# Purpose

OhioKAN’s Performance Management Framework is designed for ongoing management of Partnering Site’s performance, practice, and implementation of the OhioKAN model. Monthly aggregated data reports informed by programmatic records and the measurement framework are regularly reviewed by regional directors, coaches, and partnering site supervisors and further discussed during regularly scheduled site partnership meetings. By promoting consistent implementation of the OhioKAN model across the state, OhioKAN’s performance management framework not only monitors program fidelity, but also program quality for OhioKAN families, and site partnership continuance.

# Organizing Principals

The Performance Management Framework complements OhioKAN CQI through its organizing principles:

1. Promote information-based decision-making
2. Embed CQI in routine management practices
3. Provide easy access to information

# OhioKAN Site Performance Standards

OhioKAN’s site performance standards are outline in the Memorandum of Understanding and further operationalized in this framework designed to monitor and provide benchmarks for:

(a) adhering to the Program goals,

(b) collecting of required data for Kinnect and evaluation team;

(c) providing timely and complete Program invoices;

(d) identifying key staff responsible for ensuring success of the Program;

(e) ensuring fidelity to the Program model by having all relevant personnel and other relevant partners trained on the Program model;

(f) training personnel on and ensuring compliance with the Health Insurance Portability and Accountability Act (“HIPAA”); and

(g) training personnel on and ensuring compliance with the nondiscrimination policy set forth in the Memorandum Of Understanding

# Site Partnership Meetings

OhioKAN’s Regional Director and Regional Coach will each meet individually with the Partnering Site Supervisor on a monthly basis to monitor performance standards, identify challenges, and create plans for improvement as appropriate. Each site receives a monthly performance report which provides quantitative data on both site-level and navigator performance and statewide averages will be provided so that site can better understand how their performance relates to that of their peers. During the site partnership meeting, the Regional Director and Partnering Site Supervisor review the site level performance and discuss any items relevant to the partnership. In a separate meeting the Regional Coach and Site Supervisor will review the performance of each navigator on their team. If acute or persistent challenges prevent a site from meeting their performance standards the Partnering Site Supervisor is responsible for developing a Performance Improvement Plan specifying the steps the site will take to improve navigator or site performance. The Regional Director and/or Coach will participate in the development of the plan and will partner with the Partnering Site Supervisor to monitor progress at subsequent meetings until the plan’s completion.

Examples of acute and persistent challenges include but are not limited to:

* Navigator’s failure to document work with families in an appropriate and timely manner
* Navigator is experiancing consistent challenges meeting the practice expectations specified in the OhioKAN Navigator Practice Profile
* Navigator has repeated instances of deviation from the OhioKAN Procedures or failure to follow through on activities specified in the procedures
* Navigator demonstrates consistent challenges working collaboratively with OhioKAN staff or program partners
* Navigator position remains vacant for an extended period of time with little or no progress in staff selection

# Navigator Key Performance Indicators

* 97% completion of BASICS with notes that document families’ strengths and specific areas of need
* 97% completion of demographics
* Track and share, with coach and coordinator, weekly data relating to the number of service gaps and barriers to service (barriers might be no transportation, not the right technology, etc.).
	+ Weekly data should be shared every Monday for the preceding week.
* Observation Rubric indicates that Navigator is receiving a 3 or higher for Setting Expectations, Active Listening, Opened Ended Questions and identifying Urgent/Complex needs.
* IDEA: Identify a personal learning/educational goal around Inclusion, Diversity, Equity and Access discussions. It could be as specific as reading “Between the World and Me” or something as broad as understanding the immigrant/migrant perspective or understanding systemic racism.
	+ Learnings will be shared once per month in regular meetings and/or through the observation rubric.

# Sample Agenda for Site Partnership Meetings

1. Welcome and brief time to connect personally
2. Review any goals or action items from the previous meeting
3. Overview of Site Level Performance – discuss any hiring or compliance related items
4. Overview of Navigator Performance – discuss any navigator specific items
5. Identify next steps – all goals and action items should be revisited during the next meeting

# Sample Table of Site Level Performance

|  |  |  |
| --- | --- | --- |
| Performance Standards | Site average | Statewide Average |
| **Number of vacancies** - 1 vacancy or less |  |  |
| **Retention rate** - 75% or more |  |  |
| **Time to hire of most recent vacancy** - vacancies are filled within 45 days |  |  |
| **Average time to hire across the contract period** - Vacancies are filled within 45 days |  |  |
| **Nondiscrimination Compliance** - 100% of staff in compliance with the Nondiscrimination Policy-All staff have been trained on nondiscrimination-All employee records include signed policy-All complaints of violation of the Partnering Site’s Nondiscrimination Policy involving Navigators or Site Supervisors are reported to the Regional Director within two business days of the Partnering Site learning of the violation  |  |  |
| **# of discrimination complaints** |  |  |
| **HIPPA Compliance** - 100% of staff in compliance with HIPPA-All staff have been trained on HIPPA Compliance-All employee records include signed policy-All violations of HIPPA relevant to the OhioKAN Program are reported to the Regional Director within two business days of the Partnering Site learning of the violation |  |  |
| **# of HIPPA violations** |  |  |

# Sample Table of Navigator Performance

# \*Light Blue background = Navigator KPI

|  |  |  |  |
| --- | --- | --- | --- |
| Performance Standard | Individual Navigator | Site Average | Statewide Average |
| **BASICS Completion** – 97% completion of BASICS with notes that document families’ strengths and specific areas of need |  |  |  |
| **Demographics Completion -** 97% completion of demographics |  |  |  |
| **CASP Completion** - The CASP Assessment is completed with 97% of families who have been referred to Collaborate Services (C1 only) |  |  |  |
| **Referral Follow Up Completion** - Referral follow up is contacts or contact attempts completed with 97% of families receiving Connect services |  |  |  |
| **Collaborate service frequency** – 97% of open collaborate cases should be receiving their desired frequency of contacts or contact attempts (C1 only) |  |  |  |
| **Referrals Provided** – 97% of parents/caregivers who complete a BASICS are provided with a referral packet |  |  |  |
| **Observation Rubric Score –** 3 or higher for Setting Expectations, Active Listening, Opened Ended Questions and identifying Urgent/Complex needs. |  |  |  |

Appendix

# Partnering Site Performance Standard Data Collection

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Performance Standard | Indicator from the measurement framework | Data Collection Description  | Frequency of Data Collection | Person Responsible |
| **Number of vacancies** - 1 vacancy or less | # of current vacancies | Personnel records | Monthly | Regional Director |
| **Retention rate** - 75% or more | Cumulative retention rate over the contract period | Personnel records  | Monthly | Regional Director |
| **Time to hire of most recent vacancy** - vacancies are filled within 45 days | Time to hire of last vacancy measure from the date of resignation to the date a new offer is accepted | Personnel records | Monthly | Regional Director |
| **Average time to hire across the contract period** - Vacancies are filled within 45 days | Average time to hire over the contract period | Personnel Records | Monthly | Regional Director |
| **Nondiscrimination Compliance** - 100% of staff in compliance with the Nondiscrimination Policy-All staff have been trained on nondiscrimination-All employee records include signed policy-All complaints of violation of the Partnering Site’s Nondiscrimination Policy involving Navigators or Site Supervisors are reported to the Regional Director within two business days of the Partnering Site learning of the violation  | % of staff in compliance with the Nondiscrimination Policy | Personnel Records | Monthly | Regional Director |
| **# of discrimination complaints** | # of discrimination complaints within the monthly reporting period | Program Record | Monthly | Regional Director |
| **HIPPA Compliance** - 100% of staff in compliance with HIPPA-All staff have been trained on HIPPA Compliance-All employee records include signed policy-All violations of HIPPA relevant to the OhioKAN Program are reported to the Regional Director within two business days of the Partnering Site learning of the violation | % of staff in compliance with HIPPA | Personnel Records | Monthly | Regional Director |
| **# of HIPPA violations** | # of HIPPA complaints within the monthly reporting period | Program Records | Monthly | Regional Director |

# Navigator Performance Standards Data Collection

# \*Light Blue background = Navigator KPI

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Performance Standard | Indicator from the measurement framework | Data Collection Description  | Frequency of Data Collection | Person Responsible |
| **BASICS Completion** – 97% completion of BASICS with notes that document families’ strengths and specific areas of need | The percent and # of completed BASICS Assessments by the total number of completed initial screenings per month  | OhioKAN staff record date of initial call and completed BASICS Assessment in SACWIS | Daily/Every screened-in call | OhioKAN staff |
| **Demographics Completion -** 97% completion of demographics | The percent of person records with complete demographics data  | OhioKAN staff record date of initial call and completed the person record(s) | Daily/Every screened-in call | OhioKAN staff |
| **CASP Completion** - The CASP Assessment is completed with 97% of families who have been referred to Collaborate Services (C1 only) | Percent CASP completed by all Collaborate service episodes per month (cohort 1 only) | OhioKAN staff record date of Collaborate referral and date CASP completed SACWIS (specific field or just in Activity Log) | Weekly/depends on caseload cadence | Coaches and Navigators (Collaborate-only staff) |
| **Referral Follow Up Completion** - Referral follow up is contacts or contact attempts completed with 97% of families receiving Connect services | Percent of Connect service episodes that received a referral follow-up after the referral packet was distributed out of all Connect service episodes per month  | OhioKAN staff enter date referral packet shared with families and date follow-up conducted into SACWIS | Daily/Weekly/depends on caseload cadence | OhioKAN staff |
| **Collaborate service frequency** – 97% of open collaborate cases should be receiving their desired frequency of contacts or contact attempts (C1 only) | Percent of open Collaborate service episodes receiving desired frequency of contacts per month (cohort 1 only) | OhioKAN staff record contact frequency in SACWIS | Daily/Weekly/depends on family contact preference | Coaches and navigators  |
| **Referrals Provided** – 97% of parents/caregivers who complete a BASICS are provided with a referral packet | Percent and # of distributed service referral packets by the total number of BASICS Assessments completed per month  | OhioKAN staff enter referrals and date shared into SACWIS | Daily/Every screened-in call | OhioKAN staff |
| **Observation Rubric Score –** 3 or higher for Setting Expectations, Active Listening, Opened Ended Questions and identifying Urgent/Complex needs. | Average score from the observation rubric | Coaches observe OhioKAN staff providing navigation services each month using the observation rubric | Monthly | Coaches |