

# Annual Performance Dashboard Fiscal Year 2018

ACCA, Inc. | Susan Kessler, Executive Director

# Performance and Quality Improvement

The PQI monitoring for this year included these areas:

- **Impact of Services on Clients**
  - Social Emotional Measurement Tool to assess change in functional status
  - Review of CAPTA referrals
  - Client and Family Satisfaction Survey
- **Quality of Service Delivery**
  - Client File Reviews
  - Accessibility of Services
  - Client and Family Satisfaction Survey
- **Management and Operations Performance**
  - Risk Prevention and review of areas of risk
  - Staff retention and Satisfaction Survey
  - Unit of Cost for service delivery
- **External Review Process**
  - Medicaid Audit
  - Accreditation Review
  - Annual Financial Audit

# Performance and Quality Improvement

## Impact of Services on Clients

One area of reporting ACCA has tracked relating to referrals through the Office of Children's Services and what the referral disposition was.

### ANNUAL CAPTA Referrals

Referrals	Lost to Follow-Up	Declined	Within Normal Limits	Wait List	Enrolled	Other (pending)
84	28	16	15	9	13	3
	33%	19%	18%	11%	15%	4%

# Risk Prevention Management



# Risk Prevention Management

## RPM Quarterly Committee Meeting Highlights

- Reviewed Facilities Safety Checklist each quarter to identify areas of concern
- Reviewed Quarterly Risk Management Reports to address any concerns with patterns or identified areas of training.
- Training provided throughout the year to all staff including:
  - Behavior Support and Management
  - Critical Incidents and Reports of Harm
  - Performance and Quality Improvement
  - Blood Borne Pathogens and Infectious Control
  - Fire Safety and Evacuation
  - Harassment and Diversity
  - HIPAA

# Finance Update

## Statement of Activities & Changes in Net Assets

For the Year Ended June 30, 2018

	2018	<i>Audited</i> 2017
<b>REVENUE</b>		
Grants	1,374,315	1,461,460
Program Services	707,055	590,663
Contributions	111,475	128,604
Fundraisers	-	1,518
Other Revenue	10,944	10,797
<b>Total Revenue</b>	<b>\$ 2,203,789</b>	<b>\$ 2,193,042</b>
<b>OPERATING EXPENSES</b>		
Personnel Services	1,650,916	1,892,715
Professional Fees/Contracts	195,106	182,188
Facility Expense	78,379	104,234
Supplies/Equipment	16,552	25,226
Travel/Conferences	64,614	96,623
Other Expense	47,434	63,970
<b>Expenses before Depreciation</b>	<b>\$ 2,053,001</b>	<b>\$ 2,364,956</b>
Depreciation	68,422	67,132
Allowance for Bad Debt	(5,280)	4,129
Loss on Disposal of Fixed Assets	-	-
<b>Total Expenses</b>	<b>\$ 2,116,143</b>	<b>\$ 2,436,217</b>
<b>NET ASSET CHANGES</b>		
Change in Net Assets	87,646	(243,175)
Beginning Net Assets	991,238	1,234,413
<b>Ending Net Assets</b>	<b>\$ 1,078,884</b>	<b>\$ 991,238</b>

# Annual Operating Plan

Reviewed progress toward Annual Operating Plan Objectives.

ACCA completed the following items towards objectives:

- Reviewed and re-wrote the Agency Policies and Personnel Manual
- Updated job descriptions for management
- Completed annual review of fund development plan
- Completed accreditation with Council on Accreditation
- Created a manual for use of the Electronic Health Record

# Programs Update

- Early Intervention/ Infant Learning Program was awarded another year of grant funding.
- Early Intervention for Young Children grant ended on June 30, 2018.
- FACES Diagnostic Team – ACCA received 45 referrals to the FASD diagnostic team. 30 children completed the diagnosis process.