

Mayor's Performance Report

Boston Public Health Commission

Quarter 3, Fiscal Year 2010

January 1, 2010 – March 31, 2010



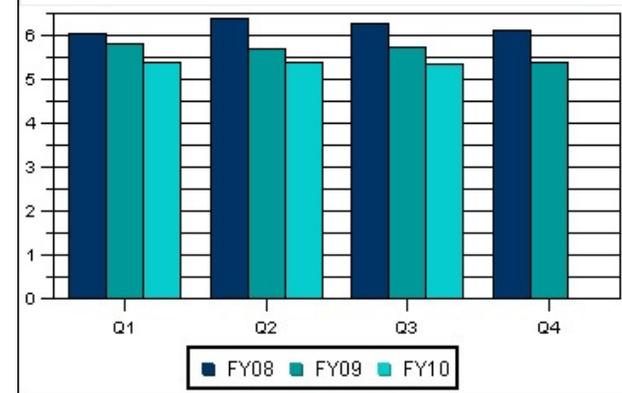
Thomas M. Menino, Mayor

Performance Data

Key Performance Indicators

	FY07	FY08	FY09	FY10		Status
	Jun	Jun	Jun	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	72	90	
Youth receiving case management services through YDN	--	--	241	172	150	
Bilingual Boston healthcare workers who complete medical interpreting training	--	142	181	54	94	
Home visits for asthma education and services	--	--	166	78	75	
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	8,816	6,300	
Uninsured children and families enrolled in health insurance programs by BPHC	565	724	880	501	750	
Emergency shelter bed nights provided	273,182	273,477	269,763	201,099	198,750	
Homeless clients placed in transitional or permanent housing	--	689	615	556	450	
% 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	
Homeless clients receiving drug-free counseling services	--	--	869	--	750	
Families served in residential and outpatient substance abuse treatment	--	--	37	--	195	
Ambulance transports	68,943	72,892	76,830	57,939	56,250	
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	309	300	

Median Response Time for Priority 1 EMS Calls



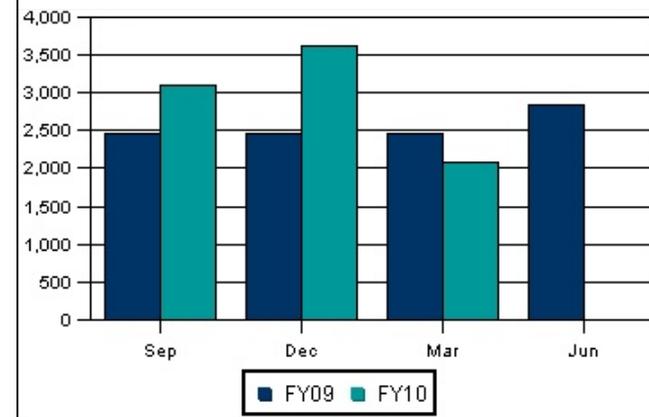
Administrative Performance Data

	FY07	FY08	FY09	FY10
	Jun	Jun	Jun	Mar
A.1 PHC FTE	741	779	802	821
A.1 PHC Externally Funded FTE	297	285	280	282
% 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

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%
Total Expense	63,797,647	68,194,763	69,445,774	70,000,000	554,226	0.80%

Individuals Served by the Mayor's Health Line



*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

- Through the third quarter, Homeless Services provided 201,099 emergency shelter bed nights. The program also placed 556 homeless individuals in transitional or permanent housing—exceeding its target of 450.
- The Youth Development Network provides intensive case management services to Boston youth, with a focus on Violence Intervention & Prevention (VIP) neighborhoods. Through the third quarter, Youth Development Specialists provided case management services to 172 youth, reaching 115% of the target.
- In the third quarter, 102 community residents, public health, health care, and public safety personnel completed emergency preparedness-related training, bringing the total number of individuals trained so far this year to 309.
- Through the third quarter, the Mayor's Health Line served 8,816 individuals through its phone service and outreach efforts, connecting them to health insurance, medical services, and public health information.
- Through March, the median response time of Emergency Medical Services (EMS) to Priority 1 calls was 5.4 minutes – substantially faster than its target time of 6.0 minutes. Similarly, the median response time of EMS to Priority 2 & 3 calls was 6.9 minutes – faster than its target time of 7.5 minutes. In addition, through the third quarter, EMS has provided 57,939 ambulance transports.

Measure Notes

- VIP neighborhood coalition meetings, activities, and youth outreach: The Violence Intervention and Prevention (VIP) coalition activities are seasonal with most meetings and outreach occurring in the late spring, summer and early fall. In addition, two VIP coalitions were not established until January and were delayed in starting services.
- Individuals completing Medical Interpreter Training: Due to grant requirements, the Medical Interpreter Training program is now serving fewer students with a longer and more intensive curriculum.
- Uninsured children and families enrolled in health insurance programs by BPHC: As a result of Massachusetts health reform, Boston now has high rates of insured children and families and a reduced need for assistance in obtaining health insurance.

CITY OF BOSTON



BOSTON ABOUT RESULTS
PERFORMANCE MANAGEMENT SYSTEM

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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.

Homeless clients receiving drug-free counseling services: This measure represents the number of homeless 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.)

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.