

Performance Indicators – 4/1/17 to 9/30/17

All data must be entered into MIS by 10/10/17. Data entered after 10/10/17 may not be included.

1. Quarterly Performance Targets -NYS Target Performance: 9 of 12 Performance Targets achieved in at least 3 of 4 quarters from 10/1/16 to 9/30/17 -Four quarters of performance are reviewed for targets HD 1 through 8, PCI1, FLC 1, 3, 7. If stated target is achieved at least 3 of 4 times, target is considered met.	Report Catalog/Quarterlies/ Quarterly Performance Targets for 4 Quarters Date Range: 07/01/17 to 09/30/17
2. Retention Rate at One Year -NYS Target Performance: 50% -Participants who enrolled from 04/01/16 to 09/30/16*	Report Catalog/Accreditation/ 3-4.A&B Retention Rate Analysis (Case Filter/Site Options) Date Range: 04/01/16 to 09/30/16
3. Assessment Completed Prenatally or within two weeks of birth of Target Child for performance period -NYS Target Performance: 80%	Report Catalog/Accreditation/ 1-2.C Assessment Information (Case Filter/Site Options) Date Range: 04/01/17 to 09/30/17
4. First Home Visit prior to 3 months after Target Child's birth for performance period -NYS Target Performance: 95%	Report Catalog/Accreditation/ 1-3.B Timing of First Home Visit (Case Filter/Site Options) Date Range: 04/01/17 to 09/30/17
5. Required forms (PSI, Follow-up, ASQ-SE or ASQ) for last month of Performance period.* -NYS Target Performance: no invalid forms over 25%	Report Catalog/Analysis/ Quality Assurance Report (Case Filter/Site Options) Analysis Point: 9/30/17
6. Accreditation Requirements for Training: Orientation, Core, Shadowing, and FGP/ IFSP -Staff hired as of 01/01/2013	Report Catalog/Training/ 10-1 Orientation, 10-3 Intensive Role Specific Training for Staff, Shadowing, and IFSP
7. Accreditation Requirements for Training: Wraparound Training: 3, 6 and 12 Month -Staff hired as of 01/01/2013	Report Catalog/Training/ 11-2 Wraparound 3 months, 11-3 Wraparound 6 months, and 11-4 Wraparound 12 month 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: 07/01/17 to 09/30/17
9. Supervisor observation of FSW/FAW -NYS Target Performance: 4 home visits (FSWs), 2 assessments (FAWs), 2 home visits & 1 assessment (dual role) from 10/1/16 to 9/30/17 for staff hired before 10/1/2016 <i>(see indicator policy below)</i>	Report Catalog/Accreditation/ 12-2.B Home Visit Observation by Supervisor and 12-2.B Kempe Observation by Supervisor, for 10/1/16 to 9/30/17

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10. Prenatal Enrollment in Performance Period** -NYS Target Performance: 65% -Percentage of all participants enrolled from 04/01/17 to 09/30/17 (see example below)	Report Catalog/Quarterlies/ Quarterly Program Information for 8 quarters (Case Filter/Site Options) Date range: 07/01/17 to 09/30/17
11. Creative Outreach -NYS Target Performance: 10% or less as of quarter ending 9/30/17	Report Catalog/Quarterlies/ Quarterly Program Information for 8 quarters (Case Filter/Site Options) Date range: 07/01/17 to 09/30/17
12. Program Capacity in Performance Period*** -NYS Target Performance: 85% -Average of active enrolled participants at end of quarters ending 6/30/17 and 9/30/2017, divided by contract FSW FTEs times 20 (see example below)	Report Catalog/Quarterlies/ Quarterly Program Information for 8 quarters (Case Filter/Site Options) Date range: 07/01/17 to 09/30/17
13. Regular and Protected Supervision -75% of expected supervision sessions for all staff for period 04/01/17 to 09/30/17	Report Catalog/Accreditation/ 12-1.B Regularly Scheduled and Protected Supervision – Summary Date Range: 04/01/17 to 09/30/17

*Run reports after 10/1/2017. 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:

3. Families Enrolled at Beginning of quarter	93	74	84	87	96	81	75	84
4. New Enrollments this quarter	11	14	14	19	11	9	16	8
a. % Prenatal	83%	64%	50%	47%	55%	100%	81%	88%
b. % TANF Services Eligible at Enrollment**	73%	93%	93%	79%	82%	89%	94%	100%
5. Families Disenrolled this quarter	30	4	11	10	26	14	7	5

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

(81% of 16) + (88% of 8) divided by 16 + 8 or

$$\frac{13}{20} + \frac{7}{24} \text{ divided by } 24 \text{ or}$$


83% for the six month Performance Indicator period

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***Program Capacity:

5. Families Discharged this quarter

a. Families completing the program

6. Families Active at end of this Quarter 

a. % on Level 1 at end of Quarter

1. Add Families Active at end of Quarter 7/30/17 and 9/30/2017 and divide by 2
2. Divide by contract capacity: FSW FTE's times 20.
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 12/31/16: 146
2. Active at end of 03/31/17: 156
3. Average of two: $(146 + 156)/2 = 151$
4. Contracted capacity: $8 \times 20 = 160$

Performance Indicator Capacity: $151/160 = 94\%$

Supervisor Observation Policy

1. For workers who have done a Kempe in the last year (10/1/16 to 9/30/17), **two** observations are required as noted on the Kempe form (item 13. Observation by supervisor) between 10/1/16 and 9/30/17.
2. For workers who have done a home visit in the last year (10/1/16 to 9/30/17), **four** observations are required as noted on the home visit log (item 8a. Observation by supervisor) between 10/1/16 and 9/30/17. Observations should be done quarterly.
3. For those workers (dual role) who have done **both** a Kempe and a home visit in the last year (10/1/16 to 9/30/17), the requirement is half of the required observations for each role. These **two** home visit observations **and one** Kempe observation must occur between 10/1/16 and 9/30/17.
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).