

**PROGRAM OPERATIONS
DIRECTIVE # 5.0**

SUBJECT: Productivity Standards

ISSUED: 6-29-2016

Revised: 10-20-2017

Effective: 11-1-2017

PURPOSE: To clarify face to face productivity target expectations for all direct staff. This directive replaces any previous directives/communication on productivity expectations.

DEFINITION: Face to face productivity target includes any billable or non-billable face to face activity provided by a direct staff. Productivity targets will include a minimum range, expected range and exceeds range. Staff with productivity in any one of these ranges will not require a report to supervisor on face to face activities. If you're anticipating your productivity may not meet the minimum expectation, immediately meet with your supervisor to develop a plan for improvement.

POPULATION: All

STANDARDS:

St. Clair County Community Mental Health Authority Productivity Standards Effective 11-1-2017				
Position	Program	Minimum Expectation without Reporting to Supervisor	Meets Expectation	Exceeds Expectation
BcBA	Applied Behavioral Analysis	30%	35%	40%
Behavior Technician	Applied Behavioral Analysis	40%	45%	50%
Case Manager	Assertive Community Treatment	45%	50%	55%
Case Manager	Children's	25%	30%	35%
Case Manager	Dialectical Behavior Therapy	25%	30%	35%
Case Manager	Family Support Services	25%	30%	35%
Case Manager	Individual Placement and Support	25%	30%	35%
Case Manager	Outpatient	25%	30%	35%
Case Manager	South	25%	30%	35%
Case Manager	West	25%	30%	35%
Clinical Coordinator	Assertive Community Treatment	45%	50%	55%
Clinical Coordinator	Children's	25%	30%	35%
Clinical Coordinator	West	25%	30%	35%
Clinician	Assertive Community Treatment	45%	50%	55%
Clinician	Mobile Crisis Unit	45%	50%	55%
Clinician	Residential I	45%	50%	55%
Clinician	Residential II	45%	50%	55%
Clinician	Central Intake Unit	45%	50%	55%
Clinician	Children's - Home Based	45%	50%	55%
Clinician	Dialectical Behavior Therapy	45%	50%	55%
Clinician	Family Support Services - Outpati	45%	50%	55%
Clinician	Outpatient	45%	50%	55%
Clinician	South	45%	50%	55%
Clinician	South - Home Based	45%	50%	55%
Clinician	West - Home Based	45%	50%	55%
Clinician	West - Outpatient	45%	50%	55%
Mental Health Assistant	Assertive Community Treatment	45%	50%	55%
Mental Health Assistant	Children's	50%	55%	60%
Mental Health Assistant	In-Shape	50%	55%	60%
Mental Health Assistant	Residential I	50%	55%	60%
Mental Health Assistant	Residential II	50%	55%	60%
Mental Health Assistant	South	50%	55%	60%
Mental Health Assistant	West	50%	55%	60%
Nurse	All	30%	35%	40%
Occupational Therapist	All	25%	30%	35%
Parent Support Partner	Children's	55%	60%	65%
Parent Support Partner	Family Support Services	55%	60%	65%
Peer Support Specialist	Assertive Community Treatment	45%	50%	55%
Peer Support Specialist	Dialectical Behavior Therapy	55%	60%	65%
Peer Support Specialist	Mobile Crisis Unit	55%	60%	65%
Peer Support Specialist	Outpatient	55%	60%	65%
Peer Support Specialist	Residential I	55%	60%	65%
Peer Support Specialist	South	55%	60%	65%
Peer Support Specialist	West	55%	60%	65%
Technician - Grade IV	CIS Program	25%	30%	35%