

**Agency Outreach Performance**

Performance Indicators: 50% of participants rating presentations & events as satisfactory or better													
15% of increased knowledge in participants after trainings													
	July	August	September	October	November	December	January	February	March	April	May	June	YTD Average
% of participants rating presentations & events as satisfactory or better	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	84%	82%	89%
% of increased knowledge in participants after trainings	N/A	N/A	N/A	N/A	21%	N/A	N/A	N/A	N/A	N/A	29%	16%	22%

\*N/A: No feedback was received in that month

**Agency Customer Service Performance**

Performance Indicators: Average customer service rating of 2.5 or higher on a 5 point scale													
	July	August	September	October	November	December	January	February	March	April	May	June	YTD Average
Average Intakes customer service rating	N/A	5	N/A	N/A	5	N/A	N/A	N/A	N/A	3	N/A	N/A	4.33
Average Investigations customer service rating	N/A	N/A	N/A	N/A	5	N/A	3	5	5	5	3	5	4.43
Average Outreach customer service rating	N/A	N/A	N/A	5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5

\*N/A: No feedback was received in that month

**Agency Case Investigation Performance**

Performance Indicators: 85% of non-housing cases investigated in 300 days or less													
50% of housing cases investigated in 100 days or less													
	July	August	September	October	November	December	January	February	March	April	May	June	YTD Total/Average
Cases closed - Housing	-	-	-	-	1	-	-	1	-	1	0	0	3
Number of Housing cases closed on time (100 Days)	-	-	-	-	1	-	-	1	-	1	-	-	3
% of Housing cases closed on time (100 Days)	-	-	-	-	100%	-	-	100%	-	100%	-	-	100%
Cases closed - Non-Housing	-	-	-	1	1	2	-	-	1	1	5	3	14
Number of Non-Housing cases closed on time (300 Days)	-	-	-	1	1	2	-	-	1	1	5	3	14
% of Non-Housing cases closed on time (300 Days)	-	-	-	100%	100%	100%	-	-	100%	100%	100%	100%	100%

**Case Report**

	July	August	September	October	November	December	January	February	March	April	May	June	YTD Total
Cases filed	-	3	2	2	2	2	1	3	5	1	1	4	26
Cases closed - Housing	-	-	-	-	1	-	-	1	-	1	-	-	3
- no probable cause determination	-	-	-	-	-	-	-	1	-	-	-	-	1
- probable cause determination	-	-	-	-	-	-	-	-	-	-	-	-	0
- administrative closure	-	-	-	-	1	-	-	-	-	-	-	-	1
- settlement	-	-	-	-	-	-	-	-	-	1	-	-	1
- public hearing	-	-	-	-	-	-	-	-	-	-	-	-	0
Cases closed - Non-Housing	-	-	-	1	1	2	-	-	1	1	5	3	14
- no probable cause determination	-	-	-	1	-	2	-	-	1	-	2	-	6
- probable cause determination	-	-	-	-	-	-	-	-	-	-	-	-	0
- administrative closure	-	-	-	-	1	-	-	-	-	1	3	3	8
- settlement	-	-	-	-	-	-	-	-	-	-	-	-	0
- public hearing	-	-	-	-	-	-	-	-	-	-	-	-	0

**Average Age of Open Cases**

	July 18, 2016
Including Post PC Finding (i.e. Conciliation, Public Hearing)	106
Not including Post PC Finding	77

**Additional Case Status**

	July 18, 2016
Conciliations in Progress	2
Currently Out with Commissioners	0
Currently in Public Hearing Phase	1
Intakes in Progress	3
	2 Emp, 1 Hsg

**Investigator Caseload**

	July	August	September	October	November	December	January	February	March	April	May	June	July
Janet Abejo	3	3	3	3	4	4	5	6	6	5	3	3	3
	1 Emp, 2 Hsg	1 Emp, 3 Hsg	1 Emp, 3 Hsg	2 Emp, 3 Hsg	3 Emp, 3 Hsg	3 Emp, 3 Hsg	3 Emp, 2 Hsg	2 Emp, 1 Hsg	2 Emp, 1 Hsg	2 Emp, 1 Hsg			
Judy Goldberg	1	2	2	2	1	1	3	4	6	5	2	2	5
	1 Hsg	1 Emp, 1 Hsg	1 Emp, 1 Hsg	2 Emp	1 Emp	1 Emp	2 Emp, 1 Hsg	3 Emp, 1 Hsg	5 Emp, 1 Hsg	3 Emp, 2 PA	2 Emp	2 Emp	4 Emp, 1 Hsg
Bernie Walther	1	1	2	3	2	3	3	3	3	3	3	3	3
	1 Hsg	1 Emp	1 Emp, 1 Hsg	2 Emp, 1 Hsg	1 Emp, 1 Hsg	2 Emp, 1 Hsg	2 Emp, 1 Hsg	2 Emp, 1 PA	2 Emp, 1 PA	2 Emp, 1 PA	3 Emp	3 Emp	2 Emp, 1 PA