

## Appendix C

### HFNY Performance Indicators (Assessed every 6 months)

<b>Performance Indicators</b>
<p><b>1. Quarterly Performance Targets</b>            Four quarters of performance are reviewed for these targets: HD 1a, 2a, 3 through 8, PCI1, PCI2a, FLC 1, 3, 7. If stated target is achieved at least 3 of four times, target is considered met for the period. NYS Target Performance: 9 of 13 Performance Targets achieved at least 3 out of 4 quarters</p>
<p><b>2. Retention Rate at One Year</b>            NYS Target Performance: 50%</p>
<p><b>3. Timing of Assessment</b>            The FROG scale is completed within 30 days of enrollment            NYS Target Performance: 100%</p>
<p><b>4.a First Home Visit prior to 3 months after Target Child's birth for performance period</b>  <b>4.b First Home Visit prior to 24 months after Target Child's birth for performance period (CWP)</b>            NYS Target Performance: 95%</p>
<p><b>5. Required forms (Follow-up) for last month of Performance period.</b>            NYS Target Performance: no invalid forms over 25%</p>
<p><b>6. Accreditation Requirements for Training: Orientation, Core, Shadowing (FSS and FRS), Prenatal and FGP</b></p>
<p><b>7. Accreditation Requirements for Training: Wraparound Training: 3, 6 and 12 Month</b></p>
<p><b>8. Accreditation Requirement for HFA Home Visit rate</b>            NYS Target Performance: 75%</p>
<p><b>9. Supervisor observation of FSS/FRS</b>            NYS Target Performance: 4 visits/2 assessments or 2 visits and 1 assessment</p>
<p><b>10. Prenatal Enrollment in Performance Period</b>            NYS Target Performance: 50%</p>
<p><b>11. Creative Outreach</b>            NYS Target Performance: 10% or less</p>
<p><b>12. Program Capacity 85%</b></p>
<p><b>13. Regular and Protected Supervision</b>            75% of expected supervision sessions</p>
<p><b>14. Initiation of Service Plan</b>            - NYS Target Performance: 100%            -100% of families served in past year will have a Service Plan initiated within 2 weeks of FROG approval</p>
<p><b>15. Service Plan in-depth discussion</b>            -NYS Target Performance: at least Quarterly            -Supervisor and FSS discuss Service Plan for each family at least once every quarter</p>
<p><b>16. Caseload Management</b>            -NYS Target Performance: No FSS exceeds the maximum case weight of 30 points for more than 3 consecutive months</p>