



## Performance Analysis 2022

### ExpertCare Management Service Delivery

ExpertCare received survey responses from 98 Recipient families in 2022. We saw a 26% decrease in the response this year compared to last year, 133 Recipient families responded in 2021.

#### 1. Effectiveness

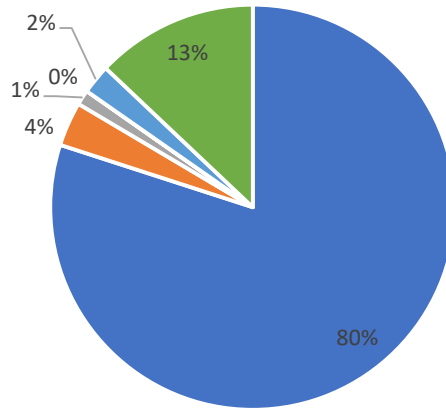
##### Respite

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.”
  - “The caregiver has built a trusting relationship with the person served.”
- Positive responses included “Strongly Agree” and “Somewhat Agree” (N/A responses are deducted when calculating percentages)

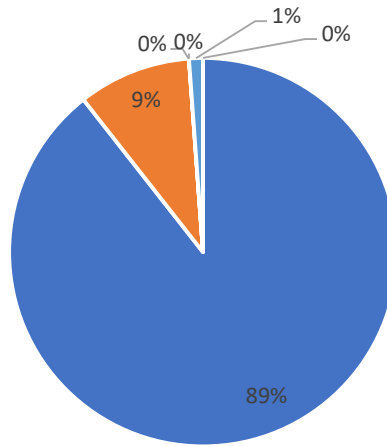
	2021 Positive Responses	2022 Goal	2022 Actual
Respite Allows a Break	91%	92%	96%
Caregiver has built relationship	96%	97%	99%

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.



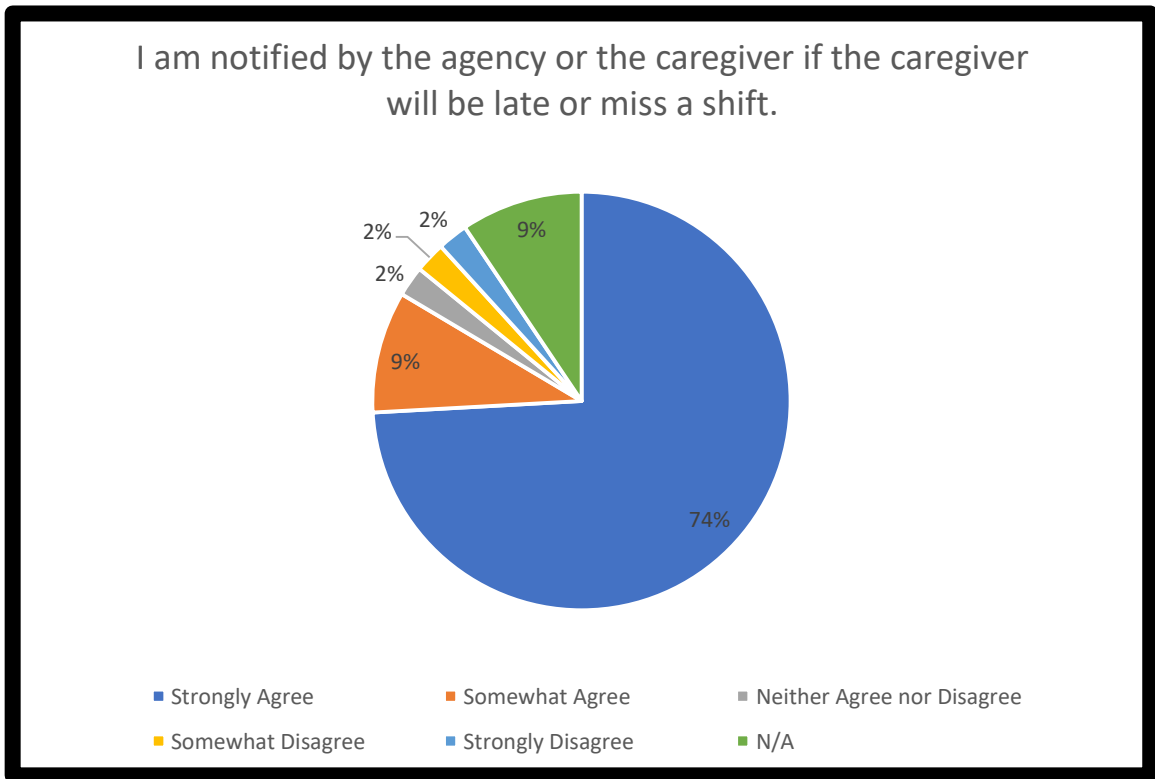
■ Strongly Agree      ■ Somewhat Agree      ■ Neither Agree nor Disagree  
■ Somewhat Disagree      ■ Strongly Disagree      ■ N/A

We exceeded our positive response rate goals for Respite in 2022. ExpertCare believes that the increase was due to our continued efforts and evaluation of our sourcing and retention. 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.

An area that we continue to monitor is that the person served is being notified if the Caregiver is unable to make it to a scheduled shift. Part of providing excellent service is to have a Caregiver in the home when s/he is supposed to be there. We are pleased to report that we saw an increase in the positive response rate compared to last year and the year prior. 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.

	2021 Positive Responses	2022 Goal	2022 Actual
Notified Tardy/Absence	89%	90%	92%



## 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 orientations will stress the importance of punctuality, attendance, and communication when a caregiver will be late or for some reason must cancel his/her shift.

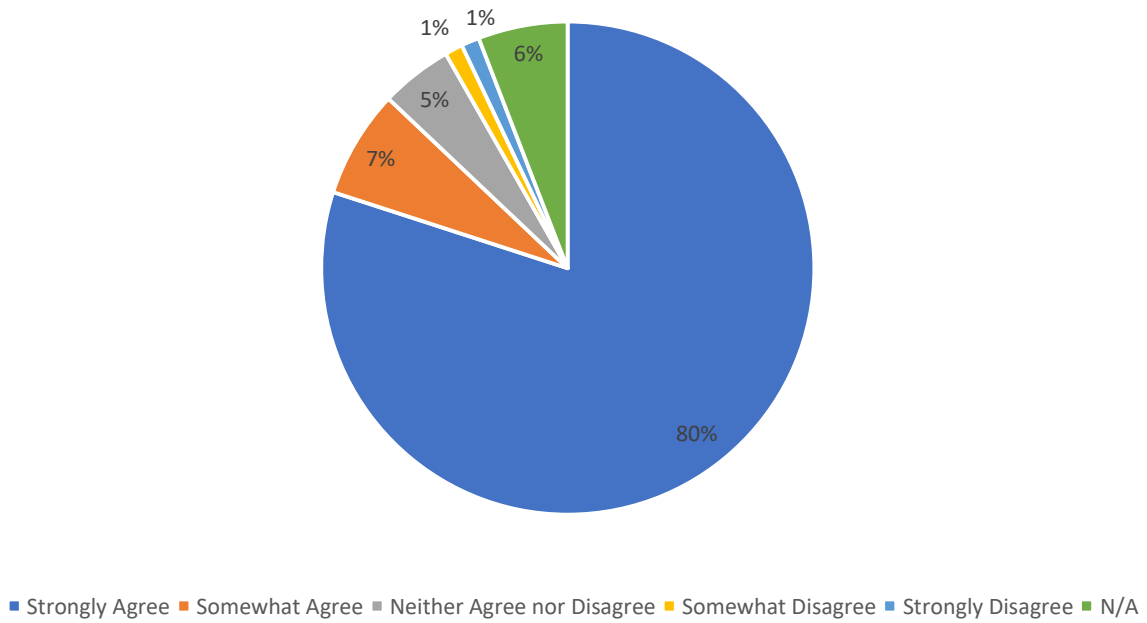
## Supported Living

Questions from survey:

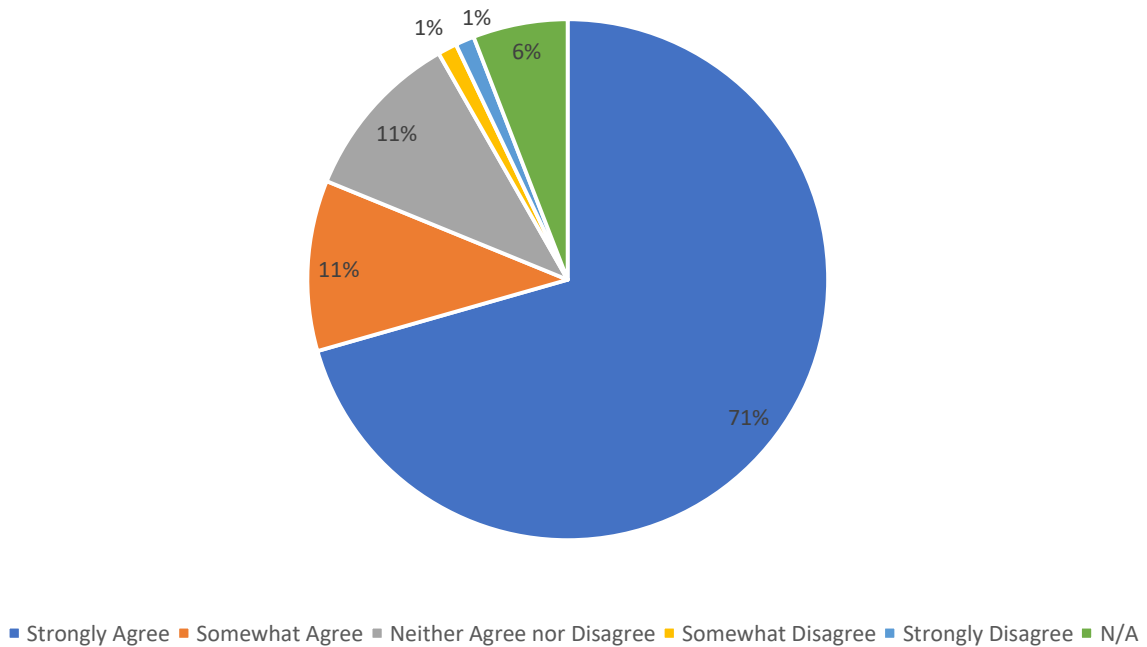
- The caregiver works on the goals in the Individual Plan of Service (IPOS) during CLS hours.
- The person served has made progress on his/her goals due to the CLS services provided.
- I am satisfied with the progress made.

	2021 Positive Responses	2022 Goal	2022 Actual
CG works on goal	96%	97%	93%
Progress on goals	89%	90%	86%
Satisfaction with progress	89%	90%	89%

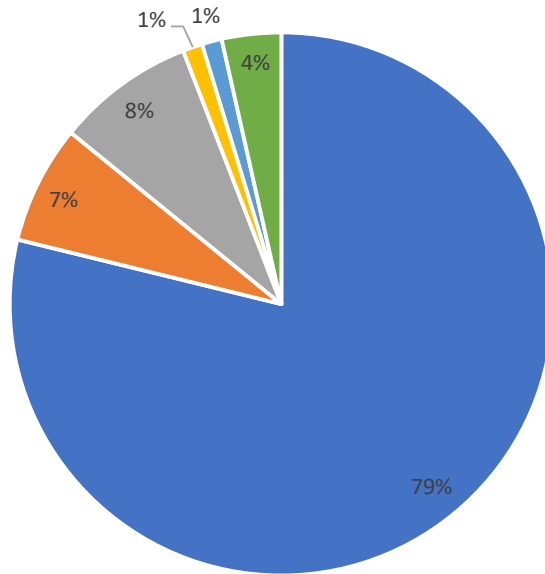
The caregiver works on the goals in the Individual Plan of Service (IPOS) during CLS hours.



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



I am satisfied with the progress made.



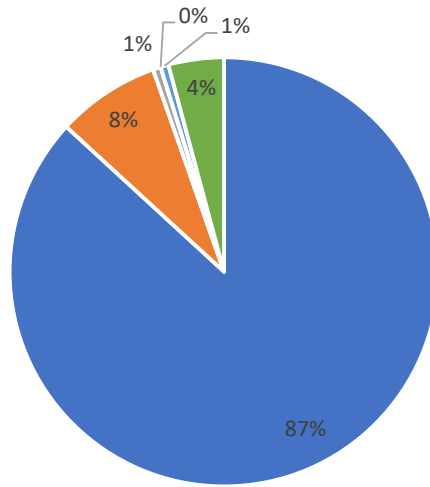
■ Strongly Agree     
 ■ Somewhat Agree     
 ■ Neither Agree nor Disagree  
■ Somewhat Disagree     
 ■ Strongly Disagree     
 ■ N/A

The positive response rate for all three questions in this area decreased or stayed the same from 2021 to 2022. We fell short of meeting our goal for the positive response rate for all three of the questions. ExpertCare will continue to direct more focus on ensuring each Caregiver is trained in the IPOS initially and annually in 2023. We have implemented a new tracking tool in TEAMS for annual IPOS training.

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

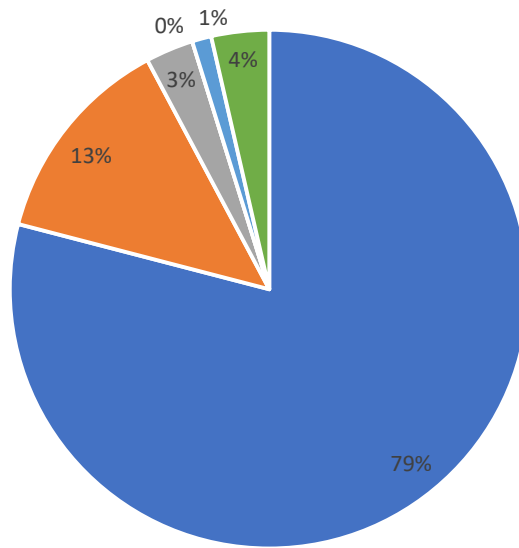
	2021 Positive Responses	2022 Goal	2022 Actual
CG knows goals	100%	100%	99%
CG can work on goals	99%	100%	96%

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 saw a slight decrease in the positive response for both questions. There was no specific feedback given as to why some Caregivers don't feel they can work on the goals in the IPOS. We do know at times some Recipients may not want to participate with working on their goals, that could be one cause for a decrease to that question.

- ExpertCare will continue improvements with training in the IPOS.
- ExpertCare will work with funding sources for clarification and training in the IPOS.
- ExpertCare will continue to offer training on positive techniques to redirect when a Recipient doesn't want to participate with working on CLS goals and communicate any barriers to the CMH Supports Coordinator.

## 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.

Each year ExpertCare continues to focus on retaining Caregivers. We believe the retention efforts are helping, the number of Caregivers that left ExpertCare has been decreasing each year. In 2019 we had 266 Caregivers leave and in 2020 there were 173 Caregivers left ExpertCare. Unfortunately, due to switching systems in 2021, we weren't able to get accurate turnover information for the full year, so the data for 2021 wasn't the full picture. However, we continued to see a decrease in the turnover numbers from 2020 to 2022, there were a total of 145 Caregivers that left ExpertCare in 2022.

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

In 2022, 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, Instagram, and Tik Tok
- Training Caregivers on HHAeXchnage for electronic timesheet and notes submission



- Virtual trainings for Caregivers
- Started a Caregiver Round Table committee and met with the Caregivers quarterly
- Increased pay rates for Caregivers and distributed CMH retention bonuses as provided and applicable

	2019		2020		2021		2022
CG Left ECare -Pay	1	CG Left ECare -Pay	3	CG Left ECare -Pay	0	CG Left ECare -Pay	1
CG Left ECare-School/New Job/Moved	140	CG Left ECare-School/New Job/Moved	68	CG Left ECare-School/New Job/Moved	19	CG Left ECare-School/New Job/Moved	42
CG Left ECare -NCNS	29	CG Left ECare -NCNS	18	CG Left ECare -NCNS	4	CG Left ECare -NCNS	11
CG Left ECare -Schedule	15	CG Left ECare -Schedule	7	CG Left ECare -Schedule	1	CG Left ECare -Schedule	2
CG Left ECare -No Reason	20	CG Left ECare -No Reason	16	CG Left ECare -No Reason	2	CG Left ECare -No Reason	2
CG Left ECare -Other	47	CG Left ECare -Other	50	CG Left ECare -Other	14	CG Left ECare -Other	78
CG Terminated -Performance	2	CG Terminated -Performance	1	CG Terminated -Performance	3	CG Terminated -Performance	1
CG Terminated -Other	12	CG Terminated -Other	10	CG Terminated -Other	0	CG Terminated -Other	8

### 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.
  - Continue to meet with the Caregiver Round Table committee quarterly.
  - Research implementing TEAMS with the Caregivers for communication and connection.

### 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.

	2021	2022 Goal	2022 Actual
Average placed per week	13	15	15

We did meet our placement goal in 2022, we averaged 15 placements per week.

**Goals and Plan of Action:**

1. The goal for the first quarter of 2023 is to place at least 16 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.

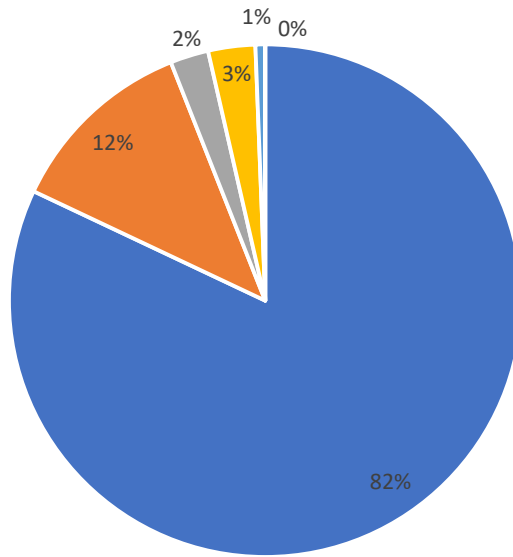
**Satisfaction and Other Feedback**

Overall satisfaction is measured annually in our surveys.

	2021 positive responses	2022 Goal	2022 Actual
Recipients -ExpertCare has met expectations	88%	90%	88%
Recipients - Overall satisfied	89%	90%	93%
Caregivers -ExpertCare has met expectations	95%	97%	94%
Caregivers - Overall satisfied	99%	100%	96%

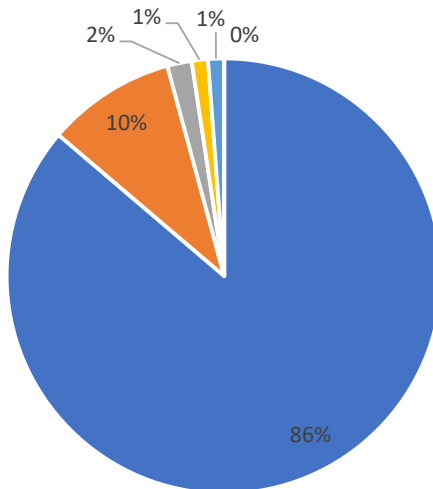
ExpertCare exceeded our goal in 2022 for meeting the Recipients overall satisfaction. We fell short of meeting the goals for Caregivers expectation, Caregivers overall satisfaction, and meeting the Recipients expectations. We were happy to see that the positive response ratings were at or above 88% for all 4 questions.

Caregiver - ExpertCare has met my expectations.



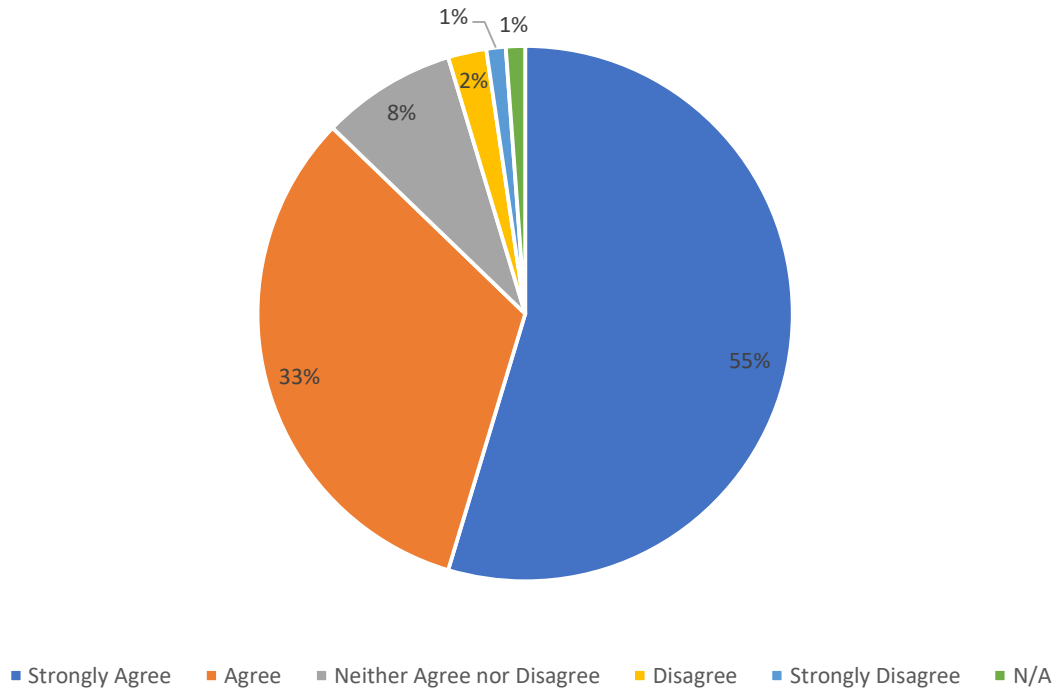
■ Strongly Agree ■ Somewhat Agree ■ Neither Agree nor Disagree ■ Somewhat Disagree ■ Strongly Disagree ■ N/A

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

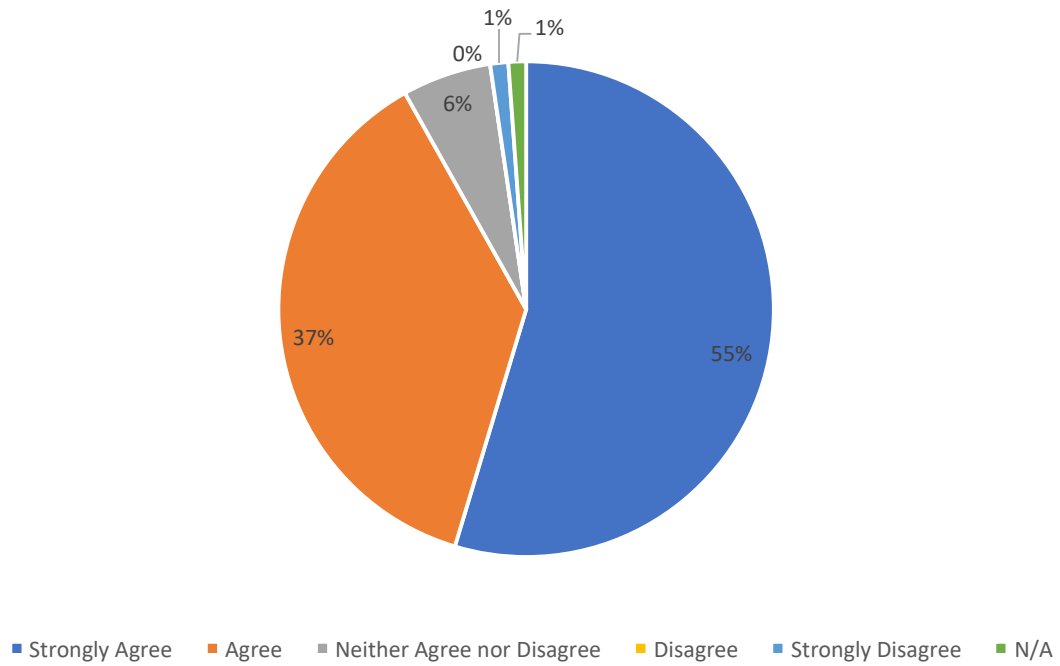


■ Strongly Agree ■ Somewhat Agree ■ Neither Agree nor Disagree ■ Somewhat Disagree ■ Strongly Disagree ■ N/A

Recipient - ExpertCare has met my expectations.



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



**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.