



### 3<sup>rd</sup> Quarter Program Outcomes Part 1

January 1st, 2017 – March 31st, 2017

Indicator	Goal Description	Target	3 <sup>rd</sup> Quarter	2 <sup>nd</sup> Quarter
PSH Non-Eviction Rate	Individuals living in community apartments do not experience eviction.	100%	100%	100%
TAY Non-Eviction Rate	Individuals living in community apartments do not experience eviction.	100%	87%	95%
PSH Landlord Satisfaction	Landlords are satisfied with the PSH program overall.	100%	**	**
PDSL Access	Clients admitted to Supported Living will begin receiving services within 7 business days or less from date of referral.	100%	100%	**
Outreach Engagement	The peer mentor group will hold 10 outreach activities during the year to engage people in recovery.	100%	80%	60%
Individual Satisfaction PDSL	Individuals served by PD Supported Living will report satisfaction with their services.	90%	**	**
Individual Satisfaction PD CRR	Individuals served by PD CRR will report satisfaction with their services.	90%	**	**
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 find benefits with the services that individuals receive	95%	78%	**
Family Satisfaction PD	Family members/friends find benefits with the services that individuals receive	95%	96%	**
Medication Accuracy CRR	Medications are taken by individuals as prescribed and staff are providing support.	100%	93.63%	92.80%
Medication Accuracy ID CH	Medications are taken by individuals as prescribed and staff are providing support.	100%	99.78%	**

**Details**

- ❖ **PSH Eviction Rate – Zero evictions** (Avg. Length of stay 1424 days this quarter); **TAY Eviction Rate 2(MP; AJ) serving 23** (Avg. length of stay 242 days this quarter).
- ❖ **PD Family Satisfaction – PD surveys- 41 sent; 7 returned = 17% return rate-96% agree that there are benefits from services and 4% disagreed.**
- ❖ **ID Family satisfaction – 27 surveys sent; 10 returned= 37% return rate 78% agreed that there are benefits from services; 22% of returned surveys did not respond to this question**
- ❖ **PSH Landlord Satisfaction – to be sent out 4<sup>th</sup> quarter**
- ❖ **TAY Landlord Satisfaction- to be sent out 4<sup>th</sup> quarter**
- ❖ **PDSL Access – From Intake to 1<sup>st</sup> meeting with CSSII is 3 days average for the 3<sup>rd</sup> quarter**
- ❖ **Outreach Engagement – 2 groups were held in the 3<sup>rd</sup> quarter- 80% groups held for the year.**
- ❖ **Medication Accuracy Breakout (cumulative):**

	Quarter 3	Quarter 2
<b>Bryant</b>	<b>92.09</b>	84.64
<b>Braddock</b>	<b>96.97</b>	90.64
<b>Greenfield</b>	<b>90.45</b>	98.11
<b>McLenahan</b>	<b>95.01</b>	97.83
<b>Callowhill</b>	<b>99.68</b>	98.80
<b>Royer</b>	<b>99.88</b>	**

\*\* data unavailable at this time

