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 Productivity				
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		45%	50%	55%	
	West - Outpatient		50%	55%	
Mental Health Assistant		45%	55%	60%	
Mental Health Assistant		50%	55%	60%	
Mental Health Assistant		50%	55%	60%	
Mental Health Assistant		50%	55%	60%	
Mental Health Assistant		50%			
Mental Health Assistant		50%	55%	60%	
Mental Health Assistant		50%		60%	
Nurse	All	30%	35% 30%	40%	
Occupational Therapist	All	25%			
Parent Support Partner	Children's	55%	60%	65%	
Parent Support Partner	Family Support Services	55%	60%	65%	
	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		55%	60%	65%	
Peer Support Specialist	West	55%	60%	65%	
Technician - Grade IV	CIS Program	25% Revised 11-1-2017 docx	30%	35%	

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