

# CRITICAL ACTIVITIES REPORT

## FAMILY SERVICES - FISCAL YEAR 2004

| FAMILY SERVICES   | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Year to Date Comparison |                 |                           | Latest Month Comparison |                        |     |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------|-----------------|---------------------------|-------------------------|------------------------|-----|
|   |        |        |        |        |        |        |        |        |        |        |        |        | Current FYTD 2004       | Prior FYTD 2003 | FYTD Comparison 04 vs. 03 | Jun-03                  | % Change Jun 04 vs. 03 |     |
| <b>FACILITIES</b>   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |     |
| Total number of facilities  | 168    | 165    | 163    | 163    | 163    | 165    | 166    | 166    | 166    | 166    | 166    | 166    | 166                     | 166             | 162                       | 2%                      | 162                    | 2%  |
| DHS operated  | 7      | 7      | 7      | 7      | 7      | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8                       | 8               | 7                         | 14%                     | 7                      | 14% |
| Non-DHS operated  | 161    | 158    | 156    | 156    | 156    | 157    | 158    | 158    | 158    | 158    | 158    | 158    | 158                     | 155             | 2%                        | 155                     | 2%                     |     |
| Total number of units   | 10,302 | 10,326 | 10,271 | 10,315 | 10,298 | 10,362 | 10,353 | 10,266 | 10,249 | 10,212 | 10,174 | 10,150 | 10,150                  | 10,187          | 0%                        | 10,187                  | 0%                     |     |
| DHS operated  | 469    | 469    | 469    | 469    | 469    | 469    | 469    | 469    | 469    | 469    | 469    | 469    | 469                     | 469             | 0%                        | 469                     | 0%                     |     |
| Non-DHS operated  | 9,833  | 9,857  | 9,802  | 9,846  | 9,829  | 9,893  | 9,884  | 9,797  | 9,780  | 9,743  | 9,705  | 9,681  | 9,681                   | 9,718           | 0%                        | 9,718                   | 0%                     |     |
| Total number of facilities  | 168    | 165    | 163    | 163    | 163    | 165    | 166    | 166    | 166    | 166    | 166    | 166    | 166                     | 166             | 0%                        | 166                     | 0%                     |     |
| Intake Centers (EAU & AFIC)   | 1      | 1      | 1      | 1      | 1      | 2      | 2      | 2      | 2      | 2      | 2      | 2      | 2                       | 1               | 100%                      | 1                       | 100%                   |     |
| Overnight facilities  | 5      | 6      | 6      | 6      | 6      | 6      | 7      | 6      | 6      | 6      | 6      | 6      | 6                       | 6               | 0%                        | 6                       | 0%                     |     |
| Reception centers   | 2      | 2      | 2      | 2      | 2      | 2      | 2      | 2      | 2      | 2      | 2      | 2      | 2                       | 2               | 0%                        | 2                       | 0%                     |     |
| Hotels  | 49     | 49     | 48     | 48     | 48     | 49     | 49     | 50     | 50     | 50     | 50     | 50     | 50                      | 47              | 6%                        | 47                      | 6%                     |     |
| Scatter sites (by operator and borough)   | 21     | 17     | 17     | 17     | 17     | 17     | 17     | 17     | 17     | 17     | 17     | 17     | 17                      | 21              | -19%                      | 21                      | -19%                   |     |
| Tier II (Conditional and Non-Conditional)   | 71     | 70     | 70     | 70     | 70     | 70     | 70     | 70     | 70     | 70     | 70     | 70     | 70                      | 70              | 0%                        | 70                      | 0%                     |     |
| Adult family residences   | 19     | 20     | 19     | 19     | 19     | 19     | 19     | 19     | 19     | 19     | 19     | 19     | 19                      | 19              | 0%                        | 19                      | 0%                     |     |
| Total number of units   | 10,302 | 10,326 | 10,271 | 10,315 | 10,298 | 10,362 | 10,353 | 10,266 | 10,249 | 10,212 | 10,174 | 10,150 | 10,150                  | 10,187          | 0%                        | 10,187                  | 0%                     |     |
| Overnight facilities  | 250    | 296    | 274    | 274    | 274    | 274    | 327    | 277    | 279    | 279    | 281    | 281    | 281                     | 276             | 2%                        | 276                     | 2%                     |     |
| Reception centers   | 250    | 250    | 250    | 250    | 250    | 250    | 250    | 250    | 250    | 250    | 250    | 250    | 250                     | 250             | 0%                        | 250                     | 0%                     |     |
| Hotels  | 2,309  | 2,315  | 2,298  | 2,298  | 2,297  | 2,355  | 2,360  | 2,375  | 2,390  | 2,390  | 2,390  | 2,390  | 2,390                   | 2,216           | 8%                        | 2,216                   | 8%                     |     |
| Scatter sites   | 2,008  | 1,958  | 1,942  | 1,924  | 1,905  | 1,905  | 1,839  | 1,788  | 1,753  | 1,714  | 1,668  | 1,642  | 1,642                   | 2,036           | -19%                      | 2,036                   | -19%                   |     |
| Tier II (Conditional and Non-Conditional)   | 4,469  | 4,426  | 4,442  | 4,498  | 4,499  | 4,499  | 4,499  | 4,499  | 4,500  | 4,500  | 4,506  | 4,506  | 4,506                   | 4,372           | 3%                        | 4,372                   | 3%                     |     |
| Adult family residences   | 1,016  | 1,081  | 1,065  | 1,071  | 1,073  | 1,079  | 1,078  | 1,077  | 1,077  | 1,079  | 1,079  | 1,081  | 1,081                   | 1,037           | 4%                        | 1,037                   | 4%                     |     |
| <b>POPULATION</b>   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |     |
| Average Daily Family Census   | 9,513  | 9,394  | 9,484  | 9,433  | 9,438  | 9,344  | 9,326  | 9,349  | 9,348  | 9,320  | 9,199  | 9,021  | 9,347                   | 9,165           | 2%                        | 9,426                   | -4%                    |     |
| Average daily census of adults in families  | 13,533 | 13,350 | 13,283 | 13,332 | 13,406 | 13,350 | 13,286 | 13,311 | 13,309 | 13,288 | 13,148 | 12,849 | 13,287                  | 13,136          | 1%                        | 13,437                  | -4%                    |     |
| Average daily census of children in families  | 16,863 | 16,731 | 16,661 | 16,727 | 16,840 | 16,702 | 16,488 | 16,413 | 16,212 | 16,078 | 15,766 | 15,361 | 16,404                  | 16,332          | 0%                        | 16,726                  | -8%                    |     |
| Average Daily Family Census   | 9,513  | 9,394  | 9,484  | 9,433  | 9,438  | 9,344  | 9,326  | 9,349  | 9,348  | 9,320  | 9,199  | 9,021  | 9,347                   | 9,165           | 2%                        | 9,426                   | -4%                    |     |
| Average daily census, overnight facilities  | 245    | 206    | 288    | 262    | 254    | 202    | 248    | 241    | 252    | 238    | 204    | 222    | 239                     | 203             | 18%                       | 201                     | 10%                    |     |
| Average daily census, reception centers   | 204    | 194    | 197    | 178    | 158    | 148    | 170    | 182    | 193    | 206    | 213    | 195    | 187                     | 215             | -13%                      | 207                     | -6%                    |     |
| Average daily census, hotels  | 2,118  | 2,125  | 2,133  | 2,186  | 2,198  | 2,201  | 2,251  | 2,280  | 2,294  | 2,303  | 2,288  | 2,259  | 2,220                   | 1,933           | 15%                       | 2,066                   | 9%                     |     |
| Average daily census, scatter sites   | 1,995  | 1,947  | 1,913  | 1,883  | 1,856  | 1,825  | 1,752  | 1,641  | 1,562  | 1,524  | 1,465  | 1,406  | 1,731                   | 1,962           | -12%                      | 2,021                   | -30%                   |     |
| Average daily census, Tier II (Conditional and Non-Conditional)   | 3,987  | 3,978  | 3,993  | 3,971  | 4,016  | 3,984  | 3,917  | 4,012  | 4,043  | 4,049  | 4,018  | 3,940  | 3,992                   | 3,936           | 1%                        | 3,960                   | 1%                     |     |
| Average daily census, adult family residences   | 964    | 944    | 960    | 953    | 956    | 984    | 988    | 993    | 1,004  | 1,000  | 1,011  | 999    | 980                     | 916             | 7%                        | 971                     | 3%                     |     |
| <b>Basic demographics</b>   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |     |
| Race/ethnicity, number of unique individuals receiving services (head of household, total unduplicated) | 10,373 | 10,441 | 10,329 | 10,243 | 10,080 | 10,025 | 9,968  | 9,927  | 10,075 | 10,006 | 10,032 | 9,912  | 21,211                  | 18,924          | 12%                       | 10,176                  | -3%                    |     |
| Asian/Pacific Islander  | 17     | 15     | 16     | 19     | 19     | 19     | 24     | 24     | 26     | 27     | 28     | 27     | 49                      | 16              | 206%                      | 15                      | 80%                    |     |
| Black   | 3,574  | 3,765  | 3,878  | 3,954  | 4,023  | 4,100  | 4,201  | 4,305  | 4,441  | 4,488  | 4,610  | 4,633  | 8,913                   | 5,490           | 62%                       | 3,261                   | 42%                    |     |
| Hispanic  | 1,855  | 1,994  | 2,127  | 2,164  | 2,230  | 2,284  | 2,377  | 2,411  | 2,519  | 2,577  | 2,613  | 2,656  | 5,187                   | 2,750           | 89%                       | 1,653                   | 61%                    |     |
| Native American   | 6      | 6      | 6      | 6      | 6      | 6      | 6      | 7      | 9      | 7      | 6      | 5      | 15                      | 2               | 650%                      | 0                       | NA                     |     |
| White   | 116    | 124    | 132    | 141    | 141    | 157    | 159    | 157    | 167    | 173    | 179    | 176    | 317                     | 165             | 92%                       | 98                      | 80%                    |     |
| Unknown (please see definition)   | 4,805  | 4,537  | 4,170  | 3,959  | 3,661  | 3,459  | 3,201  | 3,023  | 2,913  | 2,734  | 2,596  | 2,415  | 6,730                   | 10,501          | -36%                      | 5,149                   | -53%                   |     |



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## FAMILY SERVICES - FISCAL YEAR 2004

| FAMILY SERVICES  | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Year to Date Comparison |                 |                           | Latest Month Comparison |                        |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------|-----------------|---------------------------|-------------------------|------------------------|
|  |        |        |        |        |        |        |        |        |        |        |        |        | Current FYTD 2004       | Prior FYTD 2003 | FYTD Comparison 04 vs. 03 | Jun-03                  | % Change Jun 04 vs. 03 |
| <b>POPULATION</b>  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| Age, number of unique individuals receiving services (total unduplicated)            | 38,304 | 38,536 | 38,144 | 37,776 | 37,321 | 37,008 | 36,621 | 36,462 | 36,798 | 36,293 | 36,171 | 35,830 | 72,964                  | 67,531          | 8%                        | 37,141                  | -4%                    |
| 0 to 5   | 8,920  | 8,925  | 8,739  | 8,608  | 8,457  | 8,283  | 8,154  | 8,067  | 8,121  | 8,006  | 8,029  | 7,969  | 17,220                  | 17,074          | 1%                        | 8,605                   | -7%                    |
| 6 to 13  | 8,435  | 8,512  | 8,477  | 8,302  | 8,272  | 8,177  | 8,013  | 7,938  | 7,952  | 7,792  | 7,680  | 7,598  | 15,453                  | 14,343          | 8%                        | 8,335                   | -9%                    |
| 14 to 17   | 3,014  | 3,042  | 3,070  | 3,105  | 3,074  | 3,087  | 3,090  | 3,100  | 3,103  | 3,010  | 3,006  | 2,942  | 5,545                   | 4,854           | 14%                       | 2,934                   | 0%                     |
| 18 to 20   | 2,497  | 2,531  | 2,484  | 2,486  | 2,436  | 2,417  | 2,417  | 2,406  | 2,449  | 2,396  | 2,392  | 2,362  | 4,794                   | 4,397           | 9%                        | 2,234                   | 6%                     |
| 21 to 29   | 6,945  | 6,942  | 6,868  | 6,812  | 6,724  | 6,661  | 6,616  | 6,595  | 6,668  | 6,606  | 6,619  | 6,552  | 14,502                  | 12,865          | 13%                       | 6,819                   | -4%                    |
| 30 to 44   | 6,577  | 6,644  | 6,579  | 6,519  | 6,435  | 6,461  | 6,404  | 6,380  | 6,466  | 6,420  | 6,377  | 6,317  | 11,900                  | 10,941          | 9%                        | 6,337                   | 0%                     |
| 45 to 64   | 1,809  | 1,838  | 1,824  | 1,837  | 1,814  | 1,817  | 1,827  | 1,870  | 1,927  | 1,955  | 1,962  | 1,988  | 3,366                   | 2,879           | 17%                       | 1,764                   | 13%                    |
| over 65  | 107    | 102    | 103    | 107    | 109    | 105    | 100    | 106    | 112    | 108    | 106    | 102    | 184                     | 167             | 10%                       | 113                     | -10%                   |
| missing  | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0                       | 11              | -100%                     | 0                       | 0%                     |
| <b>LENGTH OF STAY</b>  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| Average LOS for all families (in days)   | 335    | 332    | 333    | 335    | 343    | 349    | 354    | 341    | 341    | 340    | 342    | 341    | 341                     | 303             | 13%                       | 329                     | 4%                     |
| Percent of families that are long term stayers                                       | 18%    | 18%    | 18%    | 19%    | 19%    | 19%    | 19%    | 19%    | 20%    | 19%    | 19%    | 19%    | 19%                     | 14%             | 4%                        | 17%                     | 2%                     |
| <b>PERMANENT PLACEMENTS AND OTHER EXITS</b>  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| Total families placed in permanent housing   | 606    | 667    | 577    | 579    | 476    | 581    | 498    | 529    | 585    | 632    | 651    | 709    | 7,090                   | 5,333           | 33%                       | 511                     | 39%                    |
| EARP/Section 8   | 255    | 289    | 322    | 303    | 270    | 346    | 277    | 310    | 365    | 393    | 354    | 393    | 3,877                   | 2,171           | 79%                       | 238                     | 65%                    |
| NYCHA  | 234    | 232    | 127    | 163    | 121    | 138    | 137    | 122    | 124    | 148    | 184    | 170    | 1,900                   | 1,818           | 5%                        | 177                     | -4%                    |
| HPD  | 7      | 10     | 15     | 10     | 10     | 13     | 10     | 3      | 6      | 10     | 19     | 43     | 156                     | 308             | -49%                      | 4                       | 975%                   |
| Other Section 8  | 32     | 36     | 33     | 37     | 26     | 19     | 27     | 18     | 23     | 13     | 6      | 13     | 283                     | 417             | -32%                      | 37                      | -65%                   |
| Rental Assistance to Long Term Stayers   | 10     | 20     | 17     | 18     | 17     | 18     | 11     | 28     | 19     | 30     | 24     | 23     | 235                     | 34              | 591%                      | 10                      | 130%                   |
| Other placements (FRAP, EIHP, private housing)                                       | 68     | 80     | 63     | 48     | 32     | 47     | 36     | 48     | 48     | 38     | 64     | 67     | 639                     | 585             | 9%                        | 45                      | 49%                    |
| Percent of families placed into permanent housing of those served                    | 6%     | 6%     | 6%     | 6%     | 5%     | 6%     | 5%     | 5%     | 6%     | 6%     | 6%     | 7%     | 33%                     | 28%             | 5%                        | 5%                      | 2%                     |
| <b>PERMANENT PLACEMENTS AND OTHER EXITS</b>  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| Percent of families placed in permanent housing who returned to DHS within one year  | 4.3%   | 1.5%   | 1.1%   | 1.0%   | 1.8%   | 1.4%   | 2.2%   | 1.2%   | 1.3%   | 1.2%   | 0.8%   | 1.0%   | 1.5%                    | 2.7%            | -1%                       | 1.5%                    | -1%                    |
| Percent of families placed in permanent housing who returned to DHS within two years | 7.4%   | 6.0%   | 4.0%   | 9.4%   | 3.5%   | 6.3%   | 9.3%   | 7.1%   | 2.6%   | 3.7%   | 5.6%   | 3.3%   | 7.0%                    | 7.0%            | 0%                        | 8.2%                    | -5%                    |
| Percent of family facilities meeting placement targets                               | NA     | NA     | NA     | NA     | NA     | NA     | NA     | NA     | NA     | NA     | NA     | NA     | NA                      | NA              | NA                        | NA                      | NA                     |
| <b>EAU</b>   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| <b>Applications</b>  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| Total number of applications   | 3,275  | 3,351  | 3,208  | 2,831  | 2,443  | 2,148  | 2,565  | 2,329  | 2,688  | 2,622  | 2,659  | 2,931  | 33,050                  | 27,427          | 21%                       | 3,132                   | -6%                    |
| Total number of unduplicated applicants  | 2,057  | 2,164  | 2,139  | 1,907  | 1,707  | 1,503  | 1,835  | 1,592  | 1,874  | 1,738  | 1,742  | 1,896  | 16,075                  | 15,073          | 7%                        | 1,787                   | 6%                     |
| Total number of new applicants   | 1,016  | 1,029  | 1,000  | 852    | 791    | 708    | 862    | 723    | 890    | 806    | 792    | 906    | 10,375                  | 9,431           | 10%                       | 822                     | 10%                    |



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|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------|-----------------|---------------------------|-------------------------|------------------------|
|  |        |        |        |        |        |        |        |        |        |        |        |        | Current FYTD 2004       | Prior FYTD 2003 | FYTD Comparison 04 vs. 03 | Jun-03                  | % Change Jun 04 vs. 03 |
| <b>EAU</b>   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| <b>Applications</b>  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| For eligible families:   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| Number of families found eligible  | 752    | 932    | 852    | 828    | 746    | 673    | 721    | 700    | 821    | 736    | 756    | 739    | 9252                    | 9731            | -5%                       | 661                     | 12%                    |
| Percent families found eligible on first application                                   | 68%    | 63%    | 65%    | 61%    | 64%    | 65%    | 66%    | 68%    | 62%    | 63%    | 71%    | 66%    | 65%                     | 68%             | -3%                       | 64%                     | 2%                     |
| Percent families found eligible on second application                                  | 17%    | 19%    | 17%    | 19%    | 18%    | 18%    | 18%    | 18%    | 19%    | 19%    | 16%    | 19%    | 18%                     | 18%             | 0%                        | 18%                     | 1%                     |
| Percent families found eligible on third application                                   | 7%     | 8%     | 8%     | 6%     | 8%     | 7%     | 9%     | 6%     | 10%    | 7%     | 7%     | 7%     | 7%                      | 7%              | 0%                        | 8%                      | -1%                    |
| Percent families found eligible on fourth application                                  | 4%     | 3%     | 3%     | 5%     | 4%     | 4%     | 4%     | 3%     | 4%     | 5%     | 3%     | 3%     | 4%                      | 3%              | 1%                        | 4%                      | -1%                    |
| Percent families found eligible on fifth application                                   | 2%     | 1%     | 3%     | 2%     | 2%     | 1%     | 4%     | 1%     | 2%     | 2%     | 1%     | 1%     | 2%                      | 1%              | 1%                        | 2%                      | -1%                    |
| Percent families found eligible on sixth or more applications                          | 4%     | 6%     | 4%     | 7%     | 4%     | 5%     | 4%     | 4%     | 4%     | 4%     | 2%     | 4%     | 4%                      | 3%              | 1%                        | 4%                      | 0%                     |
| Repeat families  | 172    | 222    | 206    | 202    | 178    | 164    | 193    | 158    | 186    | 182    | 184    | 193    | 2,237                   | 2,644           | -15%                      | 201                     | -4%                    |
| <b>Applicants by borough of origin</b>   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| Total number of unduplicated applicants  | 2,057  | 2,164  | 2,139  | 1,907  | 1,707  | 1,503  | 1,835  | 1,592  | 1,874  | 1,738  | 1,742  | 1,896  | 16,075                  | 15,073          | 7%                        | 1,787                   | 6%                     |
| Number of unduplicated applicants from Bronx   | 679    | 762    | 712    | 697    | 614    | 532    | 647    | 540    | 674    | 602    | 624    | 609    | 5,458                   | 5,530           | -1%                       | 636                     | -4%                    |
| Number of unduplicated applicants from Brooklyn  | 701    | 672    | 697    | 613    | 541    | 494    | 574    | 487    | 584    | 570    | 544    | 611    | 5,218                   | 4,533           | 15%                       | 562                     | 9%                     |
| Number of unduplicated applicants from Manhattan                                       | 337    | 336    | 319    | 274    | 266    | 230    | 299    | 278    | 319    | 284    | 278    | 325    | 2,568                   | 2,276           | 13%                       | 281                     | 16%                    |
| Number of unduplicated applicants from Queens  | 196    | 205    | 228    | 160    | 152    | 135    | 181    | 154    | 161    | 164    | 165    | 181    | 1,570                   | 1,588           | -1%                       | 182                     | -1%                    |
| Number of unduplicated applicants from Staten Island                                   | 23     | 35     | 27     | 31     | 19     | 28     | 27     | 21     | 24     | 19     | 25     | 22     | 230                     | 235             | -2%                       | 24                      | -8%                    |
| Number of unduplicated applicants from outside NYC                                     | 121    | 154    | 156    | 132    | 115    | 84     | 107    | 112    | 112    | 99     | 106    | 148    | 1,031                   | 911             | 13%                       | 102                     | 45%                    |
| <b>Overnights</b>  |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| Average number of families at EAU overnight  | 10     | 24     | 13     | 11     | 4      | 0      | 0      | 1      | 1      | 1      | 0      | 0      | 5                       | 13              | -61%                      | 0                       | 0%                     |
| Arrived prior to 10 pm   | 6      | 14     | 8      | 9      | 3      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 3                       | 10              | -66%                      | 0                       | 0%                     |
| Number of families left with children  | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0                       | 9               | -100%                     | 0                       | 0%                     |
| Number of families left without children   | 6      | 14     | 8      | 9      | 3      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 3                       | 1               | 153%                      | 0                       | 0%                     |
| Arrived after 10 pm  | 4      | 10     | 5      | 2      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 2                       | 4               | -46%                      | 0                       | 0%                     |
| <b>EIU</b>   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| Total number of EIU investigations completed (duplicated applications)                 | 3,193  | 3,497  | 3,172  | 2,936  | 2,565  | 2,203  | 2,497  | 2,352  | 2,645  | 2,644  | 2,713  | 2,829  | 33,246                  | 28,364          | 17%                       | 3,036                   | -7%                    |
| % eligible   | 24%    | 27%    | 27%    | 29%    | 29%    | 31%    | 29%    | 30%    | 31%    | 28%    | 28%    | 26%    | 28%                     | 36%             | -8%                       | 22%                     | 4%                     |
| % completed within 10 days   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%                    | 100%            | 0%                        | 100%                    | 0%                     |
| Total number of EIU investigations (unduplicated families)                             | 1,963  | 2,262  | 2,085  | 1,958  | 1,796  | 1,539  | 1,733  | 1,609  | 1,830  | 1,712  | 1,764  | 1,786  | 16,027                  | 14,966          | 7%                        | 1,639                   | 9%                     |
| % eligible   | 38%    | 41%    | 41%    | 42%    | 41%    | 44%    | 41%    | 42%    | 45%    | 43%    | 43%    | 41%    | 54%                     | 59%             | -5%                       | 40%                     | 1%                     |
| % completed within 10 days   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%                    | 100%            | 0%                        | 100%                    | 0%                     |
| % placed within 10 days  | 98.9%  | 99.3%  | 99.0%  | 98.2%  | 97.9%  | 97.6%  | 97.9%  | 96.4%  | 98.6%  | 99.2%  | 99.6%  | 98.5%  | 98.6%                   | 97.0%           | 2%                        | 99%                     | 0%                     |
| Number of new eligible families  | 580    | 713    | 642    | 626    | 568    | 509    | 528    | 542    | 635    | 554    | 572    | 546    | 7,015                   | 7,087           | -1%                       | 454                     | 20%                    |
| <b>TRANSFERS</b>   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| Percent of families with more than one facility transfer                               | 0.8%   | 1.7%   | 2.3%   | 2.6%   | 2.9%   | 2.9%   | 3.2%   | 3.6%   | 3.6%   | 4.3%   | 4.4%   | 4.5%   | 2.6%                    | 5.0%            | -2%                       | 7.3%                    | -3%                    |
| <b>SCHOOLS</b>   |        |        |        |        |        |        |        |        |        |        |        |        |                         |                 |                           |                         |                        |
| Total number of school aged children   | 12,215 | 12,210 | 12,193 | 11,994 | 11,844 | 11,720 | 11,529 | 11,459 | 11,421 | 11,159 | 10,959 | 10,767 | 21,309                  | 19,532          | 9%                        | 11,351                  | -5%                    |
| Average school attendance rate for children in DHS                                     | NA     | NA     | 80%    | 83%    | 81%    | 79%    | 77%    | 81%    | 80.9%  | 79.3%  | 79.8%  | 70.9%  | 79.2%                   | 78.3%           | 1%                        | 70.9%                   | 0%                     |
| Percent of families successfully placed by youngest school-aged child's school address | NA     | NA     | 90%    | 90%    | 87%    | 90%    | 83%    | 93%    | 86%    | 83%    | 85%    | 83%    | 86.7%                   | 10.1%           | 77%                       | 41%                     | 42%                    |