

**PROGRAM MONITORING AND
EVALUATION SUB-COMMITTEE**



Palm Beach County Governmental Center
10th Floor, CJC Conference Room
301 N. Olive Avenue

West Palm Beach, Florida 33401

<http://www.pbcgov.com/criminaljustice>

Wednesday, February 15, 2012

- D R A F T A G E N D A -

1. **Welcome / Opening Comments**, Lee Waring, Chair

2. **Roll Call & Introduction of Guests**

3. **Approval and/or Additions to the Agenda**

4. **Approval of November 10, 2011 Minutes**

5. **Chairman's Comments**

6. **Old Business**

A. **History of Performance Reporting and Evaluations**: Michael L. Rodriguez

B. **Review and Discussion of Proposed Reporting Format**: Lee Waring

Members of the sub-committee are asked to review the contents of three documents (attached) to determine the best approach to report on the performance of individuals entities funded by the Criminal Justice Commission. The first document is a brief discussion of the potential use of a rating scale or matrix to summarize how well service providers did in comparison to one another (attachment A). The second document (Attachment B) is sample of a more in-depth report, which would describe in detail how each program performed during the fiscal year. This document would also help readers understand how the service provider was "rated" in attachment A noted above. Essentially, a reporting period would include both A & B documents and hopefully inform those interested in general assessment and those who desire greater detail. Lastly, the third document (Attachment C) is an example of a report detailing the performance of programs funded by Financially Assisted Agencies (FAA), Department of Community Services. This document is intended to further inform the sub-committee how other departments report to the Board of County Commissioners.

7. **New Business**

A. **Access to Information Issues**: Damir Kukec

8. **Member and Guest Comments**

9. **Attachments**

A. Draft Meeting Minutes - November 10, 2011

B. Brief: Proposed Rating Scale & Matrix

C. Sample: Program Review - Detailed Performance Reporting (three programs)

D. FAA Outcomes Report

Next PME Meeting: To be determined.

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Wednesday, November 10, 2011

- D R A F T M I N U T E S -

Members Present:

Lee Waring, Chair

Jim Barr, Criminal Justice Commission

Jennifer Loyless, Public Defender's Office

Chuck Shaw, Palm Beach School District Board (Absent)

Paul Zacks, State Attorney's Office

Guest s Attending:

Mary Quinlan, Court Admin

Staff:

Michael Rodriguez, Executive Director

Damir Kucek, Research & Planning Manager

Pamela Williams, Temporary Staff

1. Welcome / Opening Comments, Lee Waring, Chair

Advised that the purpose of the meeting is to come to a general consensus on how to evaluate the programs that the Criminal Justice funds and to agree on a format that ranks all the programs for one fiscal year.

Suggested that the easiest way for someone who is not involved in Criminal Justice to understand the format is to grade on a scale 1-10, analysis of each program, staff commentary, have staff assign grade or number and thereby providing the Commission with certain program that falls with range.

Said that in the end when this is submitted to the Board of County Commissioners and the evaluation is given it should be plain that the programs are working and that they are worth the funding.

- 2. Roll Call & Introduction of Guests**
- 3. Approval and/or Additions to the Agenda**
- 4. Chairman's Comments**
- 5. New Business**

- A. Program Monitoring & Evaluation Sub-Committee Scope of Work
- B. Program Monitoring Matrix Scale

Scope of work was presented by Research & Planning Manager Damir Kukec that specifically focused on what the County Commission is requesting of the Criminal Justice Commission either by ordinance or by direction as well as information from the CJC in terms of what we should be doing from a directional point of view. A 10 question matrix that would help with the ranking and would require a yes or no answer for each Matrix category and the corresponding program was reviewed. There would also be an opportunity to add subjective commentary.

Mr. Kukec also suggested that there should be a system that would monitor the programs to ensure that their objectives are met and that the grants are spent on the programs for which they were intended.

Executive Director, Mike Rodriguez suggested that since this was new the Committee should recognize the value going forward, also that the Matrix System was not a tool to endanger funding but to assist in getting each program where it should be. Executive Director, Mr. Rodriguez also suggested that a draft report should be done for the 2011-2012 fiscal year and that if possible should be completed before the Strategy Planning Meeting in March 2012. He would also like the Matrix System to be developed and a test program in place by December.

Mr. Paul Zacks from the State Attorney's Office said that these were grant programs and as such a performance measure should be built into the Matrix System.

6. Adjournment

Chair, Lee Waring suggested that once the Matrix System is established that the Commission would meet twice a year or as needed and as soon as a sample of the Matrix is ready then a meeting would be scheduled to examine it. No further business the meeting was adjourned

**Criminal Justice Commission
Program Monitoring and Evaluation Sub-Committee
Brief: Proposed Rating Scale & Matrix**

Introduction:

For fiscal year 2010 (October 2009 – September 2010), the Criminal Justice Commission directed staff to monitor and evaluate programs to determine whether specific programming was having an impact on crime and/or individual behavior. This was the first step in making outcome evaluations a part of the work of the Criminal Justice Commission. As a result, staff requested that each organization/agency funded in 2010 complete an outcome model and measurement framework for their programs or activities. The second step involves the measurement of program implementation and validity/reliability of data collection. The following rating scale discussion is part of the second step, which will overtime enable staff to complete the third step – the outcome evaluations.¹

Proposed Evaluation Matrix (Step Two):

The PME Sub-Committee directed Criminal Justice Commission staff to create a simplified “matrix” or rating scale that could be applied to the various programs and activities funded by the Commission. The purpose of the rating scale is to quickly rate a program or activities using a standard scale that reflects the basic program requirements and that promote accountability and transparency.

The rating scale is intended to help enhance programs and activities funded by the Criminal Justice Commission. The rating scale is intended to inform the funding decisions made by the Criminal Justice Commission rather than replace existing mechanisms. Each entity, whether a county, state, or local government, not-for-profit, or other organization or individuals will be referred to as a CJC partner.

Limitations:

The rating scale will focus more on program and activity processes rather than effectiveness. Furthermore, the rating scale cuts across various programs and activities; the range includes program services (e.g., drug detoxification), wages for state and county agencies, and other expenditures (e.g., light equipment for law enforcement shooting training); therefore, some caution should be used when comparing ratings across the different programs and activities.

Although programs and activities are rated individually, some may be part of a larger strategy led by the Criminal Justice Commission; as such, their ratings may be influenced by factors and grantor agency requirements outside of their control. This is taken into account as part of the rating and overall reporting by including “subjective comments.”

¹ The outcome evaluation should include a statistically sound comparison group examining impacts between program and control group as well as before and after.

Lastly, not all program and activity information provided to Criminal Justice Commission staff is reviewed for reliability and validity. However, Criminal Justice Commission staff manages contracts; inter local agreements, and memorandums of understanding throughout the year to ensure program fidelity and reporting accuracy.

Rating Scale and Reporting:

The rating scale is based on a 10 point system, which reflects the requirement to implement Criminal Justice Commission approved programs/activities, promote evidence based practices, demonstrate fidelity, and collect and maintain baseline information to report on programs’ goals and objectives as stated by the CJC Partners. CJC Partners will be assessed on the following specific criteria and given a score of 1 point per criteria if accomplished.

Rating Scale Criteria Description	Rating (yes=1) (no=0)
1. Program and activities are evidence based or best practices which are supported in the academic literature and peer reviewed journals (e.g., crime solutions, blue print, etc).	
2. Implemented program and/or activities approved by the Criminal Justice Commission.	
3. Maintained consistent, clear and measureable program goals/objectives (e.g., logic model and measurement framework).	
4. Collected and maintained data on program participants and activities.	
5. Provided timely and full access to program participant and program activities data that address the extent to which goals and objectives were achieved.	
6. Provided timely and full access to financial information.	
7. Obtained additional funding from other sources.	
8. Program and activities adopted by other organizations, groups, etc.	
9. Maintained working relationship with CJC staff.	
10. Completed recent process and <i>outcome evaluation</i> ² by an independent body, which demonstrates “programs is working”	
11. If applicable, program used “risk assessment” instrument prior to selecting program participant - addressing the question: does the program model fit the program participant?	
12. Provided timely and full access to program site.	
13. There are valid intervening variables that caused a problem with implementation (typically forces that are outside the CJC Partners’ control).	
Total Points	

** questions 11 and up are bonus criteria.

² The outcome evaluation should include a statistically sound comparison group examining impacts between program and control group as well as before and after.

Once the rating scale is completed, the score will be totaled. This total will then reflect four different general categories. The categories include:

(10-8): Excellent: The CJC Partner was able to complete eight or more of the requirements. For example, the program and activities fully demonstrate the requirements of the Criminal Justice Commission. The excellent rating denotes that they likely implemented an evidence based program, with the necessary data to show full implementation and fidelity. They may have also demonstrated that their program is effective and has become a model program for others across the county or state/country.

(7-6): Good: The CJC Partner was able to complete the majority of the requirements. For example, the program and activities fully comply with reporting and data collection. They have likely implemented all if not most of the program's components (evidence based or not). They are also able to show that they have met their desired goals and objectives. However, they are not able to provide an "outcome evaluation" that examines effectiveness and benefit to program clients.

(5-4) Satisfactory: The CJC Partner was able to complete a number of the requirements. For example, the program and activities are implemented and they provide data related to goals and objectives; however, their results show that they did not meet their desired goals and objectives.

(3-0) Needs Improvement: The CJC Partner had difficulty completing the requirements. For example, some aspects of the program and activities were not implemented as planned or not implemented at all. No data were provided that described if the goals and objectives were met. Lastly, there was little if any contact with CJC staff.

Detailed documentation for each program and activity would be included as an attachment to the rating scale and report. This will provide an opportunity to further explain the challenges and successes related to program implementation and outcomes when available.

Prepared by: Damir Kukec
Research and Planning Manager
Criminal Justice Commission

Date: February 9, 2012

Program Review

September 30

2010

The purpose of this is to report on program and activity outcomes for organizations and agencies funded by the Criminal Justice Commission. The first section of this report includes a general rating of programs within a matrix using a ten point scale. The second section describes detailed information on the program's goals and objectives; as well as the programs report on individual outcomes.

**Fiscal Year: October 1, 2009
to September 30, 2010**

Program Name	Score	Rating
ASPIRA	10	Excellent
Pre-Trial_ Program Specialist	8	Excellent
Salvation Army, Tutoring	7	Good

SAMPLE

Implementing Agency	Salvation Army
Project Name	After School Tutoring Program
Category	Crime Prevention
Project Description	The after school program will include tutoring by a certified teachers and supplemented by student teachers from the local universities; promoting social skills through cultural awareness activities and guest speakers; increasing self-confidence and self-esteem through friendly competition with organized sports and games. The program will also require parents to be involved with the activities and their child's progress.

Rating Scale Criteria Description	Rating (yes=1) (no=0)
1. Program and activities are evidence based or best practices which are supported in the academic literature and peer reviewed journals (e.g., crime solutions, blue print, etc).	0
2. Implemented program and/or activities approved by the Criminal Justice Commission.	1
3. Maintained consistent, clear and measureable program goals/objectives (e.g., logic model and measurement framework).	1
4. Collected and maintained data on program participants and activities.	0
5. Provided timely and full access to program participant and program activities data that address the extent to which goals and objectives were achieved.	0
6. Provided timely and full access to financial information.	1
7. Obtained additional funding from other sources.	1
8. Program and activities adopted by other organizations, groups, etc.	0
9. Maintained working relationship with CJC staff.	1
10. Completed recent process and <i>outcome evaluation</i> ¹ by an independent body, which demonstrates "programs is working"	0
11. If applicable, program used "risk assessment" instrument prior to selecting program participant - addressing the question: does the program model fit the program participant?	0
12. Provided timely and full access to program site.	1
13. There are valid intervening variables that caused a problem with implementation (typically forces that are outside the CJC Partners' control).	1
Total Points	7

¹ The outcome evaluation should include a statistically sound comparison group examining impacts between program and control group as well as before and after.

Program Outcomes				
After School Tutoring	Outcomes	Indicators	Targets	Actual
	Provide services to 60 youth	Number of Youth registered in Program	60 youth	56 youth
	Improve Grades for youth	Improved Grade Levels	Non provided	15 youth improved their grade levels
	Improve Grades for youth	Maintain Grade Levels	Non-provided	40 youth maintained their grade levels
	Youth remain crime free	Arrest rate	Non-provided	No data provided
Comments:	Due to the late start of the program, we anticipate receiving these some of the data in the near future.			

Project Cost	\$55,000 (ARRA Funding). To date, the project has spent \$40,439.28
Project Job/Position	1 FTE
Duration	October 1, 2009 – March 31, 2012
Logic Model	Salvation Army staff completed logic model training and measurement framework
Target Population	Youth aged 12 – 17 years old.
Target Number Served	There was an average of 56 youth enrolled each month
Case Management	Most of the case management work is documented in hard copy files.
Project Status	The project is still active and is scheduled to expire March 31, 2012. Most of the services will have been provided prior to this date. Regrettable, many projects associated with ARRA funds were started late due to grant adjustment notices that changed funding sources.
Evaluation Completed	No
Grand Total Cost	\$55,000

Implementing Agency	ASPIRA of Florida, Inc. Palm Beach County Division
Project Name	ASPIRA: Renewal and Enhancement
Category	Crime Prevention
Project Description	This is an afterschool program targeting 60 “high-risk” youth and families from the Hispanic community attending Lake Worth Middle School and Lake Worth High School. The program focuses on leadership, self-esteem, and position peer relationships. The program also addresses aggressive behavior and violence by promoting alternatives and building positive social skills.

Rating Scale Criteria Description	Rating (yes=1) (no=0)
1. Program and activities are evidence based or best practices which are supported in the academic literature and peer reviewed journals (e.g., crime solutions, blue print, etc).	1
2. Implemented program and/or activities approved by the Criminal Justice Commission.	1
3. Maintained consistent, clear and measureable program goals/objectives (e.g., logic model and measurement framework).	1
4. Collected and maintained data on program participants and activities.	1
5. Provided timely and full access to program participant and program activities data that address the extent to which goals and objectives were achieved.	1
6. Provided timely and full access to financial information.	1
7. Obtained additional funding from other sources.	1
8. Program and activities adopted by other organizations, groups, etc.	0
9. Maintained working relationship with CJC staff.	1
10. Completed recent process and <i>outcome evaluation</i> ² by an independent body, which demonstrates “programs is working”	0
11. If applicable, program used “risk assessment” instrument prior to selecting program participant - addressing the question: does the program model fit the program participant?	0
12. Provided timely and full access to program site.	1
13. There are valid intervening variables that caused a problem with implementation (typically forces that are outside the CJC Partners’ control).	1
Total Points	10

² The outcome evaluation should include a statistically sound comparison group examining impacts between program and control group as well as before and after.

Program Outcomes				
Reach (TOP)	Outcomes	Indicators	Targets	Actual
	Improve School Attendance	School attendance records	75% of participants will improve their school attendance by quarterly attendance records	81% or 75 of 98 program participants had satisfactory attendance or improved school attendance
	Increase pro-social behaviors (or reduce disciplinary incidents)	Disciplinary records	75% of participants will increase pro-social behaviors as measured by quarterly disciplinary reports from the time of enrollment until June 30, 2010.	83% or 81 out of 98 program participants increased their pro-social behaviors by June 30, 2010 as measured by current disciplinary reports from the time of enrollment and as observed by the ASPIRA Youth Advisor in the group meetings.
	Increase community involvement by youth	Community Services participation records	80% of participants will complete at least 4 community service projects by June 30, 2010 as measured by attendance sign in sheets and MIS records.	82% or 80 out of 98 youth in the program completed 4 community service projects which included Feeding South Florida, Quantum House, Locks of Love, Cards to Noreen McKeen Nursing Home, Cards to Soldiers and MLK Day Quilt Project.
Comments:	No comment.			

Project Cost	\$98,000 (ARRA Funding) – All funding was utilized.
Project Job/Position	1.5 FTE will be maintained as a result of this funding (to be confirmed)
Duration	October 1, 2009 – September 30, 2010
Logic Model	Attended training and completed Logic Model and Measurement Framework.
Target Population	Hispanic youth attending two high schools in Lake Work.
Target Number Served	ASPIRA exceeded their target number (90) served by serving 98 youth
Case Management	ASPIRA maintain a case management system.
Project Status	Completed as of September 30, 2010.
Evaluation Completed	No
Grand Total Cost	\$98,000

Implementing Agency	Justice Services, Public Safety
Project Name	Pre-Trial Services Expansion – Program Specialist
Category	Court Systems
Project Description	The expansion of the pre-trial services to include a program specialist will help identify and assist clients with mental health and substance abuse issues. This program will also closely monitor the client while they are awaiting disposition by the court.

Rating Scale Criteria Description	Rating (yes=1) (no=0)
1. Program and activities are evidence based or best practices which are supported in the academic literature and peer reviewed journals (e.g., crime solutions, blue print, etc).	0
2. Implemented program and/or activities approved by the Criminal Justice Commission.	1
3. Maintained consistent, clear and measurable program goals/objectives (e.g., logic model and measurement framework).	1
4. Collected and maintained data on program participants and activities.	1
5. Provided timely and full access to program participant and program activities data that address the extent to which goals and objectives were achieved.	0
6. Provided timely and full access to financial information.	1
7. Obtained additional funding from other sources.	1
8. Program and activities adopted by other organizations, groups, etc.	0
9. Maintained working relationship with CJC staff.	1
10. Completed recent process and <i>outcome evaluation</i> ³ by an independent body, which demonstrates “programs is working”	0
11. If applicable, program used “risk assessment” instrument prior to selecting program participant - addressing the question: does the program model fit the program participant?	0
12. Provided timely and full access to program site.	1
13. There are valid intervening variables that caused a problem with implementation (typically forces that are outside the CJC Partners’ control).	1
Total Points	8

³ The outcome evaluation should include a statistically sound comparison group examining impacts between program and control group as well as before and after.

Program Outcomes				
Program Specialist	Outcomes	Indicators	Targets	Actual
	Reduce time spent in jail for Mental Health clients	Time between admission and release	No target given	Not provided
	Reduce time spent in jail.	Time between admission and release	No target given	Average days in jail decreased: 1.7 to .82 as of September 30, 2010.
	Reduce recidivism	Rate that pre-trial clients re-enter the system	No target given	Re-arrest among pre-trial clients also declined (6 re-arrests in Jan 2010 and 1 in September 30, 2010).
	Reduce violations of Supervised Own Release (SOR)	Rate of SOR violations	No target given	Violations are reported to have declined after September 30, 2010.
Comments:	Limited programmatic data suggest that the average number of days incarcerated declined slightly during the programmatic period. Furthermore, we also do not know how many pre-trial clients who “warranted services”, if they did receive mental health services. What remains unknown is how this compares to the number of individuals who participate and those that did not participate in the program.			

Project Cost	\$53,000
Project Job/Position	1 FTE
Duration	October 1, 2009 – September 30, 2010
Logic Model	Attended logic model training and provide a logic model and measurement framework
Target Population	Adult offenders entering the county jail with mental health issues.
Target Number Served	Programmatic reporting shows that between January 2010 and August 2010, pre-trial services interviewed approximately 12,492 inmates to determine eligibility. It was determined that 2151 individuals were eligible.
Case Management	Yes
Project Status	The project continued receiving funds in FY 2011 (Annual BRYNE)
Evaluation Completed	An evaluation was completed and is on file. Staff will review and include findings.
Total Cost	53,000

Financially Assisted Agencies Outcomes Report

1st & 2nd Quarter FY 2011

Palm Beach County, Department of Community Services

Agency Name: **Adopt-A-Family**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Project SAFE Qtr # : 1 Submitted	32 families, residing in Project SAFE, will pay their rent on time for a minimum of six consecutive months.	90% of 32 families, or 29 families, will pay their rent on time for a minimum of three consecutive months.	100	90	100
Project SAFE Qtr # : 2 Submitted	32 families, residing in Project SAFE, will pay their rent on time for a minimum of six consecutive months.	90% of 32 families, or 29 families, will pay their rent on time for a minimum of three consecutive months.	98.28	90	97
Service Enriched Housing Qtr # : 1 Submitted	Residents will improve their financial health.	70% of 25 residents will improve their credit in at least two areas of the quarterly credit repair measurement checklist each quarter.	71.43	70	71
Service Enriched Housing Qtr # : 2 Submitted	Residents will improve their financial health.	70% of 25 residents will improve their credit in at least two areas of the quarterly credit repair measurement checklist each quarter.	72.09	70	73
Project UpLift Qtr # : 1 Submitted	Families will show improvement in at least three domains of the Self-Sufficiency Matrix.	90% of 238, or 214, families will show improvement in at least three domains of the Self-Sufficiency Matrix upon program exit.	92.52	90	93
Project UpLift Qtr # : 2 Submitted	Families will show improvement in at least three domains of the Self-Sufficiency Matrix.	90% of 238, or 214, families will show improvement in at least three domains of the Self-Sufficiency Matrix upon program exit.	91.29	90	90

Agency Name: **Alzheimer's Community Care, Inc.**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Family Nurse Consultant Program Qtr # : 1 Submitted	Caregivers' stress stabilizes or decreases after working with the Family Nurse Consultant for one year.	75% of 125 caregivers have stable or decreased risk scores on the Caregiver Strain Index at reassessment.	70.97	75	71

Agency Name: **Alzheimer's Community Care, Inc.**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Family Nurse Consultant Program Qtr # : 2 Submitted	Caregivers' stress stabilizes or decreases after working with the Family Nurse Consultant for one year.	75% of 125 caregivers have stable or decreased risk scores on the Caregiver Strain Index at reassessment.	70.83	75	71
Specialized Alzheimer's Day Care Qtr # : 1 Submitted	Patients are not institutionalized.	75% of 300 patients participating in day care during the year continue to be cared for at home.	79.31	75	79
Specialized Alzheimer's Day Care Qtr # : 2 Submitted	Patients are not institutionalized.	75% of 300 patients participating in day care during the year continue to be cared for at home.	87.3	75	94

Agency Name: **The Arc of Palm Beach County**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Independent Living and Support Services for People Families with Special Needs or Disabilities Qtr # : 1 In Process	Clients will maintain their current level of residential care or progress to a more independent setting.	90% of 51 clients will maintain their current level of residential care or move to a more independent setting.	100	90	100
Independent Living and Support Services for People Families with Special Needs or Disabilities Qtr # : 2 Submitted	Clients will maintain their current level of residential care or progress to a more independent setting.	90% of 51 clients will maintain their current level of residential care or move to a more independent setting.	100	90	100

Agency Name: **Aid to Victims of Domestic Abuse**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Domestic Abuse Qtr # : 1 Submitted	Adults exiting shelter program attain violence free living conditions.	80% of 90 adults move on to violence free living conditions when leaving shelter program.	100	80	100
Domestic Abuse Qtr # : 2 Submitted	Adults exiting shelter program attain violence free living conditions.	80% of 90 adults move on to violence free living conditions when leaving shelter program.	98.36	80	96

Agency Name: **Big Brothers Big Sisters of Palm Beach and Martin Counties**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Career Skills Mentoring Program Qtr # : 1 Submitted	Children participating in the Career Skills Program will show improved positive identity.	80% of 20 kids participating in the Career Skills Mentoring Program will show improved positive identity as evidenced by survey results.	25	80	25
Career Skills Mentoring Program Qtr # : 2 Submitted	Children participating in the Career Skills Program will show improved positive identity.	80% of 20 kids participating in the Career Skills Mentoring Program will show improved positive identity as evidenced by survey results.	44.44	80	60

Agency Name: **Boys and Girls Club of Palm Beach County**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Child Care/Youth Development Qtr # : 1 Submitted	Teens will increase their reading proficiency.	75% of 95 teens attending the program 50% of the time will maintain or improve their reading skills.	92.63	75	93
Child Care/Youth Development Qtr # : 2 In Process	Teens will increase their reading proficiency.	75% of 95 teens attending the program 50% of the time will maintain or improve their reading skills.	83.68	75	75

Agency Name: **Comprehensive Alcoholism Rehabilitation Program**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Adolescent Residential Treatment Qtr # : 1 Submitted	Addicted adolescents will be placed in a residential level two substance abuse treatment center where they will remain drug free.	72% of 50 clients will successful complete the program and discharged with approval.	64	72	64
Adolescent Residential Treatment Qtr # : 2 Submitted	Addicted adolescents will be placed in a residential level two substance abuse treatment center where they will remain drug free.	72% of 50 clients will successful complete the program and be discharged with approval.	75.93	72	86
Adult Residential Treatment Qtr # : 1 Submitted	Addicted individuals will be taken off the street and admitted to a residential level two substance abuse treatment center where they will remain drug free and participate in daily program activities.	72% of 480 Clients will successful complete the program and be discharged with approval.	77.7	72	78

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Adult Residential Treatment Qtr # : 2 Submitted	Addicted individuals will be taken off the street and admitted to a residential level two substance abuse treatment center where they will remain drug free and participate in daily program activities.	72% of 480 Clients will successful complete the program and be discharged with approval.	84.89	72	92
Homeless Assessment Center Qtr # : 1 Submitted	All admitted clients begin the assessment process to determine the presenting need.	72% of 360 Individuals will complete the assessment process and be referred and linked to a provider in the Homeless Provider Network.	100	72	100
Homeless Assessment Center Qtr # : 2 Submitted	All admitted clients begin the assessment process to determine the presenting need.	72% of 360 Individuals will complete the assessment process and be referred and linked to a provider in the Homeless Provider Network.	100	72	100
CARP Medical Detoxification Program Qtr # : 1 Submitted	All admitted clients will begin medically supervised withdrawal management.	72% of 1800 Individuals will complete withdrawal management and be medically cleared by the physician.	90	72	90
CARP Medical Detoxification Program Qtr # : 2 In Process	All admitted clients will begin medically supervised withdrawal management.	72% of 1800 Individuals will complete withdrawal management and be medically cleared by the physician.	89.19	72	89
Outpatient Treatment Qtr # : 1 Submitted	Addicted individuals who are residing in our communities will be admitted to a structured outpatient treatment program where they will remain drug free and participate in scheduled activities.	72% of 900 clients will successful complete the program and be discharged with approval.	93.39	72	93
Outpatient Treatment Qtr # : 2 Submitted	Addicted individuals who are residing in our communities will be admitted to a structured outpatient treatment program where they will remain drug free and participate in scheduled activities.	72% of 900 clients will successful complete the program and be discharged with approval.	92.55	72	90

Agency Name: **Children's Place at Home Safe**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Simon C. Fireman Foundation Home Safe Center for Children Qtr # : 1 Submitted	Clients will implement safety planning for themselves and their children.	100% of 100 clients will learn to protect themselves and their children by utilizing their safety plan.	100	100	100
Simon C. Fireman Foundation Home Safe Center for Children Qtr # : 2 Submitted	Clients will implement safety planning for themselves and their children.	100% of 100 clients will learn to protect themselves and their children by utilizing their safety plan.	100	100	100

Agency Name: **Children's Home Society, South Coastal Division**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Nelle Smith Residence for Girls Qtr # : 1 In Process	Teens will demonstrate successful basic living skills.	75% 8 of teens will improve in at least 5 of the 14 basic living skill areas.	0	75	0
Nelle Smith Residence for Girls Qtr # : 2 Submitted	Teens will demonstrate successful basic living skills.	75% 8 of teens will improve in at least 5 of the 14 basic living skill areas.	7.69	75	20
Safe Place Project Qtr # : 1 In Process	Youth will learn alternatives to running away.	90% of 1000 youth or 900 youth will learn alternatives to running away.	90.74	90	91
Safe Place Project Qtr # : 2 Submitted	Youth will learn alternatives to running away.	90% of 1000 youth or 900 youth will learn alternatives to running away.	93.43	90	97
Transitions Home Qtr # : 1 In Process	Teen mothers will demonstrate successful basic living skills.	83% of 6 teen mothers will improve in at least 5 of the 14 basic living skill areas.	33.33	83	33
Transitions Home Qtr # : 2 Submitted	Teen mothers will demonstrate successful basic living skills.	83% of 6 teen mothers will improve in at least 5 of the 14 basic living skill areas.	40	83	50

Agency Name: **Coalition of Independent Living Options, Inc.**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
ALERT Qtr # : 1 Submitted	Youth learn independent living skills to promote independence.	95% of 70 youth with disabilities will learn at least one independent skill monthly.	100	95	100
ALERT Qtr # : 2 Submitted	Youth learn independent living skills to promote independence.	95% of 70 youth with disabilities will learn at least one independent skill monthly.	100	95	100
CILO ACCESS Qtr # : 1 Submitted	Adults with disabilities will access resources that will lead to independence in the community.	80 % of 175 adults with disabilities will be linked to at least 2 community resources within one month of intake in order to maintain their independence in the community.	82.26	80	82
CILO ACCESS Qtr # : 2 Submitted	Adults with disabilities will access resources that will lead to independence in the community.	80 % of 175 adults with disabilities will be linked to at least 2 community resources within one month of intake in order to maintain their independence in the community.	81.51	80	81

Agency Name: **Communities in Schools**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
LYNC Qtr # : 1 Submitted	Students will demonstrate improvement in one or more areas of academic achievement	70% of 350 students, or 245 students, will demonstrate academic improvement in one or more area as compared to GPA during previous school year.	94.23	70	94
LYNC Qtr # : 2 Submitted	Students will demonstrate improvement in one or more areas of academic achievement	70% of 350 students, or 245 students, will demonstrate academic improvement in one or more area as compared to GPA	84.77	70	73

Agency Name: **City of Pahokee**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
City of Pahokee Seniors Qtr # : 2 In Process	The Seniors who will participate in these activities will increase their mobility, networking ability and health.	75% of 40 Senior Citizens will improve their overall independence and social skills.	75.76	75	76
City of Pahokee Parks and Recreation Qtr # : 1 In Process	The city of Pahokee youth who will participate in the after school activities will reduce they suspension rate by 10%.	75% of 30 participants will have less than 15 days out of school for the upcoming school year.	60	75	60
City of Pahokee Parks and Recreation Qtr # : 2 In Process	The city of Pahokee youth who will participate in the after school activities will reduce they suspension rate by 10%.	75% of 30 participants will have less than 15 days out of school for the upcoming school year.	63.33	75	67

Agency Name: **Drug Abuse Foundation of Palm Beach County**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Intensive Residential Services Qtr # : 1 Submitted	Individuals are stabilized-drug free.	(325) of (500) or 65% of individuals enrolled into residential treatment will successfully complete the program drug-free.	80.92	65	81
Intensive Residential Services Qtr # : 2 Submitted	Individuals are stabilized-drug free.	(325) of (500) or 65% of individuals enrolled into residential treatment will successfully complete the program drug-free.	75.35	65	67
Medical Detoxification Program Qtr # : 1 Submitted	Individuals are stabilized-free from life threatening medical complications due to withdrawal from drugs/ alcohol.	(720) of (1200) or 60% of individuals enrolled into medical detox services will be successfully medically discharged.	57.67	60	58
Medical Detoxification Program Qtr # : 2 Submitted	Individuals are stabilized-free from life threatening medical complications due to withdrawal from drugs/ alcohol.	(720) of (1200) or 60% of individuals enrolled into medical detox services will be successfully medically discharged.	58	60	58

Agency Name: **Drug Abuse Treatment Association**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Adolescent Outpatient Qtr # : 1 Submitted	Increase the global assessment of functioning scores in the adolescents served.	78% of 700 of those who successfully complete the program will improve their global assessment of functioning scores from admission	95.06	78	95
Adolescent Outpatient Qtr # : 2 Submitted	Increase the global assessment of functioning scores in the adolescents served.	78% of 700 of those who successfully complete the program will improve their global assessment of functioning scores from admission	96.33	78	97
Walter D Kelly Treatment Center Qtr # : 1 Submitted	Reduce the rate of substance abuse in successful graduates and remain substance free.	71% of 55 of the clients will successfully complete the program with no drug use 30 days prior to discharge.	87.5	71	88
Walter D Kelly Treatment Center Qtr # : 2 Submitted	Reduce the rate of substance abuse in successful graduates and remain substance free.	71% of 55 of the clients will successfully complete the program with no drug use 30 days prior to discharge.	89.29	71	90

Agency Name: **Deaf Service Center of Palm Beach County, Inc.**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Advocacy & Client Care Management Qtr # : 1 Submitted	Clients have their immediate issue/situation improved.	85% of 1100 clients (sample size 77) benefit from intervention by staff regarding one or more daily living issues.	75	85	75
Advocacy & Client Care Management Qtr # : 2 Submitted	Clients have their immediate issue/situation improved.	85% of 1100 clients (sample size 77) benefit from intervention by staff regarding one or more daily living issues.	93.02	85	97
Assistive Communication Equipment Qtr # : 1 Submitted	Seniors are able to communicate better.	90% of 1200 seniors (sample size 120) who received new or modified special equipment hear better with the new equipment.	100	90	100
Assistive Communication Equipment Qtr # : 2 Submitted	Seniors are able to communicate better.	90% of 1200 seniors (sample size 120) who received new or modified special equipment hear better with the new equipment.	98.28	90	97

Agency Name: **Deaf Service Center of Palm Beach County, Inc.**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Assistive Communication Equipment Qtr # : 2 Submitted	Seniors are able to communicate better.	90% of 1200 seniors (sample size 120) who received new or modified special equipment hear better with the new equipment.	98.28	90	97
Resource & Community Education Qtr # : 1 Submitted	Hearing, hard-of-hearing, and deaf individuals have an increased knowledge of hearing loss.	35% of 1300 new clients receive audiology or phone program services due to outreach efforts.	28.38	35	28
Resource & Community Education Qtr # : 2 Submitted	Hearing, hard-of-hearing, and deaf individuals have an increased knowledge of hearing loss.	35% of 1300 new clients receive audiology or phone program services due to outreach efforts.	33.26	35	40

Agency Name: **Families First**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Family Self Sufficiency Qtr # : 1 Submitted	Family head of household will be able to manage household expenses.	75% of 45 families will utilize a budget plan and consistently manage household expenses quarterly.	100	75	100
Family Self Sufficiency Qtr # : 2 Submitted	Family head of household will be able to manage household expenses.	75% of 45 families will utilize a budget plan and consistently manage household expenses quarterly.	100	75	100
Kin Support Qtr # : 1 Submitted	Kinship families will remain stable and not disrupt in children being placed in foster/shelter care.	84% of 50 kinship families will have remained stable and not disrupted during the contract service period.	100	84	100
Kin Support Qtr # : 2 Submitted	Kinship families will remain stable and not disrupt in children being placed in foster/shelter care.	84% of 50 kinship families will have remained stable and not disrupted during the contract service period.	100	84	100

Agency Name: **The Center for Family Services of Palm Beach County**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD %	YTD Target % to Achieve	This QTR Actual %
Emergency Assistance to Individuals/Pat Reeves Village Qtr # : 1 Submitted	Homeless families will enter stable housing within 90 days of admission.	30% of 55 families will enter stable housing within 90 days of admission.	61 .9	30	62

Agency Name: **The Center for Family Services of Palm Beach County**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Emergency Assistance to Individuals/Pat Reeves Village Qtr # : 2 Submitted	Homeless families will enter stable housing within 90 days of admission.	30% of 55 families will enter stable housing within 90 days of admission.	68.75	30	82
Individual and Family Counseling Qtr # : 1 Submitted	Clients implement change to resolve their problems.	70% of 169 clients identify and implement at least one solution to their problems by case closure.	87.36	70	87
Individual and Family Counseling Qtr # : 2 Submitted	Clients implement change to resolve their problems.	70% of 169 clients identify and implement at least one solution to their problems by case closure.	87.5	70	88
Travelers Aid Qtr # : 1 Submitted	Clients safely return home.	95% of 200 clients served return home safely.	100	95	100
Travelers Aid Qtr # : 2 Submitted	Clients safely return home.	95% of 200 clients served return home safely.	100	95	100

Agency Name: **Farmworker Coordinating Council of Palm Beach County**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Family Preservation and Empowerment Qtr # : 1 Submitted	Families remain in their own home.	90% of 30 families or 27 families will remain in their home after 60 days.	12.5	90	13
Family Preservation and Empowerment Qtr # : 2 Submitted	Families remain in their own home.	90% of 30 families or 27 families will remain in their home after 60 days.	60	90	92

Agency Name: **Glades Initiative Management Board**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Health and Human Services in the Glades Qtr # : 1 Submitted	Residents are able to access critical health and human service resources.	50% of 1200 residents will receive services as a result of assistance from the Glades Initiative.	57.53	50	58

Agency Name: **Glades Initiative Management Board**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Health and Human Services in the Glades Qtr # : 2 Submitted	Residents are able to access critical health and human service resources.	50% of 1200 residents will receive services as a result of assistance from the Glades Initiative.	56.19	50	55

Agency Name: **Glades Area Association for Retarded Citizens, Inc.**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Adult Developmental Services System of Care Qtr # : 1 Submitted	Clients achieve their short term objectives.	32 of the 37 clients or 86% achieve at least 1 objective from their Program Plan, thereby making progress towards greater independence.	16.67	86	17
Adult Developmental Services System of Care Qtr # : 2 Submitted	Clients achieve their short term objectives.	32 of the 37 clients or 86% achieve at least 1 objective from their Program Plan, thereby making progress towards greater independence.	16.18	86	16

Agency Name: **Gulfstream Goodwill Industries**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Community Apprenticeship Qtr # : 1 In Process	Enrollees will obtain employment.	50% of 30 enrolled individuals will obtain employment measureable at 30-days on the job.	30	50	30
Community Apprenticeship Qtr # : 2 In Process	Enrollees will obtain employment.	50% of 30 enrolled individuals will obtain employment measureable at 30-days on the job.	48.33	50	67

Agency Name: **Center for Group Counseling**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Care-givers' Program Qtr # : 1 Submitted	Caregivers will maintain or improve their ability to cope with demands of caregiving.	16 out of 20 caregivers will maintain or improve their ability to cope with the demands of caregiving obtaining at least a "fair" rating.	100	80	100
Care-givers' Program Qtr # : 2 Submitted	Caregivers will maintain or improve their ability to cope with demands of caregiving.	16 out of 20 caregivers will maintain or improve their ability to cope with the demands of caregiving obtaining at least a "fair" rating.	100	80	100

Agency Name: **Center for Group Counseling**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Senior Adult Group Experiences Qtr # : 1 Submitted	Seniors will maintain or improve their outlook on life.	97 out of 121 clients will maintain or improve their outlook on life obtaining at least a "fair" rating.	94.06	80	94
Senior Adult Group Experiences Qtr # : 2 Submitted	Seniors will maintain or improve their outlook on life.	97 out of 121 clients will maintain or improve their outlook on life obtaining at least a "fair" rating.	95.63	80	97

Agency Name: **The Haven**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Therapeutic resident program for abused abandoned and neglected children Qtr # : 1 Submitted	Children demonstrate improved or stabilized academic performance.	75% of 104 youth residing at The Haven for at least six months will maintain passing grades or improve academically in school based upon letter grade average or GED progress.	96.43	75	96

Agency Name: **Housing Partnership, Inc.**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Supportive Housing Program Qtr # : 1 Submitted	Participants live in the community and remain out of long term institutional settings.	80% of 50 participants will remain out of long term institutional settings.	100	80	100
Supportive Housing Program Qtr # : 2 Submitted	Participants live in the community and remain out of long term institutional settings.	80% of 50 participants will remain out of long term institutional settings.	100	80	100

Agency Name: **Intercultural Family Health Education Center**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
A Stitch in Time Qtr # : 1 Submitted	Individuals and families will be more aware of the signs and symptoms of mental illness.	50% of 100 clients who received one-on-one counseling services will report at least one improvement in quality of life area being addressed in a voluntary personalized care plan.	65.91	50	66

Agency Name: **Intercultural Family Health Education Center**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
A Stitch in Time Qtr # : 2 Submitted	Individuals and families will be more aware of the signs and symptoms of mental illness.	50% of 100 clients who received one-on-one counseling services will report at least one improvement in quality of life area being addressed in a voluntary personalized care plan.	66.67	50	68

Agency Name: **Jeff Industries**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Supported Employment Continuum Qtr # : 1 Submitted	Participants enrolled in the SEC develop the stamina to maintain a routine work schedule while learning a vocation.	Eighty percent (80%) of the sixty (60) or currently enrolled adults will maintain an average work schedule of 10 days per month.	79.17	80	79
Supported Employment Continuum Qtr # : 2 Submitted	Participants enrolled in the SEC develop the stamina to maintain a routine work schedule while learning a vocation.	Eighty percent (80%) of the sixty (60) or currently enrolled adults will maintain an average work schedule of 10 days per month.	80	80	81

Agency Name: **Legal Aid Society of Palm Beach County**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Guardian Advocacy Project Qtr # : 1 In Process	Persons age 18-59 with developmental disabilities or special needs will experience an improved quality of life.	10 out of 12 persons aged 18-59 with developmental disabilities will receive services and have an improved quality of life.	100	83	100
Guardian Advocacy Project Qtr # : 2 Submitted	Persons age 18-59 with developmental disabilities or special needs will experience an improved quality of life.	10 out of 12 persons aged 18-59 with developmental disabilities will receive services and have an improved quality of life.	100	83	100

Agency Name: **The Lord's Place**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Engagement Center Qtr # : 1 Submitted	Homeless clients will move into stable housing and end their homelessness.	28.6% of 700 individuals will be assisted in obtaining HOT Team appointments to secure housing.	22.88	29	23

Agency Name: **The Lord's Place**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Engagement Center Qtr # : 2 Submitted	Homeless clients will move into stable housing and end their homelessness.	28.6% of 700 individuals will be assisted in obtaining HOT Team appointments to secure housing.	41.28	29	52
Family Campus Qtr # : 1 Submitted	Families obtain safe, permanent supportive housing.	27 of 34 (80%) families will remain in permanent housing for a minimum of 6 months.	80	80	80
Family Campus Qtr # : 2 Submitted	Families obtain safe, permanent supportive housing.	27 of 34 (80%) families will remain in permanent housing for a minimum of 6 months.	54.55	80	33
Men's Campus Qtr # : 1 Submitted	Residents obtain safe, permanent supportive housing.	20 of 25 (80%) residents remain in permanent housing for a minimum of 6 months.	80	80	80
Men's Campus Qtr # : 2 Submitted	Residents obtain safe, permanent supportive housing.	20 of 25 (80%) residents remain in permanent housing for a minimum of 6 months.	80	80	80

Agency Name: **Oakwood Center of the Palm Beaches**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Glades Adult Crisis Stabilization Qtr # : 1 Submitted	Clients will experience a reduction of crisis as reflected by an increased GAF score upon discharge.	80% of 247 persons served will have at least a 10 point increase in their discharge GAF scores upon discharge as compared to admission.	94.94	80	95
Glades Adult Crisis Stabilization Qtr # : 2 Submitted	Clients will experience a reduction of crisis as reflected by an increased GAF score upon discharge.	80% of 247 persons served will have at least a 10 point increase in their discharge GAF scores upon discharge as compared to admission.	95.56	80	96
Glades Child Crisis Stabilization Qtr # : 1 Submitted	Referrals will be screened and assessed within 2 hours of contact.	90% of 50 referrals will be assessed within 2 hours of contact.	93.75	90	94
Glades Child Crisis Stabilization Qtr # : 2 Submitted	Referrals will be screened and assessed within 2 hours of contact.	90% of 50 referrals will be assessed within 2 hours of contact.	94.29	90	95

Agency Name: **Oakwood Center of the Palm Beaches**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Mobile Crisis Program Qtr # : 1 In Process	Children seen by team will not be unnecessarily hospitalized.	60% of 200 children served will not be hospitalized.	92.86	60	93
Mobile Crisis Program Qtr # : 2 In Process	Children seen by team will not be unnecessarily hospitalized.	60% of 200 children served will not be hospitalized.	95.09	60	96
Inpatient Psychiatric Services Qtr # : 1 In Process	Patients completing treatment will not experience readmission for at least 6 months.	25% of 1200 patients will be readmitted to the inpatient unit within 6 months.	28.7	25	29
Inpatient Psychiatric Services Qtr # : 2 Submitted	Patients completing treatment will not experience readmission for at least 6 months.	25% of 1200 patients will be readmitted to the inpatient unit within 6 months.	29.97	25	31
Panda Program Qtr # : 1 In Process	Reduce the adverse effects of chemical dependency of pregnant mothers on their new born.	100% of the births occur in PANDA will be drug free.	100	100	100
Panda Program Qtr # : 2 In Process	Reduce the adverse effects of chemical dependency of pregnant mothers on their new born.	100% of the births occur in PANDA will be drug free.	100	100	100
Glades Residential Detoxification Unit Qtr # : 1 Submitted	Clients will experience a reduction of symptoms by meeting ASAM discharge criteria.	90% of 75 persons served will successfully meet ASAM discharge criteria in 4 days or less.	86.67	90	87
Glades Residential Detoxification Unit Qtr # : 2 Submitted	Clients will experience a reduction of symptoms by meeting ASAM discharge criteria.	90% of 75 persons served will successfully meet ASAM discharge criteria in 4 days or less.	96.23	90	100

Agency Name: **Parent-Child Center**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
PARCHILD Outpatient Services Qtr # : 1 Submitted	Children, adolescents and their families experience an improvement in their emotional and behavioral health.	80% of 200 children and adolescents served will show an improvement in their emotional and behavioral health evidenced by CFAR scores.	80.1	80	80

Agency Name: **Parent-Child Center**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
PARCHILD Outpatient Services Qtr # : 2 Submitted	Children, adolescents and their families experience an improvement in their emotional and behavioral health.	80% of 200 children and adolescents served will show an improvement in their emotional and behavioral health evidenced by CFAR scores.	79.07	80	77

Agency Name: **Palm Beach Habilitation Center**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Computer Training Program Qtr # : 1 Submitted	Participants will be able to identify and complete personal achievement goals of basic computer operation.	14 out of 20 clients will be able to identify and complete at least 1 personal achievement goal.	90	70	90
Computer Training Program Qtr # : 2 Submitted	Participants will be able to identify and complete personal achievement goals of basic computer operation.	14 out of 20 clients will be able to identify and complete at least 1 personal achievement goal.	90	70	90
Seniors in Transition and Retirement Services Qtr # : 1 Submitted	Participants will identify appropriate community resources they would like to access through the program.	18 of 30 clients will access public resources by attending a community outing at least once a week.	95.45	60	95
Seniors in Transition and Retirement Services Qtr # : 2 Submitted	Participants will identify appropriate community resources they would like to access through the program.	18 of 30 clients will access public resources by attending a community outing at least once a week.	95.56	60	96

Agency Name: **Rehabilitation Center for Children and Adults**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Comprehensive Rehabilitation Qtr # : 1 Submitted	Clients improve in physical function, independence and/or communication	90% of 800 clients, or 720 clients, will improve in one of the following: physical function, independence, or communication.	96.05	90	96
Comprehensive Rehabilitation Qtr # : 2 Submitted	Clients improve in physical function, independence and/or communication	90% of 800 clients, or 720 clients, will improve in one of the following: physical function, independence, or communication.	95.77	90	96

Agency Name: **The Salvation Army**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Center of Hope Qtr # : 1 Submitted	Residents completing 60 days or more of the program will demonstrate an increase in self-sufficiency and interpersonal skills.	80% of 60 residents completing 60 days or more of the program will demonstrate an increase in self-sufficiency and interpersonal skills.	52.63	80	53
Center of Hope Qtr # : 2 In Process	Residents completing 60 days or more of the program will demonstrate an increase in self-sufficiency and interpersonal skills.	80% of 60 residents completing 60 days or more of the program will demonstrate an increase in self-sufficiency and interpersonal skills.	55.81	80	80

Agency Name: **Seagull Industries for the Disabled, Inc.**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Adult Day Habilitation Program Qtr # : 1 Submitted	Participants will independently (improve) exhibit appropriate hygiene and dress for an interview.	40 of 50, or 80% of participants identified to have employment barriers of poor grooming and hygiene skills will improve their skill levels.	48	80	48
Adult Day Habilitation Program Qtr # : 2 Submitted	Participants will independently (improve) exhibit appropriate hygiene and dress for an interview.	40 of 50, or 80% of participants identified to have employment barriers of poor grooming and hygiene skills will improve their skill levels.	68	80	88

Agency Name: **Sickle Cell Foundation of Palm Beach County, Inc.**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Haitian Outreach Program Qtr # : 1 Submitted	Clients who participate in the educational sessions will increase their knowledge of Sickle Cell Disease/Trait symptoms.	70% of 400 clients receiving the educational presentations will learn two symptoms of Sickle Cell Disease/Trait.	100	70	100
Haitian Outreach Program Qtr # : 2 Submitted	Clients who participate in the educational sessions will increase their knowledge of Sickle Cell Disease/Trait symptoms.	70% of 400 clients receiving the educational presentations will learn two symptoms of Sickle Cell Disease/Trait.	100	70	100

Agency Name: **South County Mental Health Center**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Crisis Stabilization Unit Qtr # : 1 Submitted	Clients discharged from the CSU will not require inpatient services within 3 months of discharge.	80% of 1280 clients will not require inpatient services within 3 months of discharge.	81.49	80	81
Crisis Stabilization Unit Qtr # : 2 Submitted	Clients discharged from the CSU will not require inpatient services within 3 months of discharge.	80% of 1280 clients will not require inpatient services within 3 months of discharge.	81.5	80	82
Intake and Evaluation and Mobile Crisis Team Qtr # : 1 Submitted	The clients evaluated and assisted by the SCMHC MCT that will not require inpatient care within the next 30 days following MCT intervention.	95% of 2280 clients evaluated and assisted by the SCMHC MCT will not require inpatient care within the next 30 days following MCT intervention.	97.18	95	97
Intake and Evaluation and Mobile Crisis Team Qtr # : 2 Submitted	The clients evaluated and assisted by the SCMHC MCT that will not require inpatient care within the next 30 days following MCT intervention.	95% of 2280 clients evaluated and assisted by the SCMHC MCT will not require inpatient care within the next 30 days following MCT intervention.	97.57	95	98
Psychiatric and Medical Services Qtr # : 1 Submitted	Clients who receive outpatient services at SCMHC will be able to remain in the community without the need for inpatient CSU, hospitalization or jail.	95% of 1140 clients served (20% sample of population) who are receiving outpatient psychiatric and medical services will not require more than 15 days annually in inpatient, CSU or jail post intake assessment.	97.67	95	98
Psychiatric and Medical Services Qtr # : 2 Submitted	Clients who receive outpatient services at SCMHC will be able to remain in the community without the need for inpatient CSU, hospitalization or jail.	95% of 1140 clients served (20% sample of population) who are receiving outpatient psychiatric and medical services will not require more than 15 days annually in inpatient, CSU or jail post intake assessment.	98.35	95	99

Agency Name: **United Way of Palm Beach County, Inc.**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
VITA Program Qtr # : 1 Submitted	Increase disposable income among low-income residents.	100% of 8,100 low-income households will receive free income tax preparation services through the VITA Program.		100	
VITA Program Qtr # : 2 Submitted	Increase disposable income among low-income residents.	100% of 8,100 low-income households will receive free income tax preparation services through the VITA Program.	100	100	100

Agency Name: **Urban Youth Impact, Inc.**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Leadership Academy After-School Qtr # : 1 Submitted	Children will improve their overall reading skill levels through the use of the computerized software curriculum.	80% of 60 children will show improvement in their reading skills including comprehension and fluency throughout the school year.	51.67	80	52
Leadership Academy After-School Qtr # : 2 Submitted	Children will improve their overall reading skill levels through the use of the computerized software curriculum.	80% of 60 children will show improvement in their reading skills including comprehension and fluency throughout the school year.	67.5	80	83

Agency Name: **Wayside House**

Reporting Type: **Non Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Prevention/Intervention Treatment Services Qtr # : 1 Submitted	Clients will be self supporting at the completion of treatment.	83% of 60 clients will have employment and complete treatment in Phase II.	100	83	100
Prevention/Intervention Treatment Services Qtr # : 2 In Process	Clients will be self supporting at the completion of treatment.	83% of 60 clients will have employment and complete treatment in Phase II.	80	83	67

Agency Name: **YWCA of Palm Beach County, Inc.**

Reporting Type: **Cumulative**

Program	Outcome 1	Indicator	YTD % Achieved	YTD Target % to Achieve	This QTR Actual %
Harmony House Qtr # : 1 Submitted	Women and children are safe from domestic violence and leave their abusive situation to alternative housing.	50% of 446 women and children will move into safe independent housing.	89.04	50	89
Harmony House Qtr # : 2 Submitted	Women and children are safe from domestic violence and leave their abusive situation to alternative housing.	50% of 446 women and children will move into safe independent housing.	84.82	50	77