

# LTC Program Benchmarks for New Employees



Staff:

DOH:

90-Day Benchmarks:	Determined by:	Met	Needs Training
Should have completed the review of policy manual and <u>Attachment H and K</u> of MI Choice contract, and posses a <b>general understanding of program requirements</b> . CM may still be unclear about some program requirements that they have not yet encountered, for example they have not completed an assessment for Veterans Directed client, have not experienced a Critical Incident with a client, have not worked with MI Health Link clients/referrals.	30 day		
Should have studied Program Handbook and be able to <b>effectively explain MI Choice program</b> to potential clients. They should be familiar with contents of client information folder and be able to explain to client the purpose for each piece of information.	30 day		
Completed <b>NFLOCD</b> training and have clear understanding of eligibility requirements. Begin to feel confident when conducting NFLOCD with client.	60 day		
Clear understanding of <b>assessment process</b> and be able to complete Compass assessment and Plan of Care. assessment answers and POC into appropriate services.	60 day		
Be <b>familiar with service agencies</b> in your area that UPCAP contracts with, and be able to make appropriate referrals.	30 day		
Be able to complete <b>work orders</b> understand when and where they go.	60 day		
Understand purpose and schedule for <b>2 Week Follow-up Calls</b> . Regularly meets deadlines.	30 day		
Understand purpose for <b>Monthly Contacts</b> , regularly meets deadlines.	30 day		
Demonstrate ability to meet <b>reassessment deadlines</b> , understand process, how to follow up on issues identified at reassessment in a timely manner.	60 day		
General understanding of <b>data systems</b> : COMPASS, Champs	System review		
Altruista would be 180 days			

**Notes:**

<b>6-Month Benchmarks:</b>	Determined by:	Met	Needs Training
Should be able to <b>work independently</b> when planning daily and weekly schedule in order to meet deadlines.	90 day		
Should now be taking <b>MHL referrals</b> and be able to follow through with referral to arranging services and communicating with UPHP care managers.	180 day		
Should have reviewed information on <b>Veterans Directed Program</b> and understand difference between all programs.	180 day		
<b>Social Work</b> care manager should have completed <b>Medicaid training</b> and be able to determine who is eligible for MI Choice Program. Knows how to navigate Medicaid on-line manuals to find answers. May still feel need to consult regularly with other SW CM and or supervisor.	90 day		
<b>RN's</b> should have basic knowledge of <b>Medicaid and Medicare</b> what each covers in terms of MI Choice clients.	90 day		
Understanding of what constitutes a <b>Critical Incident</b> is familiar with on-line reporting tool.	90 day		

**Notes:**

<b>12-Month Benchmarks:</b>	Determined by:	Met	Needs Training
Should feel a high level of confidence in <b>working independently in all LTC programs.</b>	Annual evaluation		
Should be able to demonstrate ability to clearly <b>explain all UPCAP LTC programs</b> to clients and families and other outside organizations.	Supervisor observation at home visit		
Should be <b>consistently meeting deadlines.</b>	Annual evaluation		
<b>Quality of Work</b> should be consistent where supervisor does not feel need for any major improvements in performance.			

**Notes:**

Additional benchmarks: