

**Agency Outreach Performance**

Performance Indicators: <i>50% of participants rating presentations &amp; events as satisfactory or better</i>								
<i>15% of increased knowledge in participants after trainings</i>								
	July	August	September	October	November	December	January	YTD Average
% of participants rating presentations & events as satisfactory or better	N/A	N/A	N/A	N/A	100%	N/A	N/A	100%
% of increased knowledge in participants after trainings	N/A	N/A	N/A	N/A	21%	N/A	N/A	21%

**Agency Customer Service Performance**

Performance Indicators: <i>Average customer service rating of 2.5 or higher on a 5 point scale</i>								
	July	August	September	October	November	December	January	YTD Average
Average Intakes customer service rating	N/A	5	N/A	N/A	5	N/A	N/A	5
Average Investigations customer service rating	N/A	N/A	N/A	N/A	5	N/A	3	4
Average Outreach customer service rating	N/A	N/A	N/A	5	N/A	N/A	N/A	5

**Agency Case Investigation Performance**

Performance Indicators: <i>85% of non-housing cases investigated in 300 days or less</i>								
<i>50% of housing cases investigated in 100 days or less</i>								
	July	August	September	October	November	December	January	YTD Total
Cases filed	0	2	2	2	2	2	1	11
Intakes in Progress	3	2	3	2	4	4	6	N/A
Cases closed - Housing	0	0	0	0	1	0	0	1
- no probable cause determination (%)	N/A	N/A	N/A	N/A	-	N/A	N/A	N/A
- probable cause determination (%)	N/A	N/A	N/A	N/A	-	N/A	N/A	N/A
- administrative closure (%)	N/A	N/A	N/A	N/A	100%	N/A	N/A	100%
- settlement (%)	N/A	N/A	N/A	N/A	-	N/A	N/A	N/A
- public hearing (%)	N/A	N/A	N/A	N/A	-	N/A	N/A	N/A
Number of Housing cases closed on time (100 Days)	N/A	N/A	N/A	N/A	1	N/A	N/A	N/A
% of Housing cases closed on time (100 Days)	N/A	N/A	N/A	N/A	100%	N/A	N/A	100%
Cases closed - Non-Housing	0	0	0	1	1	2	0	4
- no probable cause determination (%)	N/A	N/A	N/A	100%	-	100%	N/A	100%
- probable cause determination (%)	N/A	N/A	N/A	-	-	-	N/A	N/A
- administrative closure (%)	N/A	N/A	N/A	-	100%	-	N/A	100%
- settlement (%)	N/A	N/A	N/A	-	-	-	N/A	N/A
- public hearing (%)	N/A	N/A	N/A	-	-	-	N/A	N/A
Number of Non-Housing cases closed on time (300 Days)	N/A	N/A	N/A	1	1	2	N/A	4
% of Non-Housing cases closed on time (300 Days)	N/A	N/A	N/A	100%	100%	100%	N/A	100%
Average age of complaint caseload (days)	N/A	27	47	44	58	74	71	N/A