

Performance Analysis 2014

ExpertCare Management Service Delivery

1. Effectiveness

Respite

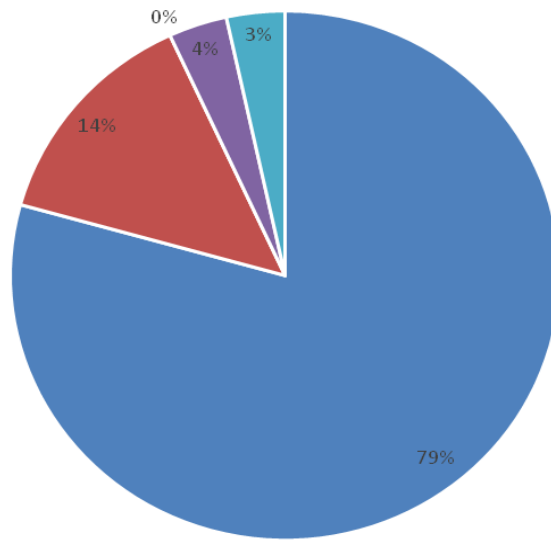
ExpertCare measure effectiveness of the services during annual customer service surveys. The questions that measure effectiveness for respite are:

- “Respite allows me to take a break from caring for my loved one.”
Goal: Increase positive responses to 90%
- “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”.

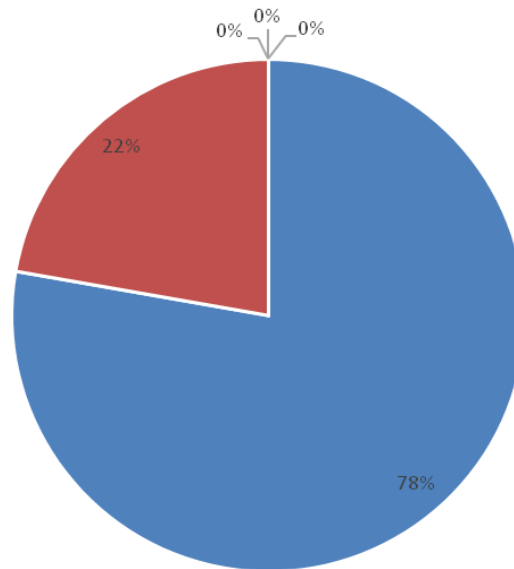
	2013 Positive Responses	2014 Goal	2014 Actual
Respite Allows a Break	84%	90%	93%
Caregiver has built relationship	85%	90%	100%

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.



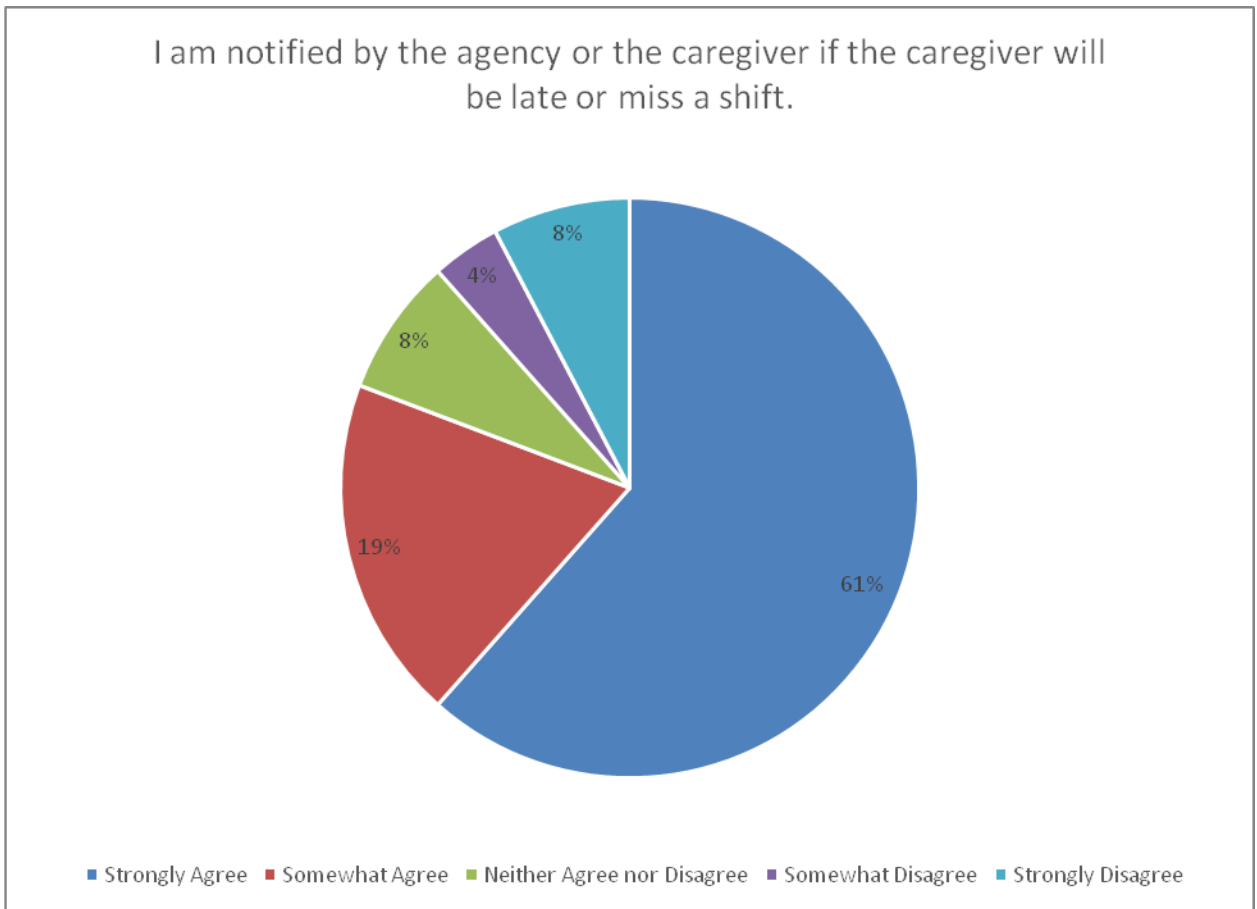
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93% of the people surveyed had a positive response to the effectiveness of respite giving them a break and 100% believed that the caregiver had built a trusting relationship. As respite is to give the main caregiver a break, respite services are effective.

Training and Orientation play a large part in keeping these numbers high. We will continue to ensure training in this area stays strong.

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 2013 the positive response was at 63%. This was increased in 2014 to 80% positive responses.

	2013 Positive Responses	2014 Goal	2014 Actual
Notified Tardy/Absence	63%	75%	80%



Although we surpassed the goal we would like this to continue to increase the positive response.

Goals and Plan of Action:

1. To maintain the high scores in responses relating to the intent of the 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 85%.
 - A. Trainings and Orientation will stress the importance of punctuality and attendance and communication when a caregiver will be late or for some reason must cancel his/her shift.

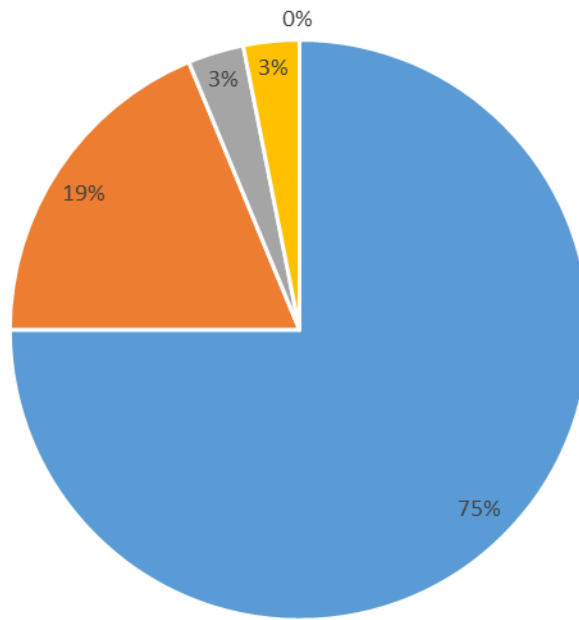
Supported Living

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.

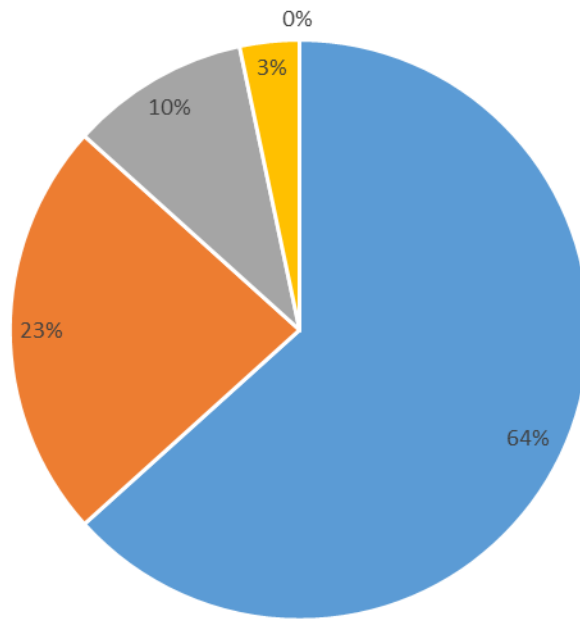
	2013 Positive Responses	2014 Goal	2014 Actual
CG works on goal	80%	90%	94%
Progress on goals	79%	90%	87%
Satisfaction with progress	75%	85%	85%

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



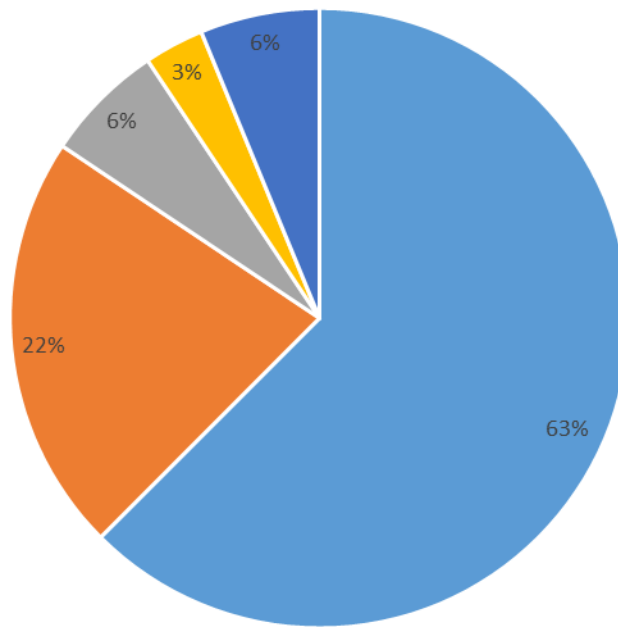
■ Strongly Agree ■ Somewhat Agree ■ Neither Agree nor Disagree ■ Somewhat Disagree ■ Strongly Disagree

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

I am satisfied with the progress made.



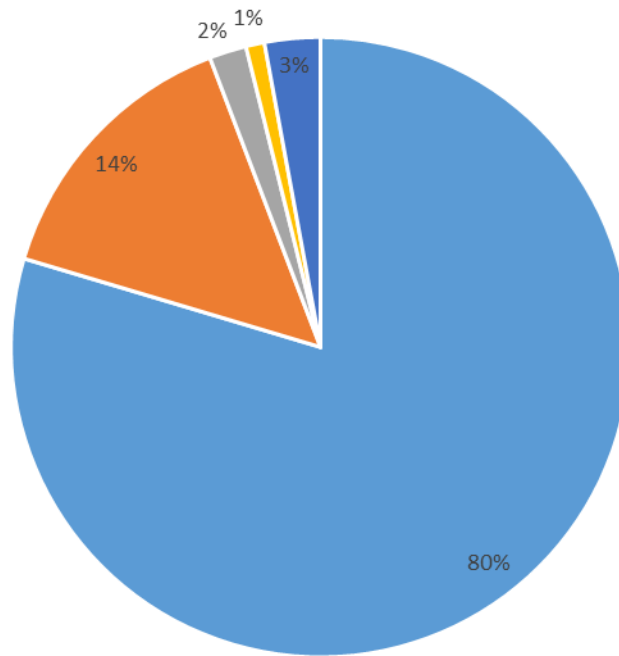
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ExpertCare improved in all three questions from 2013 to 2014. The emphasis placed on training in the plans of service by the funding source’s Supports Coordinator when possible was helpful. Our Staffing Consultants also became better at presenting the goals in the IPOS to the staff and were more consistent with the training.

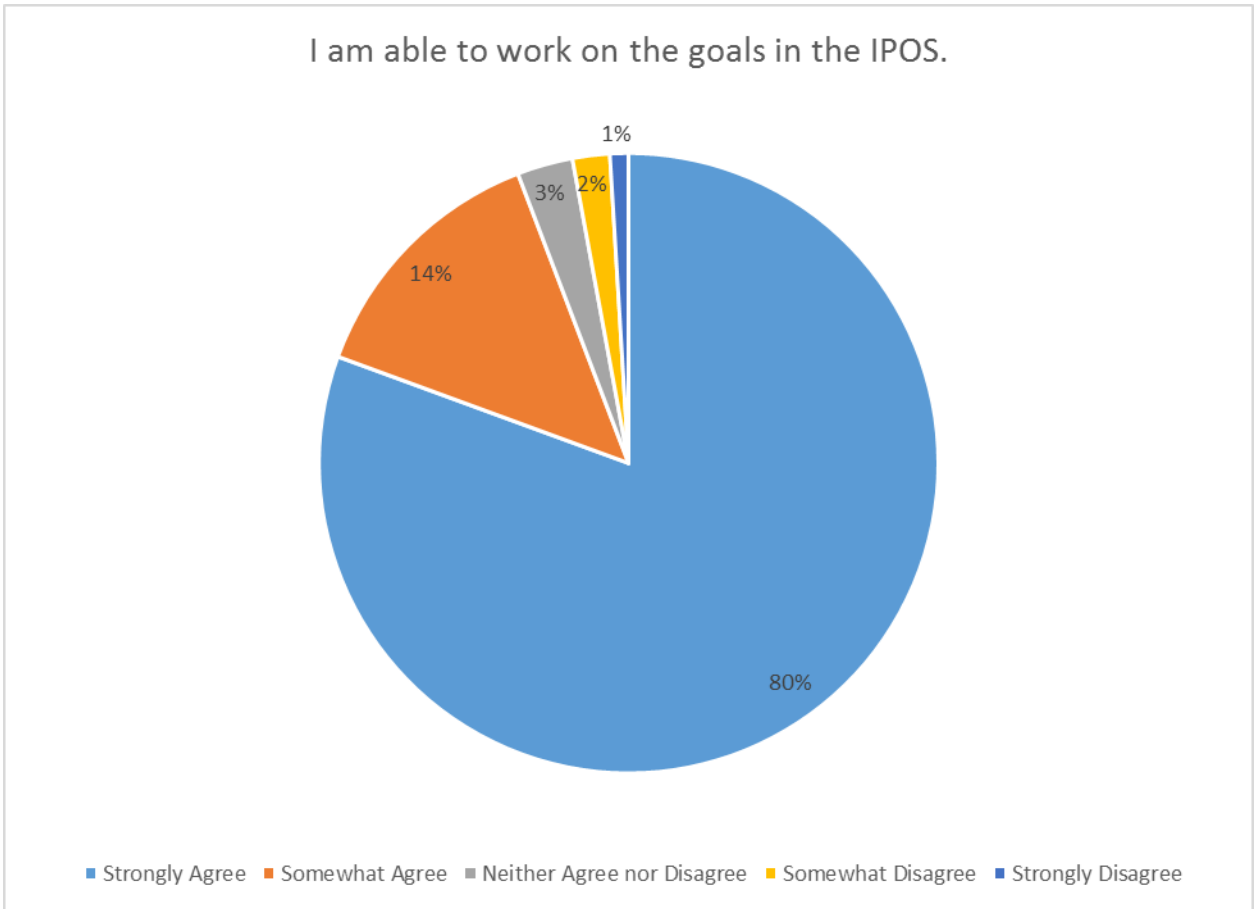
We also asked caregivers how they felt about their knowledge and ability towards working on the goals in the IPOS.

	2013 Positive Responses	2014 Goal	2014 Actual
CG knows goals	93%	95%	94%
CG can work on goals	93%	95%	94%

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



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% of caregivers knowing the goals in the plan of service.

Continue improvements in training in IPOS.

Work with funding sources for clarifications and training in IPOS.

2. Efficiency

Internal staff streamlined processes making service more efficient. The operations team in 2014 reviewed and implemented changes in our inefficiency list to improve internal processes.

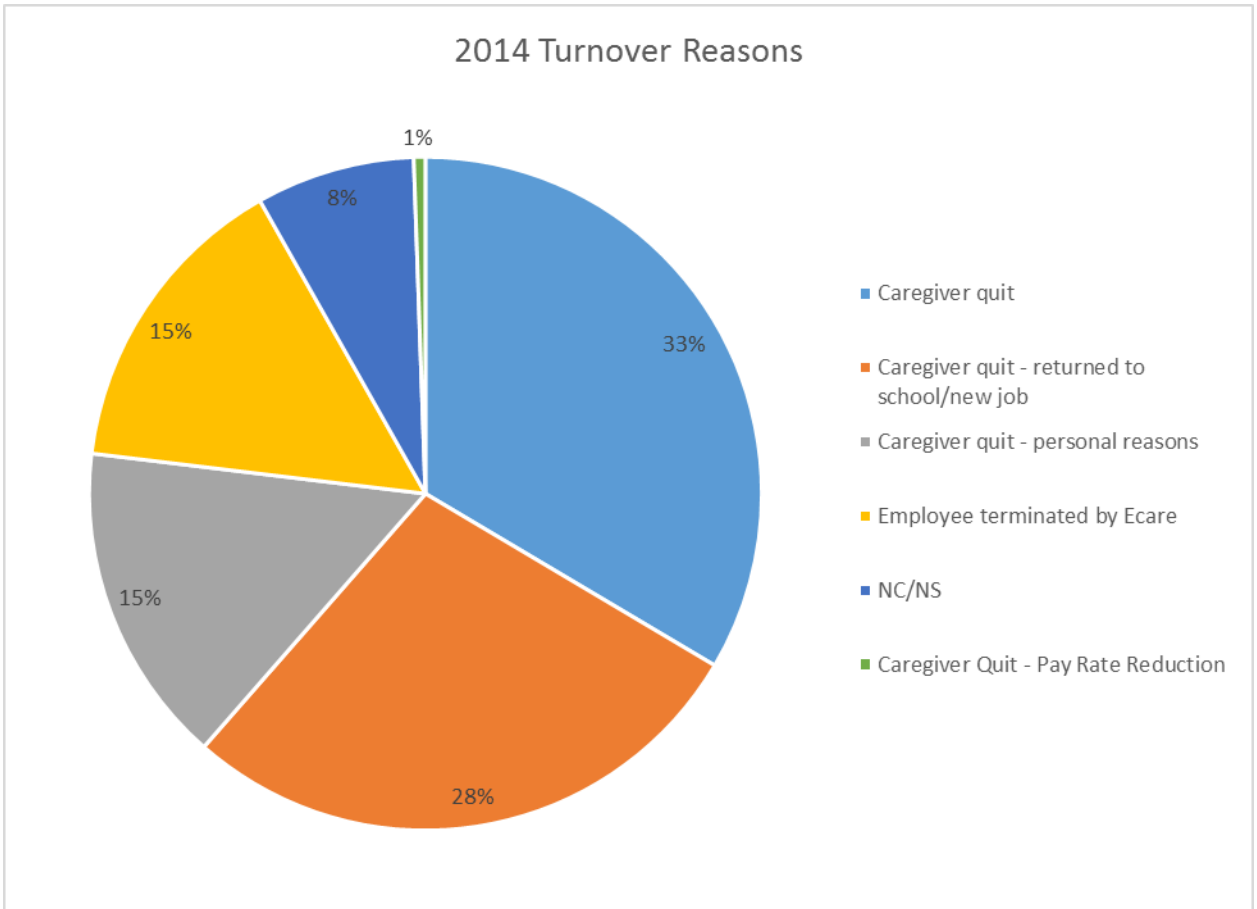
ExpertCare could reduce turnover to improve efficiency. Much time and money is spent hiring new caregivers.

ExpertCare focused on retaining caregivers in 2014. Despite our efforts, turnovers increased in every category. We looked at voluntary quits as well as terminations. ExpertCare believes some of the turnover is due to decreased budget hours in CMH authorizations, pay rates; all due to funding decreases.

In 2014 ExpertCare tried to improve engagement of caregivers to reduce turnover. These included:

- More interactive training
- Caregiver newsletter with monthly contests
- More frequent communication through e-mail blasts

	2013	2014
CG quit	144	180
CG quit – job/school	148	150
CG quit - personal	55	83
Employee terminated	39	80
NC/NS	26	41
Caregiver quit – pay cut		3



Goals and Plan of Action:

1. Advocate for sufficient funding at a state and local level; allowing us to be competitive with wages.
2. Work on engaging caregivers to reduce quits.

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.

	2013	2014 Goal	2014 Actual
Average placed per week	33	45	41

We placed more caregivers per week in 2014. The goal can vary depending on demand. The goal in 2014 stayed steady as demand is still high.

Goals and Plan of Action:

1. The goal will be maintained at 45, due to staffing difficulties based on increasing minimum wage and program funding. As well as internal reductions; one less staffing consultant to help absorb funding decreases.
2. Continue to streamline processes in order to have Staffing Consultants spend more time on matching and placing caregivers.

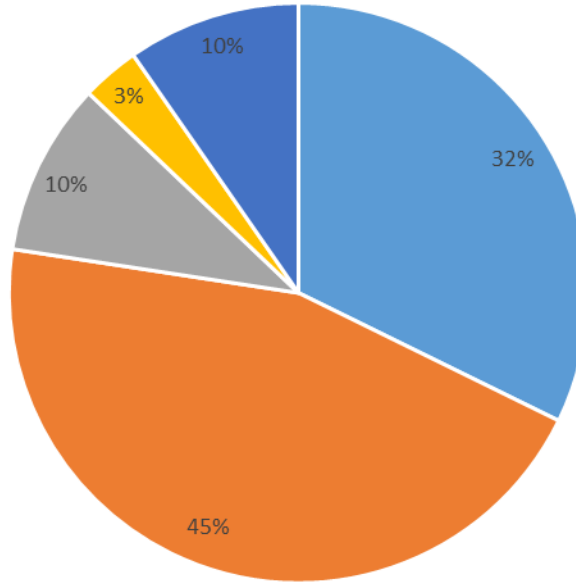
4. Satisfaction and Other Feedback

Overall satisfaction is measured annually in our surveys.

	2013 positive responses	2014 Goal	2014 Actual
ExpertCare has met expectations - CLS	64%	75%	72%
ExpertCare has met expectations - Respite	64%	75%	71%
Overall satisfied – CLS	64%	75%	75%
Overall satisfied - Respite	63%	75%	77%

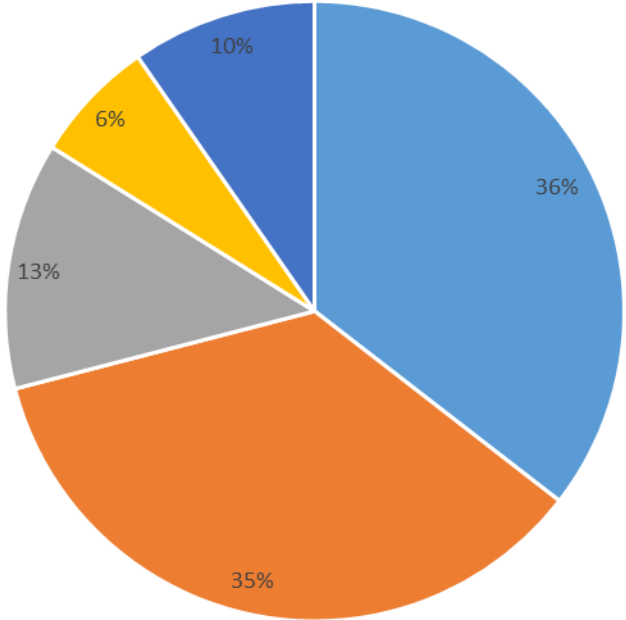
We fell short of our goal in 3 of the sections, but made great strides toward reaching it; increasing at least 7% in each category.

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



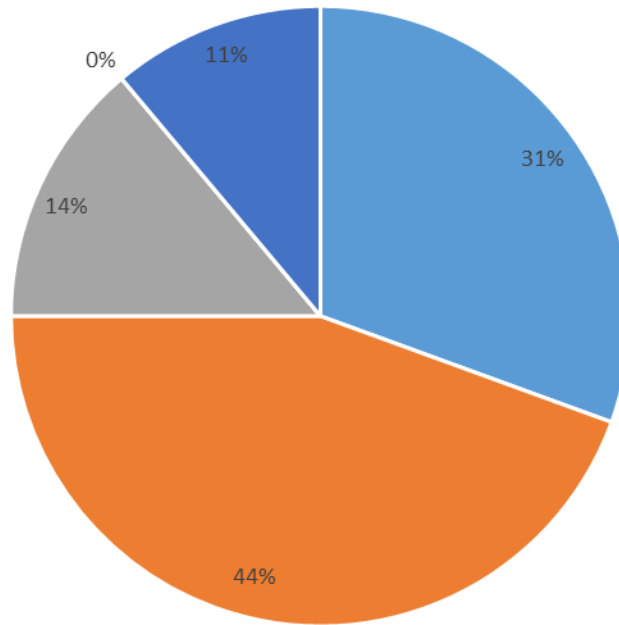
■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Respite - ExpertCare has met my expectations.



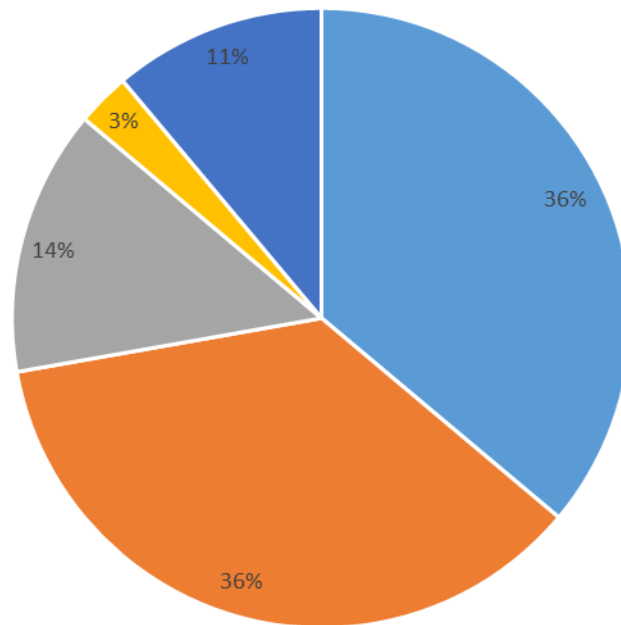
■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

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



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

CLS - ExpertCare has met my expectations.



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

Goals and Plan of Action:

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