



Point of Entry (POE) Manager Performance Standards

The KEIS POE Manager Performance Standards define role-specific benchmarks and expectations that align with established principles of quality early intervention (EI).

Administrative Oversight: *POE managers must ensure that the POE is staffed with qualified personnel who receive the supervision and support necessary to provide timely, quality early intervention services while staying on budget.*

1.0 Staffing

Ability to ensure that the POE is adequately staffed with individuals who possess the necessary qualifications, skills and experience to provide high-quality EI services	1.1	Maintain awareness of all POE positions based on contractual obligations
	1.2	Ensure completion of the hiring and onboarding process
	1.3	Adjust staffing plan to fill vacancies and ensure services and timelines remain uninterrupted
	1.4	Coordinate support for new/struggling staff, including counseling and/or disciplinary action(s) when necessary
	1.5	Verify completion of necessary actions for separated employees

2.0 Supervision

Ability to ensure staff receive appropriate supervision and support to provide timely and high-quality EI services	2.1	Review time, travel and attendance; process payroll
	2.2	Cultivate a positive work culture (team building, facilitating a safe, comfortable environment, etc.)
	2.3	Monitor staff adherence to contractual obligations
	2.4	Facilitate regular POE staff meetings
	2.5	Maintain an office location that is non-stigmatizing with adequate, accessible space and facilities to store permanent child records, house staff, hold meetings, and conduct child evaluations

3.0 Fiscal Management

Ability to oversee financial resources effectively to stay within the allocated budget, identifying areas for efficiency to optimize resources without compromising the quality of services	3.1	Review the budget for program finances and ensure processing of all billable activities through the TOTS system
	3.2	Assist with oversight of contract renewal to ensure there is no lapse in funding (as needed)
	3.3	Ensure POE office and staff have necessary equipment for daily activities and maintain an equipment inventory

Program Oversight: *POE managers play a pivotal role in ensuring that programs deliver high-quality services that meet regulatory requirements and the needs of the communities they serve through technical support, training, outreach and compliance efforts.*

4.0 Technical Assistance (TA)/Training

Ability to provide expertise and guidance to POE staff and KEIS	4.1	Continuously update personal knowledge of evidence-based practices and early intervention services to ensure informed expertise
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<i>providers, ensuring they have the tools, knowledge and resources to carry out their work effectively</i>	4.2	Utilize guidance documents and resources to field questions and provide guidance to families, providers and POE staff
	4.3	Advise providers on timeliness, quality and content of their documentation to satisfy state requirements
	4.4	Ensure timely training of all POE staff in accordance with program standards and requirements
5.0 Outreach		
<i>Ability to engage with key stakeholders in outreach activities to raise awareness about the program and how to access EI services, build partnerships and better understand stakeholder needs</i>	5.1	Represent KEIS in a positive, professional manner
	5.2	Engage in child find and public awareness activities in the POE district
	5.3	Address barriers to referral and enrollment of children who may be eligible for the KEIS program
	5.4	Establish and maintain relevant community partnerships with KEIS stakeholders
	5.5	Engage in targeted recruitment of early intervention providers for the POE District based on needs
	5.6	Coordinate with Local Education Agencies (LEAs) to ensure a smooth transition process to Part B services in the POE district
6.0 Compliance		
<i>Ability to ensure that programs adhere to all applicable laws, policies and procedures that govern how EI services are delivered in the state</i>	6.1	Ensure the POE district, including POE staff and providers, is compliant with all federal and state regulations and report any noncompliance to the State Lead Agency (SLA)
	6.2	Maintain communication with the SLA on topics relevant to KEIS
	6.3	Monitor and resolve disputes or informal complaints at the district level and work with the SLA to resolve any formal complaints
	6.4	Oversee federal indicators to ensure that the POE meets state targets