

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

**Fiscal Year 2008
2nd 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.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected
Number of purchasing forms and credit card purchases processed	1,937	1,622	2,200
Percent of personnel records in compliance with all requirements	96	97	96
Percent of services screened for Medicaid eligibility per quarter	15	50	90
Percent of performance improvement indicators that meet or exceed target levels	80	90	80
Number of purchasing forms and credit card purchases processed per certified agency buyer	N/A	811	1,100

**BROWARD ADDICTION RECOVERY DIVISION
OUTPATIENT SERVICES**

**Fiscal Year 2008
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.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of consumers receiving bio- psychosocial assessment for treatment services other than detoxification	1,838	1,407	3,000	
Number of consumers admitted to outpatient program	487	810	1,350	
Number of consumers admitted to Specialty Track outpatient programs	75	373	150	
Number of consumers admitted to Day Treatment/Intensive Outpatient programs	455	250	650	
Number of direct service and contact hours per clinical staff per week	N/A	20.0	24	
External customer satisfaction rating	N/A	4.79	N/A	1
Percent of consumers employed upon discharge	53	57	70	
Percent of pregnant women attending Perinatal Addiction Program giving birth to substance free newborns	100	50	100	
Percent of consumers that successfully complete treatment. (no alcohol and other drug use during the month prior to discharge)	78	71	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.

**BROWARD ADDICTION RECOVERY DIVISION
RESIDENTIAL SERVICES**

**Fiscal Year 2008
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.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of consumers receiving detoxification triage services	2,641	2,418	3,000	
Number of consumers admitted to detoxification program	781	821	1,600	
Number of consumers admitted to intensive residential treatment program	432	431	1,000	
Number of consumers admitted to Mature Adult residential treatment program	34	31	75	
Number of consumers admitted to Perinatal Addiction residential treatment program	21	24	50	
Number of direct service and contact hours per clinical staff per week	N/A	18.0	24	
External customer satisfaction rating	N/A	4.69	N/A	1
Percent of consumers successfully completing detoxification services	86	88	80	
Percent of consumers that successfully complete residential treatment services (no alcohol or other drug use during the month prior to discharge)	76	74	75	
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.