

NETWORK INDICATORS AND DEFINITIONS BY CONTRACT TYPE

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

Child Waiver Professional Services

<i>Area to be reported</i>	<i>Reporting Requirements</i>	<i>Information Source</i>	<i>Frequency</i>
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
Goal Attainment	% of total cases in which 50% or more of the outcomes are at 3 (on a 5-point scale) or better	Most recent periodic review/ status report from the clinical record	Quarterly

Consumer Satisfaction Data

See the section of provider manual related to Consumer Satisfaction Data

Goal Attainment

This indicator reflects the provider's performance in helping consumers achieve their person-centered planning outcomes. At the time of a Periodic Review/ Status Report/Progress Report, the consumer and staff person discuss progress toward each outcome, sharing impressions and reaching consensus on a rating.

A five point subjective scale is used to rate and record progress toward each one of the outcomes/goals as follows:

- 1 = no progress
- 2 = a little progress
- 3 = about halfway toward goal achievement
- 4 = almost there
- 5 = outcome/goal achieved

A case record review of the most recent Periodic Review/Status Report/Progress Report from the clinical record is conducted quarterly by the provider. Open cases and cases closed within the last 180 days are to be included. For each chart, review each goal to obtain the rating given (i.e. if a consumer has three goals there should be three ratings, if a consumer has four goals there should be four ratings, etc.).

The following data are reported quarterly:

- The number of cases reviewed
- The number of cases in which a rating of 3 or higher was recorded for half or more of the total outcomes/goals in the PCP