

Division of Specialized Care for Children



Program Success Metrics Guide

Improved Quality of Life and Satisfied with DSCC Care Coordination Services		
Scorecard: Quality Care Coordination - Family Voice		
Description	<p>DSCC distributes family surveys to our participants through the year at specific ages and in response to events related to their program participation. Each of these surveys includes two statements:</p> <ul style="list-style-type: none"> • “DSCC improves my family’s quality of life.” • “I am satisfied with DSCC’s care coordination services for my family.” <p>The response options range from Strongly Agree (5) to Strongly Disagree (1).</p>	
CALCULATION	Summary	<p>The calculation of an overall Improved Quality of Life score starts by totaling the number of each response received. Each total number of responses in each category is multiplied by the point value assigned to it (i.e., Strongly Agree = 5 points, Somewhat Agree = 4 points, etc.).</p> <p>This total of response points is then divided by the total number of responses to the question to create an overall score.</p> <p>Note that if the question was not answered, it is excluded from the calculation.</p>
	Numerator	Total Response Points (Weighted)
	Denominator	Total Number of Responses



Signed Person-Centered Plan

Scorecard: Quality Care Coordination - Family Voice

Description		Determines the percentage of the active population that has an active person-centered plan signed by the parent or legally responsible adult (LRA).
CALCULATION	Summary	<p>Determines that percentage of participants who are active as of the start of the reporting period and have:</p> <ul style="list-style-type: none"> • an active person-centered plan (meaning that the plan's coverage period includes any portion of the reporting period) that is also • signed by the parent or LRA, captured in the person-centered plan record.
	Numerator	Count of active participants who have an active person-centered plan that has been signed by the parent or LRA
	Denominator	Number of participants active as of the start date of the reporting period

Person-centered plan shows progress toward or achievement of goals

Scorecard: Quality Care Coordination - Family Voice

Description		Percentage of active participants who, the 12 months preceding the reporting period, have attained a goal, completed a step to achieve, or show a period of improvement reflected in goal progress records.
CALCULATION	Summary	<p>The percentage of active participants with any one of the following within the last 12 months:</p> <ul style="list-style-type: none"> • a step to achieve completed, • a goal attained, or • goal progress record created during the lookback period that reflects an increase in the progress percentage.
	Numerator	Count of active participants with: a step to achieve completed, a goal attained, or a goal progress record reflecting an increase in progress (percentage) during the last 12 months
	Denominator	Number of participants active as of the start date of the reporting period

Participation Rates (Initial and Ongoing)

Scorecard: Quality Care Coordination - Contacts

Description		Participation rates measure the interaction with DSCC participants and families to ensure both DSCC and the participating families are engaged in coordinating their care.
CALCULATION	Summary	<p>Participation rates are a percentage of active participants who have both:</p> <ul style="list-style-type: none"> • a completed comprehensive assessment and • at least one additional successful contact <p>For Initial Participation Rates, this calculation is applied to active members who enrolled one year ago based on the reporting month.</p> <p>For Ongoing Participation Rates, this calculation is applied to active members who have been enrolled more than one year.</p>
	Numerator	$\frac{\text{Count of active participants who have a completed assessment AND one subsequent successful contact}}{\text{Number of participants active as of the start date of the reporting period}}$
	Denominator	

