



## TOP TEN - FISCAL YEAR 2003

	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	FISCAL 2003
<b>INCREASE THE NUMBER OF PEOPLE PREVENTED/DIVERTED FROM HOMELESSNESS</b>													
Number of new single adults	823	847	839	862	793	802	988	886	1,000	964	955	999	10,758
Number of new eligible families	596	715	721	725	544	579	601	516	527	564	545	454	7,087
Total repeat entrants	1,674	1,741	1,705	1,860	1,711	1,727	1,958	1,703	1,979	1,937	1,918	1,817	8,332
Repeat single adults	1,435	1,484	1,488	1,630	1,502	1,498	1,737	1,546	1,770	1,726	1,694	1,616	6,444
Repeat families	239	257	217	230	209	229	221	157	209	211	224	201	1,888
Average Daily Single Adult Census	7,505	7,467	7,653	7,741	7,857	7,968	8,136	8,237	8,265	8,326	8,254	8,137	7,962
Average Daily Family Census	8,251	8,609	8,904	9,115	9,165	9,235	9,348	9,483	9,478	9,482	9,483	9,426	9,165
<b>Project Greenlight</b>													
Total self-identifying as homeless upon discharge	---	---	10	14	4	12	20	10	5	DNA	DNA	DNA	DNA
Percent diverted	---	---	70%	86%	100%	67%	75%	80%	80%	DNA	DNA	DNA	DNA
<b>REDUCE STREET HOMELESSNESS</b>													
Placements by outreach in shelters, drop-in centers or treatment programs (duplicated)	677	660	611	595	626	623	827	688	643	561	556	581	7,648
<b>Homeless Outreach Population Estimate</b>													
Manhattan Surface Area Estimate	---	---	---	---	---	---	---	1,560	---	---	---	---	---
<b>INCREASE CLIENT ENGAGEMENT AND RESPONSIBILITY</b>													
<b>Transfers</b>													
Percent of single adults with more than one facility transfer	4%	7%	9%	12%	15%	17%	17%	18%	20%	22%	22%	22%	17%
Percent of families with more than one facility transfer	2%	3%	4%	5%	5%	6%	6%	6%	7%	7%	7%	7%	5%
<b>Placement targets</b>													
Percent of family facilities meeting placement targets	---	---	---	---	---	---	---	---	---	---	---	---	27%
<b>REDUCE SHELTER LENGTH OF STAY (LOS)</b>													
Average LOS for adults (in days)	23	23	23	23	23	24	23	21	23	23	23	23	104
Average LOS for families (in days)	295	293	290	288	293	297	300	300	310	315	322	329	303
Percent of adults that are long term stayers	14%	14%	14%	14%	14%	14%	13%	13%	13%	14%	14%	14%	14%
Percent of families that are long term stayers	13%	12%	13%	13%	13%	15%	15%	15%	15%	16%	16%	17%	14%
<b>INCREASE PLACEMENT OF DHS CLIENTS INTO PERMANENT HOUSING</b>													
Percent of single adults placed into permanent housing of those served	5%	5%	4%	5%	4%	4%	4%	4%	4%	5%	6%	5%	21%
Percent of families placed into permanent housing of those served	3%	4%	4%	5%	5%	4%	4%	4%	5%	5%	5%	5%	28%
Total single adults placed in permanent housing	496	469	436	515	434	430	476	418	452	533	615	538	5,812
Total families placed in permanent housing	276	392	422	490	443	426	410	425	523	497	494	491	5,289
<b>REDUCE RE-ENTRIES INTO THE SHELTER SYSTEM</b>													
Percent of single adults placed into housing who returned to DHS within a year	16%	15%	11%	15%	12%	18%	17%	17%	15%	13%	16%	13%	15%
Percent of families placed in permanent housing who returned to DHS within one year	2%	2%	1%	6%	1%	5%	3%	4%	2%	1%	3%	2%	3%
Percent of families placed in permanent housing who returned to DHS within two years	8%	3%	7%	7%	7%	9%	6%	15%	10%	7%	4%	8%	7%
<b>IMPROVE ADMINISTRATIVE EFFICIENCIES AND REVENUE MAXIMIZATION TO SUPPORT SERVICES</b>													
Percent of families on Public Assistance	76%	76%	75%	76%	77%	77%	78%	79%	80%	80%	80%	82%	78%
Average RFP cycle time (in days)	---	---	---	---	---	---	---	---	---	---	---	---	186
<b>INCREASE THE NUMBER OF TRAINED AND QUALIFIED STAFF</b>													
Percent of vacancies agency-wide	13%	6%	6%	7%	12%	12%	11%	10%	11%	5%	2%		2%
<b>MAINTAIN SHELTER SAFETY AND CLEANLINESS</b>													
<b>External inspections</b>													
Average number of Callahan deficiencies per site	---	---	---	---	1.6	---	---	---	---	---	3.5	---	2.6
Security Incidents, all shelters (per 1000)	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA
<b>INCREASE INTERAGENCY COORDINATION AND CROSS SYSTEM COLLABORATION</b>													
Number of joint projects with other public agencies	---	---	---	---	---	---	---	---	---	---	41	40	41