

# Mayor's Performance Report

## Boston Public Health Commission

### Quarter 2, Fiscal Year 2010

October 1, 2009 – December 31, 2009



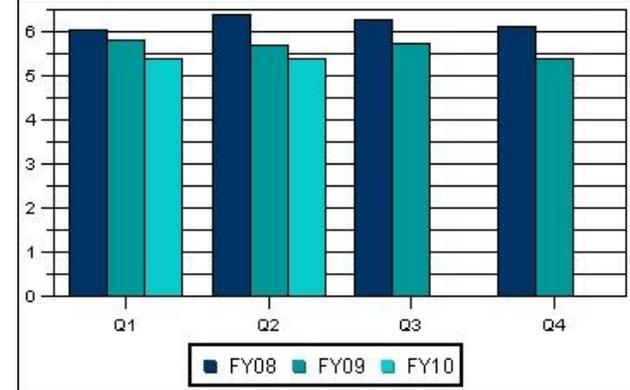
Thomas M. Menino, Mayor

## Performance Data

### Key Performance Indicators

	FY07	FY08	FY09	FY10	
	Jun	Jun	Jun	Dec	Status
	YTD Result	YTD Result	YTD Result	YTD Result	YTD Target
% of babies who are low birthweight	9.6	9.0	9.6	--	9.6
VIP neighborhood coalition meetings, activities, and youth outreach	--	--	110	48	60
Youth receiving case management services through YDN	--	--	241	119	100
Bilingual Boston healthcare workers who complete medical interpreting training	--	142	181	54	62
Home visits for asthma education and services	--	--	166	55	50
Compliance rate for youth access regulation among tobacco retailers	94	93	93	--	90
% of women receiving a mammogram in the last year	--	72	72	--	70
Individuals served by the Mayors Health Line (MHL)	5,475	7,500	10,227	6,730	4,200
Uninsured children and families enrolled in health insurance programs by BPHC	565	724	880	387	500
Emergency shelter bed nights provided	273,182	273,477	269,763	130,805	132,500
Homeless clients placed in transitional or permanent housing	--	689	615	364	300
% of clients receiving HIV services with BPHC-funding who are people of color	--	--	75	--	59
% of active Boston TB cases completing recommended treatment course	--	100	100	--	95
Clients receiving drug-free counseling services	--	--	750	--	750
Families served in residential and outpatient substance abuse treatment	--	--	37	--	195
Ambulance transports	68,943	72,892	76,830	38,595	37,500
Median response time for Priority 1 calls	6.0	6.2	5.7	5.4	6.0
Median response time for Priority 2 & 3 calls	8.0	8.3	7.2	6.9	7.5
Boston residents completing emergency preparedness-related training	--	--	502	207	200

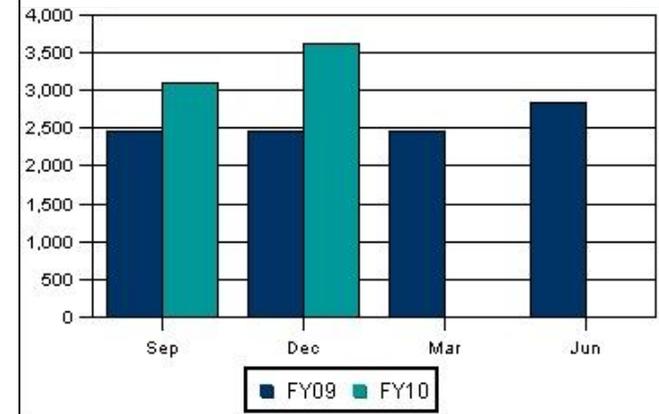
### Median Response Time for Priority 1 EMS Calls



### Administrative Performance Data

	FY07	FY08	FY09	FY10
	Jun	Jun	Jun	Dec
	YTD Result	YTD Result	YTD Result	YTD Result
A.1 PHC FTE	741	779	802	797
A.1 PHC Externally Funded FTE	297	285	280	280
% of PHC workforce-female	--	58	58	59
% of PHC workforce-people of color	--	61	60	60
% of EMS workforce-female	--	27	28	28
% of EMS workforce-people of color	--	23	24	23

### Individuals Served by the Mayor's Health Line



### Budget Data\*

	FY07	FY08	FY09	FY10	Change FY09 - FY10	Pct Change FY09 - FY10
	Actual Expense	Actual Expense	Appropriation	Appropriation	Change FY09 - FY10	Pct Change FY09 - FY10
Total Permanent Employees	0	0	0	0	0	0.00%
Total Emergency Employees	0	0	0	0	0	0.00%
Total Overtime	0	0	0	0	0	0.00%
Utilities	0	0	0	0	0	0.00%
Other Non-Personnel	63,797,647	68,194,763	69,445,774	70,000,000	554,226	0.80%
<b>Total Expense</b>	<b>63,797,647</b>	<b>68,194,763</b>	<b>69,445,774</b>	<b>70,000,000</b>	<b>554,226</b>	<b>0.80%</b>

\*Unlike other City departments, the Public Health Commission receives its funding through a special appropriation, resulting in all appropriations displaying in the Other Non-Personnel line.



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## Performance Highlights

- In the first half of FY10, Homeless Services provided more than 20,000 emergency shelter bed nights each month to homeless clients, bringing the six-month total to 130,805 bed nights. In addition, Homeless Services placed 364 homeless clients in transitional or permanent housing.
- During the second quarter, Emergency Medical Services (EMS) continued to respond to Priority 1 and Priority 2 & 3 calls more quickly than projected, while also providing more transports than projected. In Q2, EMS provided 18,971 transports.
  - Second quarter response times were the same as first quarter times. The median response time for Priority 1 calls was 5.4 minutes, which was 10% shorter than the target time of 6.0 minutes.
  - Similarly, median response time for Priority 2 & 3 calls was 6.9 minutes, or 8% shorter than the target time of 7.5 minutes.
- The Youth Development Network provides intensive case management services to Boston youth, with a focus on Violence Intervention Prevention (VIP) neighborhoods. Through the second quarter of FY10, YDN provided case management services to 119 youth – nearly 20% more than targeted.
- In the first half of FY10, 207 residents completed Emergency Preparedness Training, with 172 people receiving training in the second quarter.

## Measure Notes

- The Boston Public Health Commission substantially revised its city reported performance measures in FY08 and FY09. The measures more closely reflect the breadth of work conducted by BPHC, as well as focusing more on outcome rather than process measures.
- The following are annual measures reported in June: % of babies who are low birthweight; Compliance rate for youth access regulation among tobacco retailers; % of women receiving a mammogram in the last year; % of clients receiving HIV services with BPHC-funding who are people of color; % of active Boston TB cases completing recommended treatment course; Clients receiving drug-free counseling services; and Families served in residential and outpatient substance abuse treatment. is an annual measure reported in June, with larger numbers indicating worse performance.
- In the median response time measures, larger numbers indicate worse performance. The YTD result is an average of monthly data. Likewise with the measure, % of babies who are low birthweight, larger numbers indicate worse performance.

CITY OF BOSTON



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### Measure Definitions

**% of babies who are low birthweight:** This measure represents the percentage of babies born with low birthweight.

**Violence Intervention and Prevention (VIP) coalition meetings, activities, and youth outreach:** This measure represents the number of Violence Intervention and Prevention neighborhood activities, including coalition monthly meetings, coalition activities, and out of school time outreach activities.

**Youth receiving case management services through Youth Development Network (YDN):** This measure represents the number of youth receiving case management services through the Youth Development Network.

**Bilingual Boston healthcare workers who complete medical interpreting training:** This measure represents the number of bilingual Boston healthcare workers who complete the BPHC course for medical interpreting training.

**Home visits for asthma education and services:** This measure represents the number of home visits for asthma education and services.

**Compliance rate for youth access regulation among tobacco retailers:** This measure represents the compliance rate among approx. 1,200 tobacco retailers in limiting access to tobacco for youth.

**% of women receiving a mammogram in the last year:** This measure represents the percentage of women over 40 in Boston who had a mammogram in the last year. It is taken from survey data called the Boston Behavioral Risk Factor Surveillance Survey.

**Individuals served by the Mayor's Health Line (MHL):** This measure represents the number of individuals helped in finding medical insurance, medical services, and health information through the Mayor's Health Line.

**Uninsured children and families enrolled in health insurance programs by BPHC:** This measure represents the number of uninsured children and families who receive assistance from the Mayor's Health Line for enrolling in available health programs.

**Emergency shelter bed nights provided:** This measure represents the number of emergency shelter bed nights provided to homeless clients.

**Homeless clients placed in transitional or permanent housing:** This measure represents the number of homeless clients successfully placed in transitional or permanent housing.

**% of clients receiving HIV services with BPHC-funding who are people of color:** This measure represents the percentage of clients provided with HIV services through BPHC-funded agencies who are people of color, as represented in the City's Epi profile.

**% of active Boston TB cases completing recommended treatment course:** This measure represents the percentage of active Boston TB cases that complete the recommended course of treatment.

**Clients receiving drug-free counseling services:** This measure represents the number of clients receiving drug-free counseling services.

**Families served in residential and outpatient substance abuse treatment:** This measure represents the number of families (women and their children) served in Substance Abuse residential treatment.

**Ambulance transports:** This measure represents the number of Boston EMS ambulance transports.

**Median response time for Priority 1 calls:** This measure represents the median response time for Priority 1 calls.

**Median response time for Priority 2 & 3 calls:** This measure represents the median response time for Priority 2 & 3 calls.

**Boston residents completing emergency preparedness-related training:** This measure represents the number of Boston residents who have completed emergency preparedness-related training as part of Public Health Preparedness outreach programs.

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### Measure Definitions (cont.)

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**FTE:** This measure represents the number of full time equivalents in the department.

**Externally Funded FTE:** This measure represents the number of full time equivalents in the department funded by outside sources.

**% of PHC workforce-female:** This measure represents the percentage of people in the department (excluding EMS) which are women.

**% of PHC workforce-people of color:** This measure represents the percentage of people in the department (excluding EMS) which are not categorized as white.

**% of EMS workforce-female:** This measure represents the percentage of EMS workers which are women.

**% of EMS workforce-people of color:** This measure represents the percentage of EMS workers which are not categorized as white.