



4th Quarter Program Outcomes

April 1st, 2017 – June 30th, 2017

Indicator	Goal Description	Target	4 th Quarter	3 rd 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%	100%	87%
PSH/TAY Landlord Satisfaction	Landlords are overall satisfied with the PSH/TAY programs.	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%	80%
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%	**	**

Individual Satisfaction TAY	Individuals served by Transition Age Youth will report satisfaction with their services.	90%	**	**
Family Satisfaction ID	Family members/friends are satisfied with the services individuals receive	95%	**	78%
Family Satisfaction PD	Family members/friends are satisfied with the services individuals receive	95%	**	96%
Medication Accuracy CRR	Medications are taken by individuals as prescribed and staff are providing support.	100%	92.45%	93.63%
Medication Accuracy ID CH	Medications are taken by individuals as prescribed and staff are providing support.	100%	99.65%	99.78%

** data unavailable at this time

Details:

- ❖ **PSH Eviction Rate – 0 evictions** (Avg. Length of stay 1410 days this quarter)
- ❖ **TAY Eviction Rate – 0 evictions** (Avg. length of stay 232 days this quarter)
- ❖ **PD SL Individual Satisfaction-** Data being collected
- ❖ **PD CRR Individual Satisfaction-** Data being collected
- ❖ **ID CH Individual Satisfaction-** Data being collected
- ❖ **ID Cong. Individual Satisfaction-** Data being collected
- ❖ **PSH Individual Satisfaction-** Data being collected
- ❖ **TAY Individual Satisfaction-** Data being collected
- ❖ **PD Family Satisfaction –** Data reported in 3rd quarter
- ❖ **ID Family satisfaction –** Data reported in 3rd quarter
- ❖ **PSH/TAY Landlord Satisfaction –** 27 surveys sent; 6 returned= 22% return rate. 100% of respondents were overall satisfied with the PSH/TAY programs
- ❖ **PDSL Access –** From Intake to 1st meeting with CSSII is 4.43 days average for the 4th quarter
- ❖ **Outreach Engagement –** 7 groups were held in the 4th quarter= 13/10 groups held for the year, exceeding the goal!

❖ Medication Accuracy Breakout (cumulative):

	4 th Quarter	3 rd Quarter
Bryant	94.43	92.09
Braddock	92.20	96.97
Greenfield	92.12	90.45
McLenahan	91.97	95.01
Callowhill	99.48	99.68
Royer	99.83	99.88