

QAPI Program Goal	Measure	Description	Calculation	System Target
Expand timely access to appropriate services and supports	Average calendar days to initial service for Level 1 Call Center referrals	Average time to 1st billable visit for Level 1 consumers from when the Call Center sends the referral to the agency	Initial service date - Call Center referral date	7 Days
	Average calendar days to initial service for Specialty MH Call Center (Level 2 or 3) referrals	Average time to 1st billable visit for Specialty MH consumers (Level 2 or 3) from when the Call Center sends the referral to the agency	Initial service date - Call Center referral date	14 Days
	Average calendar days to initial service for Mild-Moderate Call Center referrals	Average time to 1st billable visit for Mild-Moderate consumers from when the Call Center sends the referral to the agency	Initial service date - Call Center referral date	10 Days
Increase client engagement and satisfaction in the recovery process	Percent of open consumer no shows		Total number of open consumers who do not show up for or cancel their appointment / Total number of encounters	25%
Improve established outcomes through engaging in a continuous improvement process and implementing activities of providing care that are consistent with current standards of practice	Percent of successful discharges with a MORS category (AOA only)	<a href="#">For more details, see 'FY16 Defining Successful Discharges'</a>	Total number of successful discharges with a MORS category of 6, 7, or 8 / (Total number of consumers discharged - consumers discharged for administrative reasons)	TBD
	Percent of successful discharges without a MORS category (AOA and F&C)	<a href="#">For more details, see 'FY16 Defining Successful Discharges'</a>	Total number of successful discharges / (Total number of consumers discharged - consumers discharged for administrative reasons)	TBD