

**ALERT Health, Inc.**  
**2009 PERFORMANCE AND CLIENT SATISFACTION REPORT**

**Testing and Vaccination Encounters**

4,039 Testing encounters  
 1,276 Vaccine dose encounters  


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**5,315**

**Preventive Screenings/Testing Performed**

1,148 Hepatitis panels (A, B & C)  
 4,039 HIV  
 3,225 Chlamydia/Gonorrhea  
 782 Syphilis  
 2,436 Cholesterol  
 4,264 Blood Pressure  


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**15,894**

**94% post-test counseling/notification rate**  
**85% of positive clients received case mgmnt**

**Vaccination**

128 HAV doses initiated	48% completion rate
781 HBV doses initiated	59% completion rate
19 HPV doses initiated	62% completion rate

**Linkage Coordination**

5,649 Referrals Made  
 4,992 Referrals Completed  
 545 Pending Completion

**Major Support, Education, and Awareness Activities**

51 Bridges to Treatment Injection Training Sessions  
 12 Support Groups / Fort Lauderdale  
 10 Counselor/Case Manager Trainings  
 12 Community Seminars  
 7 Health Fairs with Testing  
 7,500 Produced and disseminated 7,500 units of a new health education comic series called "The Story of Jamal Appleseed"

**Cause Advocacy**

Member	National Hepatitis C Advocacy Council
Member	National Viral Hepatitis Roundtable
Member	Florida Viral Hepatitis Council

**Client Satisfaction Trend Report**

<b>30% Response Rate</b>	<b>Q1 2009</b>	<b>Q2 2009</b>	<b>Q3 2009</b>	<b>Q4 2009</b>	<b>Total Surveys</b>
	587	262	207	95	1151

					<b>Average</b>
<b>1. How did you hear about us?</b>					
Walk/Drive-by	22.15%	15.89%	29.61%	20.65%	22.08%
<b>Friend/Family</b>	<b>51.73%</b>	<b>52.33%</b>	<b>49.03%</b>	<b>56.52%</b>	<b>52.40%</b>
Sex Partner	10.73%	12.40%	7.77%	9.78%	10.17%
Other Agency	2.08%	7.36%	1.46%	6.52%	4.35%
TV Ad	0.87%	0.78%	0.97%	1.09%	0.92%
Newspaper Ad	0.52%	0.39%	0.00%	0.00%	0.23%
Brochure	0.52%	0.39%	0.00%	0.00%	0.23%
Condoms/Pen	0.87%	0.39%	0.49%	1.09%	0.71%
Internet	1.91%	2.99%	6.21%	2.26%	4.57%

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### 2. Is this your first time coming to our agency for services?

Yes	58.15%	65.77%	61.35%	61.46%	<b>61.68%</b>
No	41.85%	34.23%	38.65%	38.54%	38.32%

### 3. Gender:

Male	48.93%	41.73%	31.71%	39.08%	40.36%
Female	51.07%	58.27%	68.29%	60.92%	<b>59.64%</b>
Transgender	0.00%	0.00%	0.00%	0.00%	0.00%

### 4. Age:

12 to 17	6.31%	5.34%	7.25%	2.08%	5.25%
<b>18 to 25</b>	<b>67.06%</b>	<b>70.61%</b>	<b>65.22%</b>	<b>72.92%</b>	<b>68.95%</b>
26 to 35	21.50%	16.41%	21.26%	21.88%	20.26%
36 to 45	3.41%	4.96%	2.90%	1.04%	3.08%
46 +	1.71%	2.67%	3.38%	2.08%	2.46%

### 5. Race/Ethnicity:

<b>African American</b>	61.91%	51.95%	52.68%	67.05%	<b>58.40%</b>
Haitian	15.52%	21.48%	18.05%	14.77%	17.46%
Hispanic	13.54%	14.84%	17.56%	12.50%	14.61%
Other/Mixed Race	3.61%	5.08%	5.37%	3.41%	4.37%
White	5.42%	6.64%	6.34%	2.27%	5.17%

### 6. How would you rate the counselors understanding and respect of your culture and/or your lifestyle?

<b>Good</b>	98.81%	98.09%	98.07%	97.92%	<b>98.22%</b>
Neutral	1.19%	1.91%	1.93%	2.08%	1.78%
Poor	0.00%	0.00%	0.00%	0.00%	0.00%

### 7. How effective was the counseling session in addressing your needs and/or concerns?

<b>Good</b>	98.44%	96.55%	99.03%	95.74%	<b>97.44%</b>
Neutral	1.56%	3.45%	0.97%	4.26%	2.56%
Poor	0.00%	0.00%	0.00%	0.00%	0.00%

### 8. After you finished registering, how long did you have to wait to be seen by a counselor or case manager?

<b>15 min or less</b>	68.38%	63.98%	69.57%	68.42%	<b>67.59%</b>
16 to 30 min	22.74%	26.05%	22.22%	25.26%	24.07%
31 to 45 min	5.47%	6.51%	5.31%	3.16%	5.11%
45 min to 1 hr	2.05%	3.07%	1.93%	3.16%	2.55%
Over 1hr	1.37%	0.38%	0.97%	0.00%	0.68%

### 9. How highly would you recommend this agency to others?

<b>Highly</b>	96.13%	96.14%	98.53%	97.78%	<b>97.14%</b>
Neutral	3.51%	3.86%	0.98%	2.22%	2.64%
Not At All	0.35%	0.00%	0.49%	0.00%	0.21%

## Client Comments

Places like this should be as common as Starbucks!

They make you feel comfortable & its easier to confide, trust, and ask questions on any matter.

A great experience on health issues that greatly influence me to do better things and help me be a better person.

I'm very grateful for this place. Its helpful and staff is friendly and its free. Its helps low income families a lot.

Service is amazing. The people here make you feel welcomed and appreciated.

Being here, they made you feel as if they knew you for years. Right at home.

Awesome!!! I would recommend others to come here. Friendly service!

It was a great visit over all. I will refer this clinic to my friends and family members.