

Annual SOFA Performance Report for FamilySource Centers
April 1, 2011 - March 31, 2012

CENTER	Overall Customer SATISFACTION							STAR AWARDED	OUTCOMES															FLOW				ADMINISTRATIVE Capability			STAR AWARDS				
	Fall 2011			Spring 2012			Survey Average for Year		INCREASED INCOME						ACADEMIC ACHIEVEMENT						INCREASED INCOME - VALUE			CM COMBINED OUTCOMES		STAR AWARDED	UNIVERSAL ACCESS			STAR AWARDED	Compliance w/ FS System Policies & Procedures	Timely Reporting & Accuracy	Accurate Budgeting & Financial Compliance	STAR AWARDED	One STAR per Annual SOFA Performance Baseline Met
	Adult	Youth	Wtd. Avg.	Adult	Youth	Wtd. Avg.			CUSTOMERS	Annual Goal	Percentage of Goal	OUTCOMES	Annual Goal	Percentage of Goal	CUSTOMERS	Annual Goal	Percentage of Goal	OUTCOMES	Annual Goal	Percentage of Goal	INCOME VALUE	Annual Goal	Percentage of Goal	Incr Inc & Acad Ach CUSTOMERS	Incr Inc & Acad Ach OUTCOMES		CUSTOMERS	Annual Goal	Percentage of Goal						
	Weighing 65%A+35%Y			Weighing 65%A+35%Y					4.35 out of 5.0	100%			100%			100%			100%			200	300	100%											
1736 FAMILY CRISIS CENTER	4.40	4.73	4.52	4.70	5.00	4.81	4.66	1	415	220	188.6%	622	329	189.1%	257	220	116.8%	386	329	117.3%	\$727,253	\$500,000	145.5%			1	3505	2,441	143.6%	1	S	VG	VG	0	3
BARRIO ACTION YOUTH AND FAMILY CENTER	4.65	4.32	4.53	4.65	4.54	4.61	4.57	1	372	220	169.1%	558	329	169.6%	389	220	176.8%	584	329	177.5%	\$478,457	\$500,000	95.7%			0	2656	2,441	108.8%	1	VG	VG	VG	1	3
BRADLEY-MILKEN FAMILYSOURCE CENTER	4.58	4.64	4.60	4.72	4.42	4.62	4.61	1	189			283			87			131			\$538,686	\$200,000	269.3%	276	414	1	1217	1,200	101.4%	1	VG	VG		1	4
CENTRAL CITY NEIGHBORHOOD PARTNERS	4.61	4.35	4.52	4.44	4.27	4.38	4.45	1	483	220	219.5%	724	329	220.1%	312	220	141.8%	468	329	142.2%	\$643,795	\$500,000	128.8%			1	2817	2,441	115.4%	1	VG	VG	VG	1	4
COALITION OF MENTAL HEALTH PROFESSIONALS	4.44	4.58	4.49	4.61	0.00	3.00	3.74	0	252	220	114.5%	378	329	114.9%	103	220	46.8%	155	329	47.1%	\$488,089	\$500,000	97.6%			0	2505	2,441	102.6%	1	S	VG	U	0	1
COMMUNITY BUILD	4.67	4.71	4.68	4.60	4.75	4.65	4.67	1	372	220	169.1%	558	329	169.6%	266	220	120.9%	399	329	121.3%	\$1,463,214	\$500,000	292.6%			1	2511	2,441	102.9%	1	VG	VG	VG	1	4
COMMUNITY CARE AT HOME	4.44	4.14	4.34	4.80	5.00	4.87	4.60	1	600	220	272.7%	900	329	273.6%	122	220	55.5%	183	329	55.6%	\$1,222,031	\$500,000	244.4%			0	2652	2,441	108.6%	1	U	VG	VG	0	2
CYPRESS PARK FAMILYSOURCE CENTER	4.56	3.80	4.29	4.59	4.27	4.48	4.39	1	185			278			73			110			\$235,362	\$200,000	117.7%	258	388	1	1372	1,200	114.3%	1	S	S		0	3
EL CENTRO DE AYUDA	4.67	4.66	4.67	4.69	4.49	4.62	4.64	1	457	220	207.7%	685	329	208.2%	320	220	145.5%	480	329	145.9%	\$902,162	\$500,000	180.4%			1	2738	2,441	112.2%	1	VG	VG	VG	1	4
EL CENTRO DEL PUEBLO	4.65	4.63	4.64	4.56	4.93	4.69	4.67	1	335	220	152.3%	502	329	152.6%	58	220	26.4%	87	329	26.4%	\$430,023	\$500,000	86.0%			0	2685	2,441	110.0%	1	S	S	VG	0	2
EL NIDO FAMILY CENTERS	4.67	4.69	4.68	4.70	4.45	4.61	4.64	1	447	220	203.2%	670	329	203.6%	296	220	134.5%	444	329	135.0%	\$991,111	\$500,000	198.2%			1	2934	2,441	120.2%	1	VG	VG	VG	1	4
LUCILLE BESERRA ROYBAL FSC	4.61	4.00	4.40	4.60	4.50	4.57	4.48	1	223			335			115			173			\$745,473	\$200,000	372.7%	338	508	1	1688	1,200	140.7%	1	S	VG		0	3
NEW ECONOMICS FOR WOMEN (Canoga Park)	4.35	4.31	4.34	4.60	5.00	4.74	4.54	1	305	220	138.6%	457	329	138.9%	206	220	93.6%	309	329	93.9%	\$1,248,223	\$500,000	249.6%			0	3026	2,441	124.0%	1	S	VG	S	0	2
NEW ECONOMICS FOR WOMEN (So. Valley)	4.86	4.50	4.73	4.64	4.75	4.68	4.71	1	316	220	143.6%	474	329	144.1%	182	220	82.7%	273	329	83.0%	\$1,296,973	\$500,000	259.4%			0	2652	2,441	108.6%	1	U	VG	S	0	2
OAKWOOD FAMILY RESOURCE CENTER	4.78	4.59	4.71	4.70	4.34	4.57	4.64	1	341	220	155.0%	511	329	155.3%	221	220	100.5%	332	329	100.9%	\$575,911	\$500,000	115.2%			1	2934	2,441	120.2%	1	VG	VG	VG	1	4
PACOIMA FAMILYSOURCE CENTER	4.28	4.38	4.32	4.50	4.14	4.37	4.34	0	515			772			39			59			\$614,972	\$200,000	307.5%	554	831	1	2545	1,200	212.1%	1	VG	VG		1	3
THE CHILDREN'S COLLECTIVE, INC.	4.50	4.08	4.35	4.63	4.07	4.43	4.39	1	347	220	157.7%	521	329	158.4%	232	220	105.5%	348	329	105.8%	\$952,332	\$500,000	190.5%			1	2461	2,441	100.8%	1	VG	VG	U	0	3
TOBERMAN NEIGHBORHOOD CENTER, INC.	4.71	4.24	4.55	4.26	4.00	4.17	4.36	1	373	220	169.5%	560	329	170.2%	148	220	67.3%	222	329	67.5%	\$423,752	\$500,000	84.8%			0	2843	2,441	116.5%	1	U	VG	U	0	2
TOM BRADLEY FAMILYSOURCE CENTER	4.68	4.53	4.63	4.78	4.93	4.83	4.73	1	206			309			80			120			\$419,917	\$200,000	210.0%	286	429	1	1267	1,200	105.6%	1	S	VG		0	3
WATTS LABOR COMMUNITY ACTION COMMITTEE	4.33	4.67	4.45	4.62	0.00	3.00	3.73	0	515	220	234.1%	773	329	235.0%	250	220	113.6%	375	329	114.0%	\$1,591,546	\$500,000	318.3%			1	2633	2,441	107.9%	1	S	VG	U	0	2
YOUTH POLICY INSTITUTE	4.70	4.40	4.60	4.68	3.75	4.35	4.47	1	306	220	139.1%	459	329	139.5%	215	220	97.7%	322	329	97.9%	\$540,358	\$500,000	108.1%			0	2564	2,441	105.0%	1	S	VG	U	0	2
OVERALL SYSTEM	4.59	4.47	4.55	4.64	4.47	4.58	4.56		7,554	4,270	176.9%	11,329	6,014	188.4%	3,971	4,270	93.0%	5,960	6,014	99.1%	\$16,529,640	\$9,000,000	183.7%				52,205	45,056	115.9%						

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