

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

Fiscal Year 2005

Goal Statement:

To promote the health and safety of all residents and visitors in Broward County through the prevention and control of acute, chronic and infectious disease; the provision of basic health services to persons unable to access care from the private sector; and by monitoring the sanitary status of water and sewage systems, group living facilities, and other environmental issues that have the potential to threaten the public's health.

Performance Measures	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Number of medical encounters provided in the urgent care center	17,126	17,052	17,200	15,500	-9%	
Percent of clinic patients seen & discharged within 150 minutes	91	90	92	93	3%	
Percent of eligible children receiving appropriate immunizations	96	97	96	98	1%	
Percent of patients reporting satisfaction with primary care services	92	93	92	94	1%	
Number of medical encounters provided to patients for primary care	278,474	245,909	280,000	234,546	-5%	
Number of participants receiving health education programming	1,300	1,514	2,000	2,235	48%	1

Explanation of variances greater than 15 percent:

- The increase is due to improved coordination between the health education coordinator and local community stakeholders, as well as the Division's participation in two additional health education forums during this fiscal year.

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

Fiscal Year 2005

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	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Number of clients receiving domestic violence services through contractual programs and out-posted employees	7,015	8,158	7,400	9,313	14%	
Percentage of clients showing improvement in the scoring of their post test from their pre-test	85	82	85	86	5%	
Percentage of clients who are linked to support services as appropriate within 5 days of developing a case plan	N/A	100	90	93	-8%	
Percentage of clients successfully completing service goals of individualized programs	95	97	95	95	-2%	

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

Fiscal Year 2005

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.

Performance Measures	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Percent of pregnant women attending Perinatal Addiction Program giving birth to substance free newborns	94	100	95	100	0%	
Number of consumers served in outpatient programs	8,841	7,005	9,000	6,231	-11%	
Number of hours of individual counseling	9,390	8,506	9,400	8,144	-4%	
Percent of consumers participating in aftercare services	76	82	76	71	-14%	
Percent of consumers pre-certified for primary healthcare	N/A	27	50	2	-94%	1
Number of hours of group counseling	105,395	77,531	105,500	66,961	-14%	
Percent of consumers participating in outpatient services who demonstrate reduced substance use while in treatment	93	91	94	93	2%	
Customer satisfaction rating (%)	96	98	96	97	-2%	

Explanation of variances greater than 15 percent:

- 1 The North Broward Hospital District (NBHD) has discontinued providing staff to pre-certify clients on-site at Broward Addiction Recovery Centers (BARC) treatment units. BARC and NBHD are negotiating to reinstate this service.