

Status Legend

Health		Progress		Reported in LouieStat	
	Not Started: Goal or initiative is not started but is expected to start on time		25% - some action steps, required for the initiative, are completed		yes
	Off-track: Goal or initiative is not started and is overdue or goal or initiative is in progress, but behind schedule and has an issue that will affect completion date		50% - about half the action steps, required for the initiative, are completed		no
	Slightly Off-track: Goal or initiative is in progress, but behind schedule and has an issue that may affect completion date		75% - most action steps, required for the initiative, are completed		not applicable
	On-track: Goal or initiative is in progress, on schedule, and expected to be completed on time		100% - all action steps, required for the initiative, are completed		
	Accomplished: Goal or initiative is completed				

Community Services

PROGRESS REPORT

Goal Description	Risks	Goal Percent Progress	Goal Health	Goal KPI and Analysis	Process or Project	Reported in LouieStat	Initiative	Progress Description	Initiative Percent Progress	Initiative Health																												
02. Improve Internal Collaboration: To communicate and work effectively together in order to better serve the community.	No Risks Given				Process		02.04 Improve Case Management: To improve the case management process in order to better serve clients	1. Current case management policy review for all program areas were to be reviewed before 10/17/16. This has been completed. 2. Next Steps- a sample of case managers from each program area will be asked to join this committee to begin conversation about what a standard case management policy should encompass.																														
							02.08 Redesign the LIHEAP process: Improve internal collaboration by July 2017 in order to increase staff capacity to provide more effective and efficient services to our clients.	LIHEAP offices expanded from 3 to 5. New telephone/online appointment system implemented.																														
04. Leverage Community Resources: Strengthening and creating new partnerships and collaborations.	No Risks Given			<p>Facebook Likes & Twitter Followers</p> <table border="1"> <caption>Facebook Likes & Twitter Followers Data</caption> <thead> <tr> <th>Date</th> <th>Baseline</th> <th>Update</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>9/30/2015</td> <td>~500</td> <td>0</td> <td>0</td> </tr> <tr> <td>12/30/2015</td> <td>0</td> <td>~600</td> <td>0</td> </tr> <tr> <td>3/30/2016</td> <td>0</td> <td>~700</td> <td>0</td> </tr> <tr> <td>6/30/2016</td> <td>0</td> <td>~1000</td> <td>0</td> </tr> <tr> <td>9/30/2016</td> <td>0</td> <td>~1100</td> <td>0</td> </tr> <tr> <td>6/30/2017</td> <td>0</td> <td>0</td> <td>~3800</td> </tr> </tbody> </table>	Date	Baseline	Update	Target	9/30/2015	~500	0	0	12/30/2015	0	~600	0	3/30/2016	0	~700	0	6/30/2016	0	~1000	0	9/30/2016	0	~1100	0	6/30/2017	0	0	~3800	Process		04.05 Increase Volunteer Participation in CS Programs: Increase volunteer participation in Community Services programs, including the Foster Grandparent Program (FGP), Retired Senior Volunteer Program (RSVP), and Meals on Wheels.	This new initiative is still in initial stages of development.		
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04.06 Increase knowledge of resources/strengthen partnerships: To increase knowledge of internal and external community resources through strengthening and creating new partnerships and collaborations.	Specific measures include: 1) Ensuring staff have access and training of updated departmental and community resources (including our Directory of Services, 211 database, 311, and the upcoming "Am I Eligible" tool). 2) Develop system to inventory of existing partnerships, purpose and level of each to assess contributions of each and determine gaps. (Ties in with a Pathways Category). Improve communications and engagement with partners. 3) Host two "speed dating" showcases; one for Metro agencies and one for external partners. Invite a guest partner to all staff meetings for a presentation.																																					
07. Reduce Homelessness: Reduce HUD defined homelessness through the provision of housing assistance and individualized supportive services.	Sustaining funding for housing resources. New funding for housing and supportive resources.				Process		07.03 Engage and Recruit Landlords: Engage and court reputable landlords to serve homeless/high needs clients. Measured through the work being performed by John Miles.	Mayor Fischer asked for landlord engagement for homeless veterans at the Week of Valor press conference on 11-2-15. LMCS staffer John Miles continues to compile resources for landlord engagement efforts.																														

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				<p style="text-align: center;">Unsheltered Homeless</p> <table border="1"> <caption>Unsheltered Homeless Data</caption> <thead> <tr> <th>Date</th> <th>People</th> </tr> </thead> <tbody> <tr><td>1/31/2007</td><td>180 (Baseline)</td></tr> <tr><td>1/31/2008</td><td>140 (Update)</td></tr> <tr><td>1/31/2009</td><td>150 (Update)</td></tr> <tr><td>1/31/2010</td><td>170 (Update)</td></tr> <tr><td>1/31/2011</td><td>100 (Update)</td></tr> <tr><td>1/31/2012</td><td>150 (Update)</td></tr> <tr><td>1/31/2013</td><td>70 (Update)</td></tr> <tr><td>1/31/2014</td><td>70 (Update)</td></tr> <tr><td>1/31/2015</td><td>80 (Update)</td></tr> <tr><td>1/31/2016</td><td>110 (Update)</td></tr> </tbody> </table>	Date	People	1/31/2007	180 (Baseline)	1/31/2008	140 (Update)	1/31/2009	150 (Update)	1/31/2010	170 (Update)	1/31/2011	100 (Update)	1/31/2012	150 (Update)	1/31/2013	70 (Update)	1/31/2014	70 (Update)	1/31/2015	80 (Update)	1/31/2016	110 (Update)			07.02 Redesign Housing Process: Implement changes to policies and procedures of the Long-Term Housing division to improve effectiveness and efficiency.	<p>An operational review of the Housing division has been completed, with strengths and areas of concern identified. Staff have voted to focus on improving case management, improving the intake and recertification process, and reviewing resource needs of the division and program participants. The case management team and leasing/recertification team have had their first meetings and will continue their work through December.</p> <p>Management is also reviewing staffing structure, job titles, and programming placement in the department to ensure the goals of the division are met.</p>		
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08. Increase Household Financial Stability: To create pathways and empower residents by providing tools, services and information that results in greater household financial stability and improved quality of life.	No Risks Given				Process	✘	08.04 Incorporate LABC into Community Services: Re-organize the Louisville Asset Building Coalition 501c(3) nonprofit organization to strengthen the relationship and improve collaboration with Louisville Metro government.	Community Services is analyzing to determine best method to re-organize LABC in cooperation with County Attorney's Office																								
							08.06 Expand services to increase family financial capacity: Relocate and expand the Financial Empowerment Services Center to offer services and activities that increase the financial capacity of those who participate in financial education or empowerment activities.	The Financial Empowerment Services Center (FESC) and Financial Empowerment team has relocated and is now operating at the Nia Center. Services to be provided have been decided and strategic partners are involved. Partner schedules have been coordinated for shared office spaces and appointments are being held. Shared data consent forms and intake and outcome tracking tools are still in development. Marketing materials are also currently in development.																								
11. Build Operational Excellence: Louisville Metro Community Services earns national accolades for operational excellence in social service delivery	Federal grant funding: Financial / Market / Accept. If entitlement grant funding is cut nation-wide, dept could suffer substantial reduction. Control: Monitoring national news regarding Federal budget, dept can react to federal budget cuts with more notice if risk is realized.			<p style="text-align: center;">Unmet CSBG Organizational Performance Standards</p> <table border="1"> <caption>Unmet CSBG Organizational Performance Standards Data</caption> <thead> <tr> <th>Date</th> <th>Standard</th> </tr> </thead> <tbody> <tr><td>9/30/2014</td><td>22 (Baseline)</td></tr> <tr><td>12/31/2014</td><td>12 (Update)</td></tr> <tr><td>3/31/2015</td><td>8 (Update)</td></tr> <tr><td>6/30/2015</td><td>4 (Update)</td></tr> <tr><td>9/30/2015</td><td>3 (Update)</td></tr> <tr><td>12/30/2015</td><td>4 (Update)</td></tr> <tr><td>3/31/2016</td><td>4 (Update)</td></tr> <tr><td>6/30/2016</td><td>3 (Update)</td></tr> <tr><td>9/30/2016</td><td>2 (Update)</td></tr> <tr><td>6/30/2017</td><td>2 (Target)</td></tr> </tbody> </table>	Date	Standard	9/30/2014	22 (Baseline)	12/31/2014	12 (Update)	3/31/2015	8 (Update)	6/30/2015	4 (Update)	9/30/2015	3 (Update)	12/30/2015	4 (Update)	3/31/2016	4 (Update)	6/30/2016	3 (Update)	9/30/2016	2 (Update)	6/30/2017	2 (Target)	Process	✔	11.01 Earn national Community Action Award for Excellence: Complete Community Action Pathways to Excellence Program in FY17 to identify areas of improvement to become eligible for National Community Action Award for Excellence.	Community Services has entered the National Community Action "Pathways to Excellence" process. Leaders attended an orientation conference Sep 20-21, 2016. We signed a charter and formed teams to answer each category of questions in the Pathways Questionnaire. The Questionnaire will be submitted to external peer reviewers by May 15, 2017. The feedback from the review will provide our roadmap to improve processes in order to earn the national award for excellence.		
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							11.03 Enhance Staff Development: Evaluate existing staff compliance with MTU, department level and funding source training requirements, and develop a standard for all Community Services staff.	Managers are submitting lists of minimum training requirements and ideal training goals for each job position. This information will be used to establish a Key Performance Indicator of staff that have achieved training goals. Action steps will implement necessary training to fill gaps.																								

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							11.02 Improve Management of Resources: Focus on process of aligning agency resources (financial, technological, and human) to meet community needs and agency strategic vision. This goal includes evaluation of financial resources, staff alignment, location of sites, and alignment of technology resources.	<ul style="list-style-type: none"> • Develop a process to ensure transparent budgeting that aligns resources with community needs <ul style="list-style-type: none"> o Define the current state of the budget (Report current budget breakdown by category, not program) o Develop a transition book to describe programs with their funding sources and funding levels. o Review the current budget with consideration for alignment with agency mission, agency strategic goals and priorities, and community priorities. o Develop standard process for agency budgeting that reflects agency mission, agency strategic goals and priorities, and community priorities based off review. • Develop IT Plan to ensure agency IT resources align with agency and community needs <ul style="list-style-type: none"> o Develop an IT committee from agency staff (First meeting occurred November 8, 2016) o With committee, identify and prioritize agency IT needs o Develop plan with committee to meet agency needs 		