

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

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

## **Drop-In Center**

<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
Attendance (unduplicated count)	Average daily attendance for the quarter (average # per day)	Sign-in Sheets	Quarterly

### **Consumer Satisfaction Data**

See the section of provider manual related to Consumer Satisfaction Data

### **Attendance**

Report the average daily attendance for the quarter. In order to achieve an unduplicated count, provider should review sign-in sheets daily and record the number of individuals who attended the drop-in center that day. Individuals who sign the sign-in sheet more than once per day (they leave and return and sign in again), must be counted only once.

Daily attendance rates should be added together and divided by the number of days in the quarter that the drop-in center was open, to produce an average daily attendance rate.