

**SUBSTANCE ABUSE & HEALTH CARE SERVICES
HEALTH SERVICES**

Fiscal Year 2006 - 1st Quarter

Goal Statement

To administer and manage contracted services to eligible persons in need of health care or related support services, and to promote health maintenance through education and intervention.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected	
Number of medical encounters provided in the urgent care center	3,783	3,344	17,295	
Percent of eligible clients with diabetes who have a Hemoglobin A1C level that is	N/A	66	65	
Percent of eligible children receiving appropriate immunizations	98	100	96	
Percent of patients reporting satisfaction with primary care services	93	96	92	
Percent of clinic patients seen & discharged within 150 minutes	N/A	93	92	
Number of participants receiving health education programming	780	NA	2,000	1
Number of medical encounters provided to patients for primary care	63,188	52,858	250,438	

Notes

- 1 No information available do to changes in administering the program.

**SUBSTANCE ABUSE & HEALTH CARE SERVICES
DOMESTIC VIOLENCE**

Fiscal Year 2006 - 1st Quarter

Goal Statement

To administer and manage contractual Domestic Violence Programs throughout Broward County communities, by ensuring the delivery of quality Domestic Violence and Victim's Rights Awareness Services.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Number of clients receiving domestic violence services through contractual programs and out-posted employees	2,415	1,984	9,660
Percentage of clients showing improvement in the scoring of their post test from their pre-test	90	80	85
Average number of clients per clinician	N/A	22	20
Percentage of clients successfully completing service goals of individualized programs	95	90	95
Percent of clients completing the case plan within 112 days	N/A	93	80

**SUBSTANCE ABUSE HEALTH CARES SERVICES
MENTAL HEALTH**

Fiscal Year 2006 - 1st Quarter

Goal Statement

To manage contract services to ensure medically indigent adults who experience an emotional/mental health crisis receive quality, coordinated behavioral health care services in the least restrictive environment to meet their individual needs pursuant to Chapter 394, Part I, Florida Statutes, known as "The Baker Act" and Florida Administrative Rule 65-E.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Number of inpatient psychiatric bed days purchased for individuals experiencing an emotional/mental health crisis	1,255	1,335	7,525
Percent of clients that effectively stabilize/improve their condition (not re-admitted or incarcerated within 30 days)	97	96	90
Average length of stay per client per hospitalization (days)	N/A	6	7
Percent of clients who are stabilized as a result of mental health services	98	97	98
External customer satisfaction rating (%)	92	90	95