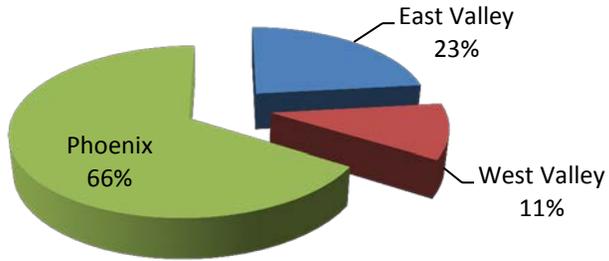
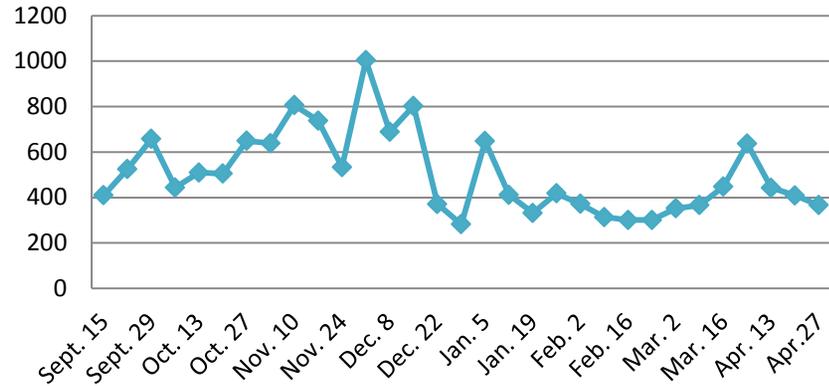


# Family Housing Hub April 2015 Dashboard

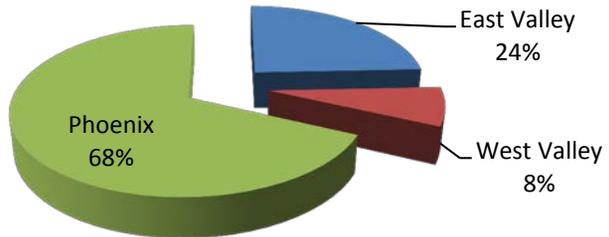
## 2015 Call Volume (n = 7,030)



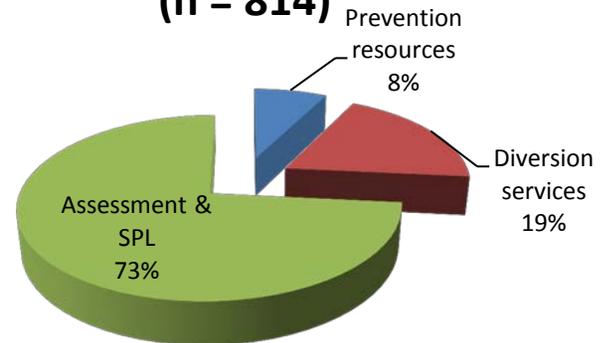
## Family Housing Hub Call Volume



## 2015 In Person Families (n=814)

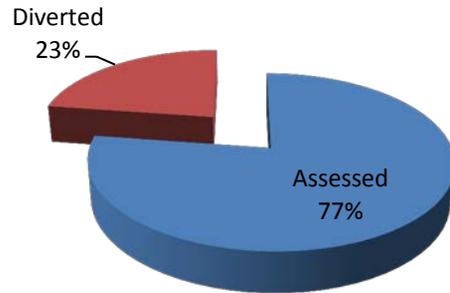


## 2015 Services Delivered (n = 814)

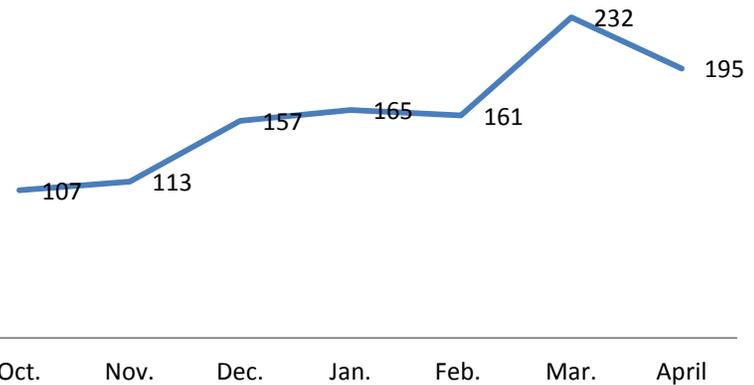


# Family Housing Hub April 2015 Dashboard

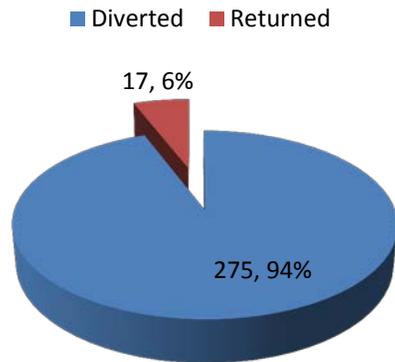
## Homeless Families (n = 1,214) since Aug 2014



## Number of Homeless Families



## Diversion Success Rate since Aug 2014



### FHH Anonymous Survey Results

When asked about their overall experience at the Family Housing Hub,

- 67% responded "extremely helpful."
- 27% responded "helpful."
- <1% responded "not helpful."
- 5% responded "not sure yet."

The top 5 most helpful services were identified as:

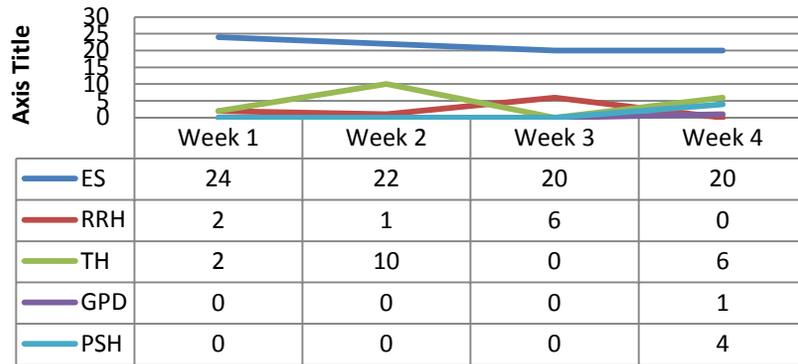
1. Information about shelter programs
2. The entire process
3. The FHH worker took time to understand their situation.
4. Securing IDs and/or birth certificates through the Homeless ID Project
5. Information about affordable housing resources

The top 5 suggestions for future planning were identified as:

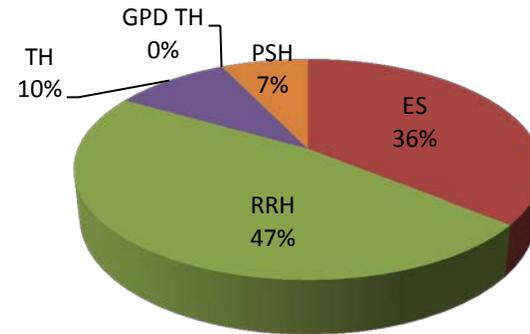
1. Have FHH operating hours on weekends.
2. Provide transportation to the FHH.
3. Have FHH operating hours on Fridays.
4. Have more FHH operating hours in the East Valley.
5. Send an outreach team to unsheltered families.

# Family Housing Hub April 2015 Dashboard

## Families Exiting SPLs for Interventions by Week in April



## 2015 Unmet Need Illustrated by Service Priority Lists



## Service Priority Lists by Week

