	Reporting	Period: July	1, 2010	to	o Ju	ly 31, 2010			
Corporate Objective	KBU Initiative (* indicates Focus Area	Measure	Prior Year	Lead or	Performance Data				<b>Comments/Explanation</b> (To be completed at mid-year and year-end reporting))
	initiative)		Actual	Lag	Target	YTD	Status	\$	
C1. Strengthen Neighborhoods	Investigate housing discrimination	Number of fair housing cases investigated.	48	Lag	50	6			
		Percentage of new fair housing cases closed within 100 days	52%	Lead	65% - 100 days	0			
	Prevent housing discrimination	Number of fair housing trainings	52	Lead	50	2			
		Number of persons educated on fair housing practices and protections	906	Lag	800	12			
B1. Develop Collaborative Solutions	Increase service capacity through leveraged city tax dollars	Number of volunteer hours (CRC members and volunteer mediators)	1697.5	Lag	2000	172			
		Number of dollars saved through volunteer's service (\$20.85)	34,374	Lag	35,000	\$3,586.20			
		Amount of public & private revenue secured	221,291	Lead	200,000			\$	
	Increase service capacity through leveraged city tax dollars	Total taxpayer dollars saved (CJS + Volunteers)	208,974	Lag	210,000	\$18,586.20			
	C1. Strengthen Neighborhoods	Corporate Objective   KBU Initiative (* indicates Focus Area Initiative)     C1. Strengthen Neighborhoods   Investigate housing discrimination     Prevent housing discrimination   Prevent housing discrimination     B1. Develop Collaborative Solutions   Increase service capacity through leveraged city tax dollars     Increase service capacity through leveraged city tax   Increase service capacity through leveraged city tax	Corporate Objective     KBU Initiative (* indicates Focus Area Initiative)     Measure       C1. Strengthen Neighborhoods     Investigate housing discrimination     Number of fair housing cases investigated.       Percentage of new fair housing cases closed within 100 days     Percentage of new fair housing cases closed within 100 days       B1. Develop Collaborative Solutions     Increase service capacity through leveraged city tax dollars     Number of fair housing trainings       Mumber of olunteer hours     Increase service capacity through leveraged city tax dollars     Number of volunteer hours       Increase service capacity through leveraged city tax dollars     Number of dollars saved through volunteer's service (\$20.85)       Amount of public & private revenue secured     Amount of public & private revenue secured	Corporate Objective     KBU Initiative (* indicates Focus Area Initiative)     Measure     Prior Year Actual       C1. Strengthen Neighborhoods     Investigate housing discrimination     Number of fair housing cases investigated.     48       C1. Strengthen Neighborhoods     Investigate housing discrimination     Number of fair housing cases closed within 100 days     48       Prevent housing discrimination     Number of fair housing trainings     52       Prevent housing discrimination     Number of fair housing trainings     52       B1. Develop Collaborative Solutions     Increase service capacity through leveraged city tax dollars     Number of volunteer hours (CRC members and volunteer mediators)     1697.5       Mumber of dollars saved through leveraged city tax dollars     Amount of public & private revenue secured     221,291       Increase service capacity through leveraged city tax dollars     Total taxpayer dollars saved (CJS +     208,974	Corporate Objective     KBU Initiative Initiative)     Measure     Prior Year Actual     Lead or Lag       C1. Strengthen Neighborhoods     Investigate housing discrimination     Number of fair housing cases investigated.     48     Lag       Percentage of new fair housing cases closed within 100 days     52%     Lead       Prevent housing discrimination     Number of fair housing trainings     52     Lead       Prevent housing discrimination     Number of fair housing trainings     52     Lead       B1. Develop Collaborative Solutions     Increase service capacity through leveraged city tax dollars     Number of volunteer hours (CRC members and volunteer service (\$20.85)     1697.5     Lag       Increase service capacity through leveraged city tax dollars     Number of dollars saved through volunteer's service (\$20.85)     34,374     Lag	Corporate Objective KBU Initiative (* indicates Focus Area Initiative) Measure Prior Yatual Lead or Lag Perfor Target   C1. Strengthen Neighborhoods Investigate housing discrimination Number of fair housing cases investigated. 48 Lag 50   Percentage of new fair housing cases closed within 100 days 52% Lead 65% - 100 days   Prevent housing discrimination Number of fair housing trainings 52 Lead 65% - 200 days   Prevent housing discrimination Number of fair housing trainings 52 Lead 50   B1. Develop Collaborative Solutions Increase service capacity through leveraged city tax dollars Number of volunteer hours 1697.5 Lag 2000   C1. Strengthen Number of dilars saved through volunteer service capacity through leveraged city tax dollars Number of dollars saved (CJS + 34,374 Lag 200,000	Corporate Objective     KBU Initiative (*indicates Focus Area Initiative)     Measure     Prior Actual     Lead or Lag     Performance Data       C1. Strengthen Neighborhoods     Investigate housing discrimination     Number of fair housing cases investigated.     48     Lag     50     6       Percentage of new fair housing cases closed within 100 days     52%     Lead     65%, -100 days     0       Prevent housing discrimination     Number of fair housing trainings     52     Lead     50     2       Discrimination     Number of fair housing discrimination     Number of parsons protections     906     Lag     800     12       Collaborative Solutions     Increase service capacity through leveraged city tax dollars     Number of dollars served (CdS + served (	Corporate Objective     KBU Initiative ("initiates Poets Area Initiative)     Measure     Prior Year Actual     Lead Lag     Performance Data       C1. Strengthen Neighborhoods     Investigate housing discrimination     Number of fair housing cases investigated.     43     Lag     50     6        C1. Strengthen Neighborhoods     Investigate housing discrimination     Number of fair housing cases investigated.     43     Lag     50     6        Prevent housing discrimination     Number of fair housing reducated on fair housing practices and protections     52     Lead     50     2        B1. Develop Collaborative Solutions     Increase service capacity through eleveraged city tax; dollars     Number of volunteer hours     1697.5     Lag     2000     172        B1. Develop Collaborative Solutions     Increase service capacity through eleveraged city tax; dollars     Number of dollars saved through protections     1697.5     Lag     2000     \$3,586.20        Increase service capacity through eleveraged city tax; dollars     Total taxpayer dollars secured     221.291     Lag     200,000     \$3,586.20	KBU initiative (*Indicates Focts Area Initiative)     Measure Measure     Prior Actual     Lead Lead Lag     Performance Data     Image: Measure transmission transmission transmission transmission transmission     Number of fair housing measure transmission     Heasure transmission transmission transmission transmission transmission transmission     Heasure transmission transmission transmission transmission     Heasure transmission transmission transmission transmission transmission transmission     Heasure transmission transmissi transmission transmission transmissi transmissi transm

		Reporting	Period: July	1, 2010	to	Ju	ly 31, 2010		
Ī	Corporate Objective	KBU Initiative (* indicates Focus Area	Measure	Prior Year Actual	Lead or Lag –	Performance Data			<b>Comments/Explanation</b> (To be completed at mid-year and year-end reporting))
		Initiative)				Target	YTD	Status	\$
	B1. Develop Collaborative Solutions	Provide a cost effective alternative for cases in the Criminal Justice System	CJS hours saved	1746	Lag	1800	150		
		CJS dollars saved	174,600	Lag	180,000	\$15,000			
	B2. Enhance Customer Service	Reduce impact of language barriers on accessibility to CRC services	Number of customers provided with interpretation and/or translation services	767	Lead	800	28		
			Number of non-English publications distributed	873	Lag	1000	76		
		Reduce interpersonal and community conflicts	Number of cases mediated or conciliated, excluding worthless checks	572	Lag	600	39		
			%of cases successfully resolved	92%	Lead	90%	95%		
		Reduce interpersonal and community conflicts	Number of worthless checks conciliated for CJS	301	Lag	500	36		

		Reporting Period: July 1, 2010 to July 31, 2010							
	Corporate Objective	KBU Initiative (* indicates Focus Area	Measure	Prior Year	Lead or	Performance Data			Comments/Explanation (To be completed at mid-year and year-end reporting))
		Initiative)		Actual	Lag	Target	YTD	Status	\$
			Number of conflict	21	Lead	30			
			resolution trainings Number of persons	057	1.0.7	1000	2 26		
			trained in conflict management / resolution	957	Lag	1000			
			Number of diversity trainings	30	Lead	30	2		
			Number of persons trained in diversity	1361	Lag	1400	26		
		Improve service delivery to CRC members, volunteers, customers, and partners	Average ratings on CRC surveys of members, volunteers, customers and partners+	4.5	Lead	4.5			\$

Corporate Objective	KBU Initiative (* indicates Focus Area	Measure	Prior Year	Lead or	Performance Data			Comments/Explanation (To be completed at mid-year and year-end reporting))
	Initiative)		Actual	Lag	Target	YTD	Status	\$ year-ena reporting))
B2. Enhance Customer Service	Improve police community relations	Number of chain of command hearings attended	86	Lag	86	6		
		Number of appeals processed	1	Lag	3	0		
		Number of complaints processed	17	Lag	10	0		
		Number of police community dialogues	0	Lag	4	0		
		Number of nominations received for Police Community Relations Awards Program	422	Lag	300	0		
	Reduce discrimination against persons with disabilities	Number of ADA/Title II complaints investigated	30	Lag	30	1		
		Number of ADA/Title II complaints conciliated	29	Lag	29	0		

### **Appendix C- CRC-Balanced Scorecard Report Reporting Period:** July 1, 2010 July 31, 2010 to **Comments/Explanation KBU** Initiative Prior Lead **Performance Data** (To be completed at mid-year and **Corporate Objective** (\* indicates Focus Area Measure Year or *year-end reporting))* Initiative) Actual Lag Target **YTD** \$ **Status B3. Optimize Business** Processes Improve Human Complete **Review current staff** Lead Relations work process work for and with review for CRC Members and Committee Members process by Staff and develop plan of August 10 action. Plan, develop and Hold retreat on implement CRC Lead or before Member and Staff August 14 Retreat Survey Staff and 4.0 rating on a Lead Members at end of 5.0 scale fiscal year to determine whether progress was made E1. Achieve Positive Retained a skilled Average rating on 4.3 Lead 4.5 **Develop Employees Employee Climate** workforce CRC employee \$ satisfaction survey 50 50 235 total hours Improve and maintain Number of career Lead staff's experience and development hours per \$ efficiency employee 100%\*\* Improve and maintain % of staff meeting Lead 100% staff wellness through individual fitness goal. physical activity and \$ work environment. Develop and update TBD\*\* Quarterly Lead wellness board.



Copy and paste these objects into the status column as needed. Green: All is well.

Amber (yellow): Noted issues. Any item in amber or red require an explanation. Red: Problem area. Any item with amber or red require an explanation.