



**SAPC** | Substance Abuse  
Prevention and Control

**Performance Measures and Outcome Report for CENS**  
FY 2021-2022



County of Los Angeles  
**Public Health**

*Due the 10th of the month on a quarterly basis*

<b>CENS PROVIDER:</b>	<b>COMPLETED BY:</b>	<b>DATE + QTR.:</b>	<b>CONTACT (PHONE + EMAIL)</b>				
<b>Objective/Outcome</b>	<b>Level</b>	<b>Measure</b>	<b>Expected Standard</b>	<b>Method of Data Collection</b>	<b>Strategy for Meeting Measure</b>	<b>Quarterly Progress of the Expected Standard</b>	<b>Documentation for measures under 20% of the expected standard, and improvement plan for next quarter.</b>
Improve productivity and client volume	Provider	Percentage of client encounters on a monthly basis. Standard: 80 encounters per month per 1 FTE*	<b>80%</b>	CENS Monthly Activity Report in Sage			
For those who screen positive, ensure referrals to treatment for appropriate level of care	Client	Percentage of clients who screen positive and are offered referrals to a treatment provider.	<b>100%</b>	Sage			
Improve treatment linkages and referral outcomes for all positive SUD screenings	Client	Percentage of clients who screen positive and enroll in SUD treatment.	<b>50%</b>	Sage			
Improve linkages to external/outside SUD treatment providers	Client	Percentage of clients who are referred to other SUD treatment providers aside from the provider's own agency. Standard referrals to provider's own agency must not exceed 20% of all referred clients.	<b>&gt;80%</b>	Sage			
Increase access to enrollment support	Client	Percentage of clients eligible but unenrolled in the following benefits who receive facilitation/assistance in completing the application:	-	Sage or verifying on YourBenefitsNow! (YBN)			
		Medi-Cal Application New	<b>25%</b>				
		Medi-Cal Application Transfer	<b>25%</b>				
		My Health LA	<b>25%</b>				
		CalWORKs	<b>25%</b>				
General Relief	<b>25%</b>						
CalFresh	<b>25%</b>						
Improve client satisfaction and quality of service delivery	Client	Distribute client satisfaction surveys to all new clients served. SAPC will track surveys collected, response rate and satisfaction score on a bi-annual basis.	<b>100%</b>	CENS client satisfaction survey			
Track completion rate of client satisfaction survey	Client	Response rate percentage of new clients who completed the survey.	<b>20%</b>	CENS client satisfaction survey		*TBD if annual or biannual	
Ensure and strengthen provider engagement and accountability	Provider	Percentage of time that provider attends mandatory DPH-SAPC meetings, such as: CENS Director's meetings, Regional Network meetings, etc. At least one representative from each CENS provider must attend every meeting.	<b>100%</b>	Sign in sheet, CENS staff time billing			
Ensure and improve timely management of CENS reporting requirements and invoices and payments	Provider	Percentage of complete, timely submissions of required monthly/quarterly reports and invoices..	<b>100%</b>	CMARs, invoices, Sage reports, and other reporting requirements for programs within CENS (FSCs, AB 109, CalWORKS/GR, Psychiatric Emergency Services - UCCs)			