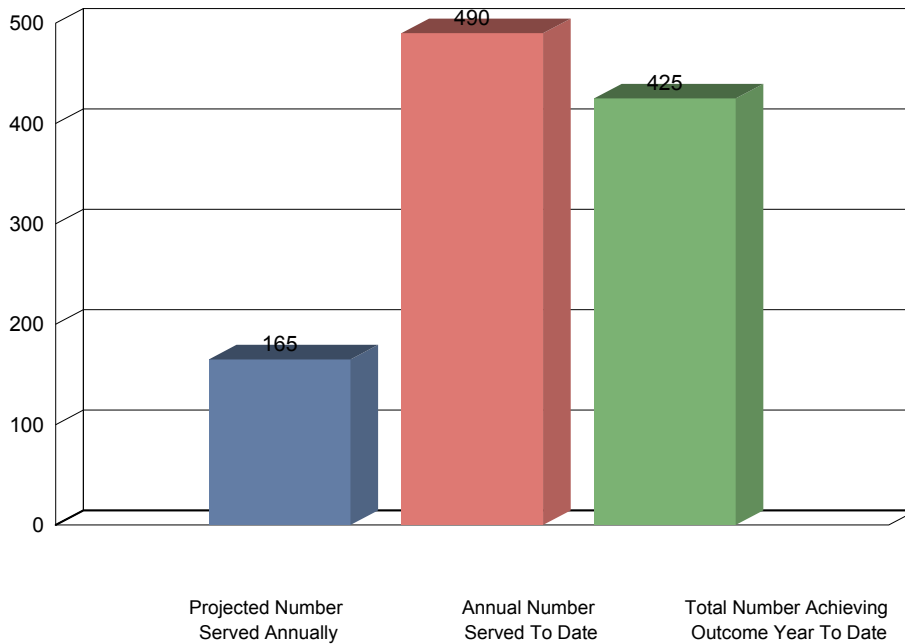


Agency: St Johns Housing Partnership
Program: Emergency Repair Program
Program Activity Period: 10/01/2009 - 09/30/2010
Reporting Period: 10/01/2009 - 09/30/2010

Outcome: #1 90% of clients shall provide all required information for eligibility certification.

Outcome Achieving Performance Chart



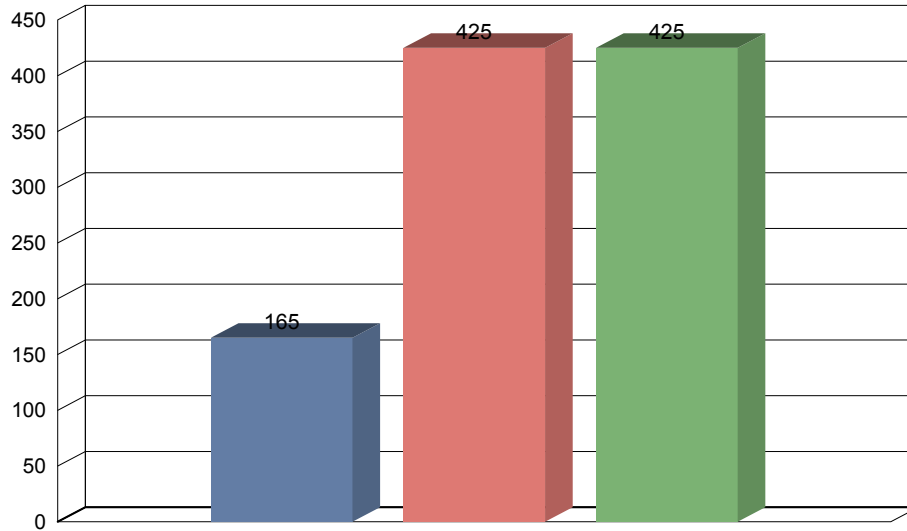
Service Description: St. Johns Housing Partnership personnel shall assist clients with the initial application for emergency home repairs.

Required Documentation: Emergency Home Repair application; verification of income and home ownership.

Projected Number Served Annually	Annual Number Served To Date	Total Number Achieving Outcome Year To Date	Percent Clients Achieving Outcome
165	490	425	258%

Outcome: #2 90% of clients will have a home inspection.

Outcome Achieving Performance Chart



Projected Number Served Annually

Annual Number Served To Date

Total Number Achieving Outcome Year To Date

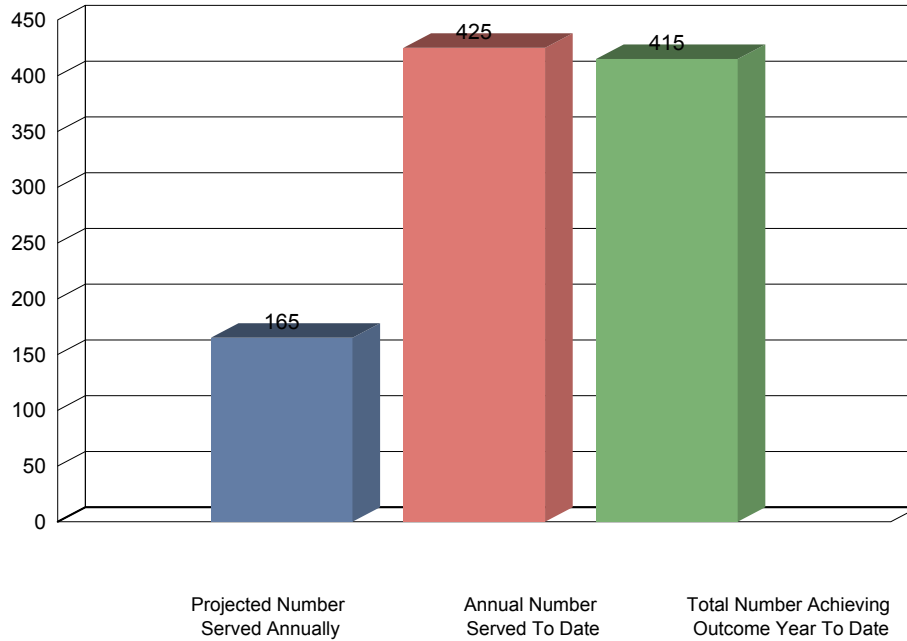
Service Description: Home inspections evaluate the home for safety and health repairs and possible weatherization measures that could reduce household energy costs.

Required Documentation: Staff will complete work write-ups to describe the work needed, cost estimates based on home inspection findings and identify funding sources for repairs.

Projected Number Served Annually	Annual Number Served To Date	Total Number Achieving Outcome Year To Date	Percent Clients Achieving Outcome
165	425	425	258%

Outcome: #3 90% of clients served will accept the scope of work identified.

Outcome Achieving Performance Chart



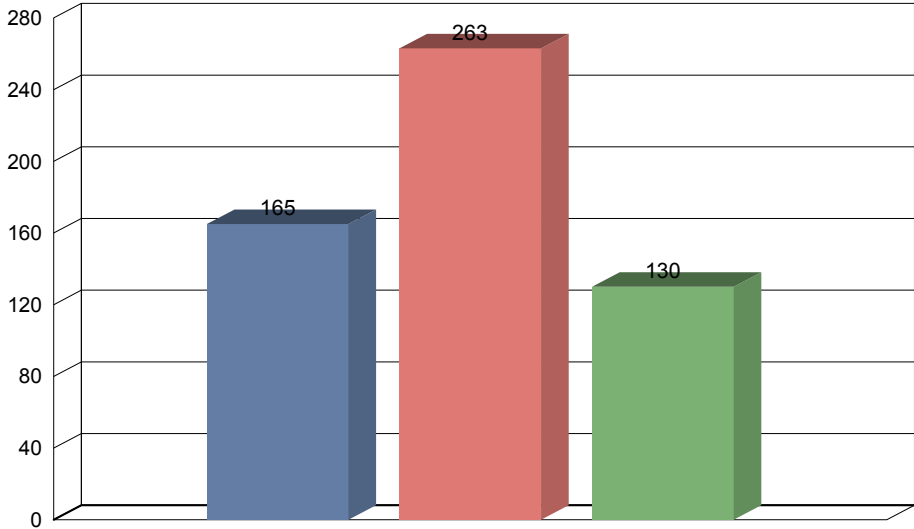
Service Description: Staff will complete work write-ups to describe the work needed and cost estimates.

Required Documentation: Work orders signed by clients.

Projected Number Served Annually	Annual Number Served To Date	Total Number Achieving Outcome Year To Date	Percent Clients Achieving Outcome
165	425	415	252%

Outcome: #4 75% of clients served will complete a satisfaction survey.

Outcome Achieving Performance Chart



Projected Number Served Annually Annual Number Served To Date Total Number Achieving Outcome Year To Date

Service Description: Once repairs are completed, clients will be offered a survey to give their opinion of the work completed.

Required Documentation: Survey, notes from clients in file.

Projected Number Served Annually	Annual Number Served To Date	Total Number Achieving Outcome Year To Date	Percent Clients Achieving Outcome
165	263	130	79%