

# Mayor's Performance Report

## Boston Public Health Commission

### Quarter 4, Fiscal Year 2009

April 1, 2009 – June 30, 2009



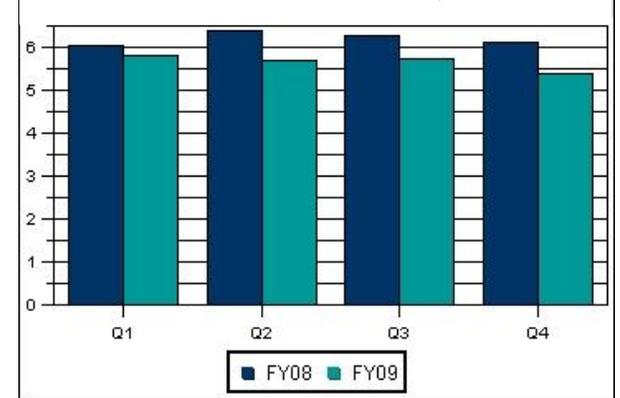
Thomas M. Menino, Mayor

## Performance Data

### Key Performance Indicators

|  | FY06       | FY07       | FY08       | FY09       |            |        |
|--|------------|------------|------------|------------|------------|--------|
|  | Jun        | Jun        | Jun        | Jun        |            | 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        | Green  |
| VIP neighborhood coalition meetings, activities, and youth outreach            | --         | --         | --         | 110        | 70         | Green  |
| Youth receiving case management services through YDN                           | --         | --         | --         | 241        | 200        | Green  |
| Bilingual Boston healthcare workers who complete medical interpreting training | --         | --         | 142        | 181        | 125        | Green  |
| Home visits for asthma education and services                                  | --         | --         | --         | 166        | 100        | Green  |
| Compliance rate for youth access regulation among tobacco retailers            | 92         | 94         | 93         | 93         | 90         | Green  |
| % of women receiving a mammogram in the last year                              | --         | --         | 72         | 72         | 70         | Green  |
| Individuals served by the Mayor's Health Line (MHL)                            | 4,780      | 5,475      | 7,500      | 10,227     | 8,000      | Red    |
| Uninsured children and families enrolled in health insurance programs by BPHC  | 221        | 565        | 724        | 880        | 1,000      | Red    |
| Emergency shelter bed nights provided  | 263,649    | 273,182    | 273,477    | 269,763    | 265,000    | Green  |
| Homeless clients placed in transitional or permanent housing                   | --         | --         | 689        | 615        | 500        | Green  |
| % of clients provided with HIV services who are people of color                | --         | --         | --         | 75         | 59         | Green  |
| % of active Boston TB cases completing recommended treatment course            | --         | --         | 100        | 100        | 90         | Green  |
| Clients receiving drug-free counseling services                                | --         | --         | --         | 750        | 250        | Green  |
| Families served in residential and outpatient substance abuse treatment        | --         | --         | --         | 37         | 35         | Green  |
| Ambulance transports   | 66,991     | 68,943     | 72,892     | 76,830     | 71,000     | Green  |
| Median response time for Priority 1 calls                                      | 6.2        | 6.0        | 6.2        | 5.7        | 6.5        | Green  |
| Median response time for Priority 2 & 3 calls                                  | 8.5        | 8.0        | 8.3        | 7.2        | 8.5        | Green  |
| Boston residents completing emergency preparedness-related training            | --         | --         | --         | 502        | 200        | Green  |

Median Response Time for Priority 1 EMS Calls



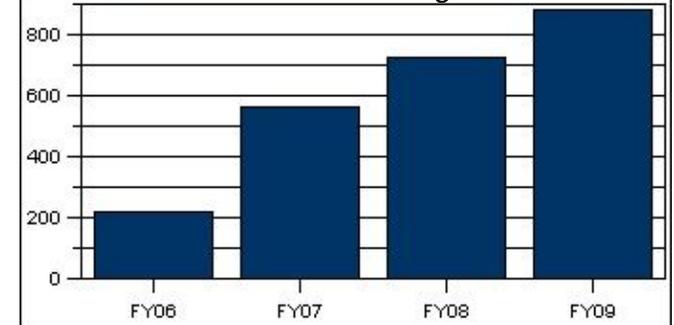
### Administrative Performance Data

|                                    | FY06       | FY07       | FY08       | FY09       |
|------------------------------------|------------|------------|------------|------------|
|                                    | Jun        | Jun        | Jun        | Jun        |
|                                    | YTD Result | YTD Result | YTD Result | YTD Result |
| A.1 PHC FTE                        | 724        | 741        | 779        | 802        |
| A.1 PHC Externally Funded FTE      | 285        | 297        | 285        | 280        |
| % of PHC workforce-female          | --         | --         | 58         | 58         |
| % of PHC workforce-people of color | --         | --         | 61         | 59         |
| % of EMS workforce-female          | --         | --         | 27         | 28         |
| % of EMS workforce-people of color | --         | --         | 23         | 24         |

### Budget Data \*

|                           | FY06              | FY07              | FY08              | FY09              | Change FY08 - FY09 | Pct Change FY08 - FY09 |
|---------------------------|-------------------|-------------------|-------------------|-------------------|--------------------|------------------------|
|                           | Actual Expense    | Actual Expense    | Appropriation     | Appropriation     | Change FY08 - FY09 | Pct Change FY08 - FY09 |
| 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       | 61,299,999        | 63,797,647        | 67,655,226        | 69,445,774        | 1,790,548          | 2.65%                  |
| <b>Total Expense</b>      | <b>61,299,999</b> | <b>63,797,647</b> | <b>67,655,226</b> | <b>69,445,774</b> | <b>1,790,548</b>   | <b>2.65%</b>           |

Uninsured Children and Families Enrolled in Health Insurance Through BPHC



\* 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.

# Mayor's Performance Report

## Boston Public Health Commission

### Quarter 4, Fiscal Year 2009

April 1, 2009 – June 30, 2009



Thomas M. Menino, Mayor

## 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.
- % of babies who are low birthweight 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.

## Measure Definitions

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

**Violence Intervention and Prevention (VIP) neighborhood 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 person 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 provided with HIV services who are people of color :** This measure represents the percentage of HIV clients served by 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.