

Broward County  
Human Services Department  
Outcomes Not Met for Fiscal Year 2022-2023

**Community Partnerships Division**

**Health Care Services Section (“HCS”)**

***First Call for Help of Broward, Inc. d/b/a 2-1-1 Broward***

- Program: Specialized Information and Referral Services met two of three outcomes.
- *Outcome Indicator Not Met:* 85% of calls are answered in 3 minutes or less.
- Achieved: 76%
- *Steps taken to improve future outcome attainment:* Due to heavy call volume 2-1-1 is seeking to hire additional operators.

***Fort Lauderdale Independence Training & Education Center, Inc. (“FLITE”)***

- Program: Mental Health Services – Outpatient.
- *Outcome Indicator Not Met:* 85% of clients will not be admitted to the Emergency Department, Crisis Stabilization, or hospital inpatient department within ninety (90) days of discharge from the program.
- Achieved: 71%
- *Steps taken to improve future outcome attainment:* This indicator is heavily influenced by multiple factors including a limited number of clients discharged per quarter, individuals experiencing homelessness, and the service provider may not be able to reach all discharged clients which also reduces the number of clients to be evaluated. FLITE re-enters individuals into the Mental Health Services – Outpatient program to continue to assist with stabilizing the individuals’ conditions. HCS staff continues to monitor this outcome for program quality applicability.