

CMLS Reporting – Frequently Asked Questions

Contents

1. CMLS Performance

- Slow system performance
- Entering data using keyboard vs mouse
- System reminders
- Navigation buttons

2. Performance (KPI) Reporting

- Reporting frequency
- Filtering active KPIs
- Information on how to measure and enter data against individual KPIs

3. Financial reporting

- Printing an acquittal report
- Loading previous financial year's results (for quarter 1)
- DCP data entry was incomplete or incorrect

CMLS Performance

Slow system performance

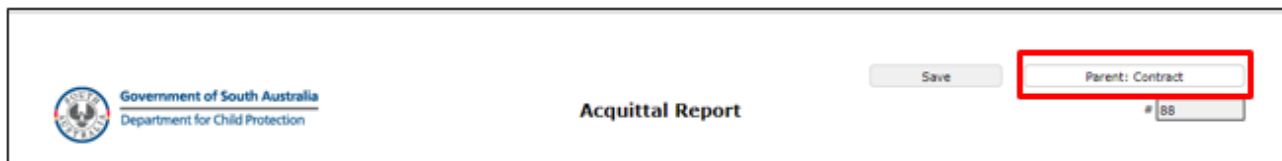
Many of our users experienced slow processing speeds during quarter 3 reporting period. Users may experience slower system performance during peak periods (such as near the completion of the quarterly reporting periods) and response times may also be impacted by network speed and traffic. DCP is continually reviewing the system to optimise the performance for end users.

Entering data using the keyboard vs mouse

Users are able to enter data in the acquittal screen using the tab button on their keyboard, however the system will take you through each data field including those that are greyed out for previous quarters.

Navigation buttons

Many users reported being unaware of the navigation buttons in CMLS. Below is a list of navigation buttons currently available. This information has been included in the CMLS Guides to better inform users. These buttons are found in the top right hand corner of each screen as pictured below.



The screenshot shows the top navigation bar of the CMLS system. On the left is the Government of South Australia logo. In the center is the text 'Acquittal Report'. On the right, there is a 'Save' button and a 'Parent: Contract' button, which is highlighted with a red rectangular box. Below the 'Parent: Contract' button is a small input field containing the number '88'.

Screen	Navigation button	Functionality
Contract KPI Result	Go to Contract	Takes the user to the contract screen.
FTE Details	Parent: Contract	Takes the user to the contract screen.
Acquittal report	Parent: Contract	Takes the user to the contract screen.
Issue	Parent: Contract	Takes the user to the contract screen.
Contract extension	Parent: Contract	Takes the user to the contract screen.

Performance (KPI) Reporting

KPI Reporting Frequency

KPIs are required to be reported monthly, quarterly, or annually as agreed between both parties and set out in the [Performance Management Specification](#) and information in individual contracted agreements and contract management plans. Service Providers are required to enter data into CMLS as per the reporting frequency for each KPI. Annual KPIs will be included in quarter four data.

To assist Service Providers with the monthly reporting process, DCP has updated the CMLS guide: performance management reporting to include a reporting period schedule and additional information about monthly reporting requirements.

Filtering active KPIs

The most efficient way to enter KPI data is through the Contracts KPIs Reporting form on the Contract tab. Users can filter the KPIs shown by contract number, financial year, and financial period (e.g. reporting period) as shown in the image below.

This screen will show only KPIs that have not yet been reported against. Once data has been entered in a KPI record and submitted, the KPI will be removed from this screen.



CONTRACTS KPIS REPORTING

Contract Numbers: P365C2 Financial Years: 2020-21
 Contract Title: Family Based Care Financial Period: Qtr4 Clear Filter

Contract Number	Contract Title	Financial Year	KPI Reporting Frequency	Financial Period	KPI Identifier	KPI Description
P365C2	Family Based Care	2020-21	Quarterly	Qtr4	3	Percentage (%) of Carer Assessments submitted to DCP Carer Registration within 5 months of Assessment Commencing during the Reporting Period.
P365C2	Family Based Care	2020-21	Quarterly	Qtr4	4	Percentage (%) of Carer Assessments submitted to DCP Carer Registration within 60 calendar days of receipt of referral for temporary placement during the reporting period. Applies only to Specific Child Only and Kinship Care
P365C2	Family Based Care	2020-21	Quarterly	Qtr4	5	Percentage (%) of care concern actions and tasks allocated to service provider to address that are completed by service provider within agreed timeframes during the reporting period (self-reported)
P365C2	Family Based Care	2020-21	Quarterly	Qtr4	6	Percentage (%) of carer households with an

Information on how to measure and enter data against individual KPIs.

Service providers commonly demonstrated confusion when entering data against specific KPIs for quarter three. We encourage all service providers to review the [performance measurement specification information guide](#) (PMSIG), which provides examples of each KPI and how to enter data against it.

For example: the entry in the PMSIG for KPI 11 is shown below:

KPI 11: Net cost of service as reported in quarterly acquittal is not in deficit (budget v's actual expenditure).
 This KPI relates to Block funded contracts ONLY.

KPI ID #	Purpose	Performance Domain	KPI Reporting Responsibility	PMS Reference	Service Types	Numerator	Denominator						
11	The intent of the measure is to identify budget overruns (i.e. where expenses exceed block funded revenue). This applies to block funded agreements only.	Financial Viability	Service Provider	Page 11	General Family Based Care, Residential Care, Respite Care, Specialist Family Based Care, Supported Independent Living	Net actual deficit reported in quarterly acquittal period	Funding total for the quarter						
11	Example Explanation		<table border="0"> <tr> <td style="text-align: right;">Net actual deficit reported in quarterly acquittal period</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: right;">Funding total for the quarter</td> <td style="text-align: center;">42,500</td> </tr> <tr> <td style="text-align: right;">= Net Deficit for the period %</td> <td style="text-align: center;">= 0%</td> </tr> </table>		Net actual deficit reported in quarterly acquittal period	0	Funding total for the quarter	42,500	= Net Deficit for the period %	= 0%	<ul style="list-style-type: none"> Net actual deficit (KPI Numerator) should reflect the net deficit amount calculated on your acquittal template e.g. Total expenditure minus total funding. Deficit amount to be entered as a positive amount. If expenditure is in surplus enter as \$0 to reflect nil deficit (overspend) for the period. 		
Net actual deficit reported in quarterly acquittal period	0												
Funding total for the quarter	42,500												
= Net Deficit for the period %	= 0%												

Financial reporting

Printing an Acquittal Report

Many of our users were unaware that you can print an acquittal report from CMLS using your internet browsers print function. This is detailed further in the Print from CMLS guide and video tutorial on the [CMLS support materials webpage](#).

Loading previous financial year's results (for quarter one)

Some users reported the ability to see all the previously submitted acquittal data in one screen as very helpful and wondered if CMLS will allow them to load previous financial year's data for quarter one.

While you will be unable to view the 2020 – 2021 acquittal data in the 2021 – 2022 acquittal data screen, you can either;

- Print the 2020 – 2021 acquittal report
- Open the 2020 – 2021 acquittal report in another tab on your browser and have it open on your second screen (if you have a two screen set up).

Information entered in the 2020 – 2021 quarter four FTE data report will be able to be loaded into the 2021 – 2022 quarter one FTE report.

DCP data entry was incomplete or incorrect

A few users reported that the DCP data entry for previous quarters was incomplete or incorrect. Please contact your DCP contract manager with any of these issues as DCP can correct this data if required.