

Annual Performance Dashboard Fiscal Year 2019

ACCA, Inc. | Susan Kessler, Executive Director

Performance and Quality Improvement

The PQI monitoring for this year included these areas:

- ◇ **Impact of Services on Clients**
 - ◇ Change in functional status
 - ◇ Review of CAPTA referrals and disposition of referrals
 - ◇ Satisfaction of Services
- ◇ **Quality of Service Delivery**
 - ◇ Client File Documentation Reviews
 - ◇ Accessibility of Services
 - ◇ Satisfaction of Services
- ◇ **Management and Operations Performance**
 - ◇ Risk Prevention and review of areas of risk
 - ◇ Staff retention and Satisfaction Survey
- ◇ **External Review Process**
 - ◇ Annual Financial Audit
 - ◇ Local Determination Letter (ILP)

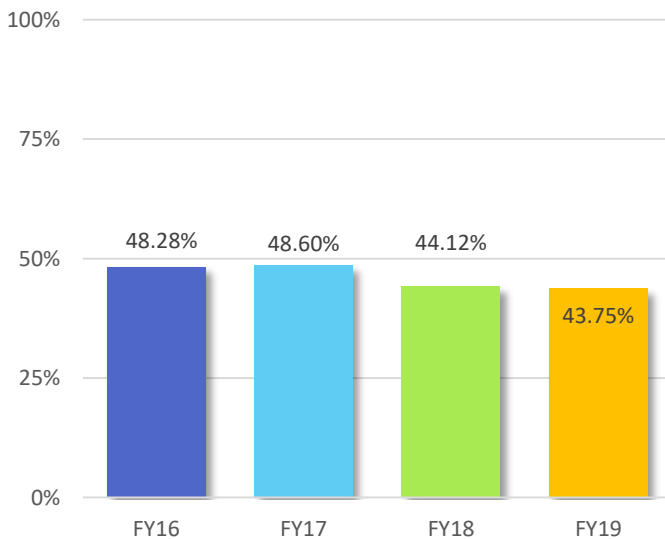
This report will highlight many of the areas ACCA monitors as an COA accredited agency.

Impact of Services on Clients

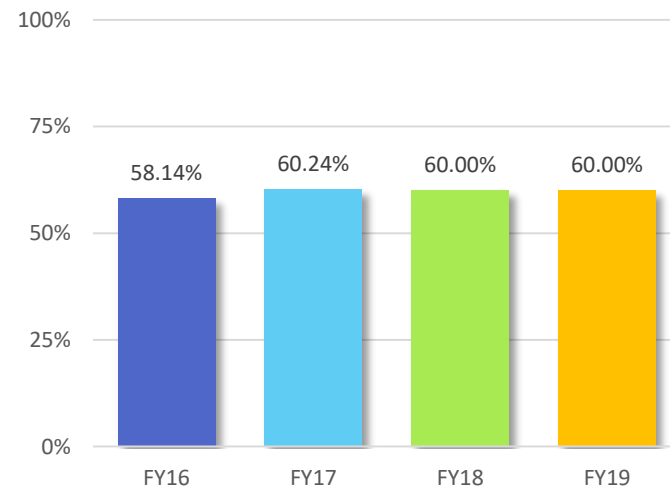
Change in Functional Status

Infant Learning Program measures the social emotional functioning of children in the program and whether we have helped them gain social skills. Our data shows us that more children are struggling with social skills than in the past and that we continue to be able to help about 60% of them improve.

Percentage of children who are functioning within age expectations for positive social-emotional relationships and skills by the time they exit the program:



Of children who entered the program below age expectations for positive social-emotional relationships and skills, the percent that substantially increased their rate of growth in this area by the time they exited the program:



Impact of Services on Clients

CAPTA Referrals

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

FY19 ANNUAL CAPTA Referrals

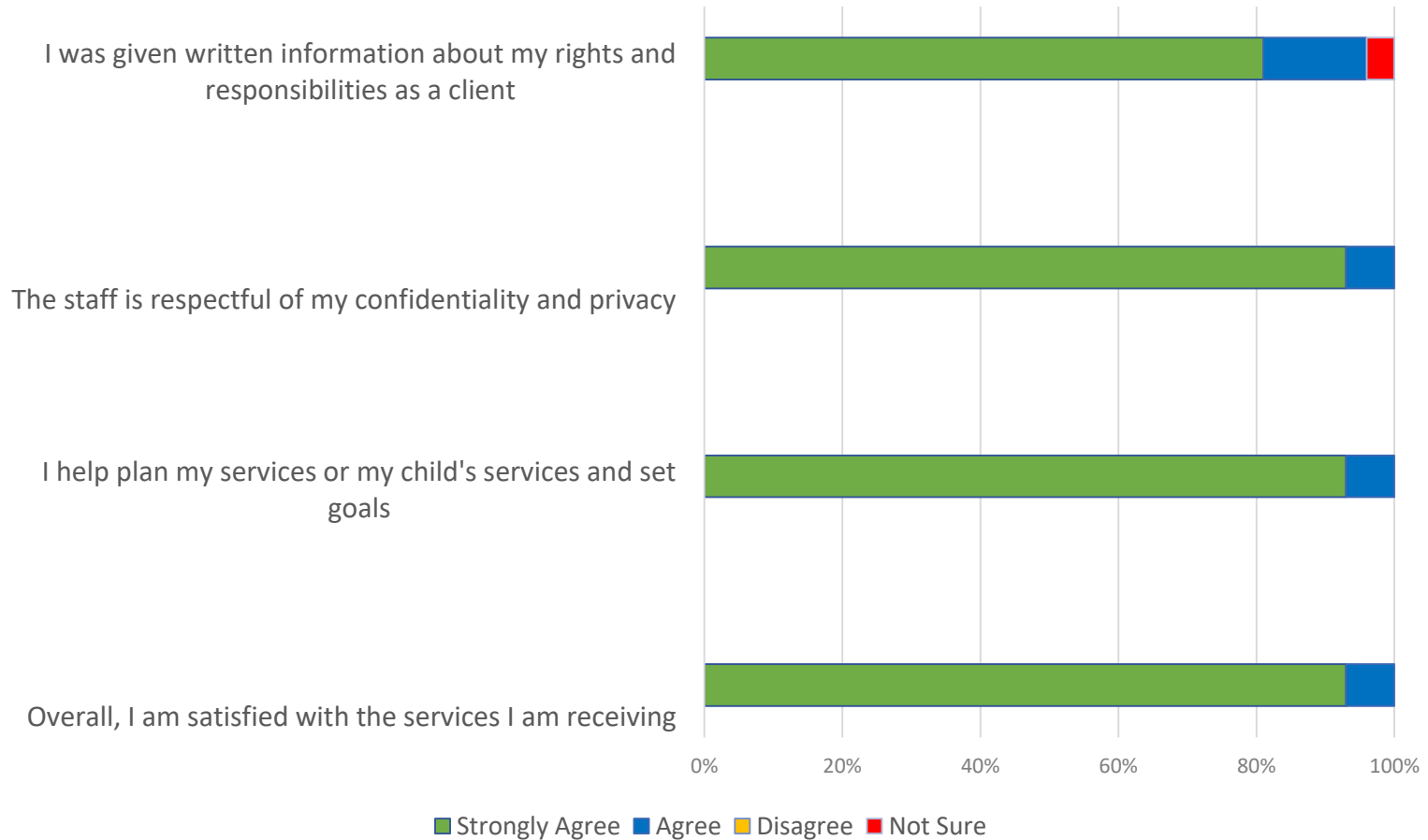
Referrals	Lost to Follow-Up	Declined	Within Normal Limits	Wait List	Enrolled	Other (pending)
130	36	28	23	11	21	11
	28%	22%	18%	8%	16%	8%

FY18 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%

Impact of Services on Clients

Client Satisfaction Survey



Impact of Services on Clients

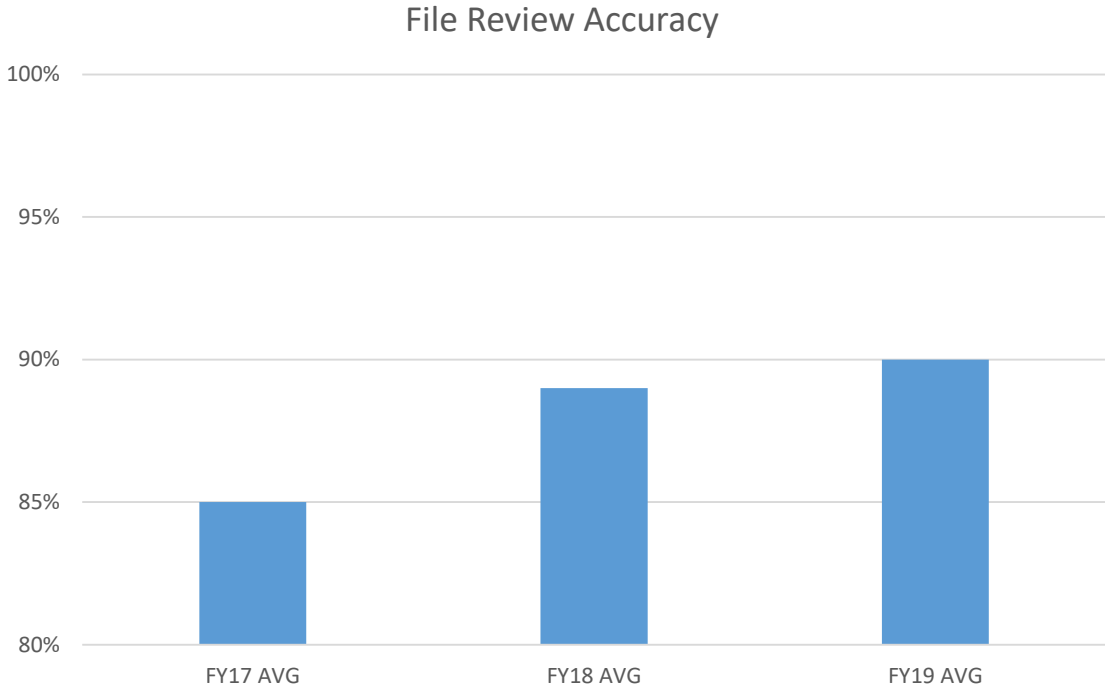
Client Satisfaction Survey

- Families report at a rate of 95% or higher they Agree or Strongly agree that they are satisfied with the services they receive.
- Families report at a rate of 80% or higher that they Agree or Strongly Agree that their child has improved their opportunities for engagement in the home and community since starting services with ACCA.
- Families report at a rate of 90% or higher they Agree or Strongly Agree that ACCA is helping them identify their needs and receive services.

“I feel so supported as a parent with the two providers we have used through ACCA. Both my son and daughter needed speech assistance and the providers have helped my husband and me find different, unique ways to work with our children and to help them learn more. I LOVE ACCA!”

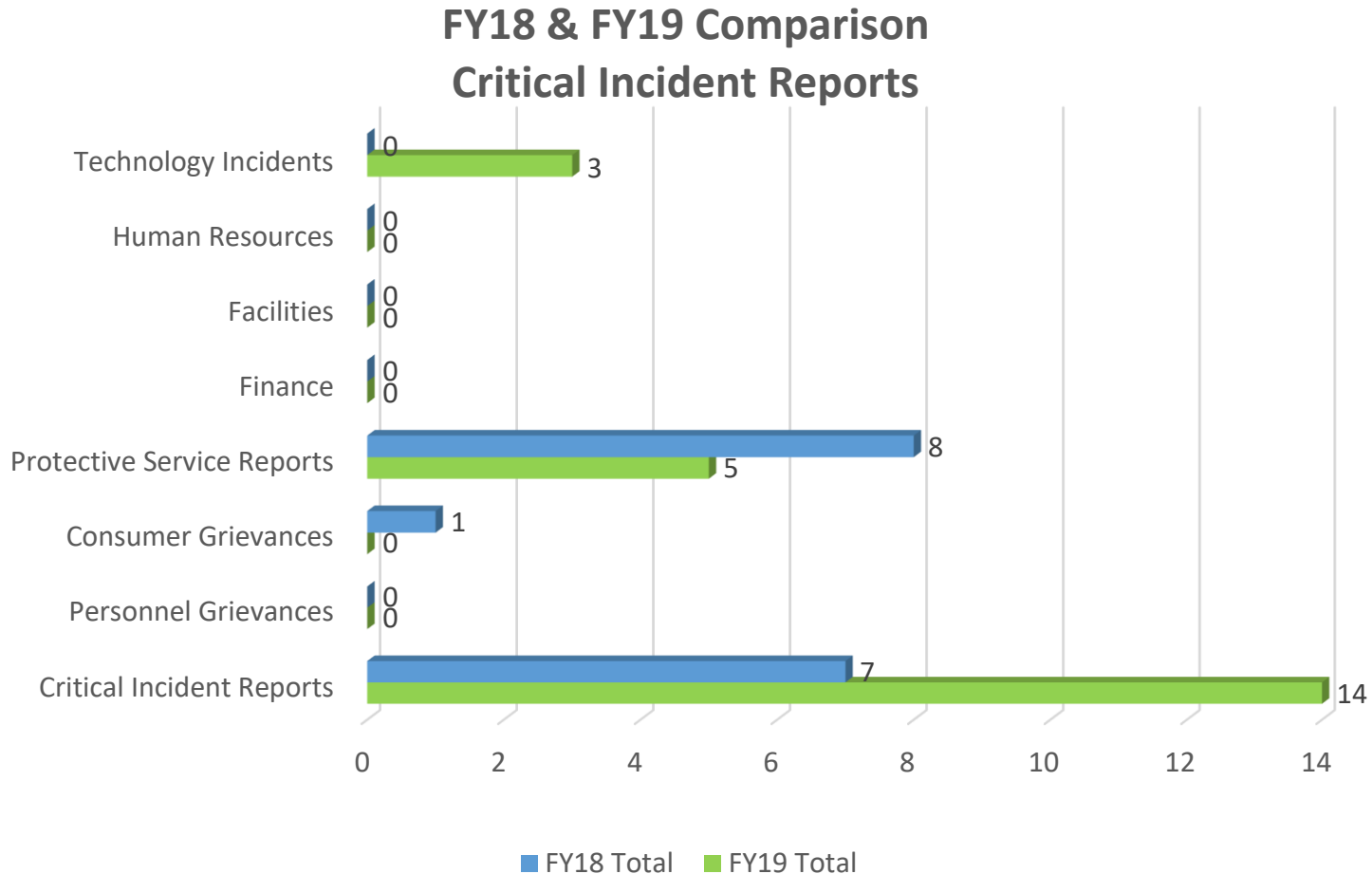
Quality of Service Delivery

Client File Documentation



Management & Operations Performance

Risk Prevention Measures



Incident Reports are filed with management for a variety of reasons. Not all categories were used in FY18. Beginning in FY19 Protective Service reports were recorded if a discussion occurred about whether a report should be made regardless of the outcome.

Management & Operations Performance

Risk Prevention Measures

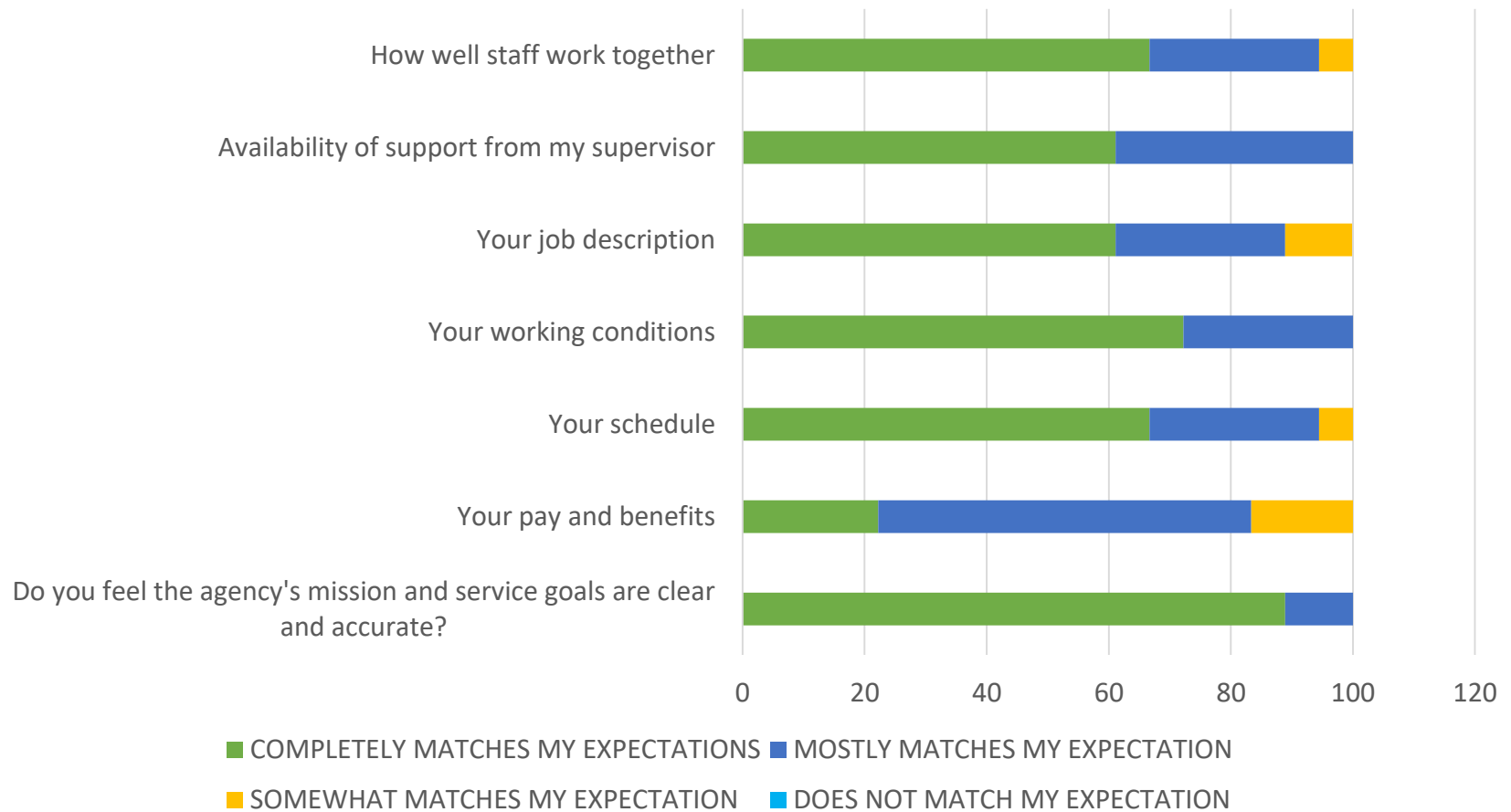
RPM Quarterly Committee Meeting Highlights:

- ✓ Reviewed Facilities Safety Checklist each quarter to identify areas of concern. Addressed concerns as appropriate.
- ✓ Reviewed Quarterly Risk Management Reports to address any concerns with patterns or identified areas of training. Started an annual risk management assessment process.
- ✓ Training provided throughout the year to all staff including:
 - HIPAA & Confidentiality
 - Behavior Support and Management
 - Personal Safety
 - Technology
 - Medicaid Administrative Claiming (MAC)
 - Systems of Payment and Enrollment Permissions
 - Critical Incidents and Reports of Harm

Management & Operations Performance

Employee Satisfaction

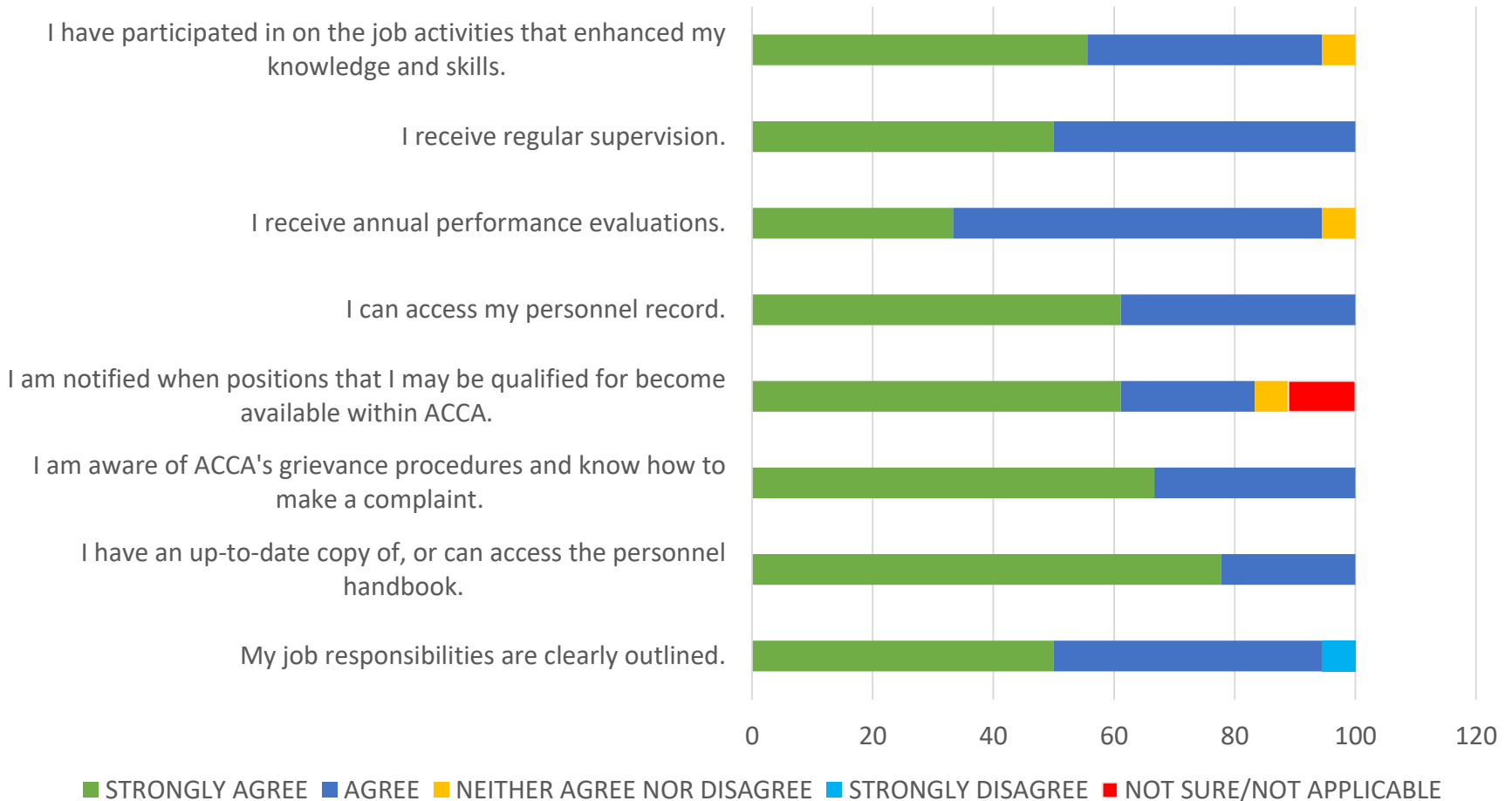
Over the last year, how closely have your experiences with ACCA matched the expectations you have?



Management & Operations Performance

Employee Satisfaction

Related to my position



Management & Operations Performance

Progress towards achieving strategic goals and objectives

Annual Operating Plan highlights:

- ✓ Reviewed progress toward Annual Operating Plan Objectives.
- ✓ ACCA completed the following items towards objectives:
 - Review of ACCA Policies and Procedures
 - Program Committee started their work to help identify community-wide resources
 - Completed 90% of facility upgrades from State of Alaska Grant
 - Continued to work on procedures to maximize billing opportunities
 - Created Billing Desk Reference and updated Billing Policy

Finance Update

ACCA Profit and Loss YTD Comparison July 2018 through June 2019

	<u>Jul '18 - Jun 19</u>	<u>Jul '17 - Jun 18</u>
Ordinary Income/Expense		
Income		
4000 · Grants	1,274,799.54	1,378,428.32
4500 · Program Service Fees	773,254.04	707,055.05
5000 · Donations	90,198.95	107,362.32
5030 · Loan Closet Equipment Income	1,010.00	1,915.00
5200 · Rental Revenue	7,050.00	7,050.00
5800 · Miscellaneous Revenue	5,237.19	1,980.02
Total Income	<u>2,151,549.72</u>	<u>2,203,790.71</u>
Gross Profit	2,151,549.72	2,203,790.71
Expense		
7000 · Payroll Expenses	1,562,348.47	1,650,916.14
7300 · Facility	88,491.51	113,080.45
7400 · Supplies	16,036.33	14,449.83
7500 · Equipment	22,578.65	25,866.80
7600 · Travel	63,859.14	58,531.29
8000 · Other Expenses	14,888.12	17,719.55
8001 · Professional Services	179,032.86	178,511.28
8100 · Agency Insurance	16,944.98	20,361.64
8400 · Education Continuing / Meetings	12,669.08	11,085.45
8700 · Bank Expense	2,626.28	3,656.33
Total Expense	<u>1,979,475.42</u>	<u>2,094,178.76</u>
Net Ordinary Income	172,074.30	109,611.95
Other Income/Expense		
Other Expense	52,613.76	63,142.64
Net Other Income	<u>-52,613.76</u>	<u>-63,142.64</u>
Net Income	<u>119,460.54</u>	<u>46,469.31</u>

Finance Update

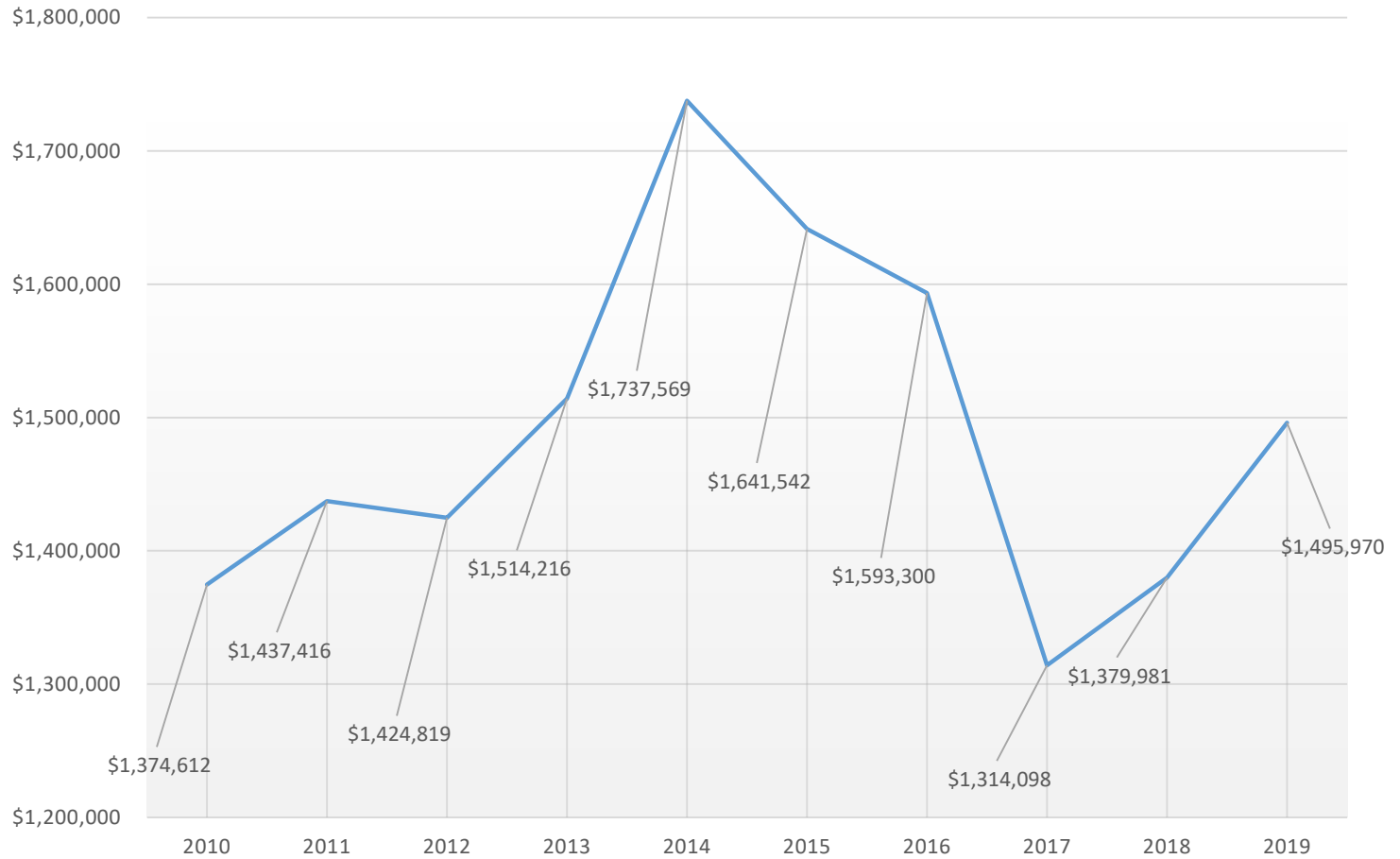
Balance Sheet Previous Year Comparison As of June 30, 2019

	<u>Jun 30, 19</u>	<u>Jun 30, 18</u>	<u>\$ Change</u>
ASSETS			
Current Assets			
Checking/Savings	565,897.54	332,142.59	233,754.95
Accounts Receivable	140,684.72	204,041.09	-63,356.37
Other Current Assets	67,703.00	74,687.62	-6,984.62
Total Current Assets	<u>774,285.26</u>	<u>610,871.30</u>	<u>163,413.96</u>
Fixed Assets	339,906.78	387,903.84	-47,997.06
Other Assets	381,777.85	381,205.77	572.08
TOTAL ASSETS	<u><u>1,495,969.89</u></u>	<u><u>1,379,980.91</u></u>	<u><u>115,988.98</u></u>
LIABILITIES & EQUITY			
Liabilities	279,809.43	301,095.36	-21,285.93
Equity	<u>1,216,160.46</u>	<u>1,078,885.55</u>	<u>137,274.91</u>
TOTAL LIABILITIES & EQUITY	<u><u>1,495,969.89</u></u>	<u><u>1,379,980.91</u></u>	<u><u>115,988.98</u></u>

Finance Update

Balance Sheet History

BALANCE AVERAGE
\$1,491,352



Programs Update

- ❖ Early Intervention/Infant Learning Program was awarded another year of grant funding. The ILP team provided services to 349 enrolled children. Six staff participated in the Babies Collaborative. More Than Words and Circles of Security were offered for parents to learn more about interacting and supporting their child and the Down Syndrome Playgroup met throughout the year.
- ❖ FASD Diagnostic Team – ACCA received 50 referrals to the FASD diagnostic team. 23 children completed the diagnosis process. The FASD Diagnostic Team Coordinator also provided FASD into Action training in Fairbanks and Utquigvik. Additional community trainings included training with the FNSB School District, a webinar for Alaska Center for Resource Families and general discussions with the State Advisory Board for the Department of Juvenile Justice and a presentation at the Full Lives conference.
- ❖ Loan Closet – 72 loan closet rentals with \$800 donated back to the program. The Loan Closet provides short term loan of adaptive medical equipment such as canes, crutches, walkers knee scooters and wheelchairs.
- ❖ New Programs – ACCA applied for several new grants in FY19 and were awarded the Connections DDRC grant, Project Launch 5 year community partnership grant and the FNSB Human Services Community Matching Grant.