Contractor Personnel File Review

STATEWIDE

Comparison Charts

Calendar Year 2010 - 1st, 2nd, 3rd and 4th Quarter Results

Nebraska Department of Health and Human Services
Quality Assurance

February 2011

Executive Summary

Contractor Personnel File QA Review

Review Period: January - December 2010

Background Information:

This document presents the findings from the Contractor Personnel File QA reviews completed throughout the State from January to December 2010. In June of 2009, the Nebraska CQI (Continuous Quality Improvement) team made a decision to include Contractor Personnel File QA reviews as part of the Nebraska CQI activities that began in January 2010. A sub group of the Nebraska CQI team was formed to determine the review process and create a review tool to be used throughout the State. A review tool consisting of 24 questions related to the following topics was created: Background checks; transportation; drug screening; education and training.

The purpose of the Personnel File QA review is to assure that the Contractor's personnel files include the necessary paperwork to assure that hiring standards and practices meet the requirements of the Contract. The goal is to review the personnel file of each Contractor staff who has direct contact with children and families once every two years beginning in January 2010. To accomplish this goal, each Service Area is required to review 12.5% of their lead Contractor's personnel files each quarter. The reviews are completed by designated Department staff from each Service Area. Furthermore, each lead Contractor is required to complete a review of each of their subcontractor's personnel files using the Department's review tool once every two years.

Summary of Findings:

Data from the Personnel File reviews completed from January - December 2010 (Quarters 1-4) indicate several **areas of strength** (areas with the highest achieved percentage):

* The Contractor ensures that all staff providing transportation have a current and valid driver's license (Q1=98%; Q2=91%; Q3=96%; Q4=97%).

* The Contractor ensures that all staff providing transportation have no more than 6 points assessed on their driver's license. (Q1=96%; Q2=98%; Q3=99%; Q4=99%).

* The Contractor ensures that all staff providing transportation do not have any current limitations that would interfere with safe driving (Q1=96%; Q2=95%; Q3=97%; Q4=98%).

* The Contractor conducts all required ongoing background checks on employees every 2 years (Q1=92%; Q2=91%; Q3=100%; Q4=89%).

The reviews also identified key **areas needing improvement** (areas with the lowest achieved percentage):

* The Contractor conducts out of state background checks (Q1=54%; Q2=39%; Q3=31%; Q4=49%).

* The Contractor does not allow an individual to have contact with children, youth, and families without an exception from the Service Area Administrator, if national criminal history checks, in state or out-of-state background checks result in a record being identified (Q1=45%; Q2=29%; Q3=24%; Q4=45%).

* The Contractor ensures that applicable persons are trained upon hiring and annually on the requirements of the Multi-Ethnic Placement/Inter-Ethnic Adoption Provision. (Q1=41%; Q2=51%; Q3=75%; Q4=30%).

* The Contractor ensures that applicable persons are trained upon hiring and annually on requirements of the Indian Child Welfare Act (Q1=42%; Q2=47%; Q3=71%; Q4=47%

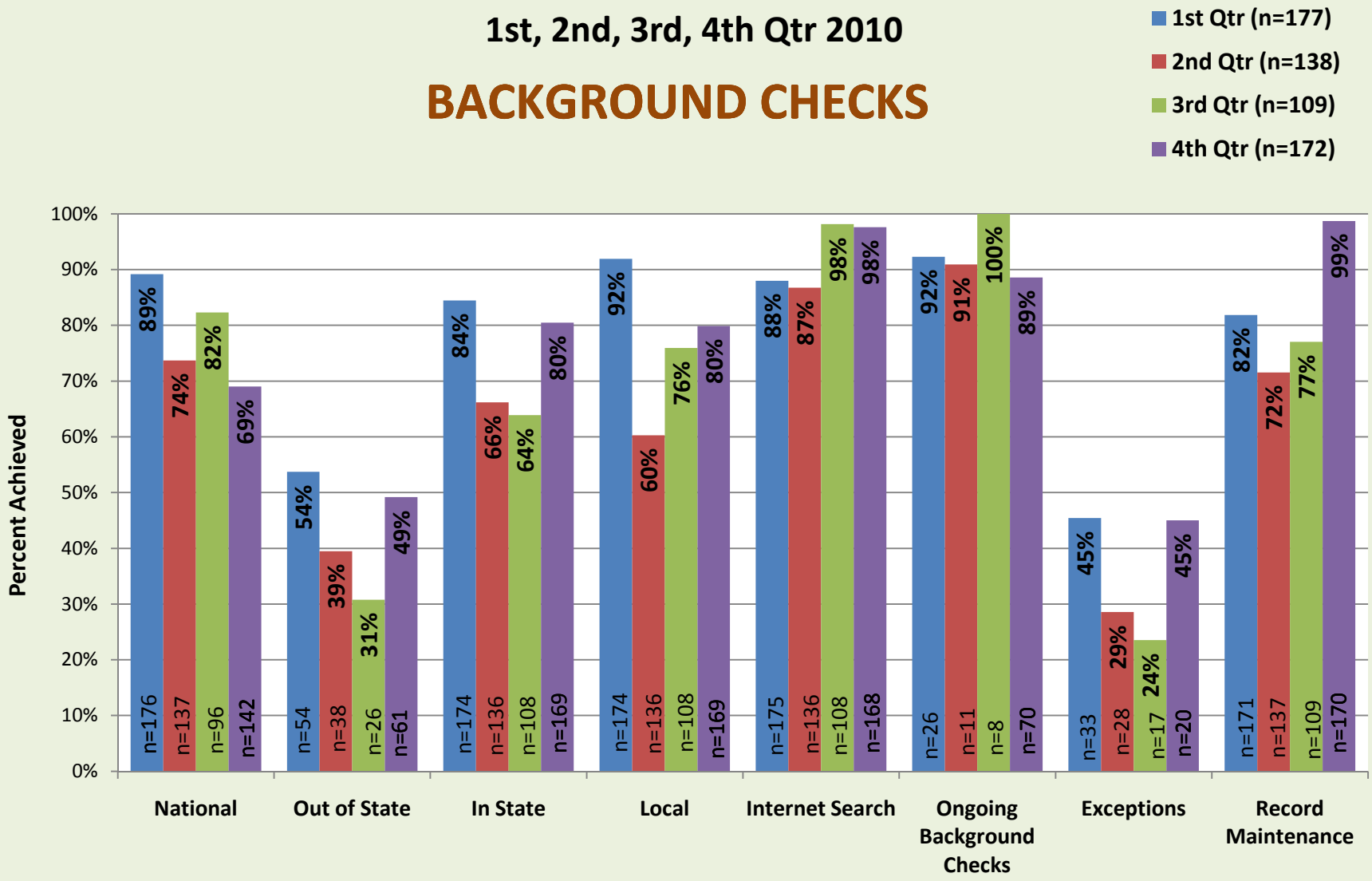
* The Contractor provides INITIAL training to staff on all REQUIRED topics (Q1=79%; Q2=58%; Q3=43%; Q4=66%).

Additional information about the Personnel File review process, review tool and quarterly reports are posted on the Nebraska Department of Health and Human Services website at the following address: http://www.dhhs.ne.gov/Children_Family_Services/CQI/.

Statewide Results - Personnel File Review

1st, 2nd, 3rd, 4th Qtr 2010

BACKGROUND CHECKS



Background Checks

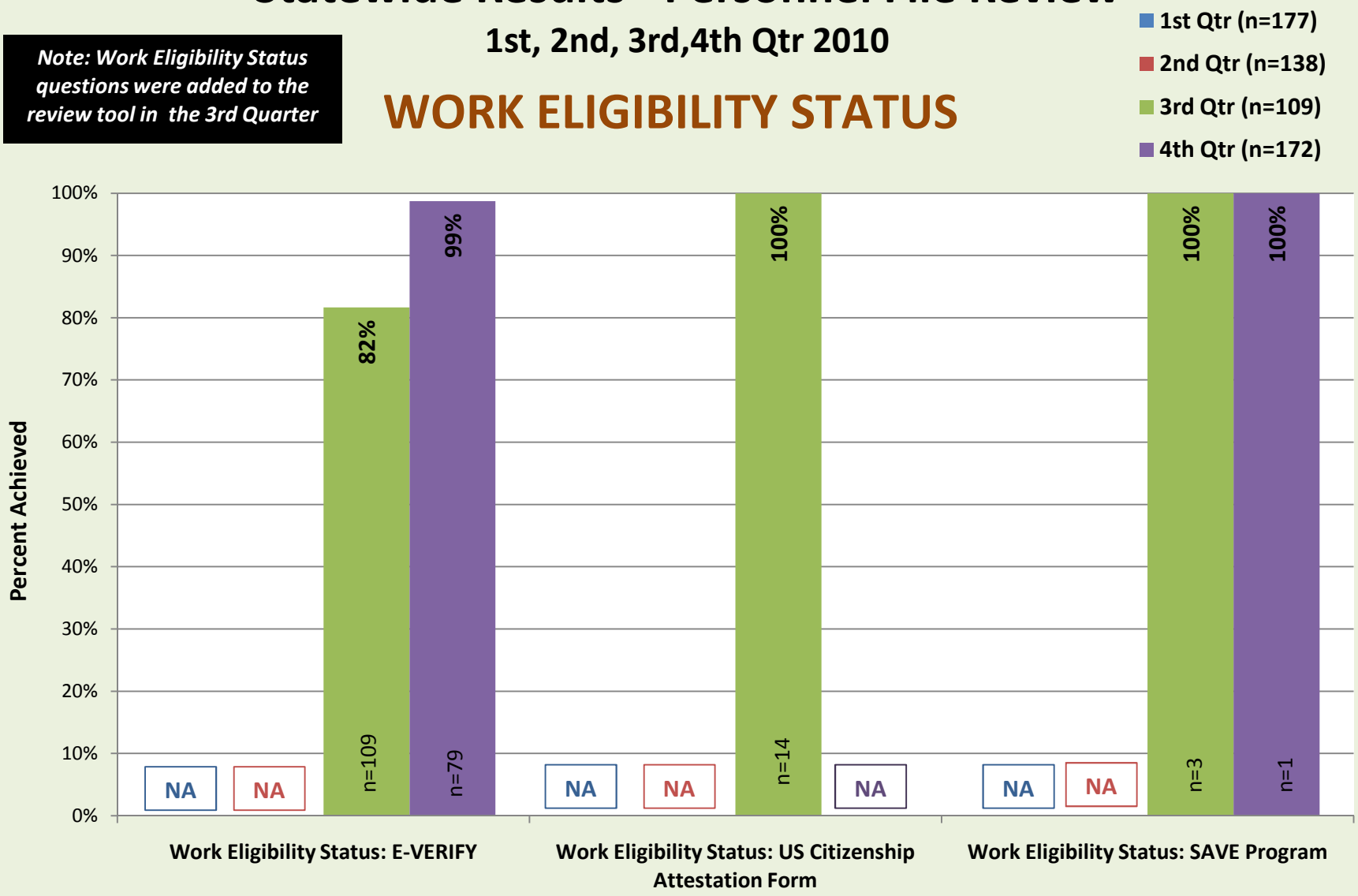
*Notes: *There were no reviews completed in the Western Service Area during the 1st Quarter.*
**There were no reviews completed in Western, Central and Northern Service Areas during the 4th Quarter.*

Statewide Results - Personnel File Review

1st, 2nd, 3rd,4th Qtr 2010

Note: Work Eligibility Status questions were added to the review tool in the 3rd Quarter

WORK ELIGIBILITY STATUS



Work Eligibility Status

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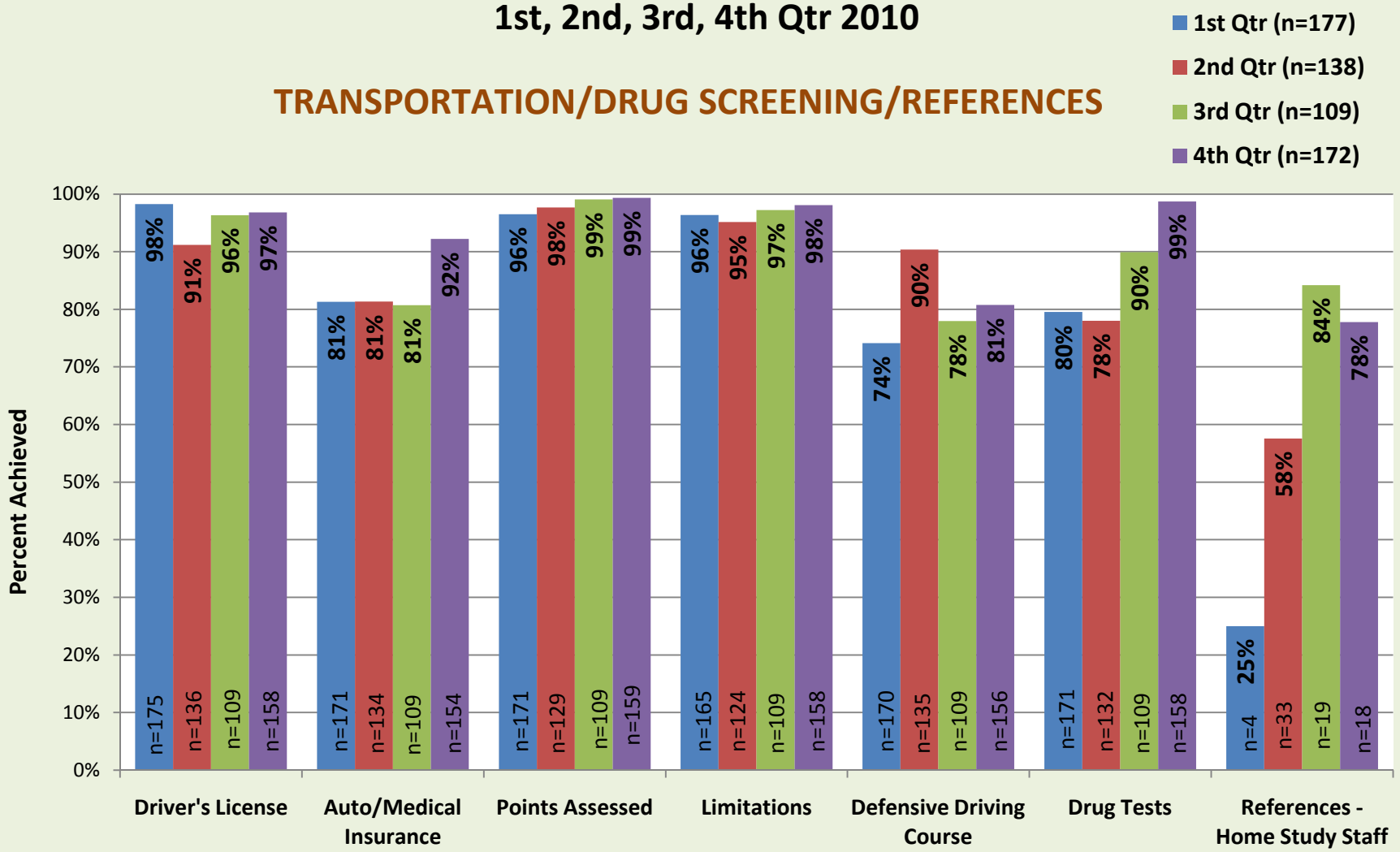
Statewide Results - Personnel File Review

1st, 2nd, 3rd, 4th Qtr 2010

TRANSPORTATION/DRUG SCREENING/REFERENCES



Transportation/Drug Screening/References

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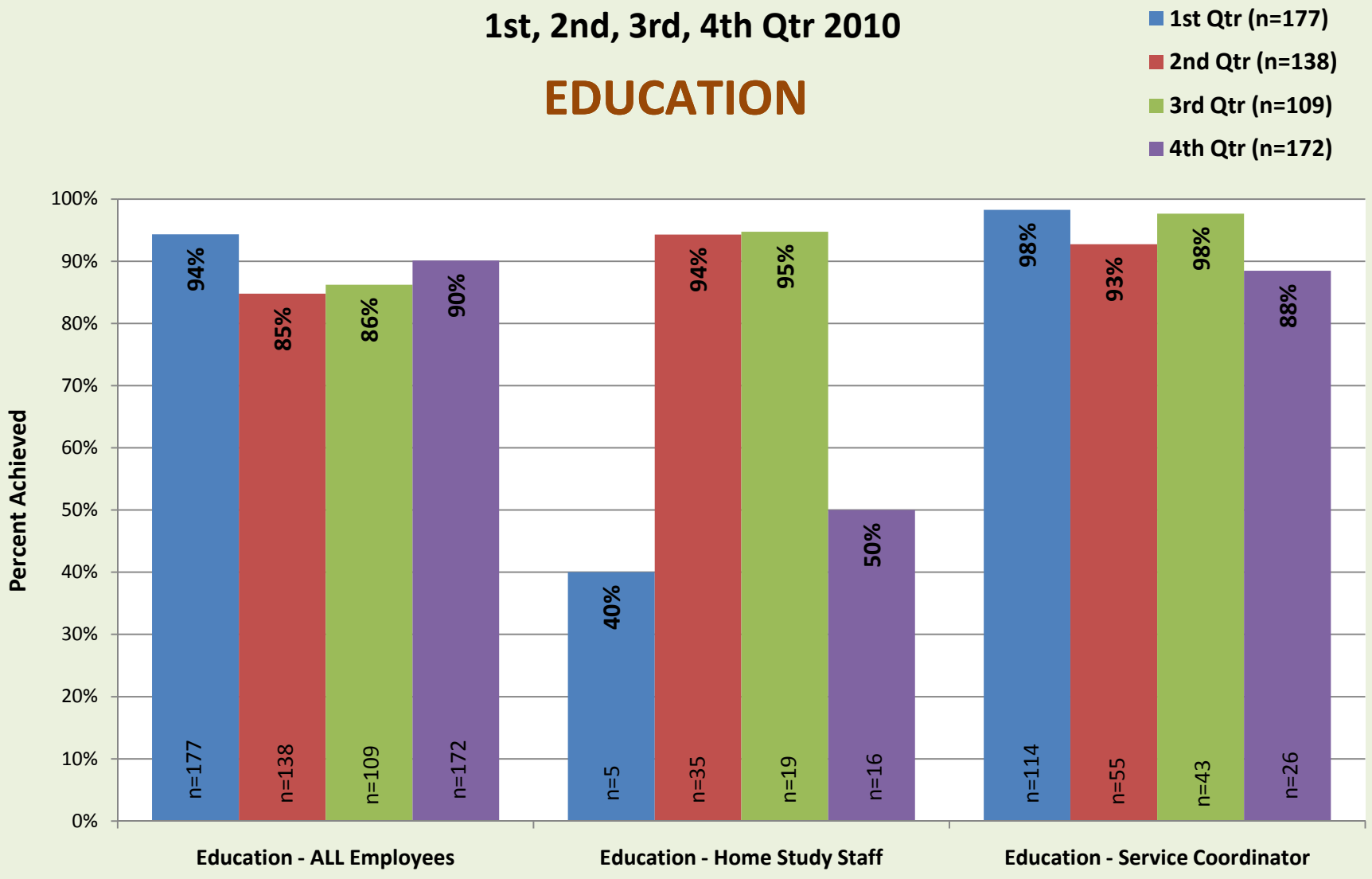
EDUCATION



Education

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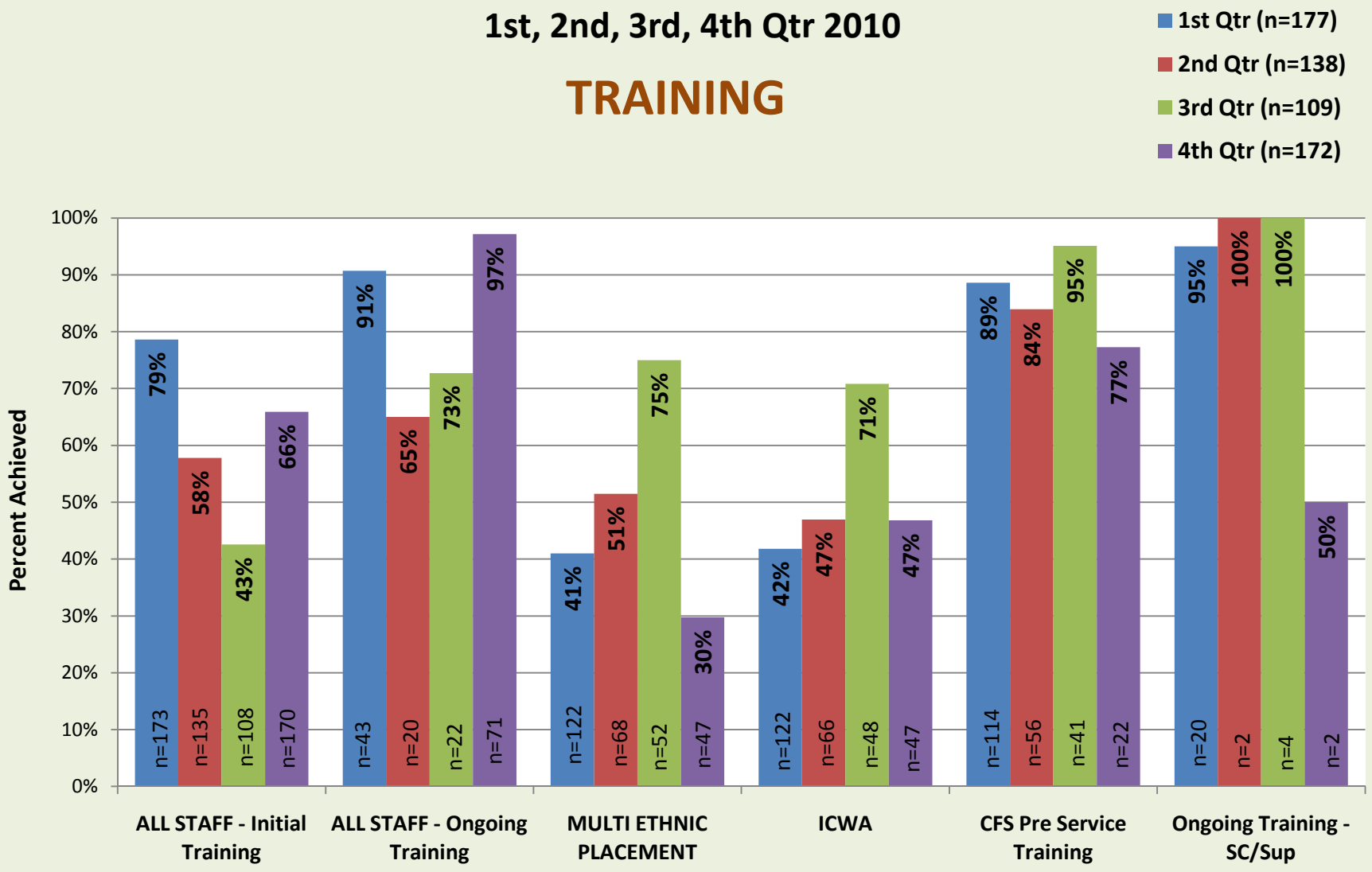
TRAINING



Training

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