

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	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	100%
% 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	21%

*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	YTD Average
Average Intakes customer service rating	N/A	5	N/A	N/A	5	N/A	N/A	N/A	N/A	3	4.33
Average Investigations customer service rating	N/A	N/A	N/A	N/A	5	N/A	3	5	5	5	4.60
Average Outreach customer service rating	N/A	N/A	N/A	5	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	YTD Total/Average
Cases closed - Housing	-	-	-	-	1	-	-	1	-	1	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	6
Number of Non-Housing cases closed on time (300 Days)	-	-	-	1	1	2	-	-	1	1	6
% of Non-Housing cases closed on time (300 Days)	-	-	-	100%	100%	100%	-	-	100%	100%	100%

Case Report

	July	August	September	October	November	December	January	February	March	April	YTD Total
Cases filed	-	3	2	2	2	2	-	3	5	1	20
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	6
- no probable cause determination	-	-	-	1	-	2	-	-	1	-	4
- probable cause determination	-	-	-	-	-	-	-	-	-	-	0
- administrative closure	-	-	-	-	1	-	-	-	-	1	2
- settlement	-	-	-	-	-	-	-	-	-	-	0
- public hearing	-	-	-	-	-	-	-	-	-	-	0

Average Age of Open Cases

	May 10, 2016
Including Post PC Finding (i.e. Conciliation, Public Hearing)	142
Not including Post PC Finding	92

Additional Case Status

	10-May-16
Conciliations in Progress	1
Currently Out with Commissioners	2
Currently in Public Hearing Phase	1
	1 Hsg
Intakes in Progress	2
	1 Emp, 1 Hsg

Investigator Caseload

	July	August	September	October	November	December	January	February	March	April
Janet Abejo	3	3	3	3	4	4	5	6	6	5
	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			
Judy Goldberg	1	2	2	2	1	1	3	4	6	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
Bernie Walther	1	1	2	3	2	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