

HOME CARE REFERRAL REGISTRY SERVICE DELIVERY EXPECTATIONS

<b>HCRR Performance Measurement Tool - Jun2011, Summary All Sites</b>				
Service Area/Site Location: All Locations		Performance Period: Jul-Jun 2011		
Registry Staff Present: All Sites				
HCRR Evaluator: Payne/Livingston		Date: Jun-2011	Rating Tool: Points and Descriptions	
<b>To determine point totals</b> - Choose a number between one and five from drop down list that corresponds with each expectation. Use Rating Tool to indicate level of performance. Summary Notes available at end of scoring section.		0	Has not met expectation	
		1	Has met expectation less than 25% of time.	
		2	Has somewhat met expectation	
		3	Has met expectation 50% or more of time	
		4	Has satisfied expectation 75% or more of time	
		5	Has met expectation 100% of time	
<b>I. SITE LOCATION/STAFFING/EQUIPMENT</b>		Do not mark in gray area		
<b>Registry Staff</b>				
a) At least one full-time (equivalent) dedicated staff person is available during working hours (8:00 am to 12:00 pm and 1:00 pm to 5:00 pm) per service area.				4.95
b) Registry staff follow internal office protocol for Customer Service as evident in monthly Consumer Satisfaction scores.				4.82
c) Registry staff positions are relatively stable.				4.68
<b>IT Equipment</b>				
a) Computer hardware/software is up to date and adequate to perform registry functions.				4.91
d) IT connectivity is up to date and follows security procedures per HCRR requirements.				4.82
c) Equipment acquired with Registry funds is identified/labeled with "property of Washington State" and corresponds to equipment purchases identified in monthly invoices.				5.00
<b>Office Location/Accessibility</b>				
a) Office is located within population centers and is away from high crime areas.				4.86
b) Office meets ADA guidelines into and inside of location and is close to public transportation.				4.55
c) HCRR signage is refreshed and well identified on interior/exterior of Registry offices.				4.86
d) When an office is co-located with another agency, location of Registry operations are well identified.				4.68
				Pts:
<b>Total</b>	<b>LOCATION/STAFF/EQUIPMENT</b>	Max points = 50	<b>48.14</b> <b>5.0%</b> <b>2.41</b>	

HOME CARE REFERRAL REGISTRY SERVICE DELIVERY EXPECTATIONS

II. REGISTRY RELATIONS		Do not mark in gray area	
<b>Outreach and Marketing</b>			
a) Home Care Referral Registry logo is used in all media that is produced and distributed.	5.00		
b) Opportunities for consumer and community input into local Registry activities is evident.	4.82		
c) HCRR promotional media and core documents are in stock, distributed and include logo/artwork.	5.00		
d) Efforts to develop and maintain awareness with local community members and groups are in	4.73		
e) Marketing media (newsletters, articles, mailers) meets frequency, are up-to-date, error free, include the HCRR logo and local Referral Registry identifiers, and state the message clearly.	4.95		
<b>Provider Recruitment and Retention</b>			
a) Staff establish and maintain connections with workforce development organizations.	4.91		
b) Method(s) recognizing providers in HCRR newsletters or similar process is in place.	4.82		
c) <i>Provider Contracting and Orientation is in place and documented in monthly reports.</i>	4.73		
<b>Case Manager Collaboration</b>			
a) Efforts to increase consumer use of the Referral Registry is evident in monthly contact with local AAA, HCS and/or DDD case management.	4.55		
b) <i>Tracking Registry users is evident in database activities - "cm search" and/or in "referred by" options.</i>	4.82		
	Pts:	Weight	max score = 12.5
<b>Total REGISTRY RELATIONS</b>	Max points = 50	<b>48.32</b>	<b>25%</b> <b>12.08</b>

HOME CARE REFERRAL REGISTRY SERVICE DELIVERY EXPECTATIONS

III. OPERATIONS and OTHER ACTIVITIES		Do not mark in gray area	
<b>Reporting/Budget</b>			
a) Monthly activity reports to ADSA/HCRR are timely and include:			
Provider Recruitment efforts			
Number of Providers attending orientation			
Number of Providers contracted			
Number and type of Case Manager contacts			
Networking opportunities attended			
Consumer/community contacts			
Other Community partnerships/connections		4.91	
b) Monthly invoices to ADSA/HCRR are timely and accurate.		4.68	
c) Budget reallocations under 10% are reported to ADSA/HCRR.			
(Prior approval is sought for budget reallocations over 10%).		4.82	
<b>Training – Consumer/Employer and IP</b>			
a) “Becoming a Professional IP” is made available to all new, potential providers.		5.00	
b) Educational resources, including "Your Choice" DVDs and "How to Hire and Supervise" guide are made available to consumers.		5.00	
<b>BCCU and CC&amp;S Assessment Process:</b>			
a) Non-Fingerprint Background applications are completed and submitted to the HCRR/ADSA office within two working days or upon receipt with web-based access to BCCU.		5.00	
b) A secure fax line in which to receive responses back from the BCCU is in place and operational, and/or internet systems sending/receiving BCCU web-based background information meet or exceed DSHS/ADSA IT security policy requirements.		4.73	
c) Registry staff complete necessary follow-up CC&S assessments and forward to HCRR/ADSA office for review within two days upon receipt from BCCU.		4.86	
<b>Policy</b>			
a) Adherence to ADSA/HCRR referral registry rules and regulations is evident. (WAC 388 71 06020 to 388 71 06420).		4.82	
b) Directions/recommendations from HCRR are acted upon or responded to within a reasonable time. HCRR Operations Manual is referenced and utilized as guideline for day to day operations.		4.82	
	Pts:		
<b>Total</b> Operations and Other Activities	Max points = 50	<b>48.64</b>	Weight max score = 12.5 <b>25%</b> <b>12.16</b>

HOME CARE REFERRAL REGISTRY SERVICE DELIVERY EXPECTATIONS

IV. REGISTRY TRACKING/EMPLOYMENT					
<b>Consumer Request/Hire Process</b>					
a) Registry staff confirm provider availability prior to sending a referral list to consumers. The referral list includes contact information for qualified individual providers within 48 working hours		4.95			
b) Follow-up with Consumer (after Referral list is sent) meets Registry timeline requirements identified in the database Activity Summary.		4.91			
c) Results from Consumer survey indicate satisfaction with overall use of the Registry.		4.36			
<b>IP Enrollment/Follow-up</b>					
b) Use of Activity List for IP tracking/follow-up is evident.		4.86			
c) Registry staff develop and utilize external method to track employment.		5.00			
c) All referral follow-up(s) are completed within 7 days of referral.		4.86			
<b>Case Manager/Temporary Worker follow-up</b>					
a) Follow-up with case manager occurs within two days following temp hire or quick search activity.		4.86			
b) Evidence that temporary worker pool is adequate to meet needs of short term and emergency placement needs when called upon.		4.36			
<b>Employment</b>					
a) Evidence of referrals resulting in employment. (max 10 points)		7.73			
b) Added points - HCRR exceeding 6 month employment expectation (max 5 points)		1.27			
	Pts:		Weight		max score = 22.5
<b>Total</b> Registry Tracking and Employment		<b>47.18</b>	<b>45.00%</b>		<b>21.23</b>
				Max points = 50 + 5	

TOTAL BY CATEGORY	Pts:	Weight	Performance Score
I. SITE LOCATION/STAFFING/EQUIPMENT	48.14	5.00%	2.41
II. REGISTRY RELATIONS	48.32	25.00%	12.08
III. OPERATIONS and OTHER ACTIVITIES	48.64	25.00%	12.16
IV. REGISTRY TRACKING/EMPLOYMENT	47.18	45.00%	21.23
<b>TOTAL ALL CATEGORIES</b>		<b>100%</b>	<b>47.88</b>

**Performance Score Measure Indicator:**  
 <10 Have not met expectations \*  
 >20 Met expectations at least 25% of the time  
 >30 Met expectations at least 50% of the time  
 >40 Met expectations at least 75% of the time  
 50 Met expectations 100% of the time

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Summary Notes:

