

Annual Performance Dashboard Fiscal Year 2020

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
 - ◇ Progress towards achieving strategic goals and objectives
- ◇ External Review Process
 - ◇ Annual Financial Audit
 - ◇ Local Determination Letter (ILP)
 - ◇ ILP Site Review

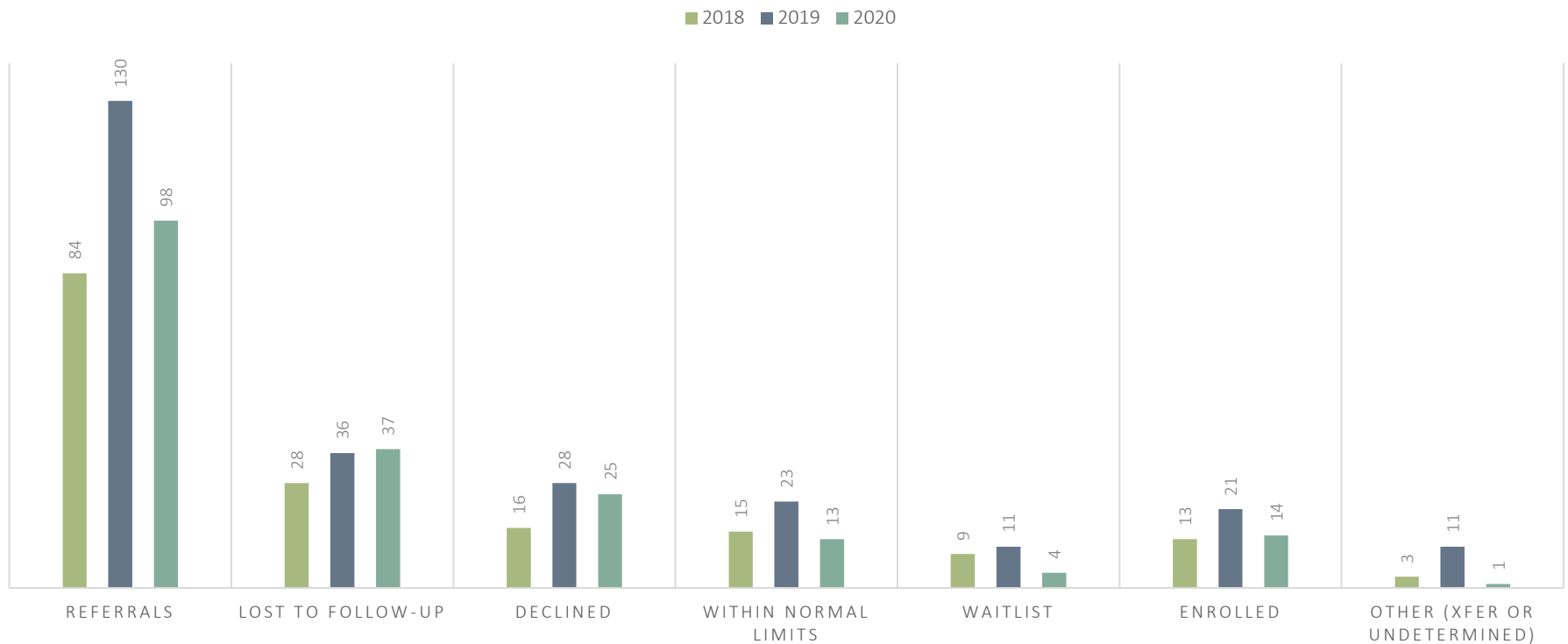


Performance and Quality Improvement

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



Risk Prevention Management



Not all categories were used in FY18. FY19 Protective Service reports were reported as reports that occurred and a discussion about the need to report or not.

Risk Prevention Management

RPM Quarterly Committee Meeting Highlights:

- ✓ Reviewed Facilities Safety Checklist each quarter to identify areas of concern. Addressed concerns as appropriate.
- ✓ Reviewed critical areas including:
 - Human Resources*
 - Finance*
 - Critical Incident Reporting*
 - Technology*
 - Annual Risk Prevention Assessment*
 - COVID-19 Guidance and Response*
- ✓ Training provided throughout the year to all staff including:
 - HIPAA & Confidentiality*
 - Home Visitor and Personal Safety*
 - Critical Incidents and Reports of Harm*
 - Infectious Disease and Universal Precautions*
 - Emergency Preparedness and Response*
 - Performance and Quality Improvement*
 - Behavior Support and Management*
 - Technology*
 - Interpreter Services Training*
 - Targeted Case Management (Billing)*
 - Medicaid Administrative Claiming (Billing)*
 - COVID-19 Response and Procedural Guidance*
- ✓ Reviewed areas of risk to determine training needs for staff

Finance Update

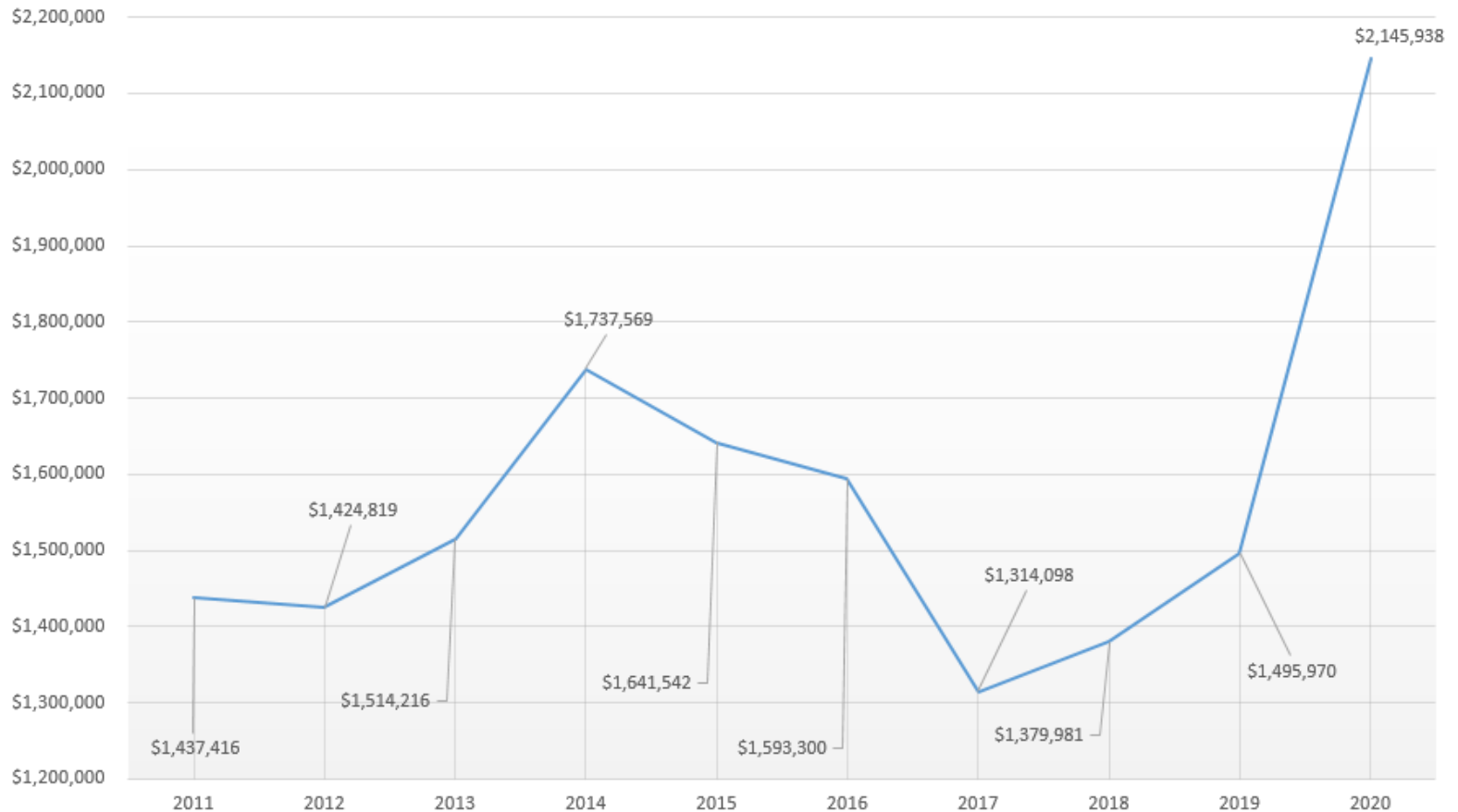
ACCA, Inc
Profit & Loss Budget vs. Actual
 July 2019 through June 2020

	Jul '19 - Jun 20	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
5030 · Loan Closet Equipment Income	515	500	15	103%
5800 · Miscellaneous Revenue	4,769	885	3,884	539%
5200 · Rental Revenue	7,450	7,650	-200	97%
5000 · Donations	68,894	72,309	-3,415	95%
4500 · Program Service Fees	875,513	807,014	68,499	108%
4000 · Grants	1,497,666	1,444,615	53,051	104%
Total Income	2,454,807	2,332,973	121,834	105%
Gross Profit	2,454,807	2,332,973	121,834	105%
Expense				
8700 · Bank Expense	2,822	3,480	-658	81%
8100 · Agency Insurance	17,490	16,948	542	103%
8400 · Education Continuing / Meetings	22,255	24,203	-1,948	92%
8000 · Other Expenses	22,462	18,576	3,886	121%
7400 · Supplies	27,307	16,604	10,703	164%
7500 · Equipment	46,001	25,047	20,954	184%
7600 · Travel	48,302	82,064	-33,762	59%
7300 · Facility	80,682	94,859	-14,177	85%
8001 · Professional Services	207,108	155,172	51,936	133%
7000 · Payroll Expenses	1,616,194	1,726,289	-110,095	94%
Total Expense	2,090,622	2,163,242	-72,620	97%
Net Ordinary Income	364,184	169,731	194,453	215%
Other Income/Expense				
Other Expense				
9100 · COVID-19 Expenses	0			
8999 · Allow for Bad Debt/Write Offs	10,751			
9200 · Depreciation	59,787	70,283	-10,496	85%
Total Other Expense	70,539	70,283	256	100%
Net Other Income	-70,539	-70,283	-256	100%
Net Income	293,645	99,448	194,197	295%

Finance Update

Balance Sheet History

BALANCE AVERAGE
\$1,568,485



*2020 Balance includes 295,200 of PPP Funds

Annual Operating Plan

Annual Operating Plan highlights:

- ✓ Reviewed progress toward Annual Operating Plan Objectives. The last quarter was significantly impacted by COVID-19 response and had an impact on completing some objectives.
- ✓ ACCA completed the following items towards objectives:
 - *Review of ACCA Policies and Procedures*
 - *Completed upgrades from State of Alaska Grant*
 - *Continued to work on procedures to maximize billing opportunities*
 - *Consideration of sustainability of current ACCA Programs*
 - *Consideration of current and potential revenue streams and grant opportunities*
 - *Continued work to recruit new board members*

Employee Satisfaction and Client Surveys

Due to COVID-19, ACCA did not conduct an Employee Satisfaction Survey in the spring of 2020.



Programs Update – Infant Learning Program

- ❖ Early Intervention/Infant Learning Program was awarded another year of grant funding. The ILP team provided services to 351 enrolled children.
- ❖ 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.
- ❖ Two new providers joined the team, one SLP and one Special Educator.
- ❖ Ongoing training for staff included Babies Collaborative, Reflective Supervision, and various in-house and web based trainings.
- ❖ The staff made a transition to Telehealth in March 2020 and continued to provide services due to the pandemic.
- ❖ Creative solutions have been utilized to meet the needs of families and to obtain documentation have helped the providers continue to support the child's enrollment.

Programs Update – Fetal Alcohol Community Evaluation & Services

- ❖ FASD Diagnostic Team received 42 referrals to the team. 24 children completed the diagnosis process.
- ❖ The FASD Diagnostic Team Coordinator also provided FASD into Action training in Fairbanks and Utquigvik. Additional community outreach included work with Child and Youth Services in Utquigvik, Alaska Federation of Natives annual convention, Osher Lifelong Learning and Governor's Council on Special Education and Disabilities.
- ❖ The team welcomed a new pediatrician, Dr. Cartegena De Jesus and helped provide a warm send off for Dr. Borgeson after a long service to the team.
- ❖ The Coordinator also provided social groups for teens and Zoom Caregiver support sessions during the pandemic.
- ❖ Jenn Wagaman, FASD Coordinator was also awarded the 2020 Alaska Alliance for Direct Services Careers Outstanding Professional of the year award.

Programs Update – Loan Closet

- ❖ The Loan Closet provides short term loan of adaptive medical equipment such as canes, crutches, walkers knee scooters and wheelchairs.
- ❖ Loan Closet – 49 loan closet rentals with \$235 donated back to the program.
- ❖ There were no loan closet rentals during the 4th quarter due to COVID-19.



Programs Update – Connections Developmental Disabilities Resource Center

- ❖ Connections DDRC was a new program for ACCA in FY20.
- ❖ The first quarter was spent launching the program and preparing to assist the consumers.
- ❖ The Coordinator spent much of the year creating connections with community partners in the region and establishing relationships with consumers new and existing to support helping them make connections to the services and supports available to them.
- ❖ The DDRC Coordinator served 177 clients in FY20.
- ❖ 2 clients were identified for ISW waivers and drawn from the waitlist.

Programs Update – Project Launch

- ❖ Project Launch was a new program for ACCA in FY20. It is similar to a project ACCA supported for many years and ended in 2019 when grant funding was not allocated.
- ❖ This is a federal partnership grant with different reporting periods (10/1-9/30)
- ❖ During FY20, work was done to identify the process and procedures for both ACCA staff and the community partners to build capacity to meet the grant guidelines.
- ❖ The Project Launch team served 129 clients in the reporting period. *(Note: ***25 Children were not counted as referrals because they were already involved with ILP or COS-P at the beginning of the project)*