

FY25 Program Performance Indicators (DRAFT) St. Clair County CMH CHILDREN'S CRISIS RESIDENTIAL SERVICES (UNKNOWN) (74XXX/XXXX)										
#	Domain (Master #)	Primary Objective	Performance Indicator	Data Collection/Methodology	PI Standard	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annual Total/Average
1	Satisfaction M-8	Customer Satisfaction	Percentage of persons served, parents, family members and/or guardians who report satisfaction with services.	Customer Satisfaction Survey to be administered by either St. Clair County CMH QI Office or per contract agency via contract requirements.	Results Annually 90% (# of #)					
				Guardian Satisfaction Survey to be administered by either St. Clair County CMH QI Office or per contract agency via contract requirements.						
2	Effectiveness M-9	Increase in Psychological Functioning	Percentage and number of persons served (children) who demonstrate an increase in psychological functioning.	Clinician will complete a level of functioning assessment as required (CAFAS/PECFAS). Program will calculate percentage of persons served (children) who demonstrated an increase in psychological functioning based on numbers reported in a. & b.	25% (a. of b.)					
				a. Number of persons served (children) who demonstrate an increase in psychological functioning.	a. (#)					
				b. Number of persons served (children) requiring a level of functioning assessment.	b. (#)					
3	Effectiveness M-39	Ensure Program Quality	Percentage of new hires within the quarter who have completed: a. Recipient Rights (Initial) b. "REQUIREMENTS"	Program will electronically forward the "Training/Requirement Reporting Form" to the St. Clair County CMH QI Office for every new hire within the reporting quarter. If the new hire is under the required 30 days, the scheduled training date must be noted on the worksheet. The QI Office will calculate the percentage and forward the final results to the program and request a Plan of Correction if needed.						
			a. Recipient Rights (Initial) (within 30 days of hire)		100% (# of #)					
			b. Items required to be completed prior to hire (e.g. "REQUIREMENTS": Background Check, Driver's License, etc.)		100% (# of #)					
4	Effectiveness M-41	Ensure Program Quality	Percentage of staff employed greater than one year who are current with ALL trainings, as specified on the "Training/Requirement Reporting Form". * ONLY report on a staff once per fiscal year.	Program will electronically forward the "Training/Requirement Reporting Form" to the St. Clair County CMH QI Office for 3 staff within the reporting quarter.	100% (# of 3)					

5	Effectiveness M-42.1	Staff Receive Supervision Regularly	All staff will receive supervision on regular (30 day) intervals. Supervision may be provided by phone and/or in person or at staff meetings. Training documentation MAY be requested by St. Clair CMH QI Office.	Program will maintain training records and provided documentation if requested.	100%					
6	Effectiveness M-113	Ensure Program Quality	A Utilization Review (UR) to ensure that persons served by the SCCCMHA Provider Network receive timely, appropriate behavioral healthcare within the range of the individual's benefit plan. and ensure the SCCCMHA Provider Network is complying with all Federal and State regulatory guidelines, and is adhering to SCCCMHA clinical practices and protocols as per aligned with MDHHS Levels of Care for Mental Health Specialty Services	QIP reports back to QI Dept. within 14 calendar days of the issuance, reconsiderations within 7days.	100% Timely Submission					