

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

**Fiscal Year 2006 - 2nd 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.

| <b>Performance Measures</b>  | <b>FY 2005<br/>Year-to-Date</b> | <b>FY 2006<br/>Year-to-Date</b> | <b>FY 2006<br/>Projected</b> |
|--|---------------------------------|---------------------------------|------------------------------|
| Number of clients receiving domestic violence services through contractual programs and out-posted employees | 5,234                           | 3,089                           | 9,660                        |
| Percentage of clients showing improvement in the scoring of their post test from their pre-test              | 88                              | 86                              | 85                           |
| Average number of clients per clinician  | N/A                             | 30                              | 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 CARE SERVICES  
HEALTH SERVICES**

**Fiscal Year 2006 - 2nd 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.

| <b>Performance Measures</b>  | <b>FY 2005<br/>Year-to-Date</b> | <b>FY 2006<br/>Year-to-Date</b> | <b>FY 2006<br/>Projected</b> |
|--|---------------------------------|---------------------------------|------------------------------|
| Number of medical encounters provided in the urgent care center                                  | 7,991                           | 7,387                           | 17,295                       |
| Percent of eligible clients with diabetes who have a Hemoglobin A1C level that is less than 8.5% | N/A                             | 73                              | 65                           |
| Percent of eligible children receiving appropriate immunizations                                 | 98                              | 100                             | 96                           |
| Percent of patients reporting satisfaction with primary care services                            | 94                              | 96                              | 92                           |
| Percent of clinic patients seen and discharged within 150 minutes                                | 93                              | 93                              | 92                           |
| Number of medical encounters provided to patients for primary care                               | 122,225                         | 110,139                         | 250,438                      |

**SUBSTANCE ABUSE HEALTH CARES SERVICES  
MENTAL HEALTH**

**Fiscal Year 2006 - 2nd 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.

| <b>Performance Measures</b>  | <b>FY 2005<br/>Year-to-Date</b> | <b>FY 2006<br/>Year-to-Date</b> | <b>FY 2006<br/>Projected</b> |
|--|---------------------------------|---------------------------------|------------------------------|
| Number of inpatient psychiatric bed days purchased for individuals experiencing an emotional/mental health crisis      | 2,761                           | 2,983                           | 7,525                        |
| Percent of clients that effectively stabilize/improve their condition (not re-admitted or incarcerated within 30 days) | 96                              | 97                              | 90                           |
| Average length of stay per client per hospitalization (days)   | N/A                             | 5                               | 7                            |
| Percent of clients who are stabilized as a result of mental health services  | 98                              | 98                              | 98                           |
| External customer satisfaction rating (%)  | 92                              | 93                              | 95                           |

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

**Fiscal Year 2006 - 2nd Quarter**

**Goal Statement**

To enhance the provision of effective and culturally competent prevention, education, and treatment services to persons with addictive disorders through an array of comprehensive outpatient programs.

| <b>Performance Measures</b>  | <b>FY 2005<br/>Year-to-Date</b> | <b>FY 2006<br/>Year-to-Date</b> | <b>FY 2006<br/>Projected</b> |
|--|---------------------------------|---------------------------------|------------------------------|
| Number of consumers receiving bio-<br>psychosocial assessment for treatment services<br>other than detoxification                      | N/A                             | 1,377                           | 3,450                        |
| Number of consumers admitted to outpatient<br>program  | 3,287                           | 899                             | 4,000                        |
| Number of consumers admitted to Mature Adult<br>outpatient program   | N/A                             | 75                              | 132                          |
| Number of consumers admitted to Day<br>Treatment programs  | N/A                             | 361                             | 650                          |
| Percent of staff spending 50% of available time<br>providing direct services per quarter   | N/A                             | 79                              | 90                           |
| Consumer satisfaction rating (%)   | 98                              | 94                              | 96                           |
| Percent of consumers employed upon<br>discharge  | N/A                             | 67                              | 73                           |
| Percent of pregnant women attending Perinatal<br>Addiction Program giving birth to substance<br>free newborns                          | 100                             | 100                             | 95                           |
| Percent of consumers that successfully<br>complete treatment with no alcohol and other<br>drug use during the month prior to discharge | N/A                             | 89                              | 70                           |

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

**Fiscal Year 2006 - 2nd Quarter**

**Goal Statement**

To provide education, support and treatment services to persons with addictive and co-occurring disorders through comprehensive, culturally competent residential treatment programs; and to ensure a reduction in the number of infants born in Broward County who are either exposed or addicted to drugs.

| <b>Performance Measures</b>   | <b>FY 2005<br/>Year-to-Date</b> | <b>FY 2006<br/>Year-to-Date</b> | <b>FY 2006<br/>Projected</b> |
|---|---------------------------------|---------------------------------|------------------------------|
| Number of consumers receiving detoxification triage services  | N/A                             | 1,687                           | 3,000                        |
| Number of consumers admitted to detoxification program  | 869                             | 806                             | 2,000                        |
| Number of consumers admitted to intensive residential treatment program   | 801                             | 358                             | 1,315                        |
| Number of consumers admitted to Mature Adult residential treatment program  | N/A                             | 33                              | 85                           |
| Number of consumers admitted to Perinatal Addiction residential treatment program   | N/A                             | 31                              | 50                           |
| Percent of staff spending 50% of available time providing direct services per quarter   | N/A                             | 74                              | 90                           |
| Client satisfaction rating (%)  | 99                              | 99                              | 97                           |
| Percent of consumers successfully completing detoxification services  | N/A                             | 88                              | 75                           |
| Percent of consumers that successfully complete residential treatment with no alcohol or other drug use during the month prior to discharge | N/A                             | 76                              | 70                           |

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

**Fiscal Year 2006 - 2nd Quarter**

**Goal Statement**

To provide professional and cost effective fiscal, contractual and quality assurance/performance improvement services to assure the efficient delivery of health care, substance abuse treatment and related support services.

| <b>Performance Measures</b>   | <b>FY 2005<br/>Year-to-Date</b> | <b>FY 2006<br/>Year-to-Date</b> | <b>FY 2006<br/>Projected</b> |
|---|---------------------------------|---------------------------------|------------------------------|
| Number of purchasing forms and credit card purchases processed                  | 1,025                           | 1,596                           | 2,500                        |
| Percent of personnel records in compliance with all requirements                | N/A                             | 99                              | 100                          |
| Percent of services screened for Medicaid eligibility per quarter               | N/A                             | 0                               | 100                          |
| Percent of performance improvement indicators that meet or exceed target levels | 89                              | 85                              | 80                           |