

# **NETWORK INDICATORS AND DEFINITIONS BY CONTRACT TYPE**

*Submit as required by contract (“Attachment D”). Due date is 30 days after end of each quarter.*

**PLEASE NOTE:** *If providing CLS services to children as well as adults, please report data for all populations served. Child waiver data is no longer being collected separately.*

## **Supported Living (CLS)**

<b><i>Area to be reported</i></b>	<b><i>Reporting Requirements</i></b>	<b><i>Information Source</i></b>	<b><i>Frequency</i></b>
Consumer Satisfaction with Services Provided	Satisfaction on Survey Aggregate Form and response rate  (report # of surveys distributed and # of surveys collected)	Consumer Survey procedure, Consumer Survey, and Survey Aggregate Form (in provider manual)	Annually – due April 30
Staff Training – Initial Training (new staff)	Total # of staff working 90 days – 12 months who have completed all initial trainings as required by contract	Contract – Attachment E, “Training Requirements”; Employee records	Quarterly
Staff Training – Required Trainings (long-term staff)	Total # of staff working more than 12 months who have completed all initial trainings and all refresher trainings as required by contract	Contract – Attachment E, “Training Requirements”; Employee records	Quarterly

### **Consumer Satisfaction Data**

See the section of provider manual related to Consumer Satisfaction Data

### **Staff Training Indicators**

The CMHPSM feels that staff training is a critical component in the provision of safe, quality services to consumers. Providers must have in place a system to track and monitor staff training, and to ensure that staff attend all required trainings within the appropriate timeframe.

Staff Training data is reported quarterly. It is calculated by dividing the number of staff on the payroll on the last day of the reporting quarter who have been employed for the designated amount of time (see categories below) and are trained in accordance with contract requirements, divided by the total number of staff on the payroll on the last day of the reporting quarter who have been employed for the designated amount of time.

Include all direct care staff working in the specific provider setting including supervisors who have regular direct contact with consumers.

Two Staff Training categories are required:

1. Percentage of employees working 90 days - 12 months
2. Percentage of staff working more than 12 months (report **ONLY** those staff working longer than 12 months)

The provider is required to provide an explanation on the quarterly reporting form whenever data above falls below 100%.