

NETWORK INDICATORS AND DEFINITIONS BY CONTRACT TYPE

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

Crisis Residential 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) | Exit Survey | Quarterly |
| 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. For crisis residential services, the provider will create an exit survey that includes a question about consumers' satisfaction with services provided. The provider will report data based on that satisfaction information.

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%. Licensed setting providers must report staff training data for each licensed home separately.