

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

**Fiscal Year 2007 - 1st Quarter**

**Goal Statement**

To administer and manage contracted services to eligible persons in need of health care services to promote health maintenance.

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Number of medical encounters provided in the urgent care center	3,344	4,071	15,000
Percent of eligible clients with diabetes who have a Hemoglobin A1C	66	76	68
Percent of eligible children receiving appropriate immunizations	100	100	98
Percent of patients reporting satisfaction with primary care services	96	95	92
Percent of clinic patients seen & discharged within 150 minutes	93	95	92
Number of medical encounters provided to patients for primary care	52,858	61,059	240,000

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

**Fiscal Year 2007 - 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.

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Number of clients receiving domestic violence services through contractual programs and out-posted employees	1,984	2,227	9,000
Percentage of clients showing improvement in the scoring of their post test from their pre-test	80	85	90
Percent of clients successfully linked with the appropriate referral service	N/A	70	75
Percentage of clients successfully completing service goals of individualized programs	90	90	95
Percent of clients completing case management plan withing 112 days	93	90	90
Average cost per client receiving domestic violence services (dollars)	N/A	875	900

**SUBSTANCE ABUSE HEALTH CARES SERVICES  
MENTAL HEALTH**

**Fiscal Year 2007 - 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.

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Number of inpatient psychiatric bed days purchased for individuals experiencing an emotional/mental health crisis	1,335	837	5,644
Percent of clients that effectively stabilize/improve their condition (not re-admitted or incarcerated within 30 days)	96	95	90
Percent of clients accessing community mental health services within 30 days of inpatient discharge	N/A	90	90
Percent of clients who are stabilized as a result of mental health services	98	100	98
External customer satisfaction rating (%)	92	93	95
Number of invoices processed per contract administrator (per quarter)	N/A	30	30

## SUBSTANCE ABUSE & HEALTH CARE SERVICES OUTPATIENT SERVICES

**Fiscal Year 2007 - 1st 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 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Number of consumers receiving bio- psychosocial assessment for treatment services other than detoxification	948	845	3,000
Number of consumers admitted to outpatient program	581	244	2,500
Number of consumers admitted to Specialty Track outpatient programs	44	10	275
Number of consumers admitted to Day Treatment programs	138	186	650
Percent of staff spending 50% of available time providing direct services per quarter	76	87	90
Consumer satisfaction rating (%)	97	91	96
Percent of consumers employed upon discharge	67	50	73
Percent of pregnant women attending Perinatal Addiction Program giving birth to substance free newborns	100	100	95
Percent of consumers that successfully complete treatment. (no alcohol and other drug use during the month prior to discharge)	91	80	85

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

**Fiscal Year 2007 - 1st 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 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Number of consumers receiving detoxification triage services	403	1,233	3,000
Number of consumers admitted to detoxification program	347	376	1,600
Number of consumers admitted to intensive residential treatment program	165	197	1,000
Number of consumers admitted to Mature Adult residential treatment program	17	18	75
Number of consumers admitted to Perinatal Addiction residential treatment program	15	11	50
Percent of staff spending 50% of available time providing direct services per quarter	N/A	83	90
Client satisfaction rating (%)	99	90	98
Percent of consumers successfully completing detoxification services	80	84	80
Percent of consumers that successfully complete residential treatment services. (no alcohol or other drug use during the month prior to discharge)	75	73	80
Percent of pregnant women attending Perinatal Addiction Program giving birth to substance free newborns	N/A	100	75

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

**Fiscal Year 2007 - 1st 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 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Number of purchasing forms and credit card purchases processed	804	888	3,000
Percent of personnel records in compliance with all requirements	100	97	100
Percent of services screened for Medicaid eligibility per quarter	N/A	10	100
Percent of performance improvement indicators that meet or exceed target levels	89	77	80