



## Performance Analysis 2023

### ExpertCare Management Service Delivery

ExpertCare received survey responses from 126 Recipient families in 2023. We saw an increase in respondents this year compared to last year, 98 Recipient families responded in 2022.

#### 1. Effectiveness

#### Respite

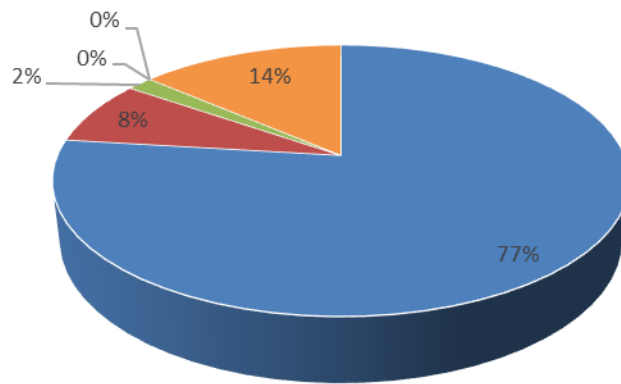
ExpertCare measures effectiveness of the services during annual customer service surveys.

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)

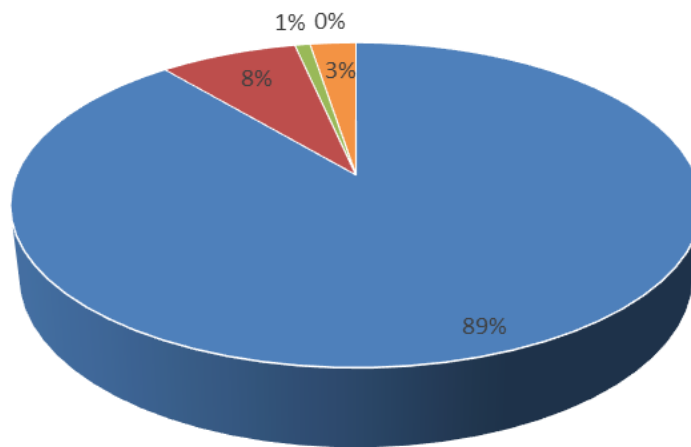
	<b>2022 Positive Responses</b>	<b>2023 Goal</b>	<b>2023 Actual</b>
Respite Allows a Break	96%	97%	98%
Caregiver has built relationship	99%	99%	99%

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.

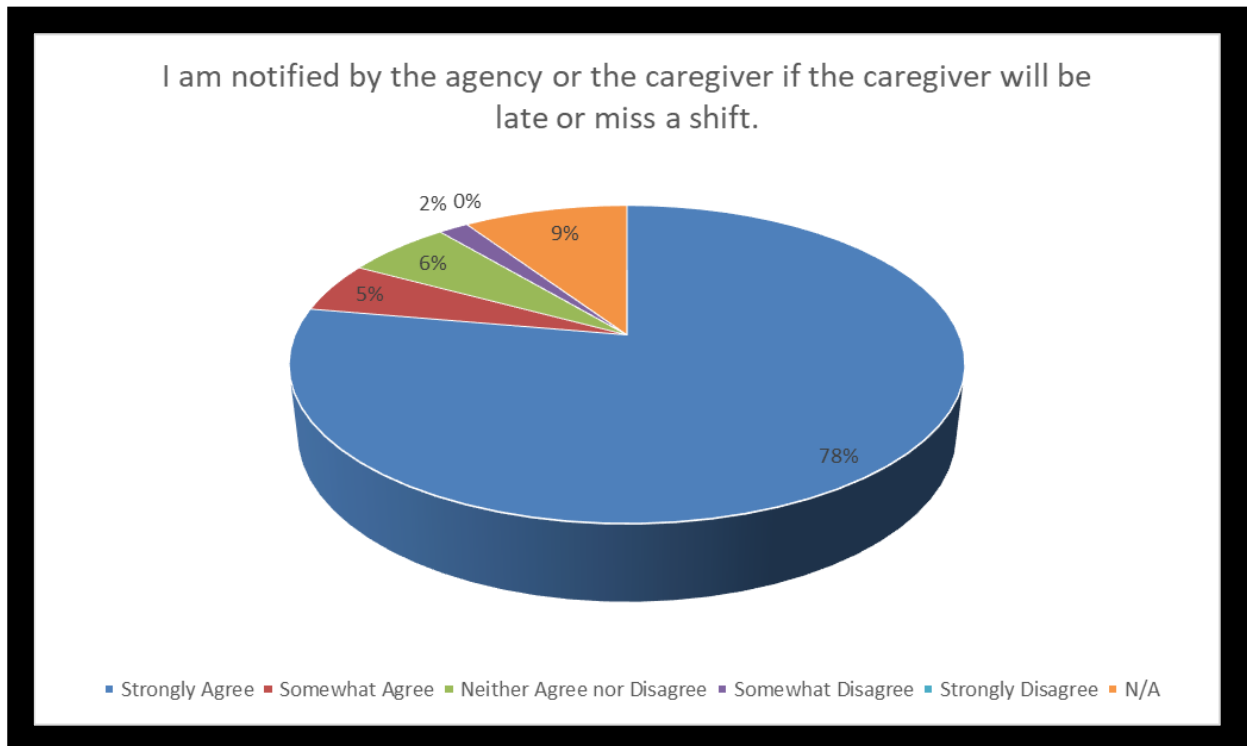


- Strongly Agree
- Somewhat Agree
- Neither Agree nor Disagree
- Somewhat Disagree
- Strongly Disagree
- N/A

We exceeded or met our positive response rate goals for Respite in 2023. 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 the positive response rate remained the same, we didn't meet our goal of 93% but the rate didn't decrease. 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.

	<b>2022 Positive Responses</b>	<b>2023 Goal</b>	<b>2023 Actual</b>
Notified Tardy/Absence	92%	93%	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.

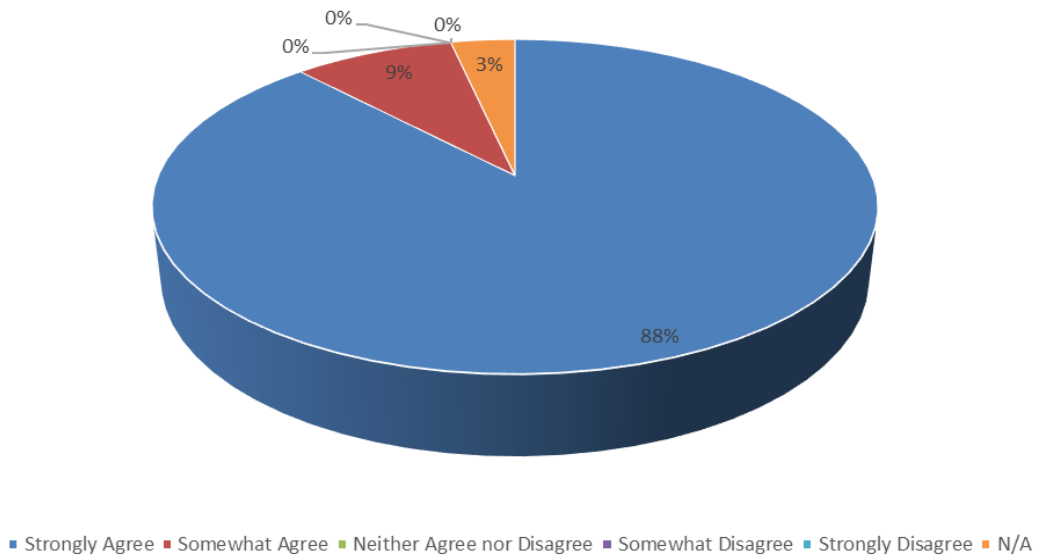
## Supported Living

Questions from survey:

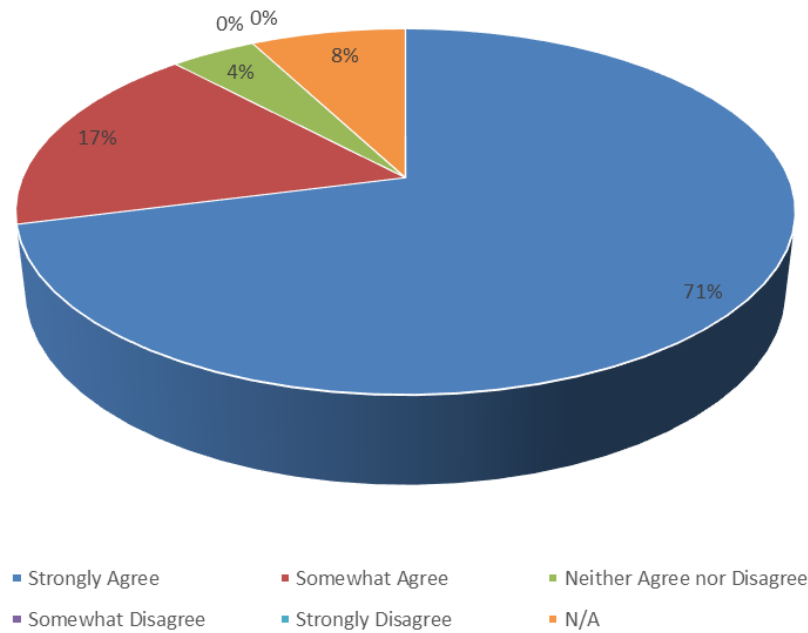
- The caregiver works on the goals in the Individual Plan of Service (IPOS) during CLS hours.
- The person served has made progress on his/her goals due to the CLS services provided.
- I am satisfied with the progress made.

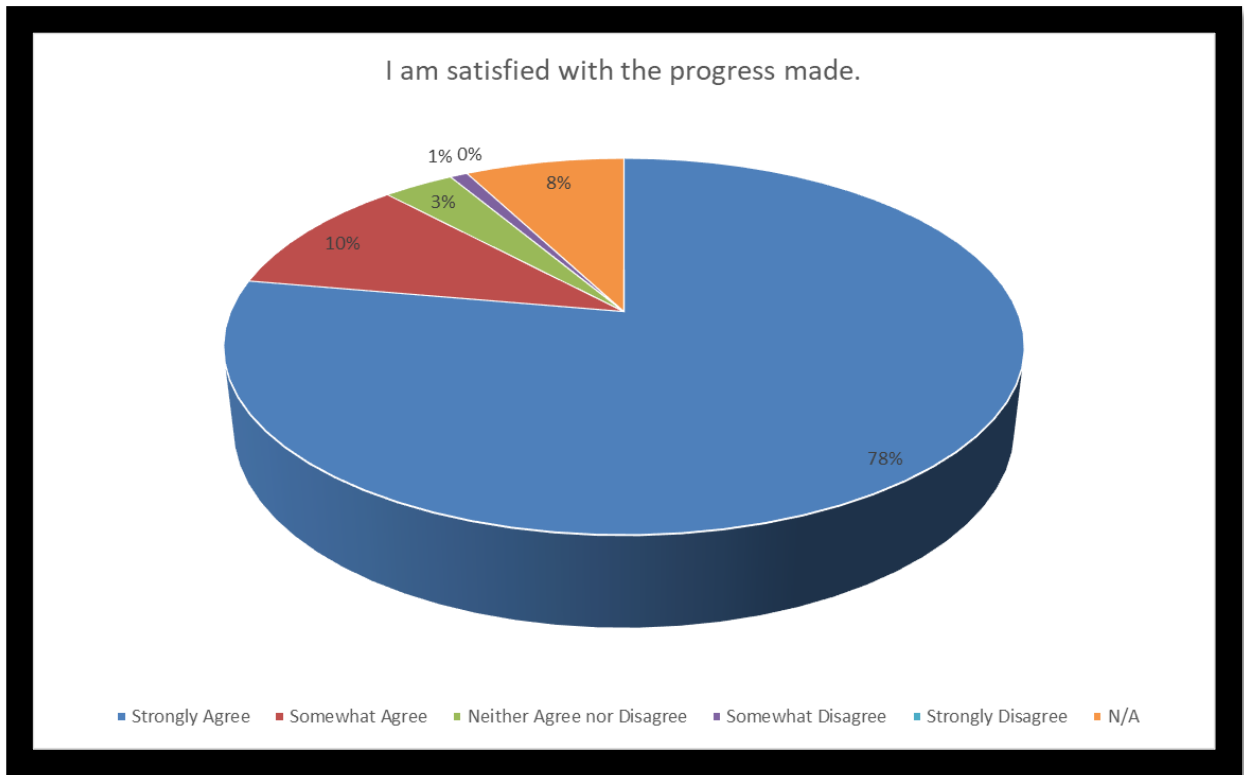
	<b>2022 Positive Responses</b>	<b>2023 Goal</b>	<b>2023 Actual</b>
CG works on goal	93%	95%	100%
Progress on goals	86%	87%	95%
Satisfaction with progress	89%	90%	95%

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.



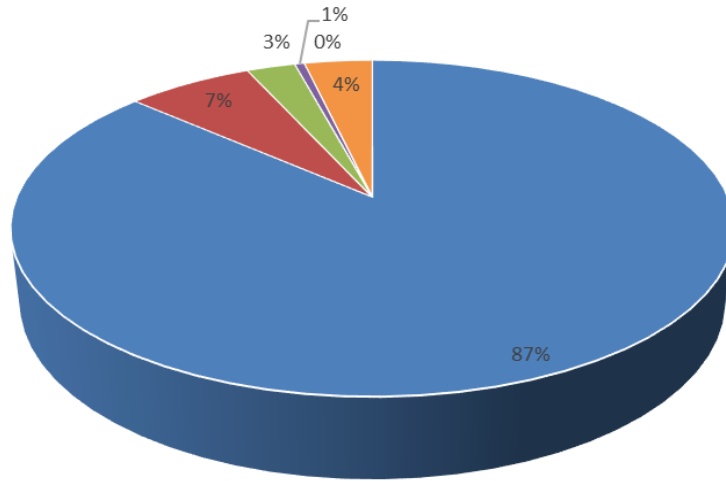


The positive response rate for all three questions in this area surpassed our goals for 2023. ExpertCare hired a Recruiter Support Specialist to assist with directing more focus on training Caregivers in the IPOS initially and annually. We also implemented a new tracking tool in TEAMS for annual IPOS training. ExpertCare will continue to focus our efforts on ensuring the IPOS training is completed initially and the annual IPOS training is completed in a timely manner.

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

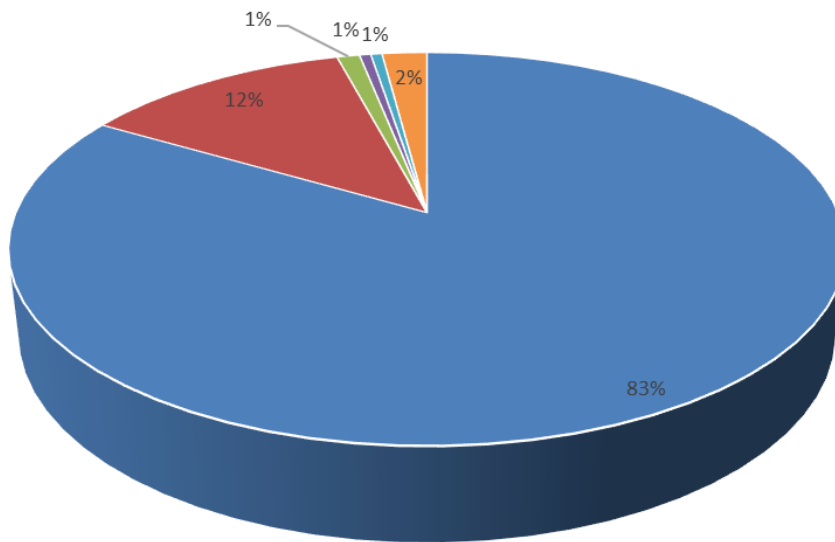
	<b>2022 Positive Responses</b>	<b>2023 Goal</b>	<b>2023 Actual</b>
CG knows goals	99%	100%	97%
CG can work on goals	96%	97%	98%

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:**

We saw a slight decrease in the positive response rate in the question about knowing the goals in the IPOS and an increase in the response rate for the question regarding the ability to work on the goals. Both questions have a positive response rate of 97% or higher. There was no specific feedback given as to why some Caregivers don't feel they know the goals in the IPOS. We do know that there are times when Recipients may not want to participate with working on their goals.

- ExpertCare will continue our 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.

1. 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 had a total of 141 Caregivers leave in 2023 that were actively working on an assignment. This was a slight decrease compared to last year, 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.

	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
CG Left ECare -Pay	3	0	1	3
CG Left ECare- School/New Job/Moved	68	19	42	32
CG Left ECare -NCNS	18	4	11	7
CG Left ECare -Schedule	7	1	2	2
CG Left ECare -No Reason	16	2	2	8
CG Left ECare -Other	50	14	78	68
CG Terminated -Performance	1	3	1	4
CG Terminated -Other	10	0	8	17

For 2023, we also tracked how many Caregivers left ExpertCare that were not actively working on an assignment when they left. There was a total of 514 Caregivers that left ExpertCare for the below reasons.



	<b>2023</b>
Attendance	1
At-Will	3
Deceased	1
Did/Could not Successfully Complete Process	73
Found Other Job	29
Moved	3
No Contact	294
Policy Violation	9
Quit	101

In 2023, ExpertCare continued or implemented the following to increase engagement of Caregivers to reduce turnover. These included:

- Anniversary calls to Caregivers for each anniversary.
- Caregiver longevity acknowledgment: Caregivers receive a bonus for milestone anniversaries and an ECare t-shirt at the 10-year milestone.
- Caregiver of the month recognition; the chosen Caregiver is highlighted on our website and in the monthly newsletter, receives a gift card and an ExpertCare t-shirt.
- Caregiver newsletter with monthly giveaways.
- Social media posting w/ activities, information, and job openings on our website, Facebook, Instagram, and Tik Tok.
- Training Caregivers on HHAeXchange for electronic timesheet and notes submission.
- Virtual trainings for Caregivers .
- Started a Caregiver Round Table committee and meet with the Caregivers quarterly.
- Increased pay rates for Caregivers and distributed CMH retention bonuses as provided and applicable.

**Goals and Plan of Action:**

1. Advocate for sufficient funding at the state and local level; allowing us to be competitive with wages.
2. Continue to work on engaging caregivers to reduce turnover.
  - Continue to find ways to cascade our culture to Caregivers.
  - Continue to meet with the Caregiver Round Table committee quarterly.
  - Research implementing a tool that will allow Caregivers to connect and communicate with other Caregivers.

## 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.

	<b>2022</b>	<b>2023 Goal</b>	<b>2023 Actual</b>
Average placed per week	15	16	17

We did exceed our weekly closed case goal of 16, we averaged 17 placements per week.

### Goals and Plan of Action:

1. The goal for the first quarter of 2024 is to place at least 16 Caregivers per week, we may 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.

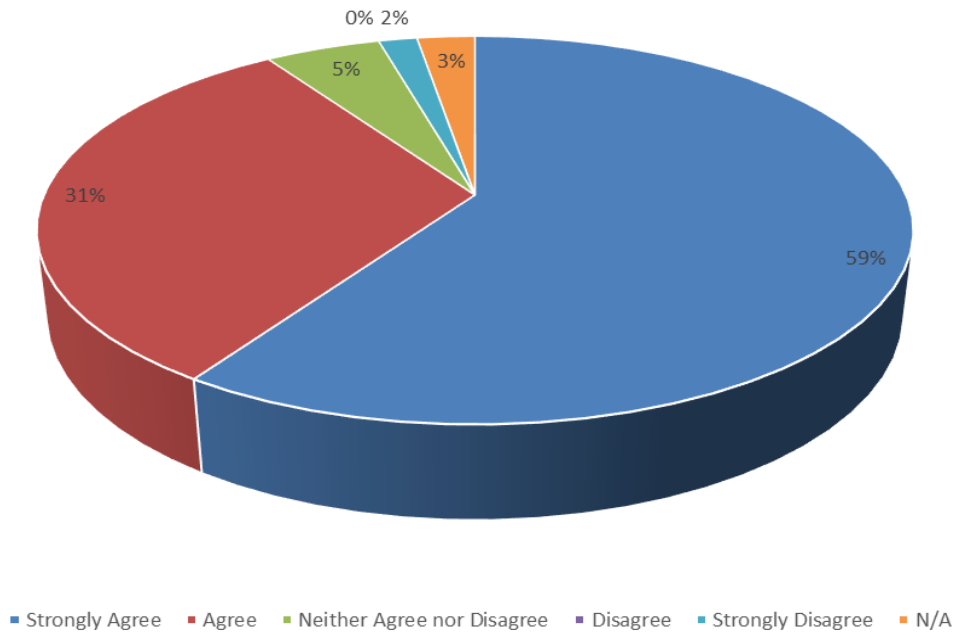
## Satisfaction and Other Feedback

Overall satisfaction is measured annually in our surveys.

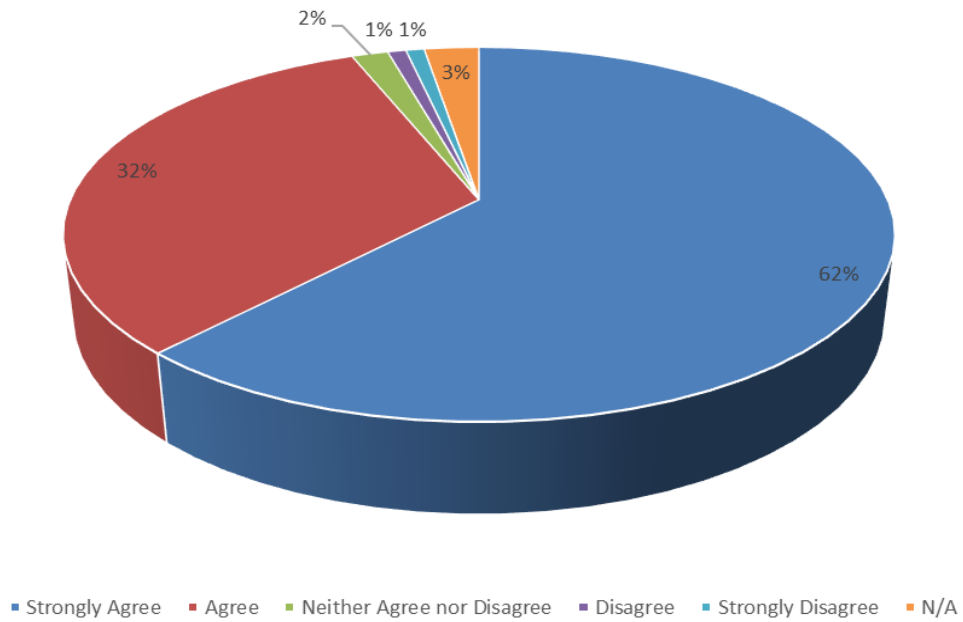
	<b>2022 positive responses</b>	<b>2023 Goal</b>	<b>2023 Actual</b>
Recipients -ExpertCare has met expectations	88%	90%	93%
Recipients - Overall satisfied	93%	95%	97%
Caregivers -ExpertCare has met expectations	94%	95%	93%
Caregivers - Overall satisfied	96%	97%	92%

ExpertCare exceeded our goals in 2023 for meeting the Recipients overall satisfaction and meeting their expectations. We fell slightly short of meeting the goals for Caregivers expectation and overall satisfaction. We were happy to see that the positive response ratings were at or above 92% for all 4 questions.

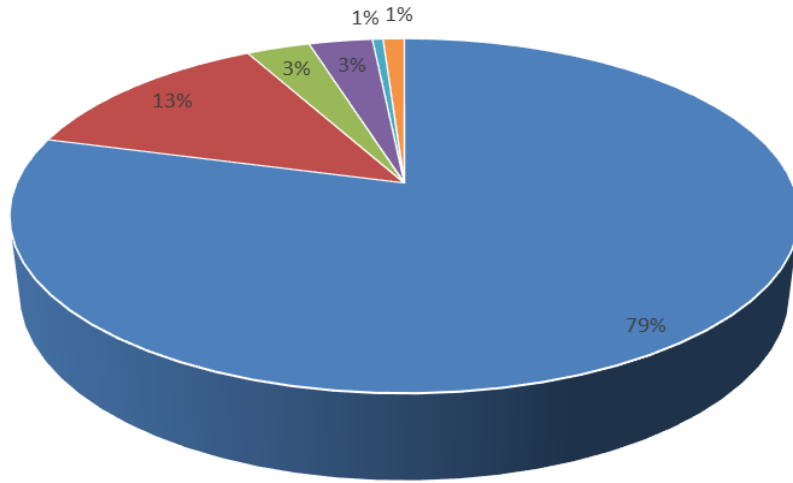
Recipient - ExpertCare has met my expectations.



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

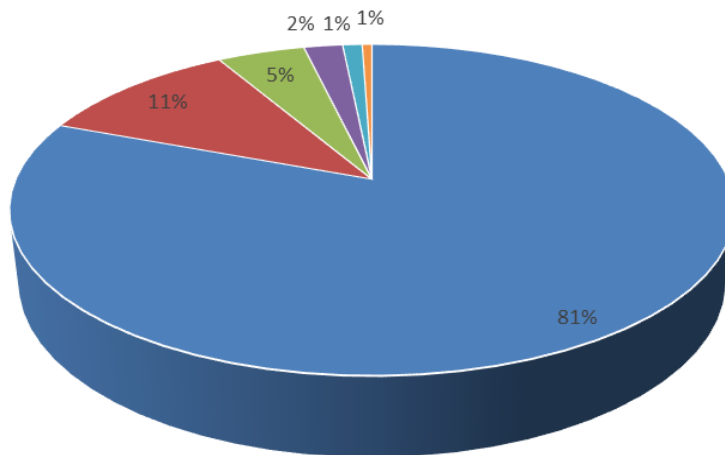


Caregiver - ExpertCare has met my expectations.



- 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

**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.