

HMG Home Visiting

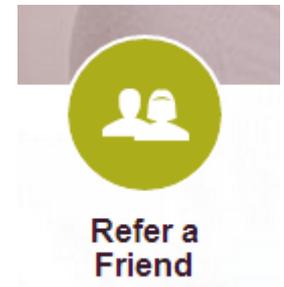
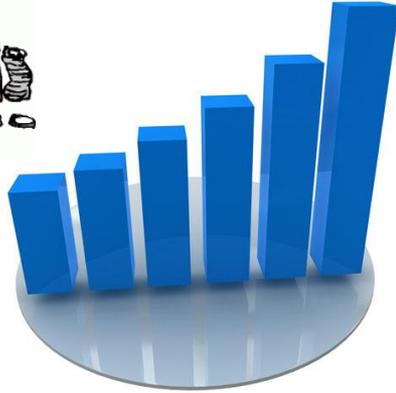
Measuring Success

Presented by
Heather Gibson, Director
FRS Help Me Grow
July 23, 2015

How do we measure success?

- Reimbursements?
- Client referrals?
- Client enrollment?
- Client satisfaction?
- Time spent with clients?
- Client compliance?
- Staff satisfaction?

ALL OF THE ABOVE!





Measuring reimbursements

- Measuring reimbursements must be more than simply looking at the voucher report. The Claim Event Report breaks it down by total per county and per home visitor.
- By analyzing the report by home visitor you can see exactly how much a home visitor has billed for a specific time period.
- Are they billing enough to cover costs? Make a profit? If not, empower them. Share the results during one on one supervision and brainstorm with them on how to increase their billing.
- Contact your program consultant for your contractor spend rate report. Compare and contrast monthly. Increased caseloads can negatively impact your rate.



Home Visiting Claim Events

Event Date Range: 01/01/16 - 03/31/16

County: (all)
Contractor: (all)
Agency: (all)
Worker: (all)
ET ID: (all)
Status: (all)

GRAND TOTAL:													
County:													
Contractor:													
Agency:													
Worker:													
ET ID	Name	ID/O.B.	Event Type	Event Date	Entered Minutes	Approved Minutes	Vouchered Minutes	Vouchered Amount	Paid Status	Voucher #	Voucher Dt.	Warrant #	Warrant Dt.

Entered minutes divided by hours worked= billing productivity

Entered minutes minus approved minutes= outstanding agency billing. Approved minutes minus vouchered minutes = outstanding ODH payments.

Rows in blue are user-entered adjustments. Rows in red are system-generated adjustments.

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Report Date Last Refreshed to: 05/20/16 2:00:39 AM

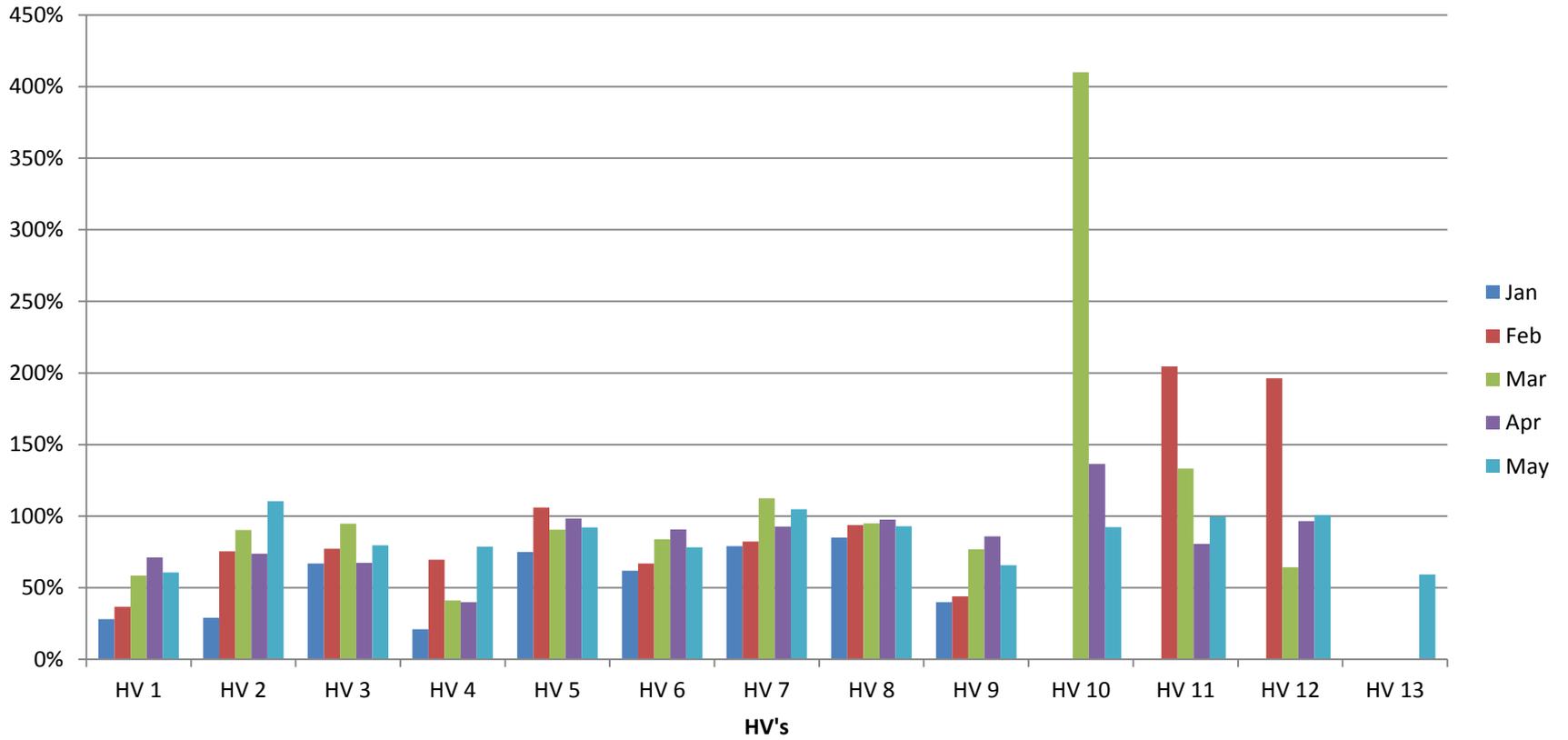
Measuring Billing productivity

- Use data from report to develop chart

	Jan	Feb	March	April	May
HV 1	28%	37%	58%	71%	61%
HV 2	29%	75%	90%	74%	110%
HV 3	67%	77%	95%	67%	80%
HV 4	21%	69%	41%	40%	79%
HV 5	75%	106%	91%	98%	92%
HV 6	62%	67%	84%	91%	78%
HV 7	79%	82%	113%	93%	105%
HV 8	85%	94%	95%	98%	93%
HV 9	40%	44%	77%	86%	66%
HV 10	0%	#DIV/0!	410%	137%	92%
HV 11	0%	205%	133%	81%	100%
HV 12		196%	64%	97%	101%
HV 13					59%

Chart reflects billing

Billable Hours





Home Visiting Claim Events

Event Date Range: 8/1/2016 - 8/31/2016

County: (all)

Contractor: (all)

Agency: (all)

Worker: (all)

ET ID: (all)

Status: (all)

GRAND TOTAL:													
County:													
Contractor:													
Agency:													
Worker:													
ET ID	Name	ID/O.B.	Event Type	Event Date	Entered Minutes	Approved Minutes	Vouchered Minutes	Vouchered Amount	Paid Status	Paid Amount	Voucher #	Voucher Dt, Warrant #	Warrant Dt.

Entered minutes minus approved minutes = outstanding agency billing. Approved minutes minus vouchered minutes = outstanding ODH payments.

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Delayed billing= compromised cash flow

- Using the claim event report you can analyze whether your claims are being billed in a timely manner by home visitor and by county.
- Using the claim event report you can analyze billing that is still outstanding with ODH.
- Either, if too delayed, can create a problem for cash flow.

Using data to trouble-shoot

- By using the above chart, you can trouble-shoot if specific staff have an issue during certain time periods or consistently. Is this an agency wide phenomena or county wide?
- Are they billing their time and activity correctly? If their percentage is high, are they working overtime to account for it? Behind in billing? If they are shared by grant, is their time being billed correctly?
- Don't leave money on the table! Ensure your processes for billing approval catch mistakes and submit PA's for all overages.
- Share with staff. It gives them insight and also resources in those that are meeting their goals. If this is an area of concern, offer an incentive (more on that later)



Home Visiting Time and Activity

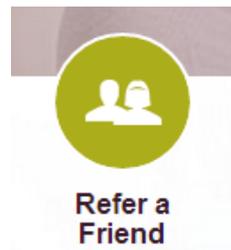
Preparation		Start Time	End Time	Total Minutes
Preparation:	Time you spent in preparing to meet this family			
Travel to visit:	Time spent traveling to the family			
Travel From visit:	Time spent traveling after visit			
Documentation (before/after visit):	Time spent documenting the work with, or performed on behalf of the family			
Data Entry (before/after visit):	Time spent entering data into Early Track regarding HMGHV participants			
Case Management Activities		Start Time	End Time	Total Minutes
Developing/reviewing family plan:	Time spent developing a plan with family, or reviewing a previous plan			
Conducting assessment:	Time you spent assessing needs of the family			
Assessment/Screening tools:	Time you spent utilizing Ohio HMG HV required tools			
Referral activity:	Time you spent making appropriate links/referrals			
Monitoring activities:	Time you spent following up and monitoring other referrals or services provided to the client			
Curriculum Activities		Start Time	End Time	Total Minutes
Time spent on parent education	Time you spent educating the parent or family regarding child's development, with regard to established curriculum			
Total Visit Time:				0

Billing processes

- Time and activity forms are completed on every home visit.
- Each one is turned into the Supervisor at the end of the week.
- Supervisors review for errors and check Early Track for inconsistencies.
- Billing approver signs off on each one as billing is matched and approved in ET.
- Kept in a claims file by month and year.

Measuring Client referrals

- Referral Outcome Summary report reflects the number of referrals you receive over a period of time. Are your numbers increasing, decreasing, or stagnant? Look at outreach efforts. Is there a particular entity that is not sending referrals you could target?
- Offer a referral incentive for existing families.



Measuring enrollment numbers

- Average time until first home visit. Ask your program consultant for this report. Is there too much time between the referral and first contact?
- Analyze caseloads. Are home visitors able to offer the schedule intensity needed to engage families?
- Is CC giving clear expectations about the program?



Measuring Client satisfaction

- Do you conduct annual surveys?
- We conduct an annual survey mailed out to all families.
- Do you make random calls?
- We make bi-monthly calls to random families regarding curriculum lessons and program and home visitor satisfaction. If they participate in the survey they receive a gift card on their next completed home visit. The staff is also rewarded (discussed further later)



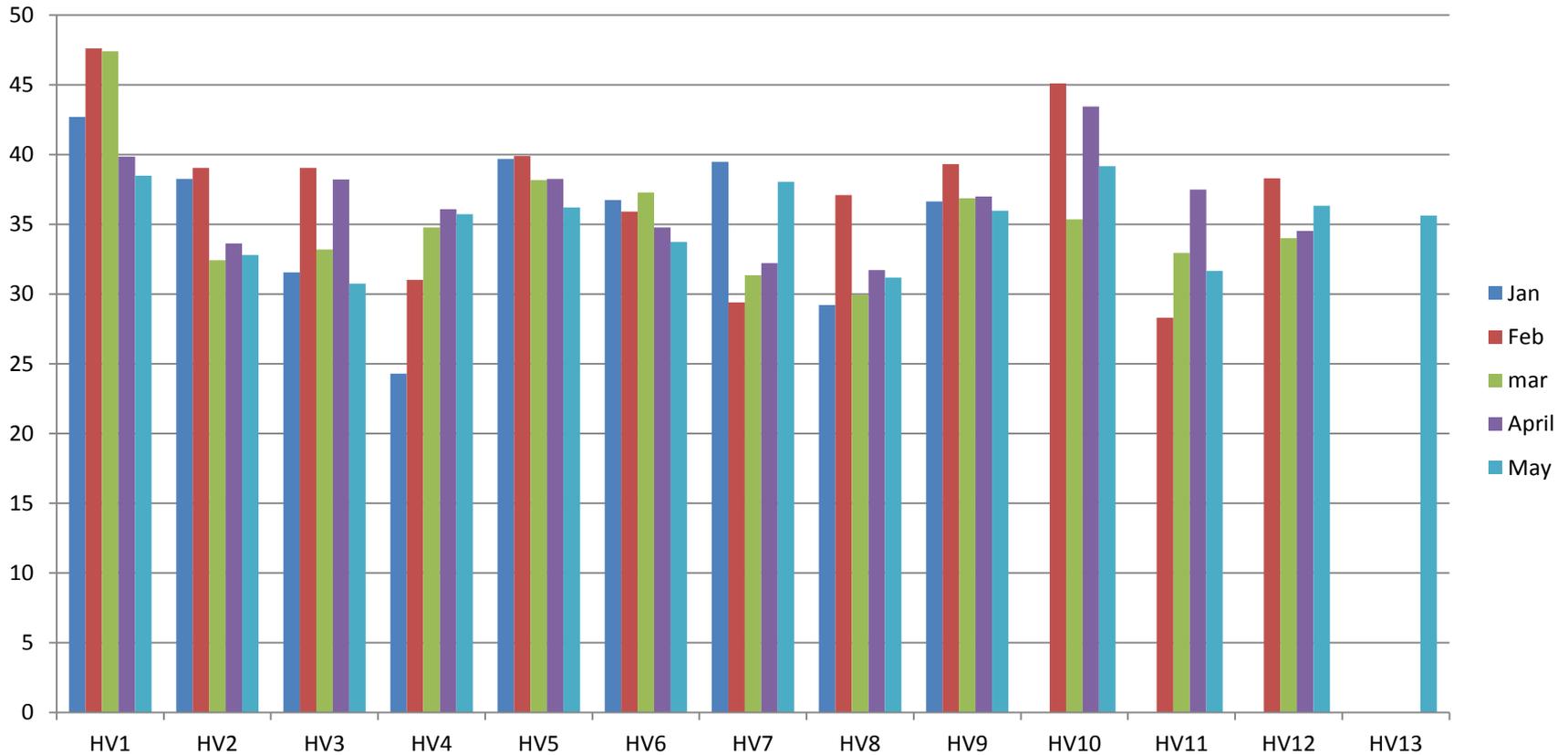


Average time with clients

- Recognize quantity does not always equal quality.
- Use as a starting point to evaluate time spent on each activity.
- Share with employees. They cannot be expected to fix something if they do not see how it is broken.
- If this is an area of weakness, use an incentive.

Measuring time spent with clients

HV Activity



Data for chart of average time

	Jan	Feb	Mar	Apr	May
HV1	42.7	47.6	47.4	39.86	38.49
HV2	38.26	39.04	32.42	33.62	32.79
HV3	31.55	39.04	33.19	38.20	30.74
HV4	24.29	31.02	34.76	36.07	35.71
HV5	39.69	39.9	38.16	38.26	36.20
HV6	36.73	35.9	37.28	34.77	33.72
HV7	39.48	29.4	31.35	32.22	38.04
HV8	29.2	37.1	29.93	31.72	31.19
HV9	36.63	39.3	36.86	36.99	35.98
HV10		45.1	35.34	43.44	39.17
HV11		28.3	32.95	37.49	31.65
HV12		38.3	34	34.52	36.32
HV13					35.63



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ET ID: (all)
State: (all)

Entered minutes/Claim events = average amount of time spent per activity

ET ID	Name	ID/O.B.	Event Type	Event Date	Entered Minutes	Approved Minutes	Vouchered Minutes	Vouchered Amount	Paid Amount	Status	Voucher #	Voucher Dt.	Warrant #	Warrant Dt.

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Measuring Client compliance

- Cancellations are reviewed weekly in one on one supervision. Weights may be adjusted accordingly.
- Raffle tickets are given for each completed home visit and winners are drawn monthly.
- Plan B lists for clients who can be seen in the event of a cancelation.
- Monthly productivity is completed by dividing completed home visits by scheduled home visits and shared with staff. Minimizes excuses for poor productivity. “Everybody had the same snowy February”

HFA Worksheet

Caseload Management Worksheet

Name of Program _____
 Supervisor _____
 Month _____

Family Support Visitor _____

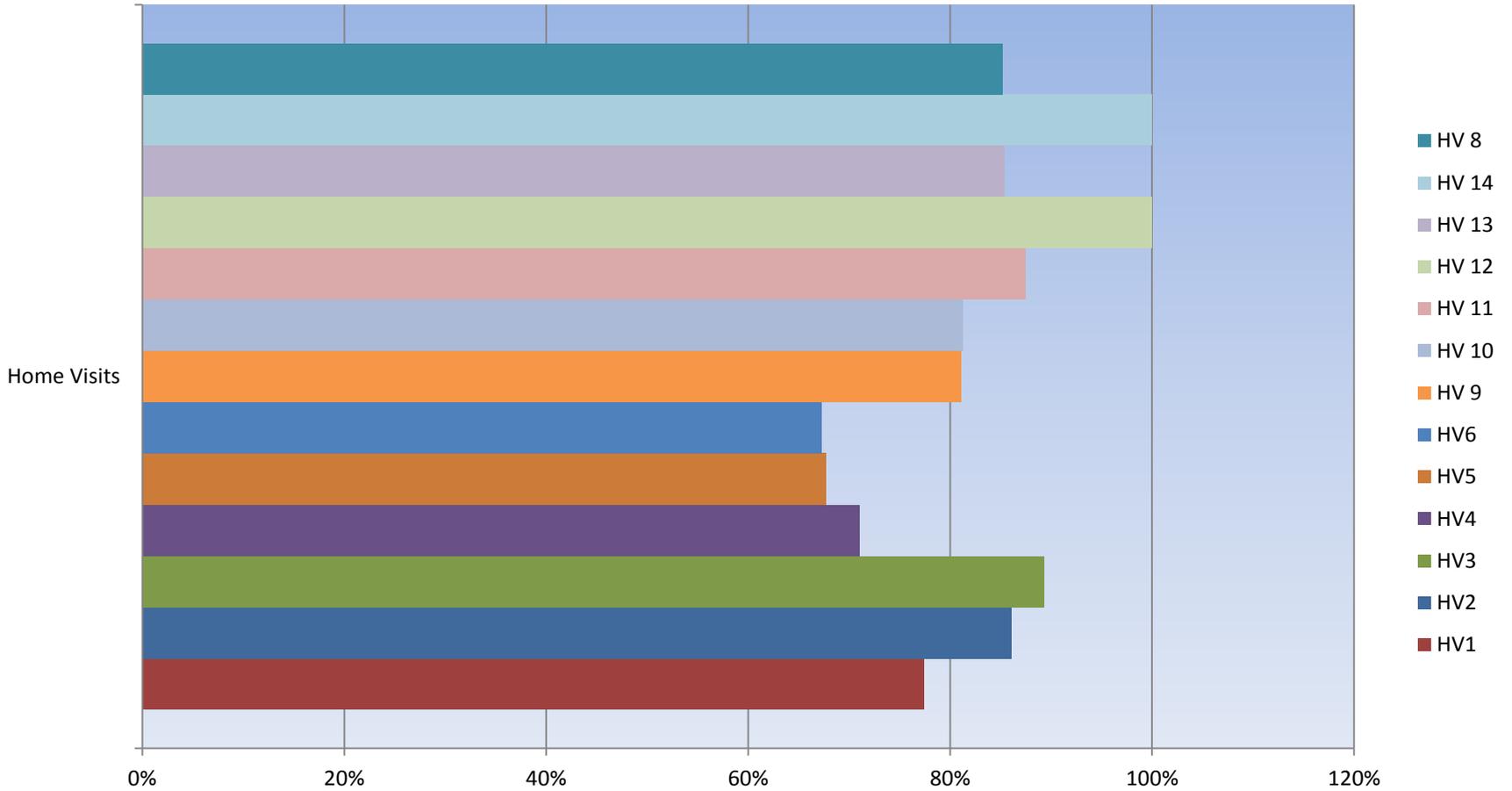
# of Participants Per Level		HV's Due	HV's Done	HV's Attempted	Weighted Caseload Per Level	
					Number	Weight
1 - Prenatal	_____ x 2-4	HV's = _____	_____	_____	1-P	_____ x 2 = _____
1 - SS	_____ x 4	HV's = _____	_____	_____	I-SS	_____ x 3 = _____
1	_____ x 4	HV's = _____	_____	_____	1	_____ x 2 = _____
2	_____ x 2	HV's = _____	_____	_____	2	_____ x 1 = _____
3	_____ x 1	HV's = _____	_____	_____	3	_____ x .5 = _____
4	_____ x 0-1	HV's = _____	_____	_____	4	_____ x .25 = _____
X	_____ x 1-4	HV's = _____	_____	_____	X	_____ x .5 = _____
Totals =		_____	_____	_____	Total Weight _____	

Completion rate = HV Done + HV Due = _____%

Data for client compliance

	January	February	March	Apr	May	
HV1	42%	55%	59%	87%	77%	
HV2	93%	77%	74%	90%	86%	
HV3	81%	76%	63%	89%	89%	
HV4	76%	64%	72%	71%	71%	
HV5	54%	45%	68%	80%	68%	
HV6	81%	63%	75%	88%	67%	
HV7					N/A	
HV 8	59%	54%	76%	60%	85%	
HV 9	74%	79%	70%	89%	81%	
HV 10	77%	74%	67%	78%	81%	
HV 11	87.50%	73%	90%	85%	88%	
HV 12	91%	85%	100%	97%	100%	
HV 13	0	57%	79%	74%	85%	
HV 14	N/A	100%	N/A	100%	100%	

Chart for client compliance

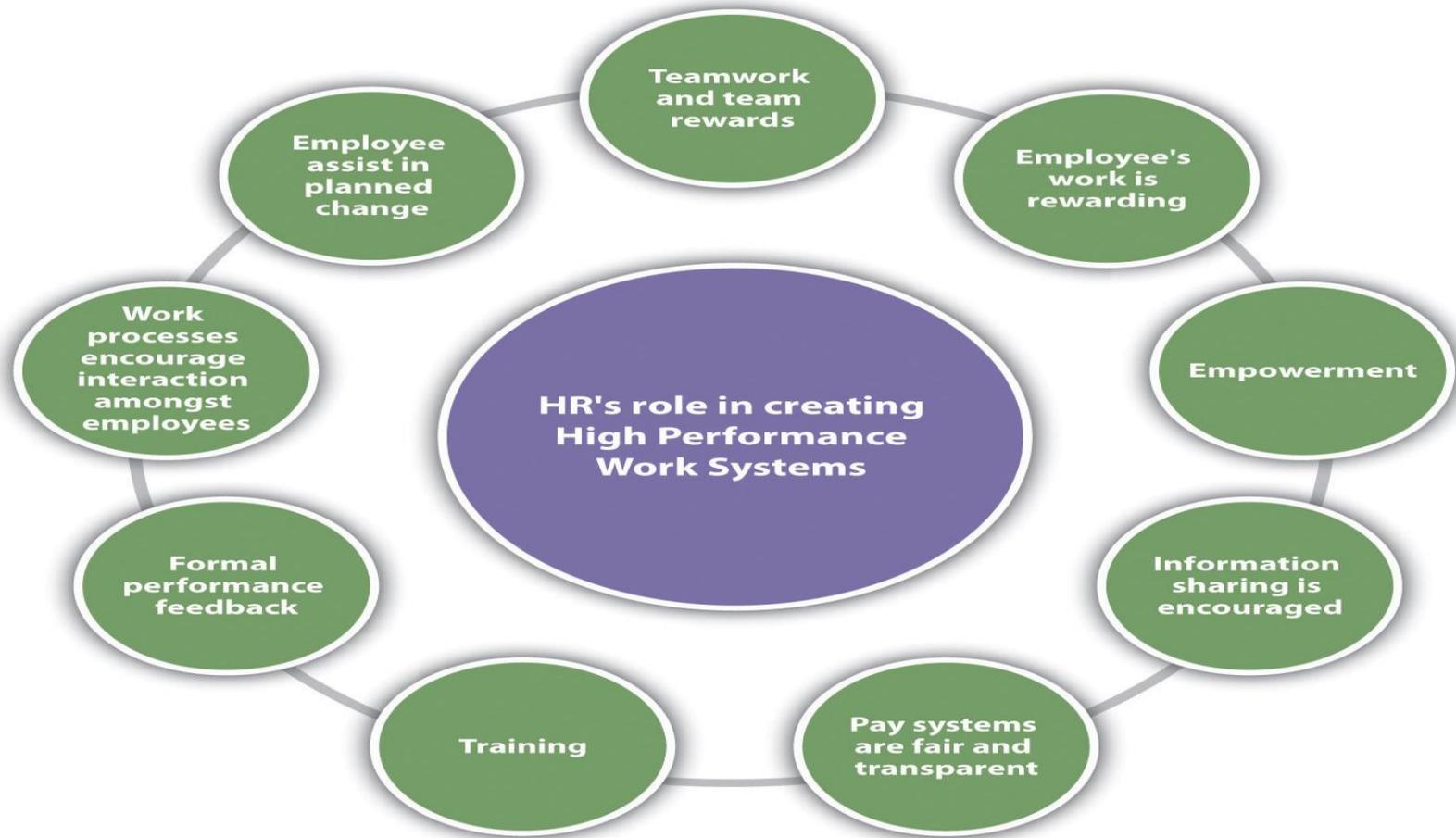


Why is Staff satisfaction important to the Success of a program?

- Consistency of the program. Home Visitor turnover affects the consistency clients depend on. Clients develop relationships with home visitors and often have difficulty changing. They have to “tell their story” and develop rapport all over again.
- Negative employees reflect poorly on the program.
- Remember parallel process? Trickle down effect.
- Happy employees work harder to ensure agency success. They are part of solutions not problems.
- Let’s face it. They make administration of the program so much easier!



Measuring staff satisfaction



Employees work is rewarding

- During supervision, help them to celebrate the small successes families make. Often we become so focused on the goal that we fail to recognize the small steps that families are taking to realize that goal. It is easy to become disenchanted with a family who continues to entertain chaos, but as supervisors we can give a fresh perspective. Help them find the silver lining!

Empowerment

- Empower them to make decisions. Any decisions that can be, are shared with staff for input from policies and procedures to proposals.
- Be an encourager not a critic.
- Share data. They cannot fix it if they do not see the problem.
- Identify goals and targets.
- Make them a part of the solution by eliciting ideas to solve issues.

Information sharing

- SHARE. Program updates, Budgets, Data, strategic plans.
- Identify employee strengths openly to give others a peer resource.
- Allow joint home visits for learning opportunities.
- Agency cell phones.

Pay systems are fair and transparent

- Use pay scales with clear policies to avoid any perception of unfair pay.
- Use a merit system for evaluations that is clearly delineated in policy.
- Use a communicated, consistent standard for any bonuses or incentives.

Training

- As part of quality assurance, identify areas of overall staff weakness either in chart reviews, by client surveys, or by staff input, or all.
- Identify community needs or trends.
- Identify new research or approaches to augment services.
- Use evaluations to determine need for future training in particular areas.
- During evaluations, ask staff to identify one area in which they would like to grow.
- Don't limit it to outside trainers. Draw on the knowledge within your organization.

Formal Performance and Feedback

- Have an evaluation process for employees. We do a minimum of 90 days, 6 months and annuals.
- Have a policy on what determines probation. Can an employee be placed back on probation if their performance is not satisfactory?
- Have and use a disciplinary procedure. This communicates your desire to be fair.

Work process encourage employee interaction

- Face to face all staff meetings.
- Work cell phones.
- Open door policy.
- On Job Training with other employees.
- Annual Retreat for teambuilding.
- Monthly playgroups which home visitors attend.

Employees assist in planned change

- If caseloads are decreased for any reason, employees are consulted on which clients will be changed.
- Strategic plans are shared.
- Employees are involved in candidate selection for hiring.

Teamwork and Team Rewards

- Incentives are given for highest productivity.
- A prize is given for any home visitor who's client is surveyed and is able to convey the identified lesson plan to the supervisor.
- Team participates in community fundraising events together.
- Annual Retreat has a day of teambuilding activities with an additional day of program specific training.



The Retreat

**A team building and
training opportunity for
HMG staff**



The Scavenger Hunt

- Its Dark! I'm not from the area! I don't know where anything is!
- Rules of the Game:
 - You have 2 hrs. to get as many items checked off the list as you can.
 - Points awarded and extra credit can be earned.

OK, you have to admit THAT.WAS.FUN!

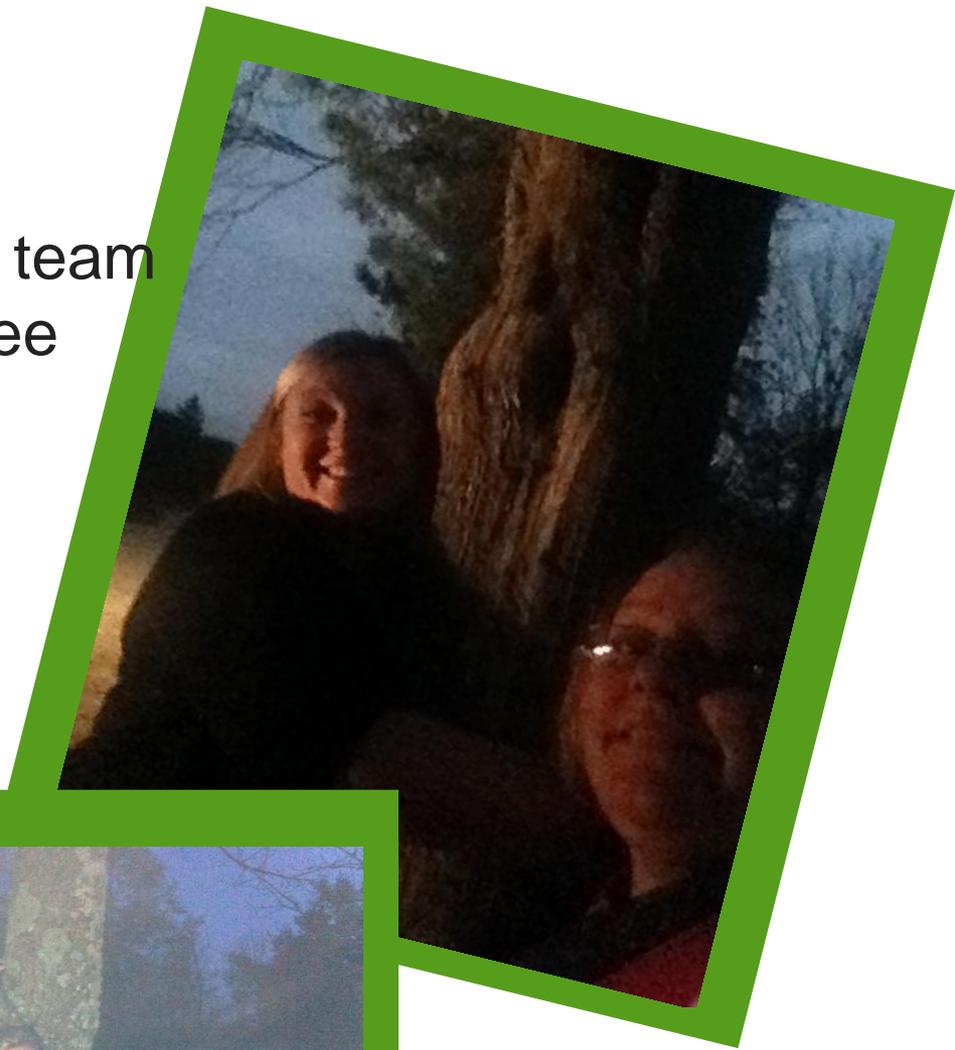
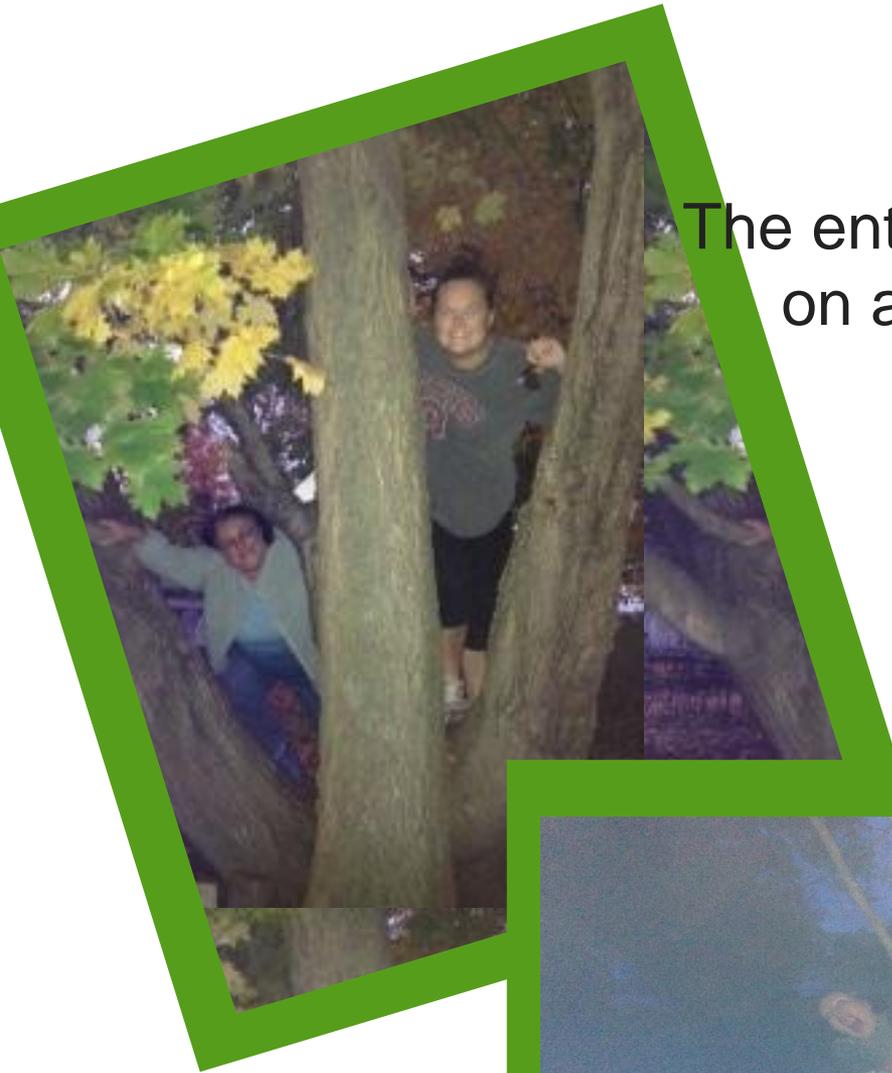


A teammate playing with a pinball machine

One teammate jumping off of a swing (must be in mid-air in the photograph)



The entire team
on a tree

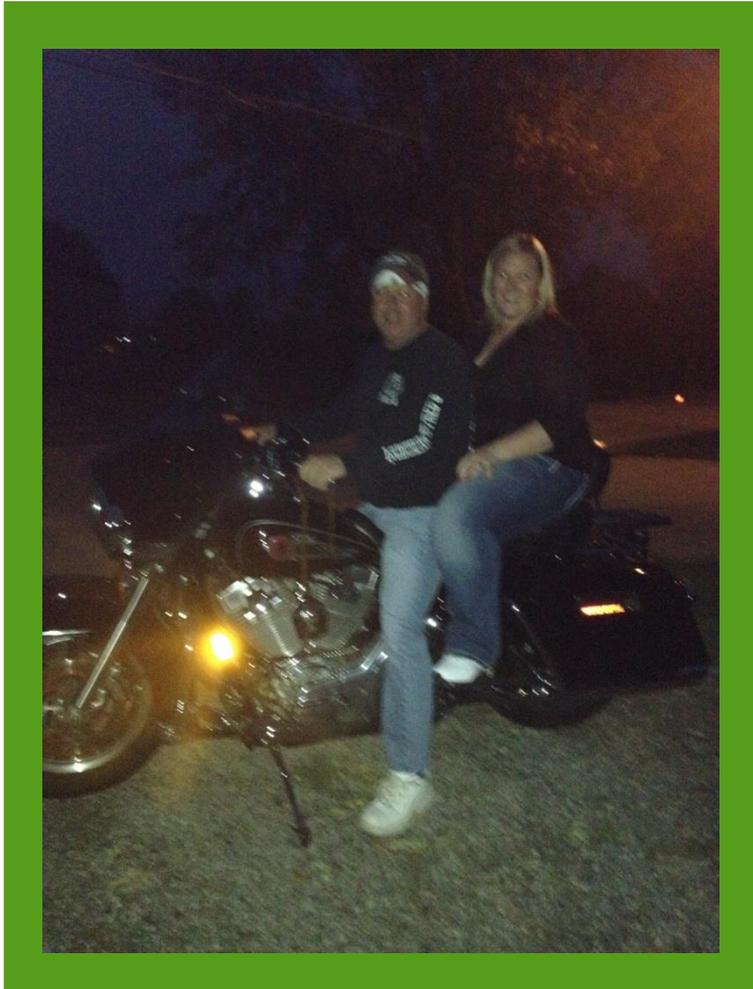


Entire team in a bathtub or shower (with clothes on of course...) (extra points if everyone is wearing shower caps on their heads)





Entire team sitting with an unknown family at a restaurant (1 extra point for each person in the picture who is smiling)



Entire team standing right next to a Harley Davidson
(extra points if biker is in the photo)





SHAVE A BALLOON



Who Are We as a Team?

StrengthsQuest Quiz
StrengthFinder



NUMBER 1

Relator Adaptability

Belief Empathy Strategic

Individualization

Adaptability

Includer

COMMUNICATOR

learner

Responsibility

Where do we go from here?



- Apply Lessons Learned
- Identify our weaknesses
- Develop our individual weaknesses into strengths
- Build relationships with team members and families
- Attend trainings to guide us in best practice models
- Practice patience with each other and families
- Use constructive speech
- Keep on Keeping on!

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