

# Performance Analysis 2016

## ExpertCare Management Service Delivery

ExpertCare experienced a large increase in the number of client's that responded to our survey, in 2015 the highest number of respondents to a question was 76 and in 2016 the highest number of respondents was 269. ExpertCare focused efforts on obtaining email addresses for as many clients as we could in 2016, which led to a higher survey response rate.

### 1. Effectiveness

#### Respite

ExpertCare measures effectiveness of the services during annual customer service surveys.

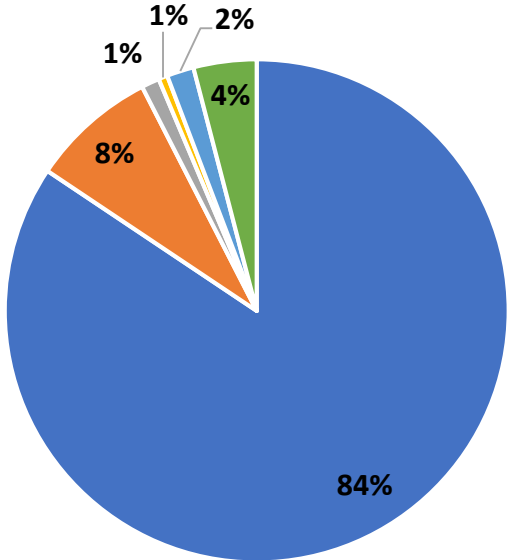
The questions that measure effectiveness for respite are:

- “Respite allows me to take a break from caring for my loved one.”  
Goal: Increase positive responses to 95%
- “The caregiver has built a trusting relationship with the person served.”  
Goal: Increase positive responses to 95%.

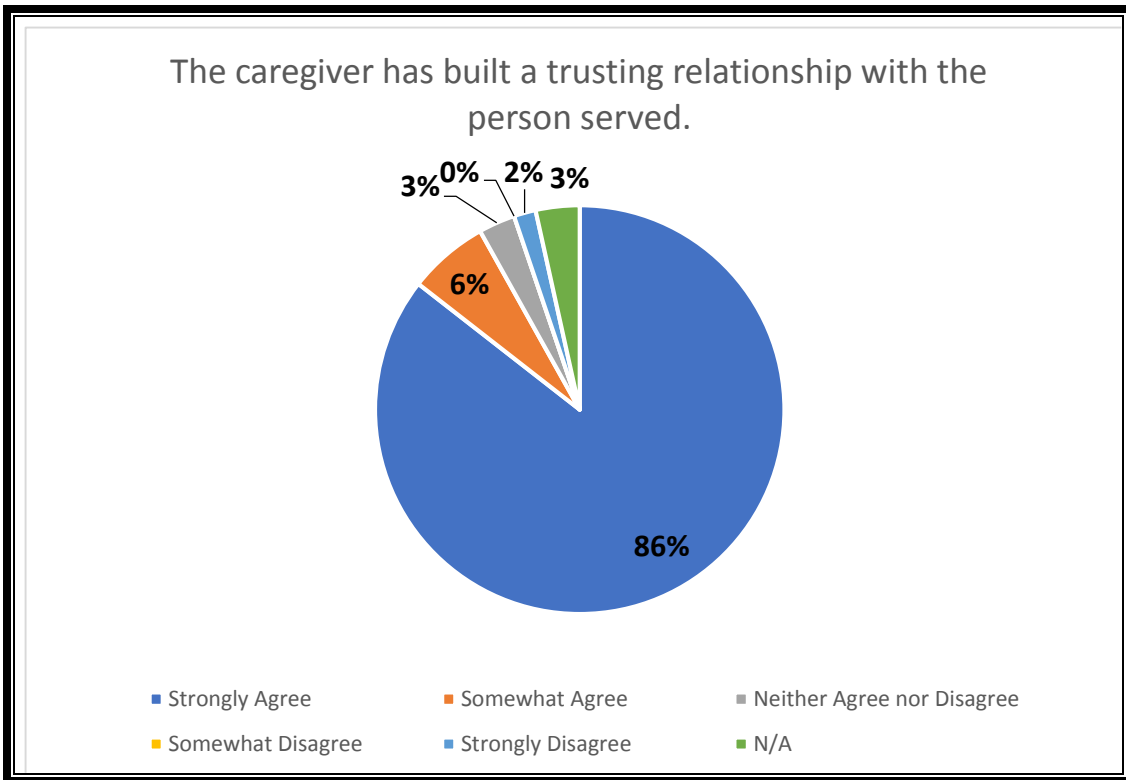
Positive responses included “Strongly Agree” and “Somewhat Agree”.

	2015 Positive Responses	2016 Goal	2016 Actual
Respite Allows a Break	91%	95%	92%
Caregiver has built relationship	94%	95%	92%

Respite allows me to take a break from caring for my loved one.



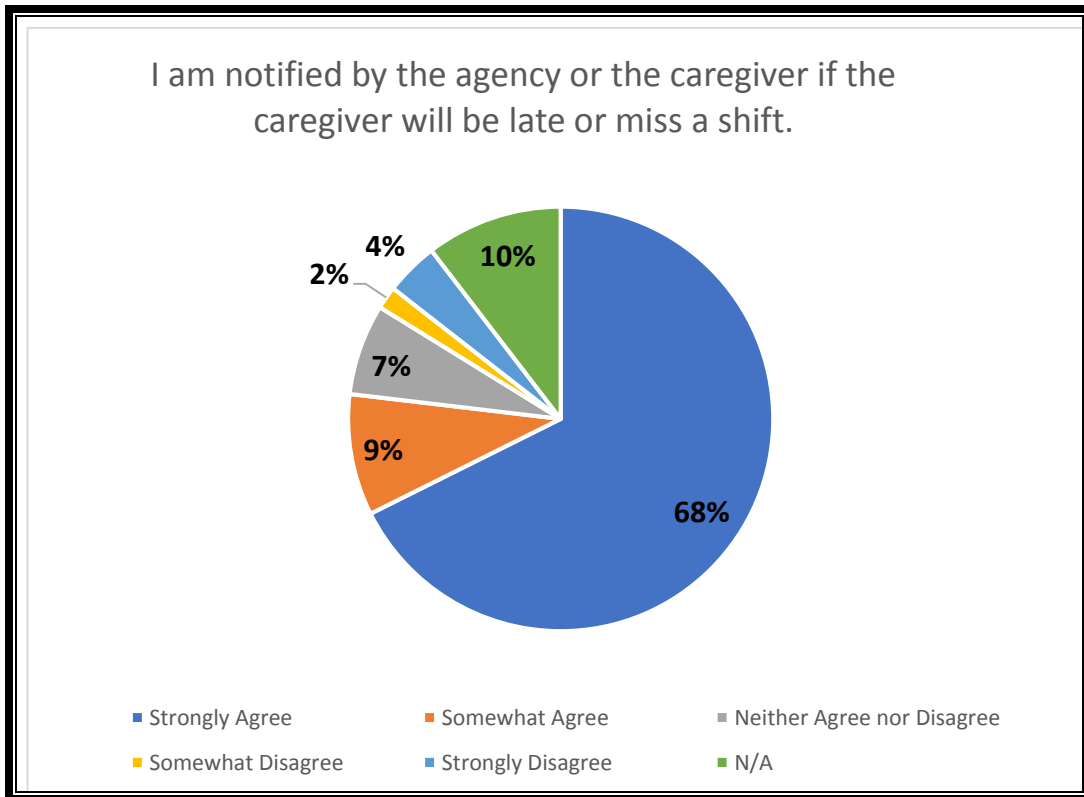
- Strongly Agree
- Somewhat Agree
- Neither Agree nor Disagree
- Somewhat Disagree
- Strongly Disagree
- N/A



92% of the people who responded had a positive response to the effectiveness of respite giving them a break and believed that the caregiver had built a trusting relationship. As respite is to give the main caregiver a break, achieving above 90% leads us to believe that respite services are effective. However, we did fall short in increasing these numbers to our goal of 95%. We will continue to evaluate our training and orientation as both play a large role in these numbers.

The biggest area of concern indicated by the survey was the person served or their family was not notified if the caregiver was going to miss or be late for a shift. Part of providing excellent service is to have a caregiver in the home when s/he is supposed to be there. In 2015 the positive response was at 84%, which was an increase from the previous year. This year the positive response was 77%, which was below our goal.

	2015 Positive Responses	2016 Goal	2016 Actual
Notified Tardy/Absence	84%	90%	77%



ExpertCare will continue to evaluate and work on improving our communication and training.

Goals and Plan of Action:

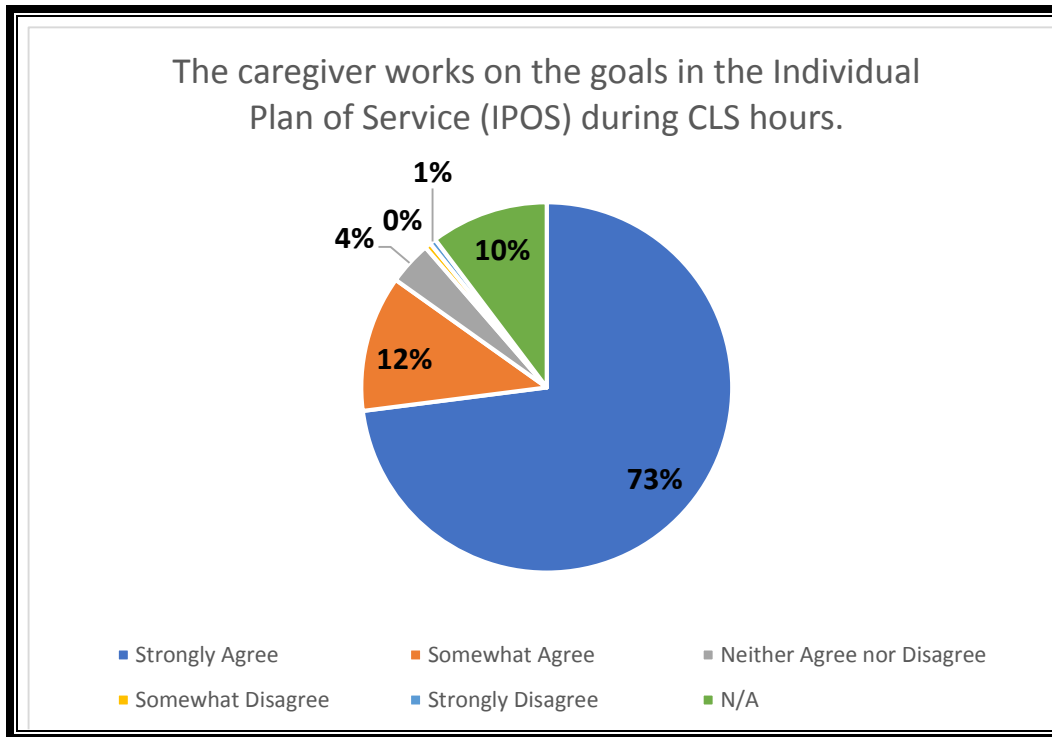
1. To maintain the high scores in responses relating to the intent of respite service and the relationship between the person served and caregiver.
  - Continue to stress these items in Orientation and Trainings.
2. To increase the response to “I am notified by the agency or the caregiver if the caregiver will be late or miss a shift” to a positive response of 90%.
  - Trainings and Orientation will stress the importance of punctuality, attendance, and communication when a caregiver will be late or for some reason must cancel his/her shift.
  - ExpertCare will look at methods in which we use to convey this information to our clients, possibly communicating via phone and email.

Supported Living

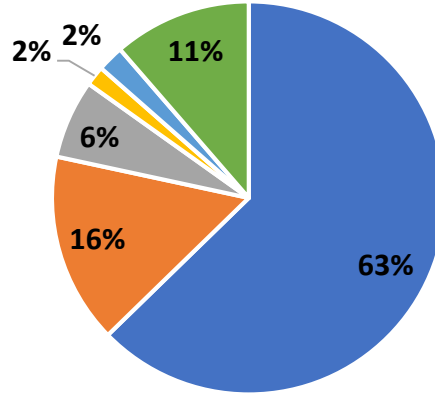
Questions from survey:

- The caregiver works on the goals in the Individual Plan of Service (IPOS) during CLS hours.
- The person served has made progress on his/her goals due to the CLS services provided.
- I am satisfied with the progress made.

	2015 Positive Responses	2016 Goal	2016 Actual
CG works on goal	81%	90%	85%
Progress on goals	77%	90%	79%
Satisfaction with progress	84%	85%	78%

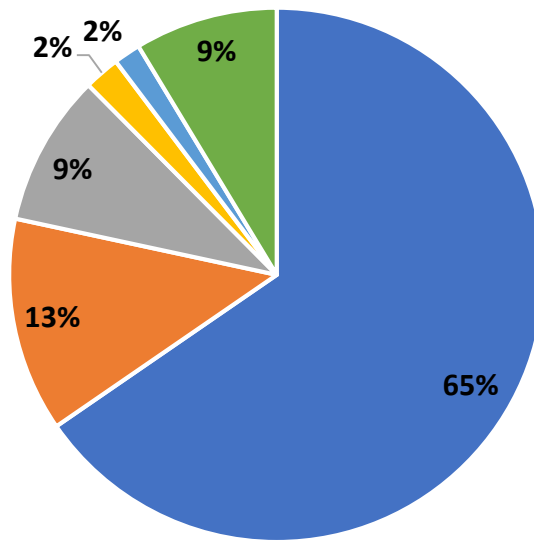


The person served has made progress on his/her goals due to the CLS services provided.



■ Strongly Agree      ■ Somewhat Agree      ■ Neither Agree nor Disagree  
■ Somewhat Disagree      ■ Strongly Disagree      ■ N/A

I am satisfied with the progress made.

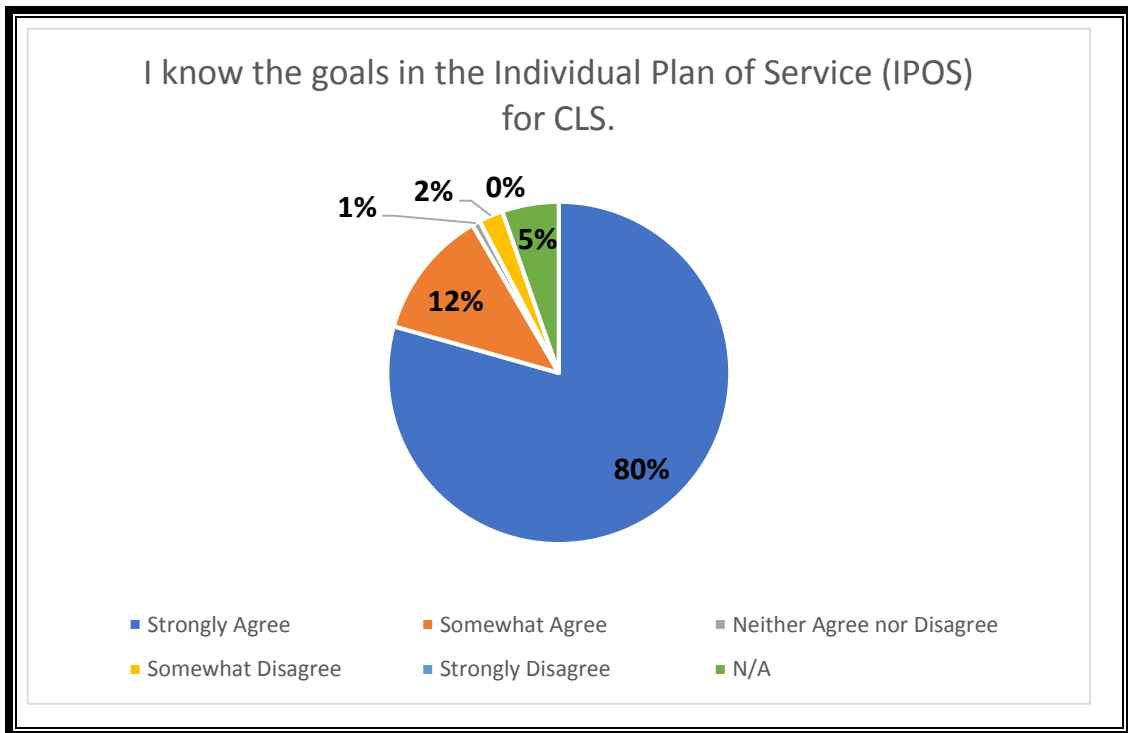


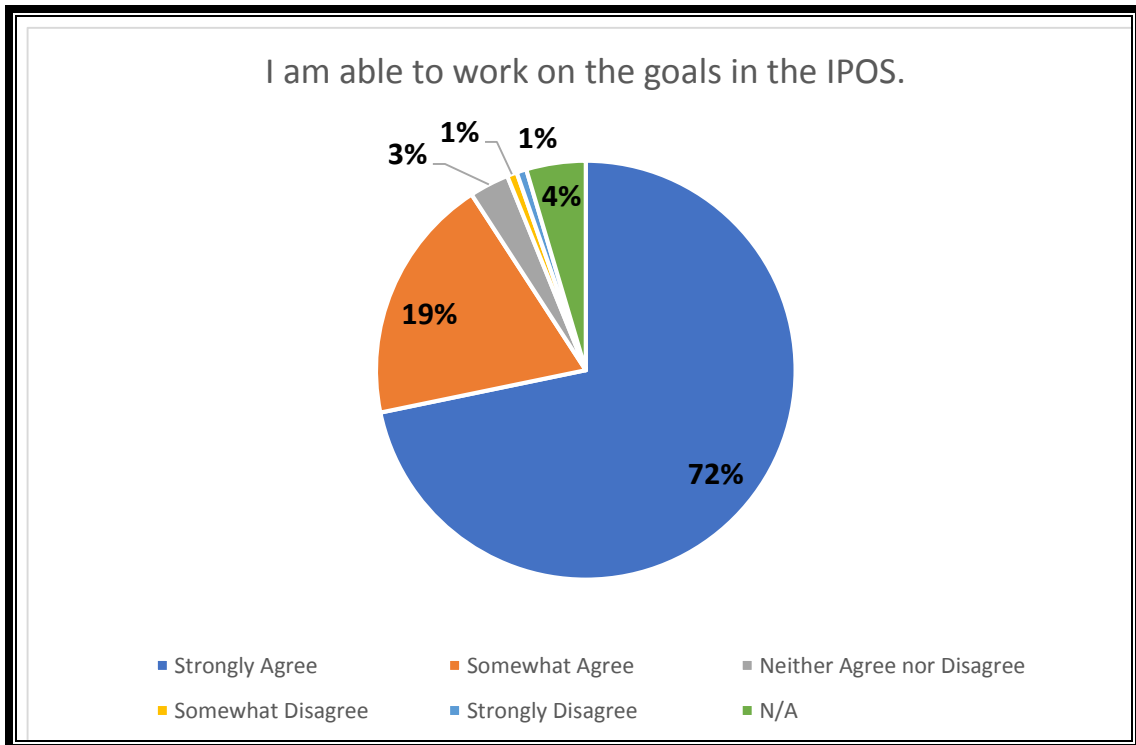
■ Strongly Agree      ■ Somewhat Agree      ■ Neither Agree nor Disagree  
■ Somewhat Disagree      ■ Strongly Disagree      ■ N/A

ExpertCare improved in two of the questions from 2015 to 2016 and saw a decrease in the satisfaction with progress made. The emphasis placed on training in the plans of service by the funding source’s Supports Coordinator when possible was helpful. Our Staffing Consultants also improved at presenting the goals in the IPOS to the staff and were more consistent with the training.

We also asked caregivers how they felt about their knowledge and ability towards working on the goals in the IPOS.

	2015 Positive Responses	2016 Goal	2016 Actual
CG knows goals	98%	95%	92%
CG can work on goals	94%	95%	91%





**Goals and Plan of Action:**

1. We will increase the consumer’s satisfaction with goals being worked on and progress made.

- We will also work toward 95% positive response rate to caregivers knowing the goals in the plan of service.
- Continue improvements with training in the IPOS.
- Work with funding sources for clarifications and training in the IPOS.

2. Efficiency

Internal staff worked on process updates and reviewed processes to identify inefficiencies.

ExpertCare continues to work on reducing turnover to improve efficiency. Much time and money is spent hiring new caregivers.



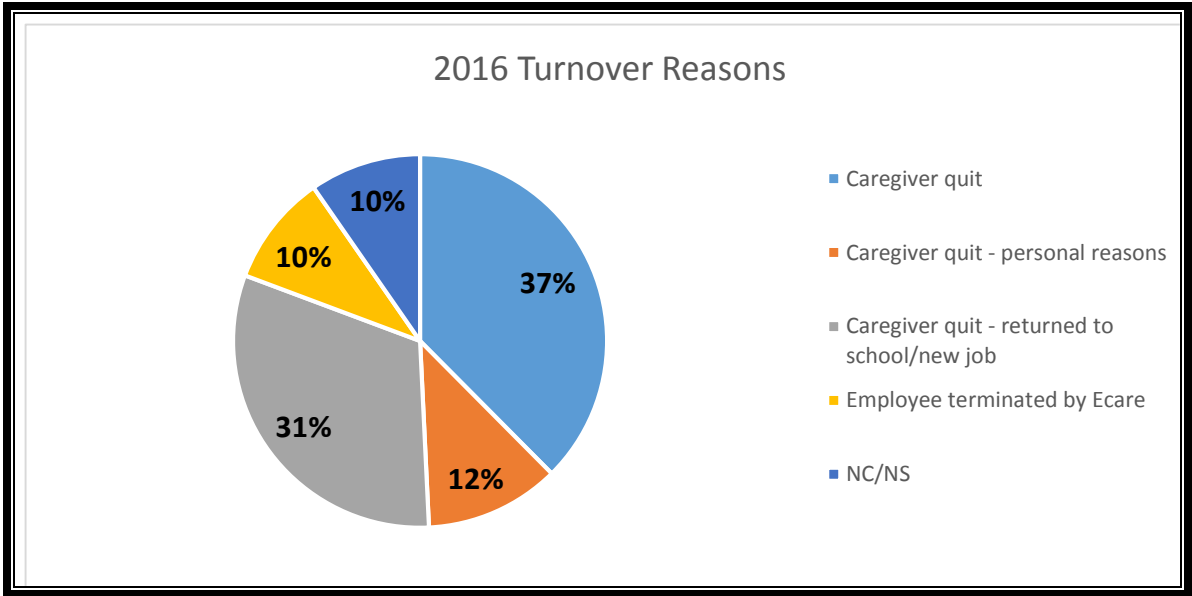
ExpertCare continued to focus on retaining caregivers in 2016. There was a decrease in the number of Caregivers that left ExpertCare in 2016 compared to 2015. ExpertCare looked at the numbers for Caregivers that quit and Caregivers that were terminated.

In 2016 ExpertCare continued or implemented the following to increase engagement of caregivers to reduce turnover. These included:

- Anniversary Calls to Caregivers.
- Continued Caregiver newsletter with monthly contests.
- Launched Facebook daily posting campaign w/ activities, information, and job openings.
- Adjusted TB testing requirements to every 3 years.
- Began holding “Employee Enrichment Series” trainings quarterly.

	2015	2016
CG quit	88	74
CG quit – job/school	70	62
CG quit - personal	40	23
Employee terminated	21	19
NC/NS	10	19

ExpertCare plans to revise some of the categories for tracking turnovers to help clarify the reasons for internal employees when they are selecting the reason for the turnover. ExpertCare hopes this will provide us more accurate and useful data.



Goals and Plan of Action:

1. Advocate for sufficient funding at a state and local level; allowing us to be competitive with wages.
2. Continue to work on engaging caregivers to reduce quits.
  - Implement “Cascading Culture” to our Caregivers in 2017.
  - Find alternate sources for time sheet submission.
  - Implement acknowledgement of Caregiver longevity.
  - Change monthly contests to monthly giveaways.
3. Service Access

There are many factors that go into starting a caregiver on a case. Weekly, ExpertCare measures how many caregivers were placed in positions.

	2015	2016 Goal	2016 Actual
Average placed per week	36	37	32

We placed more caregivers per week in 2015 than in 2016.

Goals and Plan of Action:

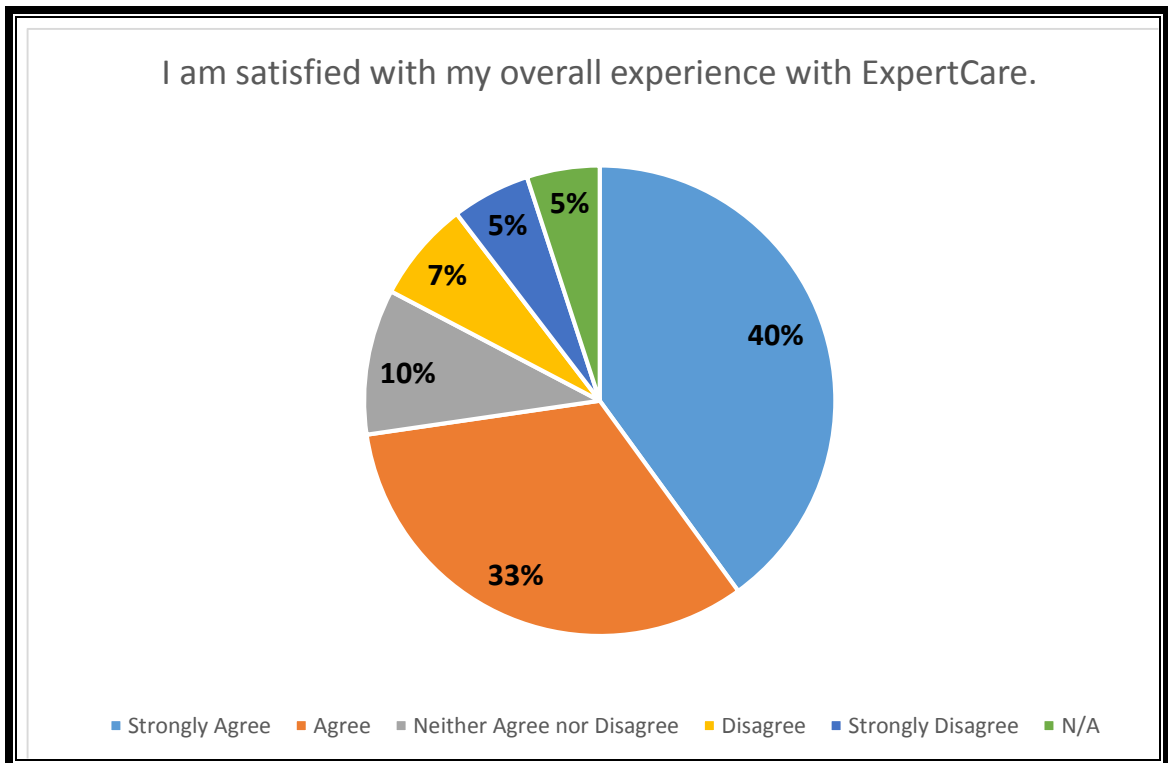
1. The goal for 2017 will be an average of 35 placements per week, 3 more per week than 2016.
2. Continue to streamline processes and take administrative duties off the Staffing Consultants for them to spend more time on matching and placing caregivers.

## Satisfaction and Other Feedback

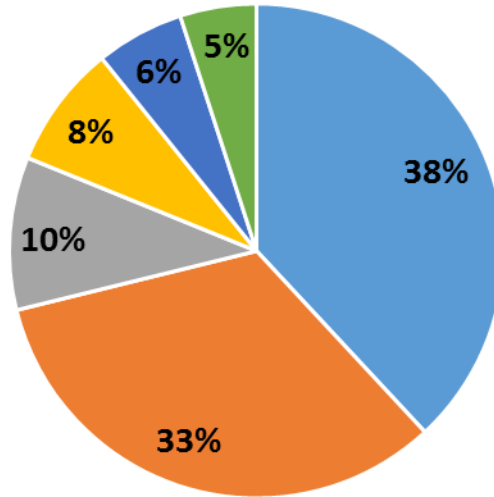
Overall satisfaction is measured annually in our surveys.

	2015 positive responses	2016 Goal	2016 Actual
ExpertCare has met expectations - CLS	77%	80%	71%
ExpertCare has met expectations - Respite	73%	75%	71%
Overall satisfied – CLS	73%	75%	73%
Overall satisfied - Respite	70%	75%	73%

For the 2016 survey, ExpertCare only asked the families once about their overall satisfaction and if we met their expectations, we didn't ask the questions for each service separately so you will see the same percentage for CLS/Respite for each question. We fell short of our goal in this area and saw a decrease in ExpertCare has met expectations.



ExpertCare has met my expectations. ExpertCare has met my expectations.



■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree ■ N/A

Goals and Plan of Action:

1. ExpertCare will focus on better communication with caregivers and clients to increase satisfaction.
2. ExpertCare is also focusing on reducing turnover which should increase overall satisfaction.