



3rd Quarter Program Outcomes

January 1, 2015 – March 31, 2015

Indicator	Goal Description	Target	3rd Quarter	2nd Quarter
PSH Eviction Rate	Individuals living in community apartments do not experience eviction.	100%	100%	98%
PSH Landlord Satisfaction	Landlords are satisfied with the PSH program overall.	100%	100%	100%
PDSL Access	Clients admitted to Supported Living will begin receiving services within 7 business days or less from date of referral.	100%	100%	100%
Outreach Engagement	The peer mentor group will hold 10 outreach activities during the year to engage people in recovery.	100%	100%	70%
Individual Satisfaction PDSL	Individuals served by PD Supported Living will report satisfaction with their services.	90%	100%	100%
Individual Satisfaction PD CRR	Individuals served by PD CRR will report satisfaction with their services.	90%	100%	100%
Individual Satisfaction ID CH	Individuals served by ID Community Homes will report satisfaction with their services.	90%	**	**
Individual Satisfaction ID Cong.	Individuals served by ID Congregate will report satisfaction with their services.	90%	**	**
Individual Satisfaction PSH	Individuals served by Permanent Supportive Housing will report satisfaction with their services.	90%	**	**
Family Satisfaction ID	Family members/friends are satisfied with the services individuals receive	95%	100%	**
Family Satisfaction PD	Family members/friends are satisfied with the services individuals receive	95%	100%	**
Medication Accuracy CRR	Medications are taken by individuals as prescribed and staff are providing support.	100%	94.2%	**
Medication Accuracy ID CH	Medications are taken by individuals as prescribed and staff are providing support.	100%	99.95%	**