

Peer Respite Performance Measures and Program Specific Monitoring and Reporting

Performance Measures

Measure	Target	Time Period	Type	Methodology
Crisis Bed Data	80% occupancy	Review monthly, annual target	quantity	Bed occupancy
Admission	75	Annual	quantity	Head count
Goal satisfaction	85%	Review monthly, annual target	quality	survey
Overall program rating	85%	Review monthly, annual target	quality	survey
Departure state	75% better	Review monthly, annual target	impact	survey
Staff turnover	10% per year average	Review quarterly, annual target	quality	% of staff replacement hire
Acute service use reduction	75%	Review quarterly, annual target	impact	survey

Program Specific Monitoring and Reporting

1. Number of unique individuals served
2. Demographic characteristics of guests served (county of origin, age, gender)
3. Number of admissions and readmissions to the program
4. Utilization of program capacities
5. Admission, continued stay, and discharge level of care scores – to report impact of program on guests’ level of functioning and support needs
6. Guest and stakeholder evaluation of the services rendered
7. Integration and coordination with other parts of the local and state services system (both peer and formal mental health systems of care).