



Performance Analysis 2020

ExpertCare Management Service Delivery

ExpertCare received survey responses from 212 Recipient families in 2020. We saw a 3% decrease in the response this year compared to last year. We had 248 Recipient families respond in 2019.

1. Effectiveness

Respite

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

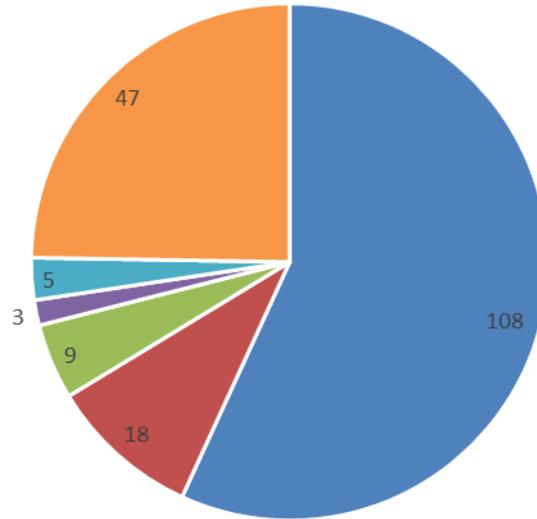
The questions that measure effectiveness for respite are:

- “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 99%.

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

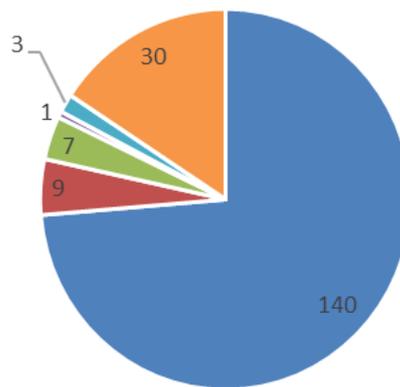
	2019 Positive Responses	2020 Goal	2020 Actual
Respite Allows a Break	91%	95%	88%
Caregiver has built relationship	98%	99%	93%

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

The caregiver has built a trusting relationship with the person served.

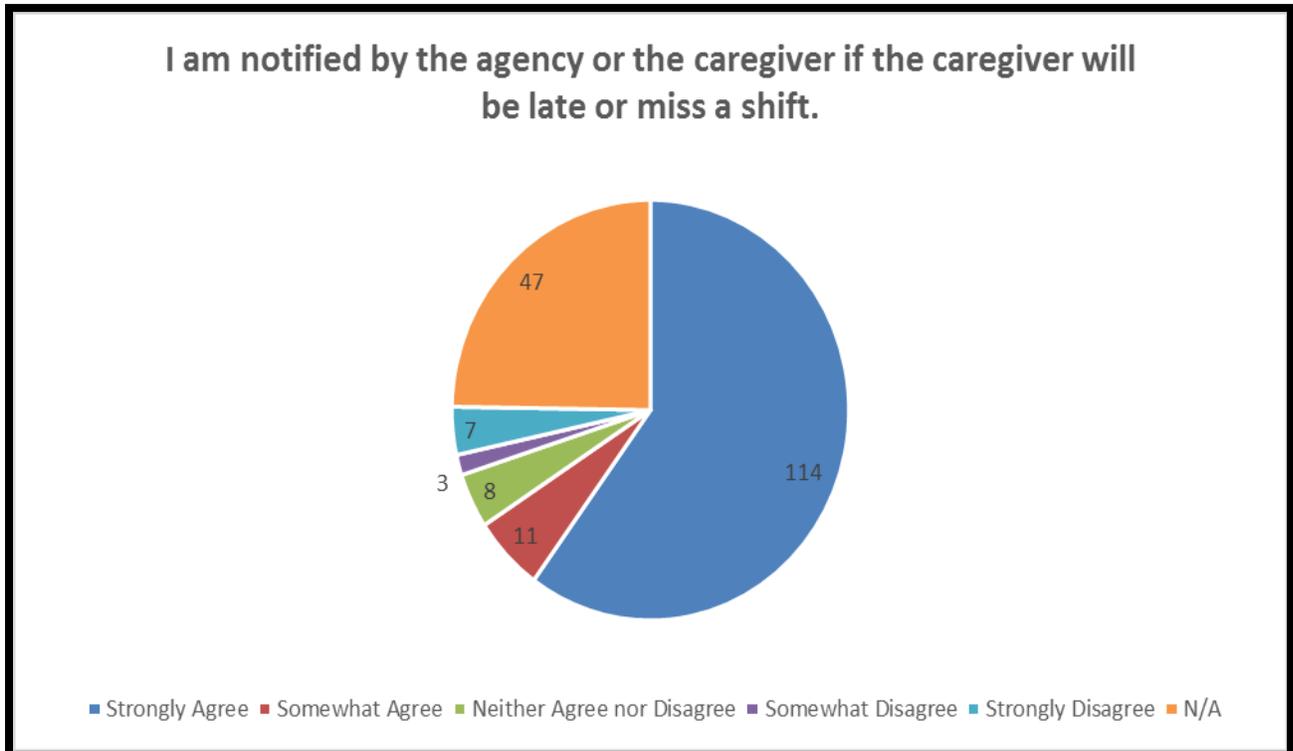


■ Strongly Agree ■ Somewhat Agree ■ Neither Agree nor Disagree
■ Somewhat Disagree ■ Strongly Disagree ■ N/A

We fell short of reaching our positive response rate goals for Respite in 2020 and we saw a decrease in the positive response rate this year compared to 2019. ExpertCare believes that part of the reason for the decline in the positive response rate is due to a shortage of Direct Care Workers and the COVID-19 Pandemic. ExpertCare continues to evaluate our sourcing and retention efforts. We will continue to evaluate our training, orientation, and communication with our Recipients and their families. ExpertCare conducts annual quality checks with the Recipient/Recipient families and exit interviews when a Recipient leaves our agency.

One area of concern indicated by the survey is that 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 2019 the positive response was at 91% and this year the positive response decreased to 87%. ExpertCare will continue to evaluate our training material to find the best way to communicate this policy to the Caregivers working out in the field.

	2019 Positive Responses	2020 Goal	2020 Actual
Notified Tardy/Absence	91%	95%	87%



Goals and Plan of Action:

1. To improve our positive response rates 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.
 - Continue to get feedback from the person served and their family about how ExpertCare can improve.
 - Continue to evaluate our sourcing and retention efforts.
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”.
 - 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.

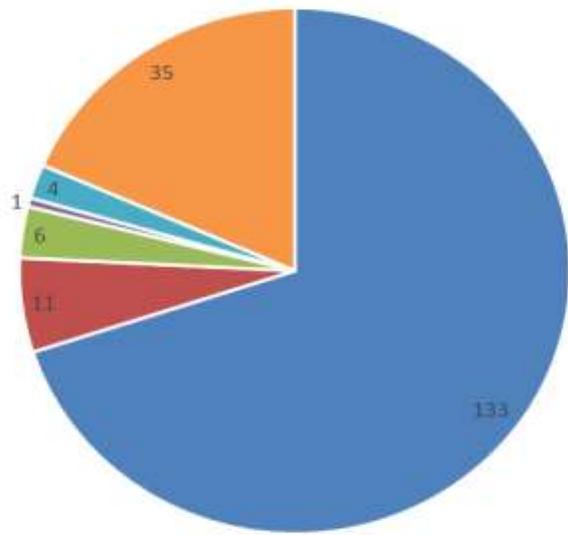
Supported Living

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.

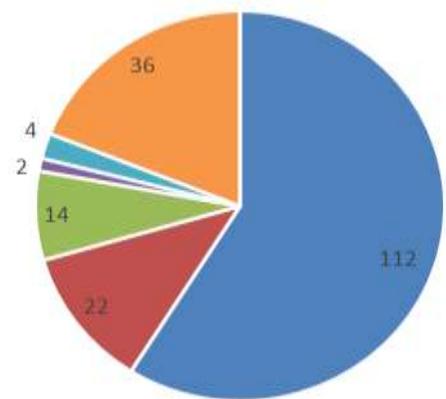
	2019 Positive Responses	2020 Goal	2020 Actual
CG works on goal	95%	95%	93%
Progress on goals	87%	90%	87%
Satisfaction with progress	85%	90%	85%

The caregiver works on the goals in the Individual Plan of Service (IPOS) during CLS hours.

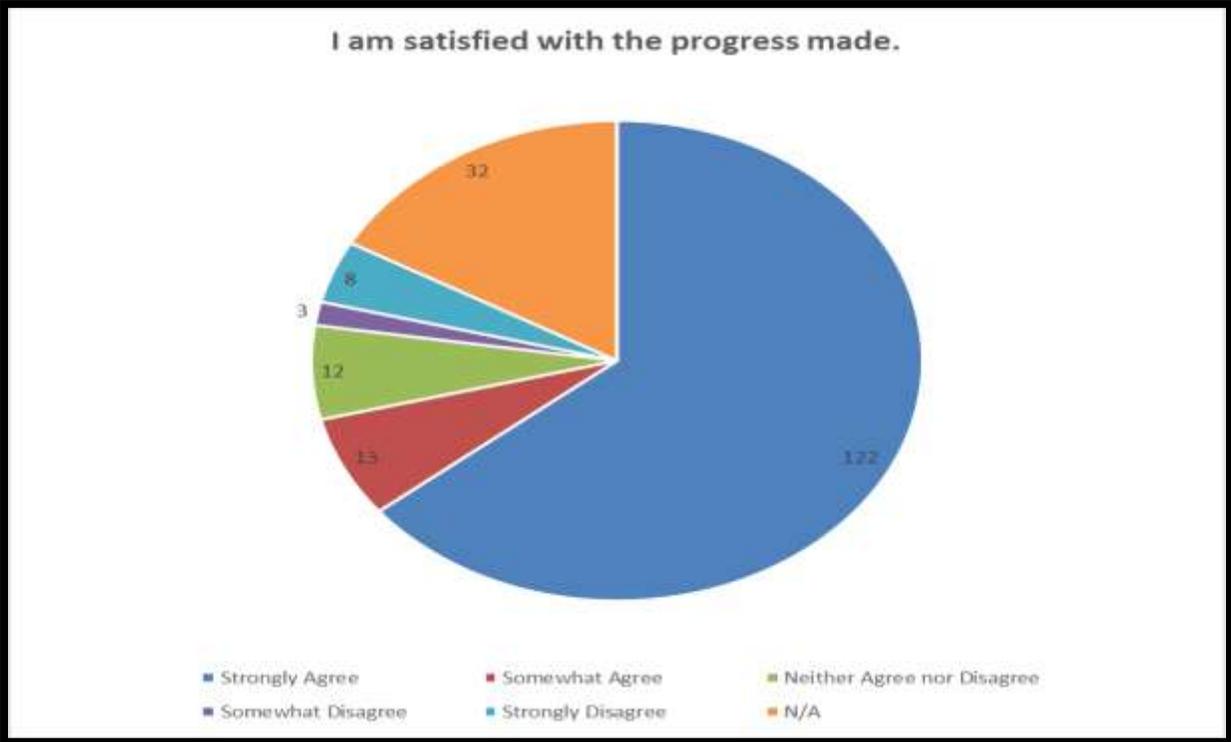


- Strongly Agree
- Somewhat Agree
- Neither Agree nor Disagree
- Somewhat Disagree
- Strongly Disagree
- N/A

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

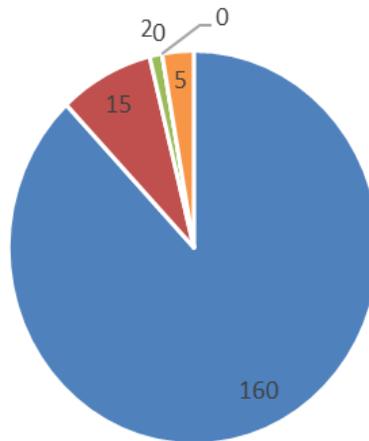


The positive response rate for satisfaction with progress made on the goals remained the same from 2019 to 2020. The positive response rate for Caregiver working on the goals decreased by 2% from 2019 to 2020. We fell short of meeting our goal for all three of these questions. ExpertCare will direct more focus on ensuring each Caregiver is trained in the IPOS initially and annually in 2021.

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

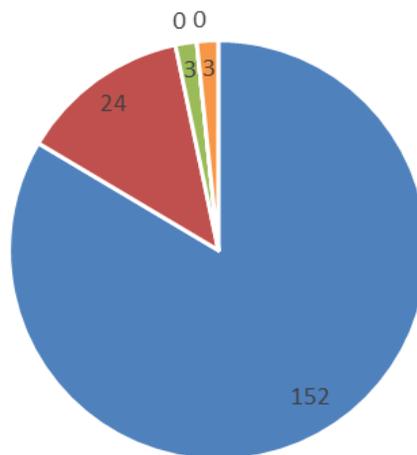
	2019 Positive Responses	2020 Goal	2020 Actual
CG knows goals	99%	100%	100%
CG can work on goals	96%	98%	98%

I know the goals in the Individual Plan of Service (IPOS) for CLS.



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

I am able to work on the goals in the IPOS.



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

Goals and Plan of Action:

1. We will work to maintain the progress we have made in this area; we met our goals in 2020.
 - Continue improvements with training in the IPOS.
 - Continue to 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 continued to work on reducing turnover to improve efficiency. Much time and money are spent hiring new caregivers.

ExpertCare continued to focus on retaining caregivers in 2020. We believe the retention efforts are helping, the number of Caregivers that left ExpertCare decreased from 266 Caregivers in 2019 to 173 Caregivers in 2020.

ExpertCare looked at the numbers for Caregivers that quit and Caregivers that were terminated.

In 2020 ExpertCare continued or implemented the following to increase engagement of caregivers to reduce turnover. These included:

- Anniversary Calls to Caregivers
- Caregiver longevity acknowledgment
- Caregiver newsletter with monthly giveaways
- Daily social media posting w/ activities, information, and job openings on our website, Facebook, and Instagram
- Began rolling out HHAEXchnage for electronic timesheet and notes submission
- Implemented virtual trainings for Caregivers

	2019		2020
CG Left ECare -Pay	1	CG Left ECare -Pay	3
CG Left ECare- School/New Job/Moved	140	CG Left ECare- School/New Job/Moved	68
CG Left ECare -NCNS	29	CG Left ECare -NCNS	18
CG Left ECare -Schedule	15	CG Left ECare -Schedule	7
CG Left ECare -No Reason	20	CG Left ECare -No Reason	16
CG Left ECare -Other	47	CG Left ECare -Other	50

CG Terminated -Performance	2	CG Terminated -Performance	1
CG Terminated -Other	12	CG Terminated -Other	10

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.
 - Continue to find ways to cascade our culture to Caregivers
 - ExpertCare’s goal for 2021 is to research and gather interest in creating a Caregiver Committee
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.

	2019	2020 Goal	2020 Actual
Average placed per week	30	30	23

ExpertCare was hoping to maintain placing 30 Caregivers per week, due to the COVID-19 Pandemic, we did see a decrease in placements in 2020.

Goals and Plan of Action:

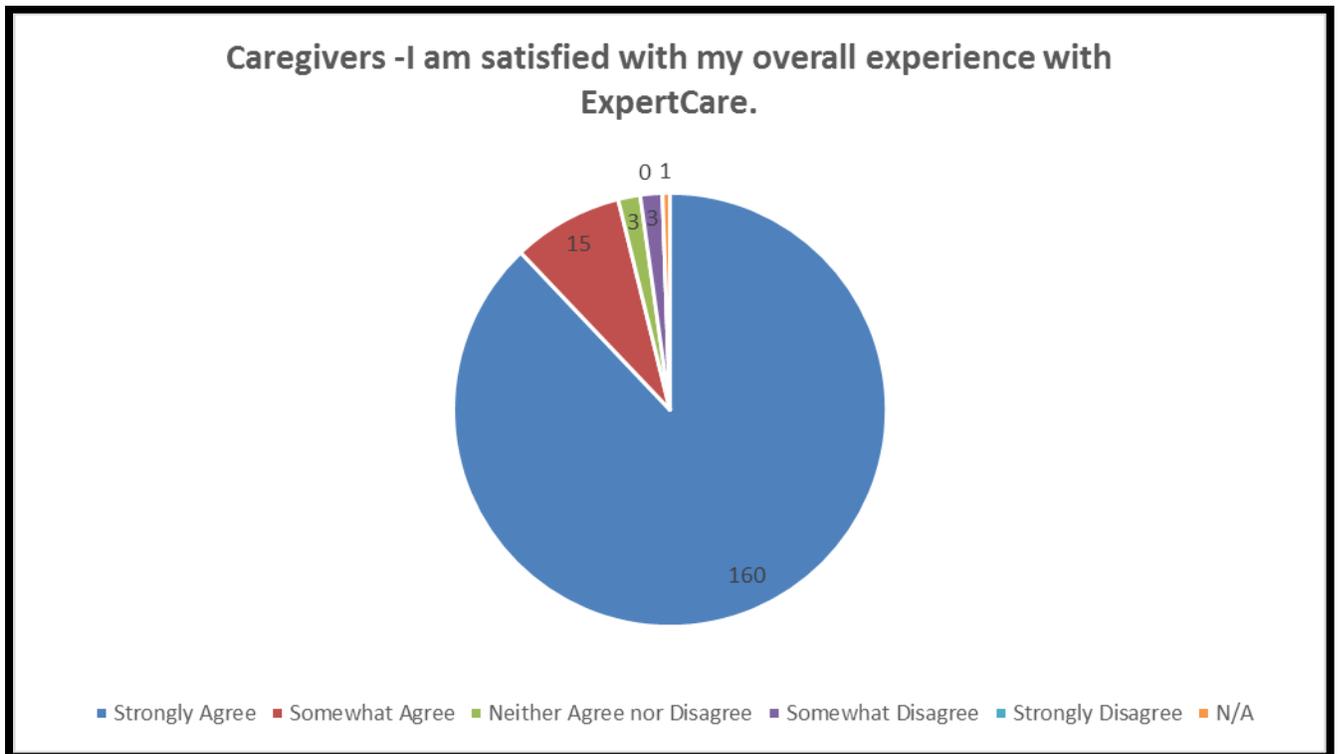
1. The goal for the quarter of 2021 is to place at least 17 Caregivers per week, we will adjust the goal each quarter.
2. Continue to streamline processes and take administrative duties off the Recruiters for them to spend more time on matching and placing caregivers.
3. Each Recruiter will develop a recruiting plan, seeking new avenues to source for potential Caregivers.

4. Satisfaction and Other Feedback

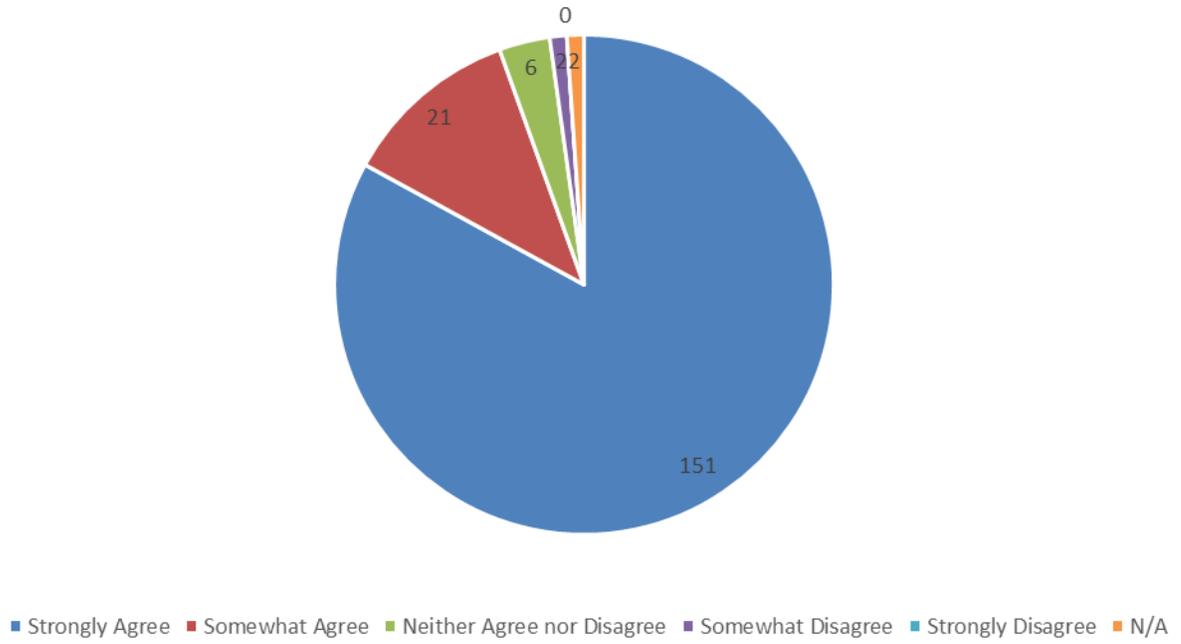
Overall satisfaction is measured annually in our surveys.

	2019 positive responses	2020 Goal	2020 Actual
Clients -ExpertCare has met expectations	79%	85%	85%
Clients - Overall satisfied	85%	90%	86%
Caregivers -ExpertCare has met expectations	94%	95%	96%
Caregivers - Overall satisfied	95%	95%	97%

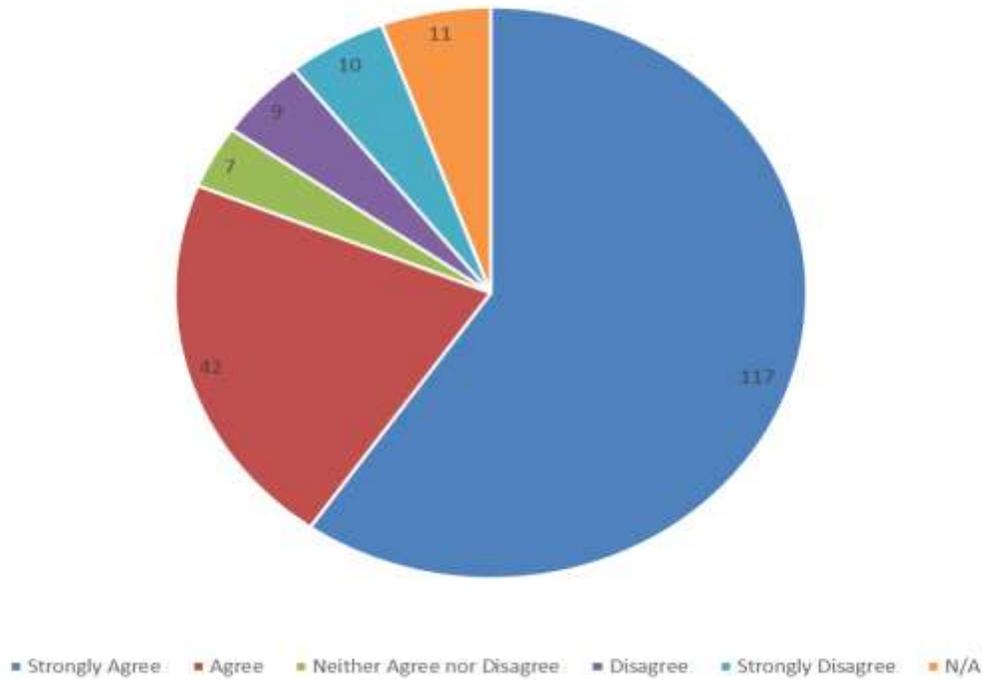
ExpertCare exceeded our goal in 2020 for meeting the Caregivers’ expectation and satisfaction. We fell just a little bit short of meeting our goal for Recipients’ satisfaction but still saw a 1% increase in the positive response rating from 2019 to 2020. We met the goal of 85% positive response rating for meeting the Recipients’ expectations. We were happy to see that the positive response rating was at or above 85% for all 4 questions.



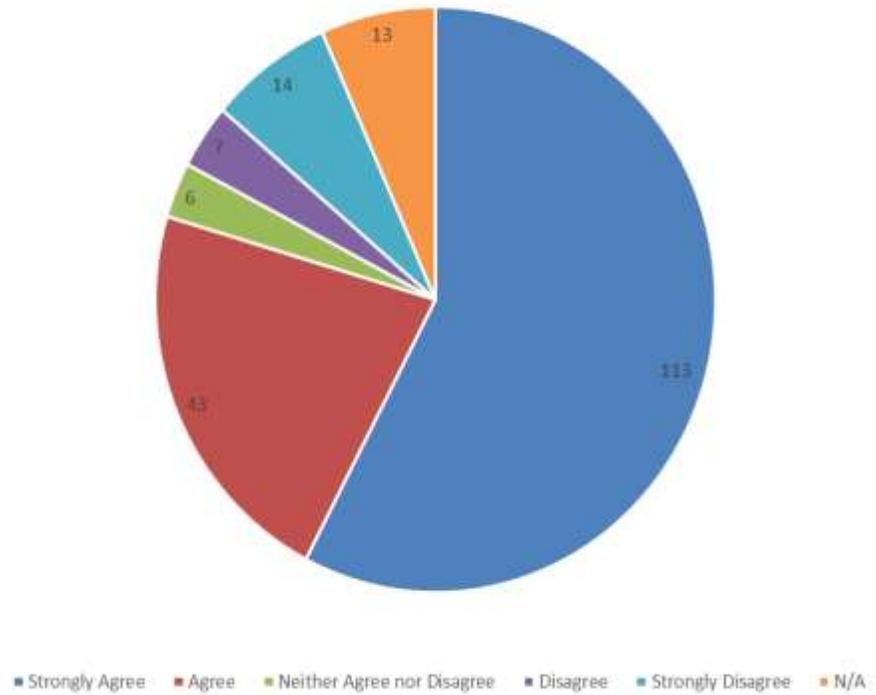
Caregivers - ExpertCare has met my expectations.



Recipients - I am satisfied with my overall experience with ExpertCare.



Recipients - ExpertCare has met my expectations.



Goals and Plan of Action:

1. ExpertCare will continue to focus on better communication with Caregivers and Recipients to increase satisfaction.
2. ExpertCare will continue to focus on reducing turnover, evolving retention efforts, and finding new sourcing avenues to assist with improving overall satisfaction.