

Run Date: Run Time: As of Date:

SCO Performance Review :

| | | | | | | FY - 2010 | | | | FY - | 2010 | S | state | |
|-----------------|--------------------|-------------------------------|---|-----------------------------|---|-----------|---|---|---|------|------|---|-------|------|
| | | | | | C | 21 | C | 2 | | | То | | | 2010 |
| Functional Area | Business Groupings | Business Statement | Performance Metrics | Performance Metrics Details | # | % | # | % | # | % | # | % | # | % |
| Administrative | Service Plans | Are ISPs approved and | Number and percent of plans | | | | | | | | | | | |
| Authority:SCO | | authorized within 365 days of | that were submitted for AE | | | | | | | | | | | |
| Monitoring | | the prior approved plan? | approval (benchmark - 90% | | | | | | | | | | | |
| | | | plans are submitted 30 days or | | | | | | | | | | | |
| | | | more prior to due date) | | | | | | | | | | | |
| | | | Number and percent of | | | | | | | | | | | |
| | | | Consolidated plans submitted for | • | | | | | | | | | | |
| | | | AE approval (benchmark - 90% | | | | | | | | | | | |
| | | | plans are submitted 30 days or | | | | | | | | | | | |
| | | | more prior to due date) | | | | | | | | | | | |
| | | | Number and percent of P/FDS | | | | | | | | | | | |
| | | | plans submitted for AE approval | | | | | | | | | | | |
| | | | (benchmark - 90% plans are | | | | | | | | | | | |
| | | | submitted 30 days or more prior | | | | | | | | | | | |
| | | | to due date) | | | | | | | | | | | |
| | | | Number and percent of Base | | | | | | | | | | | |
| | | | funded plans submitted for AE | | | | | | | | | | | |
| | | | approval (benchmark - 90% | | | | | | | | | | | |
| | | | plans are submitted 30 days or | | | | | | | | | | | |
| | | | more prior to due date) | | | | | | | | | | | |
| | | Are ISPs submitted | Number and percent of plans | | | | | | | | | | | |
| | | according to ODP | that are returned to the SCO for | | | | | | | | | | | |
| | | standards? | revision (benchmark - 10% plans | ; | | | | | | | | | | |
| | | | are rejected) | | | | | | | | | | | |
| | | | Number and percent of | | | | | | | | | | | |
| | | | Consolidated plans returned to | | | | | | | | | | | |
| | | | the SCO for revision (benchmark | | | | | | | | | | | |
| | | | 10% plans are rejected) | | | | | | | | | | | |
| | | | | | | | | | | | | | | |

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| | | | Number and percent of P/FDS | | | | | | |
| | | | plans returned to the SCO for | | | | | | |
| | | | revision (benchmark - 10% plans | | | | | | |
| | | | are rejected) | | | | | | |
| | | | Number and percent of Base | | | | | | |
| | | | funded plans returned to the | | | | | | |
| | | | SCO for revision (benchmark - | | | | | | |
| | | | 10% plans are rejected) | | | | | | |
| | Service Notes | Do SCs record service notes | Number and percent of service | | | | | | |
| | | within seven days of date of | notes that are entered into | | | | | | |
| | | contact? | HCSIS within seven days of | | | | | | |
| | | | service/contact (benchmark - | | | | | | |
| | | | 90% service notes are created | | | | | | |
| | | | within 7 days of contact) | | | | | | |
| | PUNS | Do SCs update PUNS | Number and percent of PUNS | | | | | | |
| | | annually? | that are updated within 365 days | | | | | | |
| | | | (benchmark - 100% PUNS are | | | | | | |
| | | | updated by their due date) | | | | | | |
| | | | | | | | | | |
| | | | Number and percent of | | | | | | |
| | | | Consolidated waiver participants | | | | | | |
| | | | whose PUNS has been updated | | | | | | |
| | | | from the prior PUNS within 365 | | | | | | |
| | | | days (benchmark - 100% PUNS | | | | | | |
| | | | are updated by their due date) | | | | | | |
| | | | | | | | | | |
| | | | Number and percent of P/FDS | | | | | | |
| | | | waiver participants whose PUNS | | | | | | |
| | | | has been updated from the prior | | | | | | |
| | | | PUNS within 365 days | | | | | | |
| | | | (benchmark - 100% PUNS are | | | | | | |
| | | | updated by their due date) | | | | | | |
| | | | | | | | | | |
| | | | Number and percent of Base | | | | | | |
| | | | funded participants whose | | | | | | |
| | | | PUNS has been updated from | | | | | | |
| | | | the prior PUNS within 365 days | | | | | | |
| | | | (benchmark - 100% PUNS are | | | | | | |
| | | | updated by their due date) | | | | | | |
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| Г | SC Monitoring | Do SCs complete the SC | Number and percent of | | | | | |
|-----|---------------|---|---|------|----------|--|--|--|
| | ee workering | monitoring as per ODP's | Consolidated waiver participants | | | | | |
| | | requirements? | who received a monthly | | | | | |
| | | | monitoring as recorded on the | | | | | |
| | | | HCSIS monitoring form | | | | | |
| | | | (benchmark - 100% monitoring | | | | | |
| | | | are completed) | | | | | |
| | | | | | | | | |
| | | | Number and percent of P/FDS | | | | | |
| | | | waiver participants who have a | | | | | |
| | | | living situation shown as | | | | | |
| | | | relative's home as recorded on | | | | | |
| | | | the HCSIS monitoring form | | | | | |
| | | | (benchmark - 100% monitoring | | | | | |
| | | | are completed) who were | | | | | |
| | | | monitored per requirement | | | | | |
| | | | Number and percent of P/FDS | | | | | |
| | | | waiver participants who have a | | | | | |
| | | | living situation as own home as | | | | | |
| | | | recorded on the HCSIS | | | | | |
| | | | monitoring form (benchmark - | | | | | |
| | | | 100% monitoring are completed) | | | | | |
| | | | who were monitored per | | | | | |
| | | | requirement | | | | | |
| | | | Number and percent of P/FDS | | | | | |
| | | | waiver participants who have a | | | | | |
| | | | living situation shown as "PCH" | | | | | |
| | | | and/or "Dom Care" as recorded | | | | | |
| | | | on the HCSIS monitoring form | | | | | |
| | | | (benchmark - 100% monitoring | | | | | |
| | | | are completed) who were | | | | | |
| | | | monitored per requirement | | | | | |
| | | Do SCs enter the SC | Number and percent of SC | | <u> </u> | | | |
| | | | | | | | | |
| | | monitoring in HCSIS within the required 14 days? | monitorings that were entered into HCSIS on the monitoring | | | | | |
| | | the required 14 days? | form within 14 calendar days of | | | | | |
| | | | the date of the monitoring | | | | | |
| | | | (benchmark - 90% monitorings | | | | | |
| | | | are entered within 14 days of | | | | | |
| | | | monitorings) | | | | | |
| 1 1 | | l | monitorings) | | | | | |

| | <u> </u> | | | | | | | |
|------------------|-------------------------|---------------------------------|----------------|------|------|------|------|--|
| | | Number and percent of SC | | | | | | |
| | | monitorings for Consolidated | | | | | | |
| | | waiver ISPs that were entered | | | | | | |
| | | into HCSIS on the monitoring | | | | | | |
| | | form within 14 calendar days of | | | | | | |
| | | the date of the monitoring | | | | | | |
| | | (benchmark - 90% monitorings | | | | | | |
| | | are entered within 14 days of | | | | | | |
| | | monitorings) | | | | | | |
| | | Number and percent of SC | | | | | | |
| | | monitorings for P/FDS waiver | | | | | | |
| | | ISPs that were entered into | | | | | | |
| | | HCSIS on the monitoring form | | | | | | |
| | | within 14 calendar days of the | | | | | | |
| | | date of the monitoring | | | | | | |
| | | (benchmark - 90% monitorings | | | | | | |
| | | are entered within 14 days of | | | | | | |
| | | monitorings) | | | | | | |
| | | Number and percent of SC | | | | | | |
| | | monitorings for Base funded | | | | | | |
| | | funded ISPs that were entered | | | | | | |
| | | into HCSIS on the monitoring | | | | | | |
| | | form within 14 calendar days of | | | | | | |
| | | the date of the monitoring | | | | | | |
| | | (benchmark - 90% monitorings | | | | | | |
| | | are entered within 14 days of | | | | | | |
| | | monitorings) | | | | | | |
| Service Delivery | Does the SCO manage its | Number and percent of billed SC | | | | | | |
| | claims and claims | units that were denied | Denial Code #2 | | | | | |
| | resolution? | (benchmark - 15% billed service | Denial Code #3 | | | | | |
| | | notes are denied) | Denial Code #4 | | | | | |