Health Housing & Human Services

	FY21 Actual	FY22 Actual	FY22 Target
Access to Care - Public Health			
% of kindergarten non-medical exemptions.	N/A (1)	4.1%	7.9%
60% of Medicaid eligible pregnant women enrolled in WIC.	N/A (1)	46%	60%
Behavioral Health Administration - Behavioral Health Division			
90% of vouchers/invoices processed within 15 days.	80%	94%	90%
100% of grievances resolved within 30 days.	100%	100%	100%
Behavioral Health Clinics - Health Centers			
# completed behavioral health encounters.	N/A (1)	18600	N/A
60% of clients actively using an outcome measurement tool.	N/A (1)	39%	60%
85% of clients 12 and older screened for suicide risk at their initial intake and/or annual assessment, and as clinically needed.	N/A (1)	84.5%	85%
Behavioral Health System of Care - Behavioral Health Division			
By 2025, 95% of residents seeking Behavioral Health services will receive a response within one business day of expressing need.	84%	99%	95%
Children's Wraparound Program will be operating at or above 80% capacity.	74%	85%	80%
Center for Public Health Advancement - Public Health			
Achieve a 90% or higher response time every month for emergency medical services providers.	93.76%	79.1%	90%
Community Development - Housing & Community Development			
# homes rehabilitated.	2	35	40
# houseless persons: Chronically homeless on the Coordinated Housing Access waitlist.	145	N/A (1)	N/A
# houseless persons: Screened by Coordinated Housing Access.	162	2500	1000
# low-income people served through public services or facilities.	N/A (1)	3100	2000
$ program expenditure (Continuum of Care) per houseless person served.	N/A (1)	6282.56	7000
$ program expenditure per person served (not including Continuum of Care).	N/A (1)	796.49	5000
Dental - Health Centers			
# dental visits.	3142	9085	N/A
46% of children (age 1-14) seen will receive preventative dental services.	95%	54.5%	46%
70% of patients who missed an appointment will receive a follow-up call to reschedule.	44%	91%	70%
Developmental Disabilities - Social Services			
# eligibility determinations completed.	131	383	N/A
# individuals served (Developmental Disabilities).	2179	6975	N/A
Average case load: adult team.	56.7	67.7	N/A

Average case load: kid team.	68	70	N/A

Director's Office Team - H3S Administration

70% of results in H3S Performance Clackamas plan are met by divisions (or are on target).	70%	66.7%	70%
By 2025, there will be no suicides in Clackamas County.	N/A (1)	N/A (1)	0

Energy Assistance - Social Services

# households completing energy education class series.	N/A (1)	65	N/A
# households receiving assistance.	N/A (1)	4437	N/A
$ paid to alleviate energy costs.	N/A (1)	4410709.42	N/A
85% of Energy Assistance clients receive assistance prior to energy shutoff.	N/A (1)	99%	85%

Environmental Health - Public Health

# inspections completed yearly.	N/A (1)	1557	N/A
% of routine licensed facility inspections completed within a calendar year.	N/A (1)	55%	90%

Gladstone Pediatric Clinic and School-Based Health Centers - Health Centers

# days from request for service to delivery of service (3rd next available appointment)(Gladstone Pediatric).	17	3.3	14
# of School-Based Health Center visits.	22	2989	N/A
# pediatric care visits.	598	3316	N/A
82% of child patients (age 2 and younger) will have complete immunizations (Gladstone Pediatric).	66.7%	70%	82%

Health Centers Administration - Health Centers

100% of patient and staff safety incidents are fully documented and reviewed.	N/A (1)	100%	100%
90% of patients reporting overall satisfaction on follow-up survey.	91%	90.4%	90%

Housing Authority of Clackamas County - Housing & Community Development

60% of Family Self Sufficiency clients increase their wages.	N/A (1)	53%	60%
90% of Section 8 voucher recipients are successful in finding housing and using their voucher.	88%	92.5%	90%
By 2025, 1,500 affordable housing units will be developed	N/A (1)	1307	1500
Maintain 98% occupancy rate in Public Housing properties.	99%	97.5%	98%
Public Housing residents enrolled in credit building program increase credit score to 660 or above.	673	676	660

Housing Support - Social Services

# households on the Coordinated Housing Access waitlist.	N/A (1)	0	N/A
# individuals served (Housing Support).	N/A (1)	0	N/A
65% of households have retained permanent housing 6 months after program completion.	N/A (1)	0%	65%
75% of households served, through permanent and transitional housing, move to or maintain stable housing.	N/A (1)	0%	75%

Infectious Disease Control & Prevention - Public Health

# active tuberculosis cases receiving appropriate treatment.	N/A (1)	6	N/A
% of syphilis cases with investigative files that contain risk factor information.	70.9%	80.74%	85%

Rate of gonorrhea incidence per 100,000.	N/A (1)	86.14%	N/A
Oregon Project Independence - Social Services			
# clients served.	N/A (1)	0	N/A
% of clients who exited the program and did not enter Medicaid Long-Term Services and Support.	N/A (1)	0	N/A
Peer Delivered - Behavioral Health Division			
# individuals served (Peer Delivered).	N/A (1)	296	N/A
80% of customers feel their quality of life has improved as measured by self-reported survey.	76%	83%	80%
Prevention and Stigma Reduction - Behavioral Health Division			
# community members trained through Get Trained to Help.	N/A (1)	579	N/A
# individuals who received PostventionG services.	N/A (1)	15	N/A
# older adult case consultations.	N/A (1)	23	N/A
# suicide screenings (Columbia Screening).	N/A (1)	311	N/A
70% of Get Trained to Help participants report taking action(s) they could have not otherwise taken.	N/A (1)	0%	70%
Prevention Services - Children, Family & Community Connections			
# registering for parent education classes and workshops (early learning).	57	304	N/A
% of clients with a domestic violence safety plan and/or increased knowledge and resources.	90%	93%	85%
% of parent education class/workshop attendees that felt their skills were improved.	N/A (1)	100%	95%
Primary Care - Health Centers			
# days from request for service to delivery of service (3rd next available appointment)(Primary Care).	1	1.3	14
# primary care visits.	6822	19689	N/A
75% of patients diagnosed with diabetes will have blood sugars under control (Hemoglobin A1c <=9).	63.2%	67.7%	75%
82% of child patients (age 2 and younger) will have complete immunizations (Primary Care).	69.7%	65.9%	82%
Safety Net Services - Behavioral Health Division			
# 24-7 Crisis calls.	N/A (1)	8068	N/A
# safety net clients served.	N/A (1)	336	N/A
# safety net services provided (assessments, outreach, medication management, walk-ins, etc.).	N/A (1)	974	N/A
70% of safety net clients, receiving jail diversion services, do not get re-arrested in Clackamas County within 90 days.	9%	56.9%	70%
85% of Medicaid and uninsured patients do not get readmitted to a hospital within 30 days.	85.3%	78.6%	85%
Veterans Service - Social Services			
# claims filed.	N/A (1)	0	N/A
$$ in new claims granted for Clackamas County Veterans (annually with a two-year lag).	N/A (1)	0	10,000,000
Return on Investment: Claim dollars generated for every dollar spent on the Veterans Service Program.	N/A (1)	0	N/A
Vital Statistics - Public Health			

# death certificates issued.	655	2204	N/A
95% of death certificates processed same day received (within 24 hours).	98.2%	99.3%	95%
Volunteer Connection - Social Services			
# program participants served.	N/A (1)	0	N/A
# volunteers hours per Volunteer Connection employee FTE.	N/A (1)	0	N/A
% of clients or caseworkers who report that the service increases or maintains their independence.	N/A (1)	0	N/A
% of volunteers who feel their service is meaningful.	N/A (1)	0	N/A
Weatherization - Children, Family & Community Connections			
# homes weatherized.	7	22	N/A
# people reached/served via energy education.	9	42	N/A
% decrease in energy costs.	27%	27%	25%
Waitlist of weatherization requests.	373	439	N/A
Workforce - Children, Family & Community Connections			
# clients served who obtain employment.	N/A (1)	45	N/A
55% of jobseekers in County-funded programs will retain employment for 90 days.	N/A (1)	87%	55%

1 - Data is not available.