



## Performance Analysis 2024

### ExpertCare Management Service Delivery

ExpertCare received survey responses from 95 Recipients/Recipient families in 2024. We saw a decrease in respondents this year compared to last year, 126 Recipients/Recipient families responded in 2023.

#### 1. Effectiveness

##### Respite

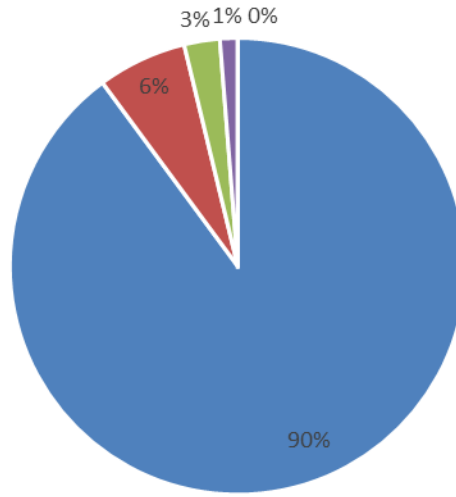
ExpertCare measures effectiveness of the services during annual customer service surveys.

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)

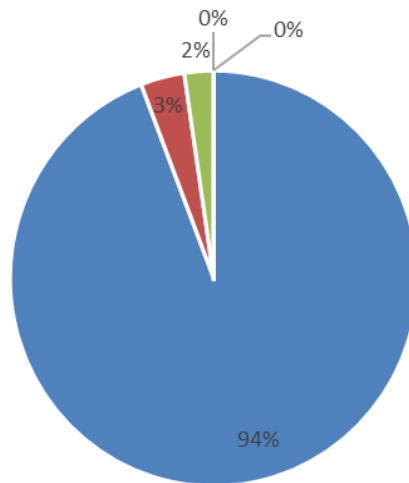
	<b>2023 Positive Responses</b>	<b>2024 Goal</b>	<b>2024 Actual</b>
Respite allows a break	98%	99%	96%
Caregiver has built relationship	99%	100%	98%

**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

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

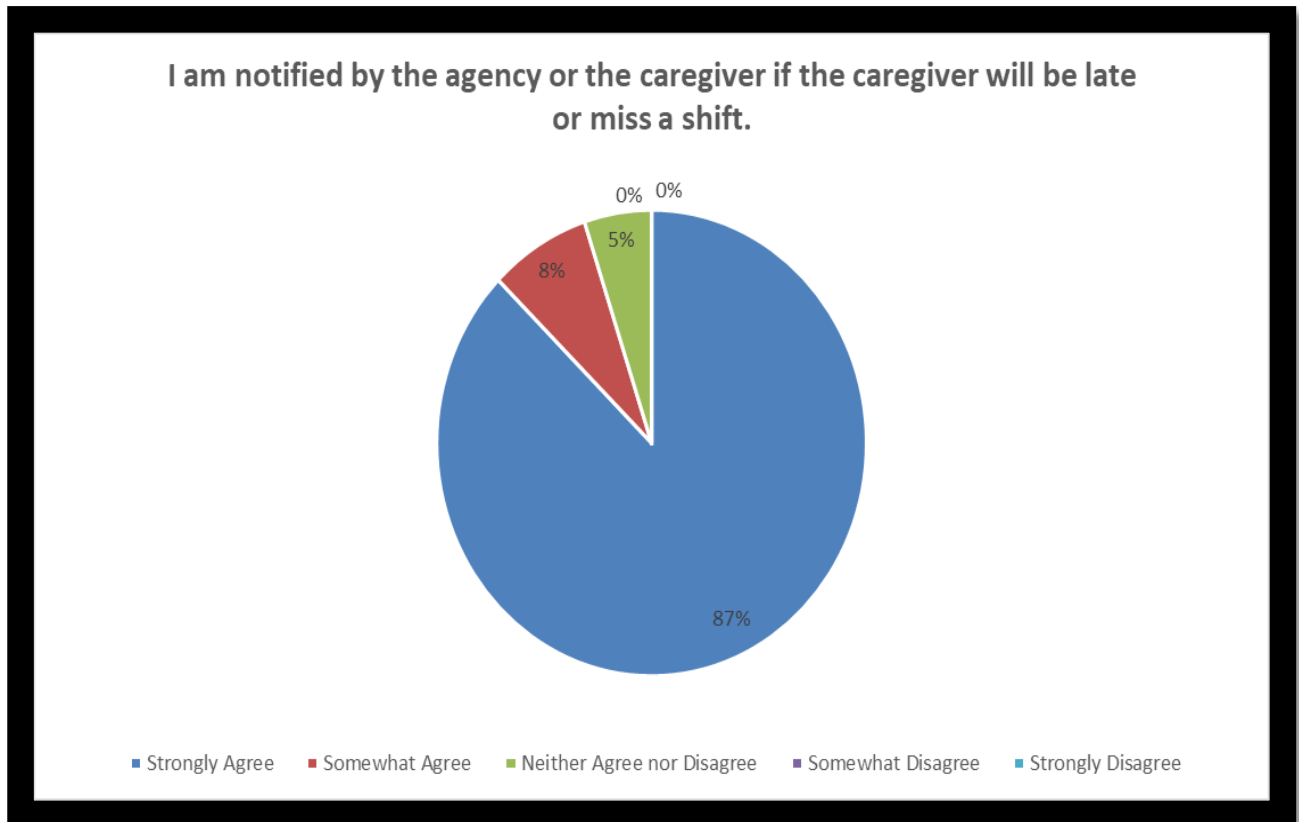


■ Strongly Agree ■ Somewhat Agree ■ Neither Agree nor Disagree ■ Somewhat Disagree ■ Strongly Disagree

We did not meet our positive response rate goals for Respite in 2024, there was a slight decrease in this area. 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 increased, and we exceeded our goal of 93%. ExpertCare will continue to communicate this policy to the Caregivers working out in the field.

	<b>2023 Positive Responses</b>	<b>2024 Goal</b>	<b>2024 Actual</b>
Notified Tardy/Absence	92%	93%	95%



## 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.

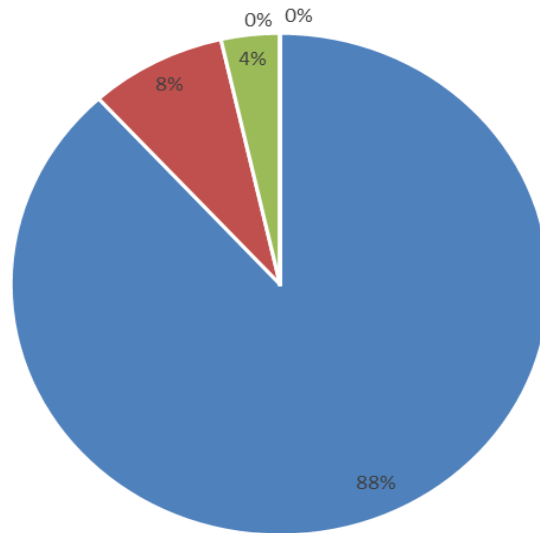
## Supported Living

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.

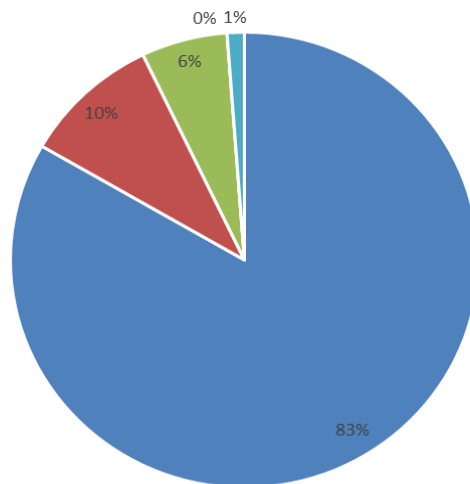
	<b>2023 Positive Responses</b>	<b>2024 Goal</b>	<b>2024 Actual</b>
CG works on goal	100%	100%	96%
Progress on goals	95%	96%	93%
Satisfaction with progress	95%	96%	94%

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

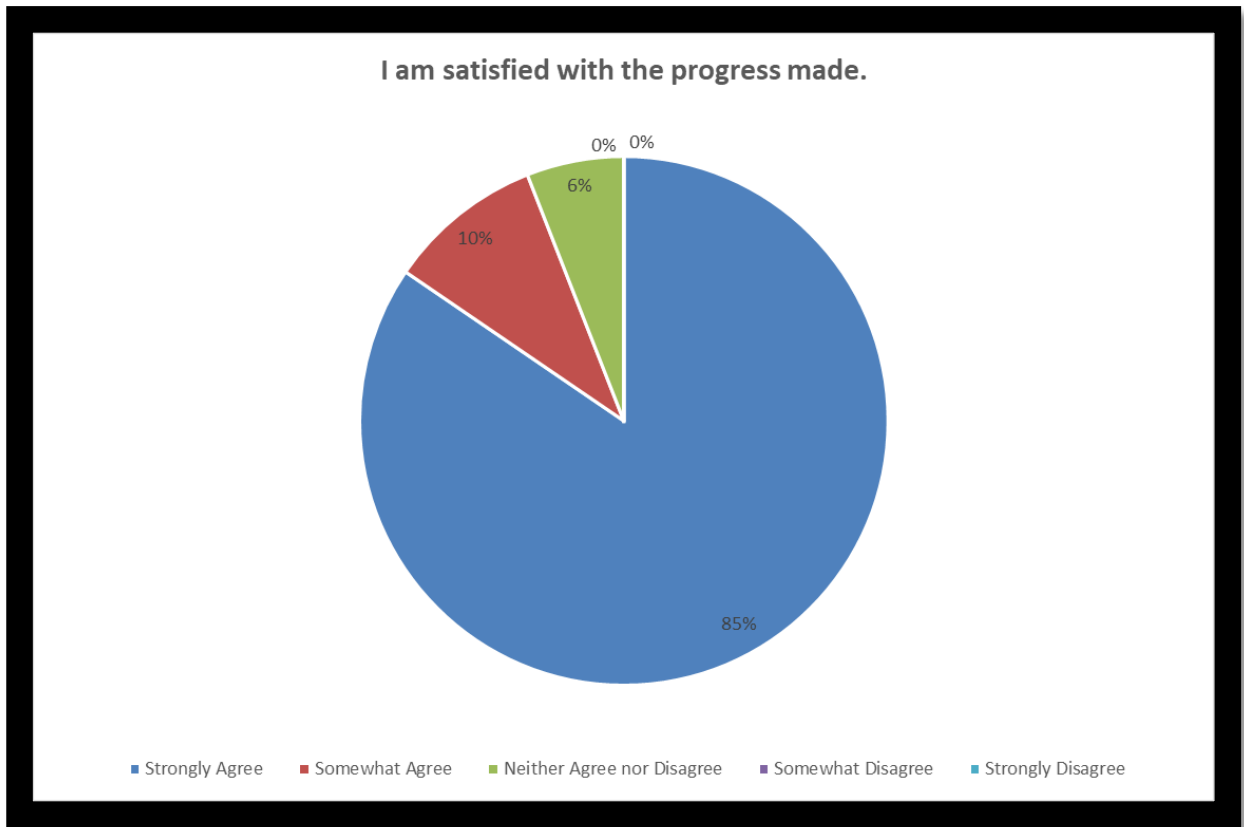


■ Strongly Agree ■ Somewhat Agree ■ Neither Agree nor Disagree ■ Somewhat Disagree ■ Strongly Disagree

**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

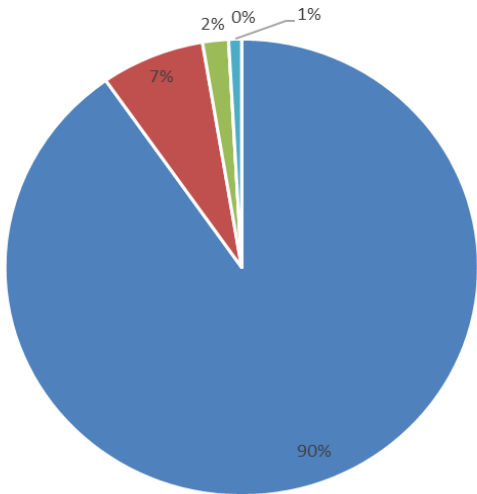


The positive response rate for all three questions in this area fell short of reaching our goals for 2024. ExpertCare hired a Recruiter Support Specialist to assist with directing more focus on training Caregivers in the IPOS initially and annually. ExpertCare will continue to focus our efforts on ensuring 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.

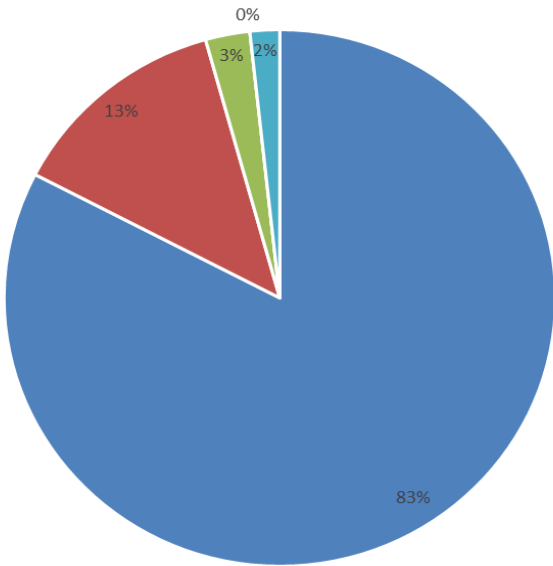
	<b>2023 Positive Responses</b>	<b>2024 Goal</b>	<b>2024 Actual</b>
CG knows goals	97%	98%	97%
CG can work on goals	98%	99%	96%

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

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



■ Strongly Agree ■ Somewhat Agree ■ Neither Agree nor Disagree ■ Somewhat Disagree ■ Strongly Disagree

### Goals and Plan of Action:

We saw a slight decrease in the positive response rate in the question about the Caregiver's ability to work on the goals in the IPOS, the response rate for the question regarding knowing the goals remained the same. Both questions have a positive response rate of 96% 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.

### 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 140 Caregivers leave in 2024 that were actively working on an assignment. This was a slight decrease compared to last year, there were a total of 141 Caregivers that left ExpertCare in 2023.

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

<b>Reason</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
CG Left ECare -Pay	1	3	0
CG Left ECare- School/New Job/Moved	42	32	44
CG Left ECare -NCNS	11	7	4
CG Left ECare -Schedule	2	2	1
CG Left ECare -No Reason	2	8	6
CG Left ECare -Other	78	68	60
CG Terminated -Performance	1	4	4
CG Terminated -Other	8	17	21
<b>Total</b>	<b>145</b>	<b>141</b>	<b>140</b>



For 2024, we also tracked how many Caregivers left ExpertCare that were not actively working on an assignment when they left. There was a total of 592 Caregivers that left ExpertCare for the below reasons.

<b>Reason</b>	<b>2023</b>	<b>2024</b>
Attendance	1	2
At-Will	3	6
Deceased	1	2
Did/Could not Successfully Complete Process	73	60
Found Other Job	29	23
Moved	3	2
No Contact	294	353
Policy Violation	9	6
Quit	101	138
<b>Total</b>	<b>514</b>	<b>592</b>

In 2024, 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.
- Implemented a Caregiver Town Hall Meeting and meet with Caregivers quarterly.
- Increased pay rates for Caregivers as 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 hold Caregiver Town Hall Meetings quarterly.

## 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>2023</b>	<b>2024 Goal</b>	<b>2024 Actual</b>
Average placed per week	17	18	19

We did exceed our weekly closed case goal of 18, we averaged 19 placements per week.

### Goals and Plan of Action:

1. The goal for the first quarter of 2025 is to place at least 22 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.

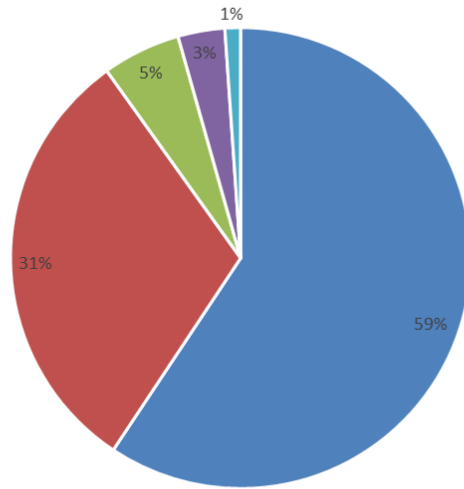
## Satisfaction and Other Feedback

Overall satisfaction is measured annually in our surveys.

	<b>2023 positive responses</b>	<b>2024 Goal</b>	<b>2024 Actual</b>
Recipients -ExpertCare has met expectations	93%	94%	90%
Recipients - Overall satisfied	97%	98%	92%
Caregivers -ExpertCare has met expectations	93%	94%	94%
Caregivers - Overall satisfied	92%	93%	94%

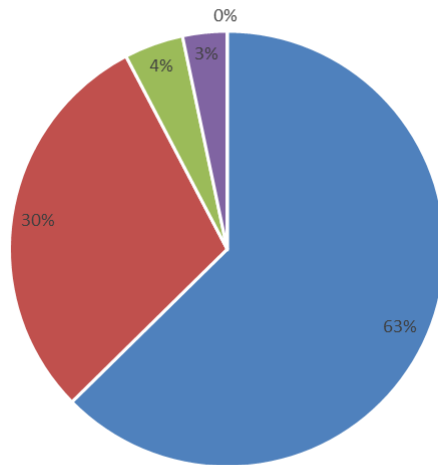
ExpertCare exceeded or met our goals in 2024 for meeting the Caregivers overall satisfaction and meeting their expectations. We fell slightly short of meeting the goals for Recipients expectation and overall satisfaction. We were happy to see that the positive response ratings were at or above 90% for all 4 questions.

Recipient - ExpertCare has met my expectations.



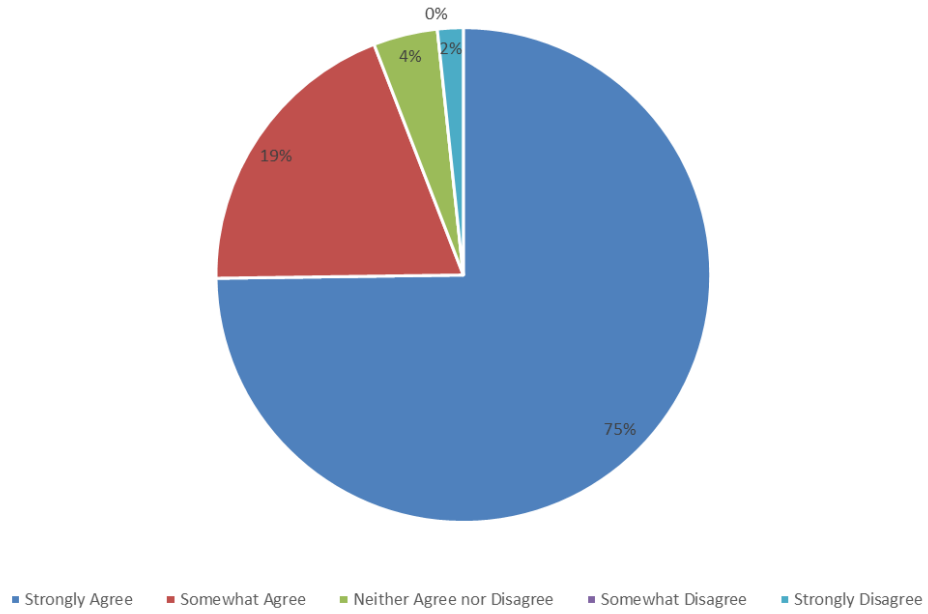
■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

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

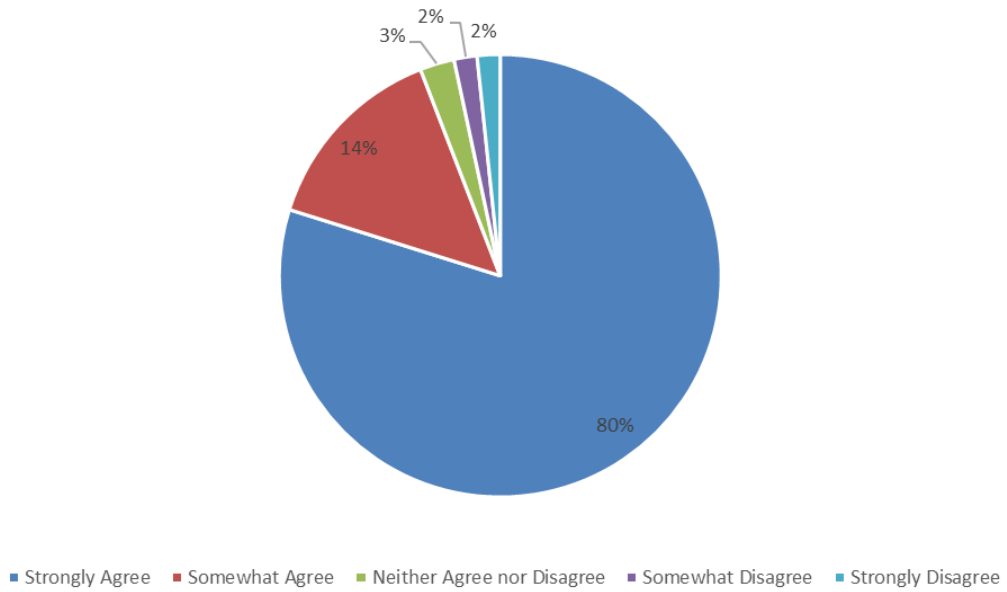


■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Caregivers - ExpertCare has met my expectations.



Caregiver - 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, evolve retention efforts, and finding new sourcing avenues to assist with improving overall satisfaction.