

**BROWARD ADDICTION RECOVERY DIVISION  
ADMINISTRATION/SUPPORT SERVICES**

**Fiscal Year 2008  
1st Quarter**

**Goal Statement**

To provide effective administrative management of the professional medical treatment, clinical treatment and education of chemically dependent individuals. To ensure the most cost effective method of treatment and to ensure that quality care is delivered in a safe and effective manner.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>
Number of purchasing forms and credit card purchases processed	888	837	2,200
Percent of personnel records in compliance with all requirements	97	96	96
Percent of services screened for Medicaid eligibility per quarter	10	100	90
Percent of performance improvement indicators that meet or exceed target levels	77	90	80
Number of purchasing forms and credit card purchases processed per certified agency buyer	N/A	418	1,100

**BROWARD ADDICTION RECOVERY DIVISION  
OUTPATIENT SERVICES**

**Fiscal Year 2008  
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 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of consumers receiving bio- psychosocial assessment for treatment services other than detoxification	845	839	3,000	
Number of consumers admitted to outpatient program	244	419	1,350	
Number of consumers admitted to Specialty Track outpatient programs	10	194	150	
Number of consumers admitted to Day Treatment/Intensive Outpatient programs	186	109	650	
Number of direct service and contact hours per clinical staff per week	N/A	N/A	24	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Percent of consumers employed upon discharge	50	50	70	
Percent of pregnant women attending Perinatal Addiction Program giving birth to substance free newborns	100	100	100	
Percent of consumers that successfully complete treatment. (no alcohol and other drug use during the month prior to discharge)	80	73	85	

**Notes**

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.

**BROWARD ADDICTION RECOVERY DIVISION  
RESIDENTIAL SERVICES**

**Fiscal Year 2008  
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 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of consumers receiving detoxification triage services	1,233	1,092	3,000	
Number of consumers admitted to detoxification program	376	383	1,600	
Number of consumers admitted to intensive residential treatment program	197	229	1,000	
Number of consumers admitted to Mature Adult residential treatment program	17	15	75	
Number of consumers admitted to Perinatal Addiction residential treatment program	11	9	50	
Number of direct service and contact hours per clinical staff per week	N/A	N/A	24	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Percent of consumers successfully completing detoxification services	84	94	80	
Percent of consumers that successfully complete residential treatment services (no alcohol or other drug use during the month prior to discharge)	73	80	75	
1 Percent of pregnant women attending Perinatal Addiction Program giving birth to substance free newborns	100	100	100	

**Notes**

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.