



Performance Indicators – 10/1/22 to 03/31/23

All data must be entered into MIS by April 10th. Data entered after 10th may not be included.

Note that performance exemptions are only considered for items 6, 7, 9, and 13

| | |
|--|--|
| 1. Quarterly Performance Targets -NYS Target Performance: 8 of 11 Performance Targets achieved in at least 3 of 4 quarters, from 10/01/21 to 09/30/22 -Four quarters of performance are reviewed for targets HD 1a, 2a, 3 through 8, PCI 1, FLC 1, 7. If stated target is achieved at least 3 of 4 times, target is considered met. Oct 23 cycle: NYS Target 10 of 13 PTs, including PCI 2a, FLC 3 | Report Catalog/Quarterlies/ Quarterly Performance Targets for 4 Quarters Date Range: 01/01/23 to 03/31/23 |
| 2. Retention Rate at One Year * -NYS Target Performance: 50% -Participants who enrolled from 10/01/21 to 03/31/22 | Report Catalog/Accreditation/ 3-4. A&B Retention Rate Analysis (Case Filter/Site Options) Date Range: 10/01/21 to 03/31/22 |
| 3. FROG scale Assessment completed within 30 days of enrollment. -NYS Target Performance: 100% Only include one-step cases (shorter date range) PI will not be included in overall count for April 23 cycle | Report Catalog/Accreditation/ 2-1.C Assessment Information (Case Filter/Site Options) Date Range: 12/01/22 to 03/31/23/ |
| 4.a Signature Families: First Home Visit prior to 3 months after Target Child's birth for performance period 4.b CWP Families: First Home Visit prior to 24 months after Target Child's birth for performance period -NYS Target Performance: 95% for each | Report Catalog/Accreditation/ 1-3.B Timing of First Home Visit (Case Filter/Site Options) Date Range: 10/01/22 to 03/31/23 |
| 5. Required forms (Follow-up) for last month of Performance period. * -NYS Target Performance: invalid Follow-Ups 25% or less | Report Catalog/Analysis/ Quality Assurance Report (Case Filter/Site Options) Analysis Point: 03/31/23 |
| 6. Accreditation Requirements for Training: Orientation, Core, Shadowing, Prenatal, and FGP/IFSP -Staff hired as of 01/01/2018 | Report Catalog/Training/ 10-2 Orientation, 10-4 Intensive Role Specific Training for Staff, Shadowing, Prenatal (11-2.E), and FGP (11-2.F) |
| 7. Accreditation Requirements for Training: Wraparound Training: 3, 6 and 12 Month -Staff hired as of 01/01/2018 | Report Catalog/Training/ 11-1 Wraparound 3 months, 11-2 Wraparound 6 months, and 11-3 Wraparound 12 months reports |
| 8. HFA Home Visit Rate -NYS Target Performance: 75% | Report Catalog/Accreditation/ 4-2.B HFA Home Visiting Completion Rate Analysis - Summary (Case Filter/Site Options) Date Range: 01/01/23 to 03/31/23 |
| 9. Supervisor observation of FSS/FRS -NYS Target Performance: 4 home visits (FSSs), 2 assessments (FRSs), 2 home visits & 1 assessment (dual role) from 04/01/22 to 03/31/23, for staff hired before 04/01/22 <i>(see indicator policy below)</i> | Report Catalog/Accreditation/ 12-2.C Observations by Supervisor, for from 04/01/22 to 03/31/23 |

Performance Indicators – 10/1/22 to 03/31/23

| | |
|---|--|
| 10. Prenatal Enrollment in Performance Period** -NYS Target Performance: 50% -Percentage of all participants enrolled from 10/01/22 to 03/31/23** (see example below) | Report Catalog/Quarterlies/ Quarterly Program Information for 8 quarters (Case Filter/Site Options) Date range: 01/01/23 to 03/31/23 |
| 11. Creative Outreach -NYS Target Performance: 10% or less as of last quarter ending 03/31/23 | Report Catalog/Quarterlies/ Quarterly Program Information for 8 quarters (Case Filter/Site Options) Date range: 01/01/23 to 03/31/23 |
| 12. Program Capacity in Performance Period*** -NYS Target Performance: 85% -Average of active enrolled participants at end of quarters ending 12/31/22 and 03/31/23, divided by contracted capacity *** (see example below) | Report Catalog/Quarterlies/ Quarterly Program Information for 8 quarters (Case Filter/Site Options) Date range: 01/01/23 to 03/31/23 |
| 13. Regular and Protected Supervision -75% of expected supervision sessions for all staff for period 10/01/21 to 03/31/22 | Report Catalog/Accreditation/ 12-1.B Regularly Scheduled and Protected Supervision – Summary Date Range: 10/01/22 to 03/31/23 |
| 14. Initiation of Service Plan -NYS Target Performance: 100% -100% of families served in past year will have a Service Plan initiated within 2 weeks of FROG completion. PI will not be included in overall count for April 23 cycle | Report Catalog/Analysis/ 6-1.B Date Range: 04/01/22 to 03/31/23 |
| 15. Service Plan in-depth discussion NYS Target Performance: at least Quarterly Supervisor and FSS discuss Service Plan at least once each Quarter. PI will not be included in overall count for April 23 cycle | Report Catalog/Analysis/6-1.B Service Plan Analysis Date Range: 01/01/23 to 03/31/23 |
| 16. Caseload Management NYS Performance Target: No FSS exceeds the maximum case weight of thirty points for more than 3 consecutive months. PI will not be included in overall count for April 23 cycle | Report Catalog/Accreditation/8-1.B Annual Case Weight Report Date Range: 10/01/22 to 03/31/23 |

*Run reports after FIRST OF MONTH. You can run this report before then, but the end date of the period used needs to be over by the time you run the report.

**Prenatal Enrollment in Performance Period:

| | | | | | | | | |
|---------------------------------|---------|----------|---------|---------|---------|---------|---------|-----------|
| 4. New Enrollments this quarter | 9 | 1 | 4 | 4 | 6 | 8 | 2 | 11 |
| a. % Prenatal | 6 (67%) | 1 (100%) | 3 (75%) | 3 (75%) | 3 (50%) | 7 (88%) | 1 (50%) | 11 (100%) |

For this example, the prenatal rate for this six month period would be:

(1 + 11 prenatal enrollments) divided by (2 + 11 total enrollments) or

12 prenatal enrollments divided by 13 total enrollments or

92% prenatal enrollment for the six month Performance Indicator period.

Performance Indicators – 10/1/22 to 03/31/23

***Program Capacity:

| | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|
| 6. Families Active at end of this Quarter | 119 | 113 | 133 | 129 | 137 | 140 | 143 | 125 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|

1. Add Families Active at end of Quarter 12/31/22 (second-to-last) and 03/31/23 (last) and divide by 2
2. Divide by contracted capacity
3. Represented as a percentage

Example:

Your current contract would say something like this:

NUMBER OF FULLTIME FAMILY SUPPORT WORKERS: 8 X 20 FAMILIES = 160 BE SERVED AT ONE TIME.

1. Active at end of 12/31/22: 143
2. Active at end of 03/31/23: 125
3. Average of two: $(143 + 125)/2 = 134$
4. Contracted capacity: =160

Performance Indicator Capacity: $134/160 = 84\%$

Observation by Supervisor Policy

Only examine staff who have performed at least one Parent Survey/FROG Assessment or Home Visit in past year, and who started performing either role before 04/01/22.

1. For workers who have done a **FROG Assessment** in the last year (04/01/22 to 03/31/23), **two** observations are required, as noted on the form (item 13. Observation by supervisor), between 04/01/22 to 03/31/23. Observations should be done every six months.
2. For workers who have done a **Home Visit** in the last year (04/01/22 to 03/31/23), **four** observations are required, as noted on the home visit log (item 8a. Observation by supervisor), between 04/01/22 to 03/31/23. Observations should be done quarterly and should not be done with the same family if possible.
3. For those workers (dual role) who have done **both** a FROG Assessment and a Home Visit in the last year (04/01/22 to 03/31/23), the requirement is half of the required observations for each role. These **two home visit** observations **and one assessment** observation must occur between 04/01/22 to 03/31/23.
4. If more than one observation (of the same type) for one worker occurs in the same month, they will be counted only once (e.g., a second home visit observation in the same month will not be counted).

Note for April 2023 cycle:

PI #1: Programs need to meet all but 3 of the items. For the current cycle, we will count 11 items, and programs will need to meet 8 to get the point. We will report on, but not count, PCI2a and FLC3; these items will be counted in the October 2023 reporting cycle, where programs will need to meet 10 of 13 items.

Performance for **PI # 3** Timing of FROG Assessment will be run as of December *but not included in total count* for this cycle. Doing so will give us a chance to gauge which programs might need TA.

PI # 14 Initiation of Service Plan, **PI # 15** Service Plan in-depth discussion and **PI # 16** Caseload Management will be reported on *but not included in total count* for this cycle, running but not counting will give us a chance to gauge which programs might need TA. As such, the total *counted* PIs for the April 2023 reporting cycle will be 12; programs will need to meet at least 6 items. The total number of PIs for the October 2023 reporting cycle will be 16.