who returned to DHS within a year         | 17%    | 13%    | 15%    | 12%    | 14%    | 19%    | 16%    | 17%    | 16%    | 15%    | 15%    | 18%    | 14%                     | 14%             | 0%                        | 11%                     | 7%                         |
| Percent of families placed in permanent housing who returned to DHS within one year    | 2.0%   | 3.6%   | 4.9%   | 5.7%   | 3.3%   | 4.4%   | 4.2%   | 5.2%   | 2.1%   | 2.7%   | 4.9%   | 3.0%   | 3.8%                    | 1.5%            | 2.3%                      | 1.9%                    | 1.1%                       |
| Percent of families placed in permanent housing who returned to DHS within two years   | 2.2%   | 2.6%   | 1.8%   | 4.1%   | 3.7%   | 7.2%   | 10.8%  | 14.5%  | 9.2%   | 6.3%   | 12.5%  | 11.0%  | 7.2%                    | 3.1%            | 4.1%                      | 2.8%                    | 8.2%                       |
| IMPROVE ADMINISTRATIVE EFFICIENCIES AND REVENUE MAXIMIZATION TO SUPPORT SERVICES       |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| Percent of families on Public Assistance   | 79%    | 78%    | 78%    | 78%    | 78%    | 78%    | 78%    | 79%    | 79%    | 79%    | 79%    | 79%    | 78%                     | 82%             | -3%                       | 79%                     | 0%                         |
| 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   | 9%     | 10%    | 10%    | 11%    | 12%    | 12%    | 13%    | 13%    | 6%     | 6%     | 7%     | 7%     | 7%                      | 14%             | -7%                       | 14%                     | -7%                        |
| MAINTAIN SHELTER SAFETY AND CLEANLINESS  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| External inspections   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| Average number of Calahan deficiencies per site  | NA     | NA     | NA     | NA     | 1      | NA     | NA     | NA     | NA     | NA     | 1      | NA     | NA                      | NA              | NA                        | NA                      | NA                         |
| INCREASE INTERAGENCY COORDINATION AND CROSS SYSTEM COLLABORATION                       |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                            |
| Number of joint projects with other public agencies                                    | 53     | 52     | 57     | 60     | 63     | 65     | 73     | 73     | DNA    | DNA    | DNA    | DNA    | DNA                     | 52              | NA                        | 60                      | NA                         |