

Annual Performance Dashboard Fiscal Year 2022

ACCA, Inc. | Heidi Haas, Executive Director

Performance and Quality Improvement

The PQI monitoring for this year included these areas:

Impact of Services on Clients

- ◇ **DDRC – Services Provided**
- ◇ **FASD – Referrals and Completed Diagnosis**
- ◇ **Family Wellness Program – Referrals/Exits**
- ◇ **Infant Learning Program – Referrals/Exits**

Quality of Service Delivery

- ◇ **Client Satisfaction of Services**

Management and Operations Performance

- ◇ **Financial Overview**
- ◇ **Risk Prevention**
- ◇ **Staff Retention and Satisfaction Survey**

External Review Process

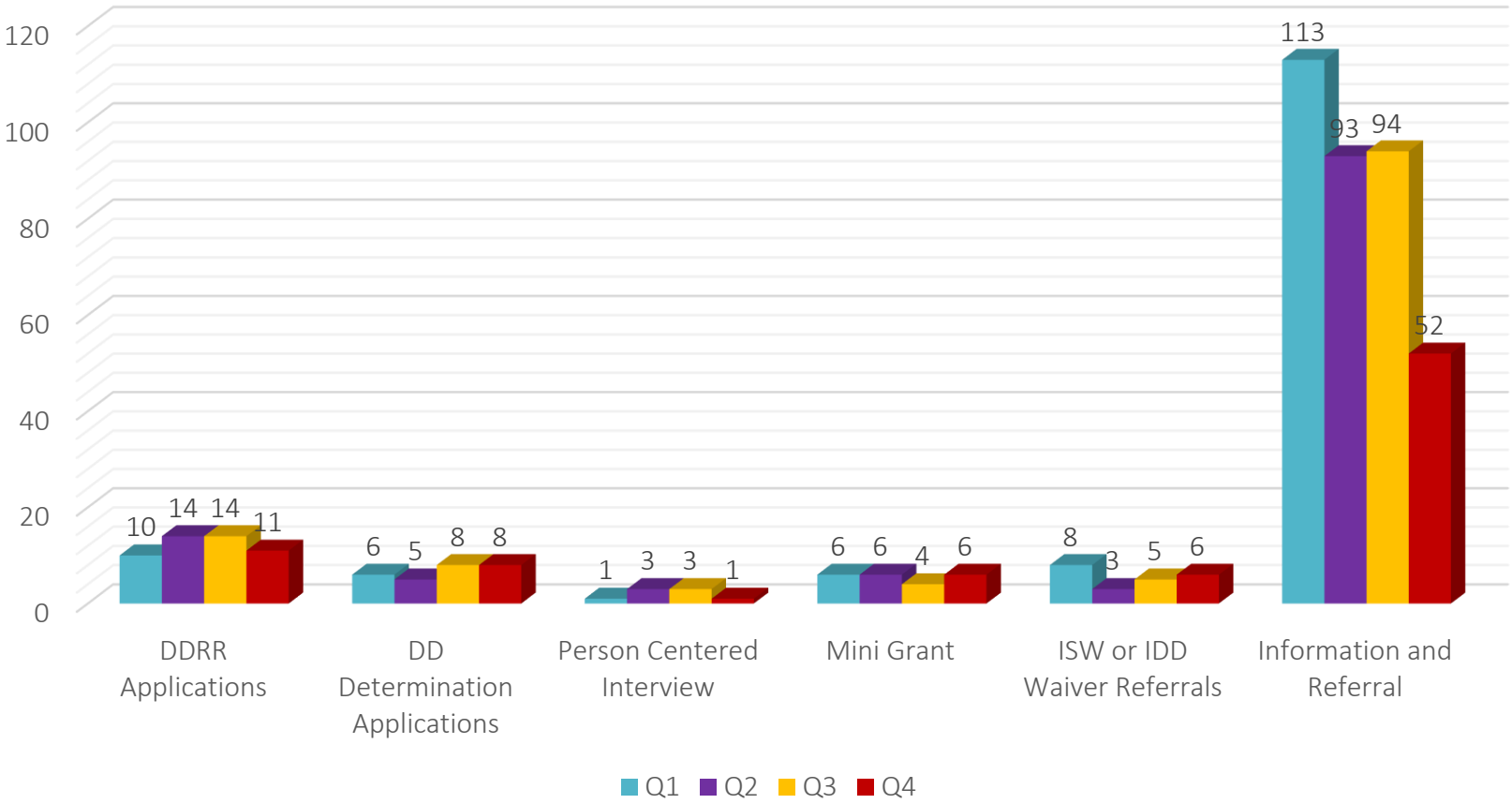
- ◇ **Annual Financial Audit**
- ◇ **Local Determination Letter (ILP)**



Performance and Quality Improvement

Developmental Disabilities Resource Connections Impact of Services on Clients

FY22 PQI Data - DDRC Impact of Services for Clients



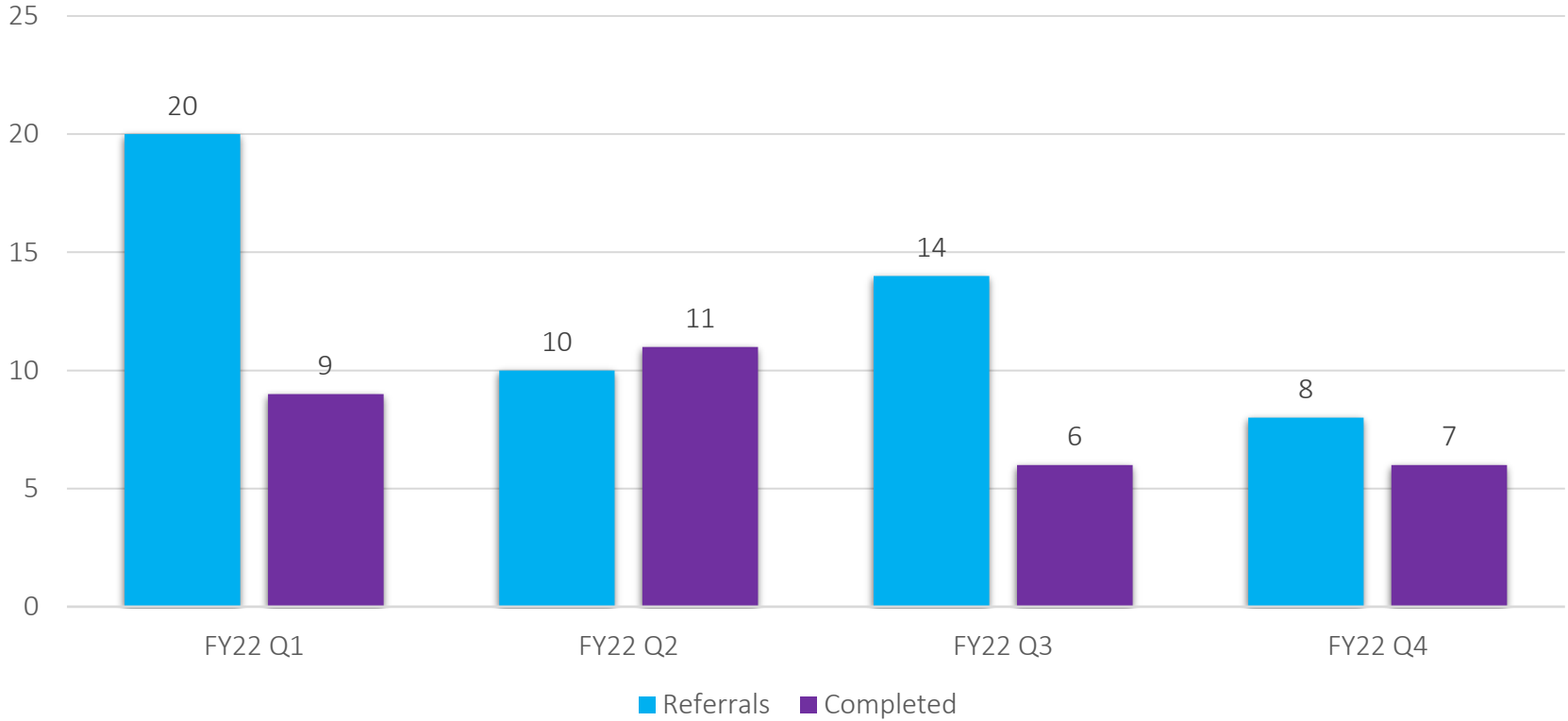
Programs Update –Developmental Disabilities Resource Connection (DDRC)

- Service delivery was conducted through both in-person, phone, video conference, email, and mail based on the family need.
- DDRC Coordinator works closely with ILP and community partners to help families obtain mini grants for items to help meet individual's goals and increase independence.
- Maintained a close relationship with OCS to ensure eligible individuals would receive services at a younger age.
- Waiver draws were very promising during FY22. For our region we had 22 individuals drawn for ISW and seven individuals drawn for IDD waiver, an increase over FY21.
- DDRC Coordinator presented to OTs and PTs at Building Blocks in March, attended the DDRC conference in June and participated in Key Campaign advocating for DD clients.
- The DDRC Coordinator provided over 350 information and referral services to clients or potential clients.

Performance and Quality Improvement

FASD Diagnostic Team Impact of Services on Clients

FY22 PQI Data - FASD Impact of Services for Clients



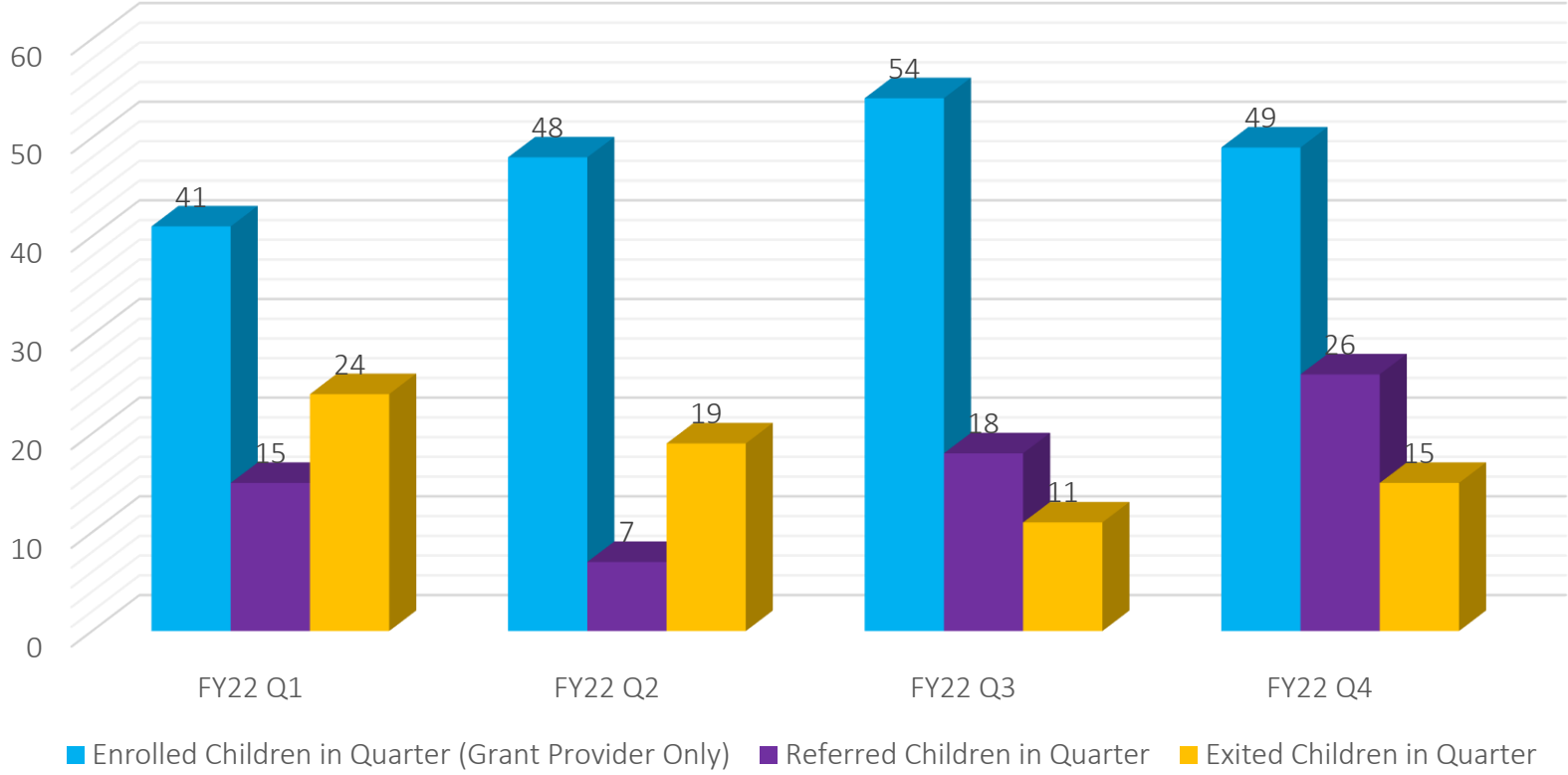
Programs Update – Fetal Alcohol Community Evaluation & Services

- In FY22 52 children were referred to the diagnostic team and 32 completed the process, an increase over FY21.
- The statewide FASD Caregiver Zoom group was transitioned to Stone Soup Group for ongoing support.
- The FASD Coordinator participated in the Alaska Mental Health Trust Authority projects as a key informant and on the FASD Advisory Board.
- Collaboration with the State of Alaska Office of FASD resulted in an update to the FASD Diagnostic Team Provider Agreement increasing funding for diagnostic services in the state.

Performance and Quality Improvement

Family Wellness Program Impact of Services on Clients

FY22 PQI Data – IECMH Impact of Services for Clients



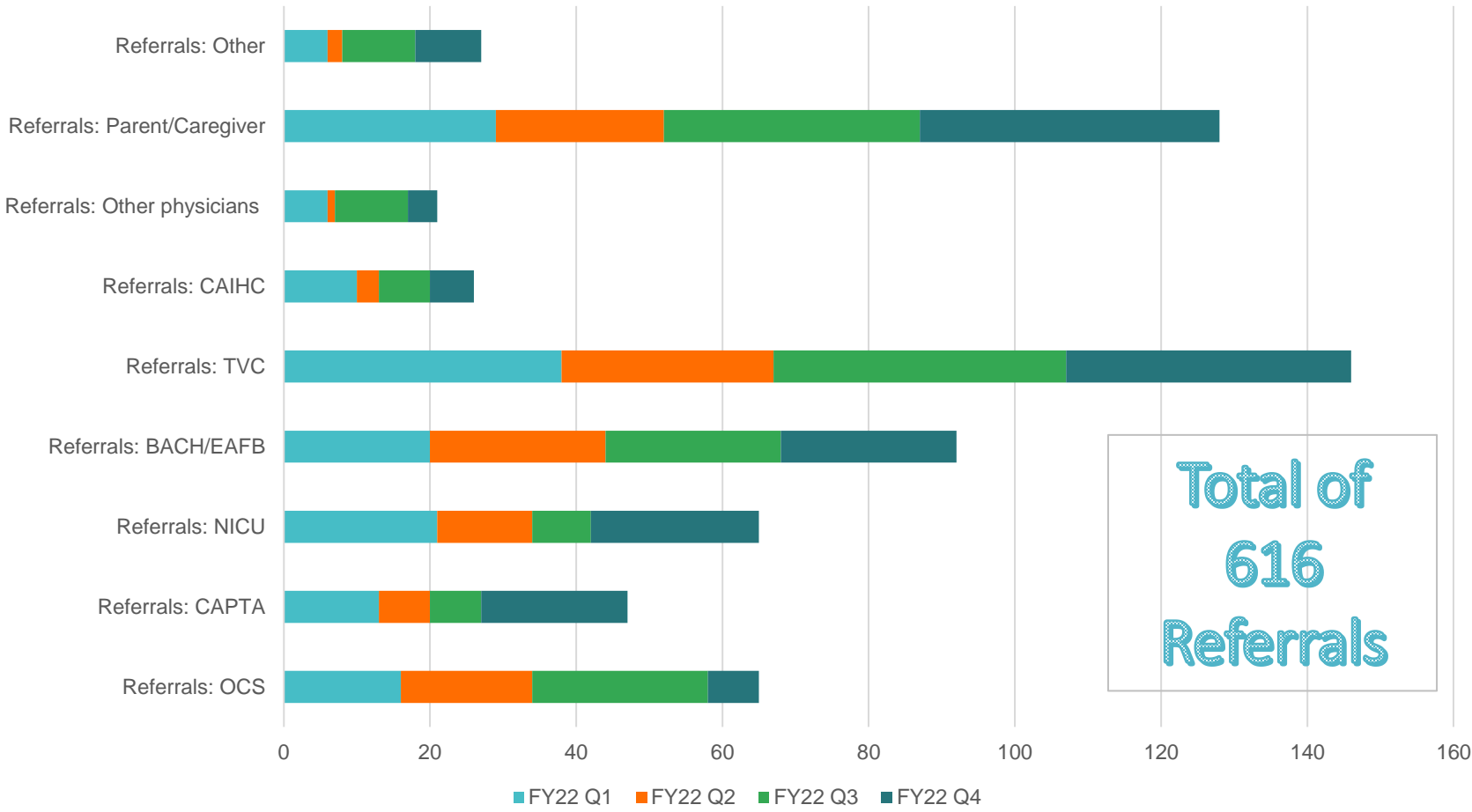
Programs Update – Project Launch

- This is a federal partnership grant with different reporting periods (10/1-9/30)
- The Project Launch team served 112 clients in the reporting period.
- 20 adults completed Circles of Security Parenting course via Zoom facilitated by ACCA program staff.
- ACCA met with project staff monthly to discuss progress and identify areas to support the project.

Performance and Quality Improvement

Infant Learning Program Impact of Services on Clients

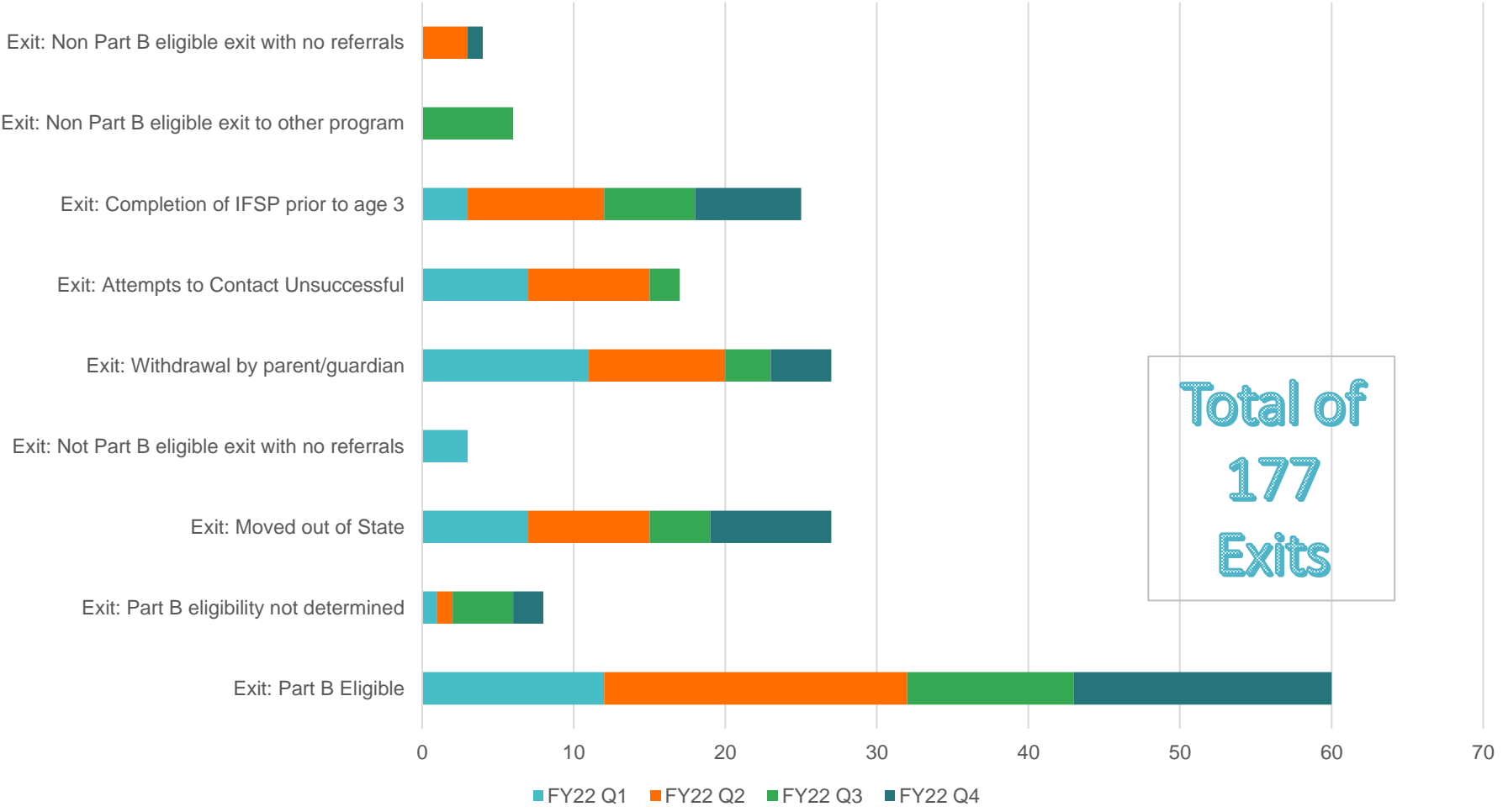
FY22 PQI Data – Infant Learning Program Impact of Services for Clients



Performance and Quality Improvement

Infant Learning Program Impact of Services on Clients

FY22 PQI Data – Infant Learning Program Impact of Services for Clients



Programs Update – Infant Learning Program (ILP)

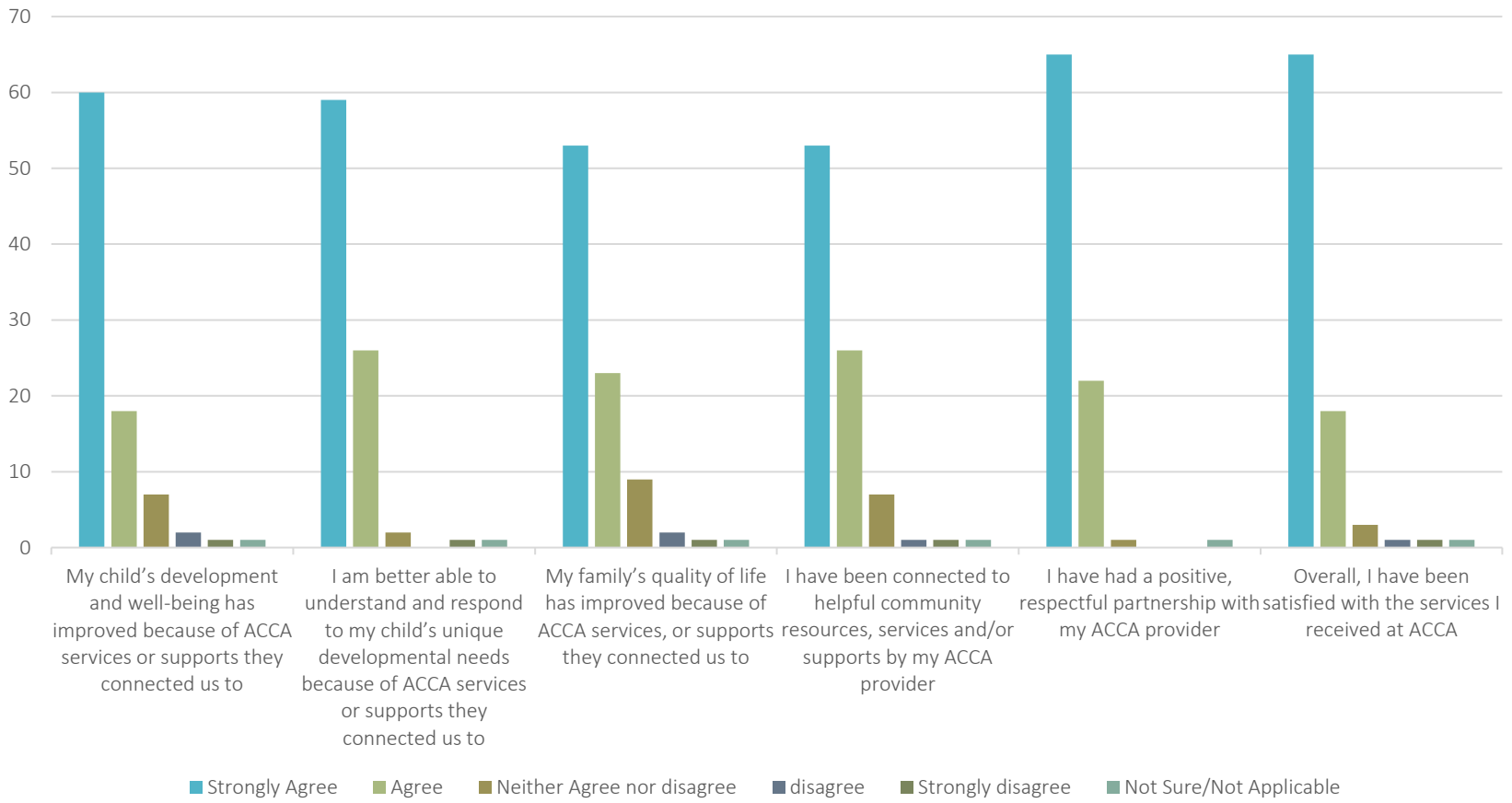
- Continued to provide services using a hybrid model of service delivery based on family choice.
- Almost all of the ILP team is participating in Reflective Supervision.
- Ongoing professional development through in-house and web based trainings, including those offered from TalkTools, Alaska Children's Trust, and Alaska Association for Infant and Early Childhood Mental Health.
- Increased outreach travel to all regions we serve to support families and to grow and rebuild relationships with Community Partners
- Staff participated in FAN (Facilitating Attuned Interactions) training, a 2-day WonderBabies training, and started a year-long learning Collaborative for Babies
- ACCA welcomed a PT, OT and a new Educator to the ILP Team.

Client Satisfaction Survey

Quality of Service Delivery



Client Survey 2022



Client Satisfaction Survey

Quality of Service Delivery



What else would you like to share about your experience with ACCA?

- Great Program! The staff is very caring and helpful with us.
- I appreciate the supportive staff who cared for my child's needs. They were patient and kind. I also learned new ways to communicate with my child that were easy enough to adapt into our daily routine.
- It's just been so helpful and seeing my son learn from the help of ACCA had just been so peaceful and amazing
- Grateful to have these supports to help my child.
- I absolutely love ACCA. My child's provider was amazing and caring. You could tell that she genuinely cared about the children she was helping. I would recommend ACCA to anyone who needed it!
- Great job by all involved: THANK YOU!
- The entire team from ILP and up are amazing! Such a great agency of support to be involved with!
- We absolutely love our ACCA team!!
- I love how positive the care team is about my child's progress
- My daughter is attending her second year in school, understands and speaks very well and is learning everyday! Thank you ACCA!
- My experience has been extremely great. I'm super thankful for the speech therapy we receive through this program.

Client Satisfaction Survey

Quality of Service Delivery



I believe our community needs more of the following types of services and supports:

- Training and family support related to Fetal Alcohol Spectrum Disorders
- Training and family support related to Autism Spectrum Disorders
- Training and family support related to Social Emotional Learning
- Therapies such as OT, PT, SLP, Counseling and ABA.
- Social opportunities for individuals who experience disabilities.

Financial Review

Management and Operations Performance

Balance Sheet As of June 30, 2022

	<u>2022</u>	<i>Audited</i> <u>2021</u>
Assets		
Cash and Cash Equivalents	1,673,759	1,421,146.00
Receivables	263,612	275,536.00
Prepaid Expenses	29,830	32,042.00
Investments	72,867	72,613.00
Restricted Cash	370,313	370,313.00
PPE - Net	<u>233,940</u>	<u>258,400.00</u>
Total Assets	<u>\$ 2,644,320</u>	<u>2,430,050.00</u>
Liabilities & Net Assets		
Payables	14,466	28,204.00
Accrued Expenses	279,648	293,154.00
Deferred Revenue	2,500	-
ST Capital Lease Obligation	-	1,532.00
Total Liabilities	<u>296,613</u>	<u>322,890.00</u>
Net Assets - Unrestricted		
Designated	472,613	175,868.00
Undesignated	1,490,050	1,546,248.00
Net Assets - Temporarily Restricted	<u>385,044</u>	<u>385,044.00</u>
Total Net Assets	<u>2,347,707</u>	<u>2,107,160.00</u>
Total Liabilities & Net Assets	<u>\$ 2,644,320</u>	<u>2,430,050.00</u>

Risk Prevention Management

Management and Operations Performance

RPM Quarterly Committee Meeting Highlights:

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

Staff Retention & Satisfaction Survey

Management and Operations Performance



Over the last year:

- **100%** of staff respondents felt that ACCA has met their expectations mostly or completely related to the agency's mission and service goals.
- **83%** of staff respondents feel their pay and benefits completely or mostly match their expectations.
- **100%** of staff respondents feel their schedule mostly or completely matches their expectations.
- **100%** of staff respondents feel their working conditions mostly or completely match their expectations.
- **92%** of staff respondents feel their job description mostly or completely matches their expectations.

Staff Retention & Satisfaction Survey

Management and Operations Performance



Related to their positions:

- 92%** of staff respondents feel their responsibilities are clearly outlined.
- 92%** of staff respondents have access to the personnel policy manual.
- 100%** of staff respondents know ACCA's grievance procedures.
- 83%** of staff respondents are aware of positions they may be qualified for and become available at ACCA.
- 92%** of staff respondents know how to access their personnel record.
- 83%** of staff respondents receive an annual performance review.
- 92%** of staff respondents report receiving regular supervision.
- 100%** of staff respondents have participated in job related activities that enhance their knowledge and skill.

Staff Retention & Satisfaction Survey

Management and Operations Performance



Related to ACCA:

- 83%** of staff respondents strongly agree or agree that ACCA implements changes based on the feedback received from personnel.
- 75%** of staff respondents strongly agree or agree that they participate in quality improvement activities.
- 83%** of staff respondents strongly agree or agree that they receive information on program outcomes that is useful to me in working with clients.
- 83%** of staff respondents strongly agree or agree that they are familiar with ACCA's harassment policy.
- 83%** of staff respondents strongly agree or agree that they are familiar with ACCA's anti-discrimination policy.
- 92%** of staff respondents strongly agree or agree that they are familiar with ACCA's confidentiality policy.

Staff Retention & Satisfaction Survey

Management and Operations Performance

Over the last year, staff feel:

- 100%** of staff respondents agree or strongly agree that ACCA has a good reputation in the community.
- 92%** of staff respondents strongly agree or agree that there are opportunities for professional growth/development and to become more involved with the Agency
- 92%** of staff respondents strongly agree or agree that management communicates well in a timely manner
- 92%** of staff respondents strongly agree or agree that management is open to suggestions and input from staff
- 92%** of staff respondents strongly agree or agree that the Board of Directors and Management act in the best interest of the agency
- 92%** of staff respondents strongly agree or agree that ACCA is represented well by staff and board members
- 92%** of staff respondents strongly agree or agree that they have the materials and guidance to do my job effectively
- 100%** of staff respondents strongly agree or agree that their work environment is safe and positive and I have the freedom to do my job well
- 100%** of staff respondents strongly agree or agree that staff members are treated with respect and dignity and feel appreciated overall

Staff Retention & Satisfaction Survey

Management and Operations Performance

One of the best things about working here is...

- Flexibility
- Supportive environment
- Teamwork

“Flexibility, caring staff and supervisors, supportive environment”



Note: Bullet points represent a summary of 1 or more responses

Staff Retention & Satisfaction Survey

Management and Operations Performance

One of the frustrating parts of my job is...

- Pay
- Excess of Paperwork
- Heavy Workload
- Not knowing everything
- Lack of available workforce for hire
- Lack of movement, sitting at a desk
- Lack of communication, feeling like all opinions aren't taken into consideration

“The lack of available people to hire to help decrease workload”



Note: Bullet points represent a summary of 1 or more responses

Staff Retention & Satisfaction Survey

Management and Operations Performance

ACCA is really good at...

- Supporting families where they are at
- Making people feel welcome
- Working as a team
- Treating people fairly
- Being good advocates for the families we work with
- Being family focused

“Working as a team, advocating for/with families, communicating with community providers, providing developmental/therapy/disability services in a way that supports families and meets them where they are at”



Note: Bullet points represent a summary of 1 or more responses

Staff Retention & Satisfaction Survey

Management and Operations Performance

Is there anything you would like to share that you feel would improve your position with ACCA?

- Less paperwork
- Smaller caseload
- Training on diversity, equity, and inclusion
- Better understanding of different people's communication styles

“Probably less kids on my caseload, but I know ACCA is working to make caseloads better; streamlining paperwork”



Note: Bullet points represent a summary of 1 or more responses

Staff Retention & Satisfaction Survey

Management and Operations Performance

Is there anything you would like to share that you feel would improve the agency as a whole?

- Keep doing what we're doing
- More Community outreach
- Fairness across the agency
- Appreciate the flexibility and hope to continue to have open communication with everyone

“Maybe some PSAs or advertising about what we do, how we do it, and why it is important”



Note: Bullet points represent a summary of 1 or more responses

External Review Process

Annual Fiscal Audit & Annual Determination Letter

Annual Financial Audit

- ✓ The FY21 Annual Financial Audit was completed with a third party auditor and submitted to the State of Alaska on time. There were no significant findings or concerns reported.
- ✓ The FY22 Annual Financial Audit is scheduled to be complete by 12/31/2022.

Annual Determination Letter

- ✓ The ILP Annual Determination for FY21 was received with 100% compliance on all IDEA-required indicators.
- ✓ The FY22 ILP Annual Determination letter has not been received.