

EXHIBIT 3

PERFORMANCE OUTCOME REPORT

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Provider Name: St. Johns Housing Partnership, Inc.

Reporting Period: X 10/01/10-03/31/11
X 04/01/11-09/30/11

Program: Emergency Repair Program

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

Service Description: SJHP Personal shall assist clients with the initial application for emergency home repairs.

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

(Column 1) Projected # Served Annually	(Column 2) Actual # Served Year to Date	(Column 3) Total # Achieving Outcome Year to Date	(Column 4) % Clients Achieving Outcome (Column 2/Column 3)
165	504	504	100 %

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

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

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

(Column 1) Projected # Served Annually	(Column 2) Actual # Served Year to Date	(Column 3) Total # Achieving Outcome Year to Date	(Column 4) % Clients Achieving Outcome (Column 2/Column 3)
165	504	504	100 %

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

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

Required Documentation: Work orders signed by clients.

(Column 1) Projected # Served Annually	(Column 2) Actual # Served Year to Date	(Column 3) Total # Achieving Outcome Year to Date	(Column 4) % Clients Achieving Outcome (Column 2/Column 3)
165	504	504	100 %

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

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 client in file.

(Column 1) Projected # Served Annually	(Column 2) Actual # Served Year to Date	(Column 3) Total # Achieving Outcome Year to Date	(Column 4) % Clients Achieving Outcome (Column 2/Column 3)
165	504	354	70 %

Instructions: *Outcome:* What is the desired result of the program? *Service Description:* How is the result being accomplished? *Required Documentation:* What written documentation is being collected to support the results? *Column 1* – Total annual number of clients projected to be served in this program per proposal. *Column 2* – Actual number of clients served in program year to date. *Column 3* – Total number of clients served that met outcome. *Column 4* – Percent of clients served that met outcome (column 2 divided by column 3)