

**PERFORMANCE APPRAISAL - STAFF**

**Employee Name:** \_\_\_\_\_

**Appraisal Date:** \_\_\_\_\_ **Next Review:** \_\_\_\_\_

**Job Title/Code:** EIP Service Coordinator

**Employee ID #:** \_\_\_\_\_

**Department/Region:** Children's Diagnostic & Treatment Center/ Early Steps

**Type of Review:**  Annual  90Day  Other

**Everything that we do in our work should exemplify our mission and core values. As you complete this performance appraisal, please keep in mind that the mission and core values remain the foundation for our work.**

<b>Performance Expectation</b> <i>(Job-related performance expectations from the Job Description.)</i>	<b>Performance Measurement</b>	<b>Comments</b> <u>Supporting comments MUST be supplied for all areas marked "Exceeds expectation" or "Requires improvement".</u>	<u>Goals</u>
<p><b>6. Evaluation and Assessment:</b>                      Service Coordinator demonstrates competence in five measurable areas of child development, as well as knowledge of family dynamics and the importance of supporting the family's perspective with regard to the child and his/her impact on the family system.</p>	<p><input type="checkbox"/> <b>Exceeds expectation:</b></p> <ul style="list-style-type: none"> <li>a) Service Coordinator is an active facilitator in the IFSP meeting, faithfully representing and recording goals, functional outcomes, and strategies of every IFSP, based on input from parents and other members of the IFSP team. Service Coordinator successfully facilitates IFSP meeting with no instances of conflict or complaints from any member of the team and produces an IFSP free of any error, 96% to 100% of the time.</li> <li>b) Service Coordinator contacts each newly assigned family within 5 working days of receipt of referral, 95% to 100% of the time.</li> <li>c) Service Coordinator completes a Family Needs Assessment (FANA) face to face with newly referred families within 44 days of date of referral, 95% to 100% of the time.</li> </ul> <p><input type="checkbox"/> <b>Meets expectation:</b></p> <ul style="list-style-type: none"> <li>a) Service Coordinator is an active facilitator in the IFSP meeting, faithfully representing and recording goals, functional outcomes, and strategies of every IFSP, based on input from parents and other members of the IFSP team. Service Coordinator successfully facilitates IFSP meeting with no instances of conflict or complaints from any member of the team and produces an IFSP free of any error, 90% to 95% of the time.</li> </ul>		

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	<ul style="list-style-type: none"> <li>b) Service Coordinator contacts each newly assigned family within 5 working days of receipt of referral, 85% to 94% of the time.</li> <li>c) Service Coordinator completes a Family Needs Assessment (FANA) face to face with newly referred families within 44 days of date of referral, 85% to 94% of the time.</li> </ul> <p><input type="checkbox"/> <b>Requires improvement:</b></p> <ul style="list-style-type: none"> <li>a) Service Coordinator is an active facilitator in the IFSP meeting, faithfully representing and recording goals, functional outcomes, and strategies of every IFSP, based on input from parents and other members of the IFSP team. Service Coordinator successfully facilitates IFSP meeting with no instances of conflict or complaints from any member of the team and produces an IFSP free of any error, less than 90% of the time.</li> <li>b) Service Coordinator contacts each newly assigned family within 5 working days of receipt of referral, less than 85% of the time.</li> <li>c) Service Coordinator completes a Family Needs Assessment (FANA) face to face with newly referred families within 44 days of date of referral, less than 85% of the time.</li> </ul>		
<p><b><u>7. Individualized Family Support Plans and Interventions:</u></b>  Service Coordinator provides comprehensive service coordination to families with adherence to all federal, state and local Early Steps guidelines and regulations. In addition, provides case management of each family to ensure the highest quality of care to the child, addressing issues of housing, food, clothing and other special needs through up to date information on entitlement programs such as Medicaid, WIC, SSI and other community-based social service resources, including those at CDTC.</p>	<p><input type="checkbox"/> <b>Exceeds expectation:</b></p> <ul style="list-style-type: none"> <li>a) Case management needs and timely request for, or provision of, services are kept with precise notes made of provision of comprehensive care to client and his/her family, including outcome of all referrals, 95% to 100% of the time.</li> <li>b) IFSP’s are completed on the time (initial, six-month, annual), 95% to 100% of the time.</li> <li>c) Transition IFSP meetings are scheduled to occur 90 days before client’s 3<sup>rd</sup> birthday, 95% to 100% of the time.</li> <li>d) Client begins services within 30 days of being authorized on the IFSP, 95% to 100% of the time.</li> </ul> <p><input type="checkbox"/> <b>Meets expectation:</b></p> <ul style="list-style-type: none"> <li>a) Case management needs and timely request for,</li> </ul>		

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<p><b>8. Communication:</b>  Service Coordinator is responsible to maintain open, clear and respectful communication with families, providers, coworkers and supervisor in person and in writing at all times and in all circumstances. S/he is expected to demonstrate outstanding interpersonal skills with sensitivity to everyone, appreciating cultural, ethnic and socioeconomic difference and ensuring that the clients’ right to confidentiality is safeguarded and diligently maintained. The service Coordinator is expected to be available by telephone, cell phone, pager and e-mail at all times</p>	<p><input type="checkbox"/> <b>Exceeds expectation:</b></p> <p>a) Procedural Safeguards are given and explained at time of initial IFSP or changes to the IFSP, 95% to 100% of the time.</p> <p>b) Minimum of one direct contact bimonthly with each family, 95% to 100% of the time.</p> <p>c) Service Coordinator at all times positively represents the Early Steps program, CDTC, and the NBHD. Results of the annual Client Satisfaction Survey of his/her families are uniformly positive. Average of total percentage of all positive surveys returned equals 96% to 100%.</p> <p><input type="checkbox"/> <b>Meets expectation:</b></p> <p>a) Procedural Safeguards are given and explained at</p>		

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<p>during working hours and in special circumstances, as necessary, to his/her clients, coworkers, and supervisors.</p>	<p>time of initial IFSP or changes to the IFSP, 85% to 94% of the time.</p> <ul style="list-style-type: none"> <li>b) Minimum of one direct contact bimonthly with each family, 85% to 94% of the time.</li> <li>c) Service Coordinator at all times positively represents the Early Steps program, CDTC, and the NBHD. Results of the annual Client Satisfaction Survey of his/her families are uniformly positive. Average of total percentage of all positive surveys returned equals 90% to 95%.</li> </ul> <p><input type="checkbox"/> <b>Requires improvement:</b></p> <ul style="list-style-type: none"> <li>a) Procedural Safeguards are given and explained at time of initial IFSP or changes to the IFSP, less than 85% of the time.</li> <li>b) Minimum of one direct contact bimonthly with each family, less than 85% of the time.</li> <li>c) Service Coordinator at all times positively represents the Early Steps program, CDTC, and the NBHD. Results of the annual Client Satisfaction Survey of his/her families are uniformly positive. Average of total percentage of all positive surveys returned equals less than 90%.</li> </ul>		
<p><b>9. Documentation:</b>  Service Coordinator performs documentation to support effective patient care to comply with regulatory requirements and department policies and procedures. Ensures that all records, letters, assessments, etc. are accurate, timely, and submitted as required by grant and/or contract.</p>	<p><input type="checkbox"/> <b>Exceeds expectation:</b></p> <ul style="list-style-type: none"> <li>a) Prepares and facilitates accurate, detailed, and comprehensive case management plans, service authorizations, updated IFSPs, progress notes, and other forms and paperwork required by Early Steps. Strict attention to correct grammar, punctuation and legibility is given to each and every document provided to the family and to the program. Forms are error free at all times, 95% to 100% of the time.</li> <li>b) Transition packets are forwarded the school board at least 6 months (180 days) prior the child’s third birthday, 95% to 100% of the time.</li> <li>c) Transition IFSP Page I includes steps and services to support transition, 95% to 100% of the time.</li> <li>d) Case Notes meet Medicaid TCM requirements</li> </ul>		

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<b>10. Data Requirements/Productivity:</b> Service Coordinator maintains accurate fiscal and data records and meets all productivity requirements.	<input type="checkbox"/> <b>Exceeds expectation:</b> <ul style="list-style-type: none"> <li>a) Service Coordinator billing for TCM/SCTT averages 8 or more hours daily. (Averages pro-rated for 8 hours of PL, DL, and Training)</li> <li>b) TCM billing is accurate, complete, legible and is submitted by 5 PM every Monday following the week of service, 96% to 100% of the time.</li> </ul> <input type="checkbox"/> <b>Meets expectation:</b> <ul style="list-style-type: none"> <li>a) Service Coordinator billing for TCM/SCTT averages 6 or more hours daily. (Averages pro-rated for 8 hours of PL, DL, and Training)</li> <li>b) TCM billing is accurate, complete, legible and are submitted by 5 PM every Monday following the week of service 90% to 95% of the time.</li> </ul> <input type="checkbox"/> <b>Requires improvement:</b> <ul style="list-style-type: none"> <li>a) Service Coordinator billing for TCM/SCTT averages less than 6 hours daily. (Averages pro-rated for 8 hours of PL, DL, and Training)</li> <li>b) TCM billing is accurate, complete, legible and are submitted by 5 PM every Monday following the week of service, less than 90% of the time.</li> </ul>		