

ORIANA HOUSE, INC. EPICS II BUSINESS RULES

AGENCY EXPECTATIONS: Each Caseworker trained in EPICS II will achieve and maintain an overall rating of Extremely Proficient or Proficient.

EPICS Quality Assurance:

- To ensure the quality of EPICS II implementation, all program supervisors or designees are required to audit the use of EPICS II skills.
- The EPICS II Coaching Forms, including but not limited to, Role Clarification, Explaining/Processing the Behavioral Analysis, RACE, Avoidance/Coping Plans, Teaching/Processing the Cognitive Model, Role Play, Reinforcement, Disapproval, Authority and Punishment are available on the agency central file server and should be used when reviewing for quality.
- The number of audits conducted will vary based on the staff person's proficiency level as outlined below.
- Supervisors or designees are to provide feedback forms to staff for audio submissions or direct observations within 10 working days of receipt.
- Supervisors or designees may choose skills and/or cases to be audited.
- Supervisors or designees may direct staff to attend teach back sessions.
- Supervisors may designate caseworkers, who have been deemed to be Extremely Proficient, to mentor and train staff members who have not yet achieved a Proficient rating.
- A review of documentation related to the individual session may be completed as needed to ensure accuracy and quality.
- Caseloads will be monitored to ensure that EPICS II is being utilized appropriately.

Skill Rating on Specific Skills:

Extremely Proficient:	No more than 1 point from the maximum
Proficient:	No more than 2 points from the maximum
Unacceptable:	3 points or more from the maximum; however, 6 or 7-step skills are unacceptable at 4 points or more from the maximum.

Skill Rating Overall:

<u>Extremely Proficient:</u>	10 or more extremely proficient skills, with the remaining skill rated as proficient.
<u>Proficient:</u>	All skills rated as proficient or above
<u>Needs Improvement:</u>	1 to 3 skills rated as Unacceptable
<u>Unacceptable:</u>	4 or more skills rated as unacceptable.

Required Ongoing Tape Submission:

Caseworkers deemed Extremely Proficient or Proficient are required to submit tapes as follows:

Extremely Proficient Rating: QA two audio submissions or direct observations per quarter as directed by Supervisor or designees

Proficient Rating: QA two audio submissions or direct observations per month as directed by Supervisor or designees

If a caseworker deemed Extremely Proficient or Proficient should submit an audio submission tape that is rated Unacceptable they will be required to:

- meet individually with the supervisor or their designee in order to process where errors were made.
- submit two tapes in that same skill that are rated as Extremely Proficient or Proficient within 30 days of receiving the unacceptable rating in order to continue to be rated as Extremely Proficient or Proficient.

A caseworker who is deemed Proficient in a skill can at any time submit additional tapes in an attempt to earn an Extremely Proficient rating in that skill and/or an overall Extremely Proficient rating.

Extremely Proficient or Proficient caseworkers are also able to submit a tape designated to receive feedback only and not a rating.

If a caseworker has an overall Needs Improvement rating, the following shall occur:

For each unacceptable skill rating, the caseworker must submit a minimum of one tape per week for 30 days. Two of the submitted tapes per skill must be rated as proficient within those 30 days. If this is accomplished, the Caseworker will be deemed Proficient or, if applicable, Extremely Proficient and will subsequently submit tapes as required in the submission standards above.

If a caseworker does not submit the required Proficient/Extremely Proficient tapes within 30 days, a Written Oral Warning will be issued. A 90-day plan of action is to be written to assist the caseworker in achieving a minimum Proficient rating. The number of tapes to be submitted and any required further training/coaching is at the supervisor's/designee's discretion. Some examples of further training/coaching practices are attending teach backs, shadowing caseworkers who have been deemed Extremely Proficient, and/or scoring theirs or other's tapes. If the action plan is successfully completed, the Caseworker will be deemed Proficient or, if applicable, Extremely Proficient and will subsequently submit tapes as required in the submission standards above.

If the caseworker fails to successfully complete the above 90-day action plan, a Written Warning, including a 60-day action plan will be issued. The number of tapes to be submitted and any required further training/coaching is at the supervisor's/designee's discretion. If the action plan is successfully completed the Caseworker will be deemed

Proficient or, if applicable, Extremely Proficient and will subsequently submit tapes as required in the submission standards above.

If the caseworker fails to complete the 60-day action plan, the supervisor will request a one-day suspension with a 30-day action plan.

If the caseworker fails to complete the above 30-day action plan, the supervisor will request a demotion to a position where EPICS II certification is not an essential function of the job.

If a caseworker has an overall UNACCEPTABLE rating, the following shall occur:

A Written Oral Warning will be given and a 90-day action plan to assist the caseworker in obtaining a Proficient rating put in place to accomplish the goal of achieving proficiency. The number of tapes to be submitted and any required further training/coaching is at the supervisor's or their designee's discretion. The caseworker must submit two tapes deemed proficient for each skill for which they have been rated Unacceptable. If the 90-day action plan is successfully completed, the Caseworker will be deemed Proficient or, if applicable, Extremely Proficient and will subsequently submit tapes as required in the submission standards above.

If the caseworker fails to successfully complete the above 90-day action plan, a Written Warning, including an additional 60-day action plan will be issued. The number of tapes to be submitted and any required further training/coaching is at the supervisor's or their designee's discretion. If this is accomplished, the Caseworker will be deemed Proficient or, if applicable, Extremely Proficient and will subsequently submit tapes as required in the submission standards above.

If the caseworker fails to complete the 60-day action plan, the supervisor will request a one-day suspension with a 30-day action plan.

If the caseworker fails to complete the above 30-day action plan, the supervisor will request a demotion to a position where EPICS II certification is not an essential function of the job.

➤ **NEW CASEWORKERS:**

Every new caseworker must submit two audio submissions per week until deemed Proficient in each skill. They must engage in teach back sessions as directed by their supervisor or designee. New caseworkers are expected to be Proficient in each of the 11 skills within six months of start date. Ratings during this 6-month period will be based on the caseworker's two highest rated tape submissions for each skill. After their 6-month training period or proficiency being achieved, new caseworkers will be held to the above submission standards.

I, _____, received a copy of the EPICS II Business Rules and agree to comply with the rules as they are written. Date: _____