

# Annual Performance Dashboard Fiscal Year 2023

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 and Exits
- Infant Learning Program – Referrals and Exits

## Quality of Service Delivery

- Client Satisfaction of Services

## Management and Operations Performance

- Risk Prevention
- Staff Retention and Satisfaction Survey

## External Review Process

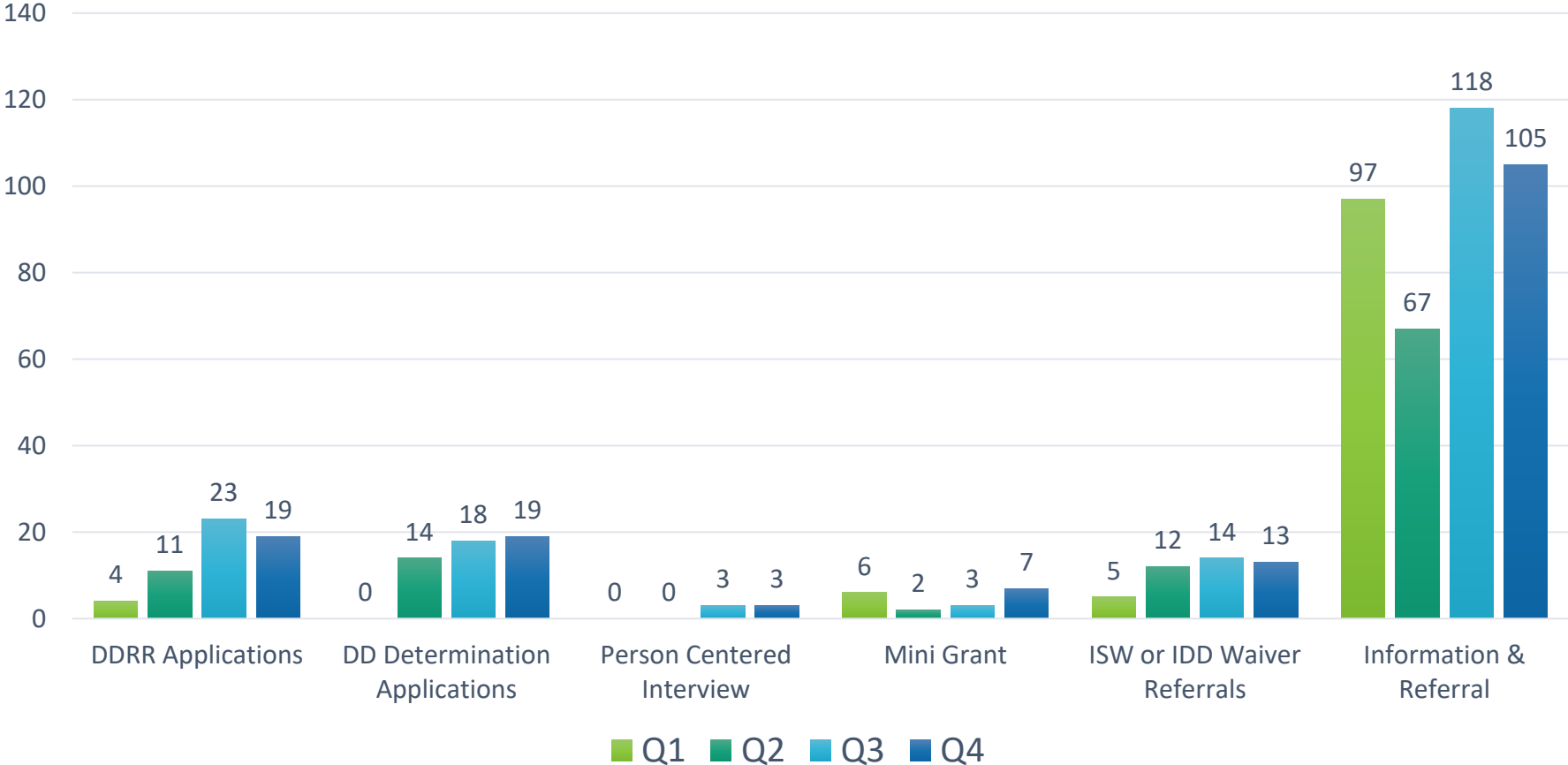
- Annual Financial Audit
- Local Determination Letter (ILP)



# Performance and Quality Improvement

Developmental Disabilities Resource Connections - Impact of Services on Clients

## FY23 PQI Data - DDRC Impact of Services for Clients



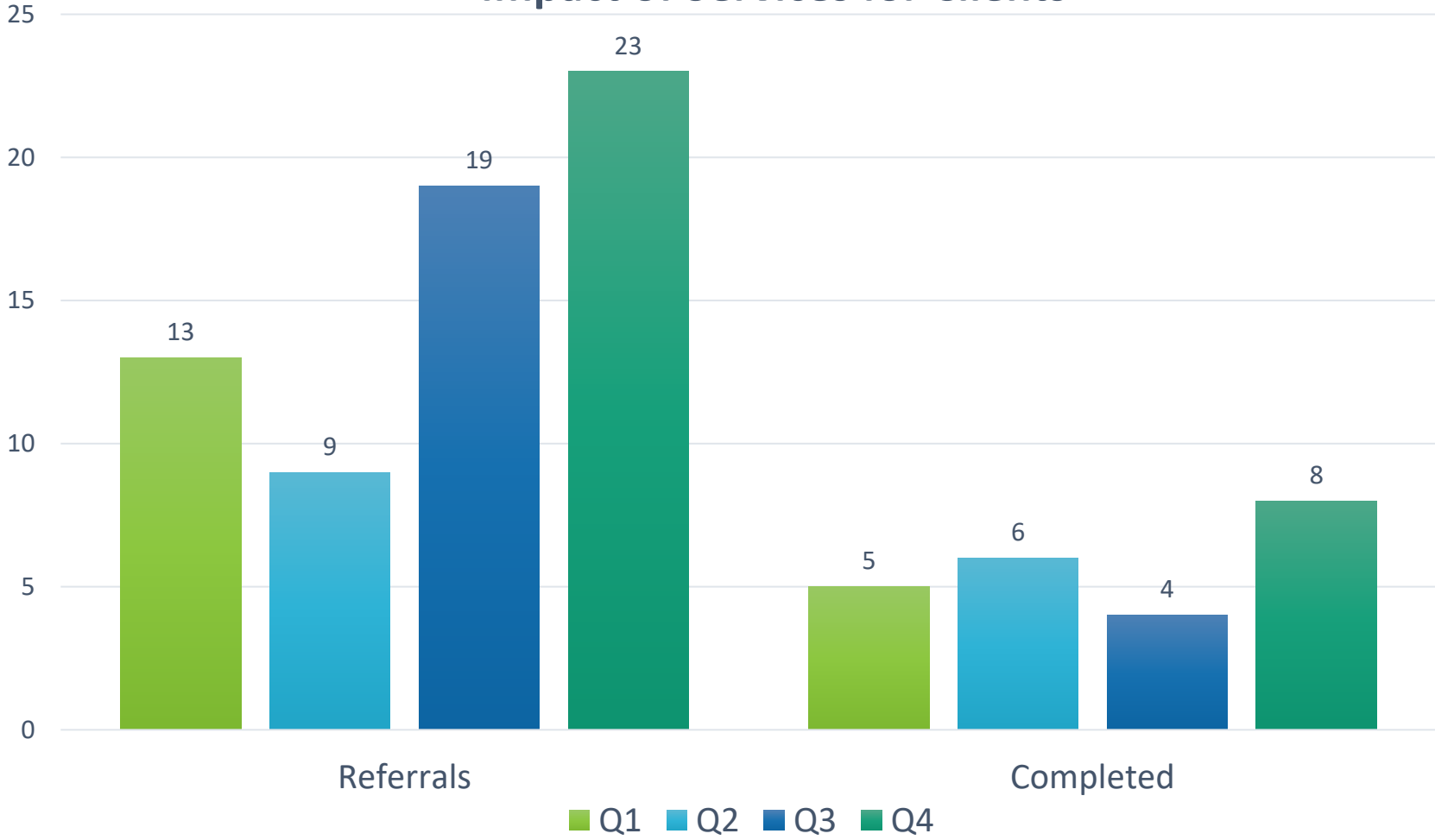
# Programs Update –Developmental Disabilities Resource Connection (DDRC)

- Service delivery was conducted through in-person, phone, video conference, email, and mail based on 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. In FY23 we were able to execute 18 mini grants.
- Maintained a close relationship with OCS to ensure eligible individuals would receive services at a younger age.
- Waiver draws saw an increase during FY23. For our region we had 30 individuals drawn for ISW and 12 individuals drawn for IDD waiver, an increase over both FY22 and FY21.
- DDRC Coordinator, along with other ACCA staff Fairbanks outreach events and connected with Legislators during in Key Campaign advocating for DD clients.
- The DDRC Coordinator provided over 375 information and referral services to clients or potential clients.

# Performance and Quality Improvement

FASD Diagnostic Team - Impact of Services on Clients

## FY23 PQI Data - FASD Impact of Services for Clients



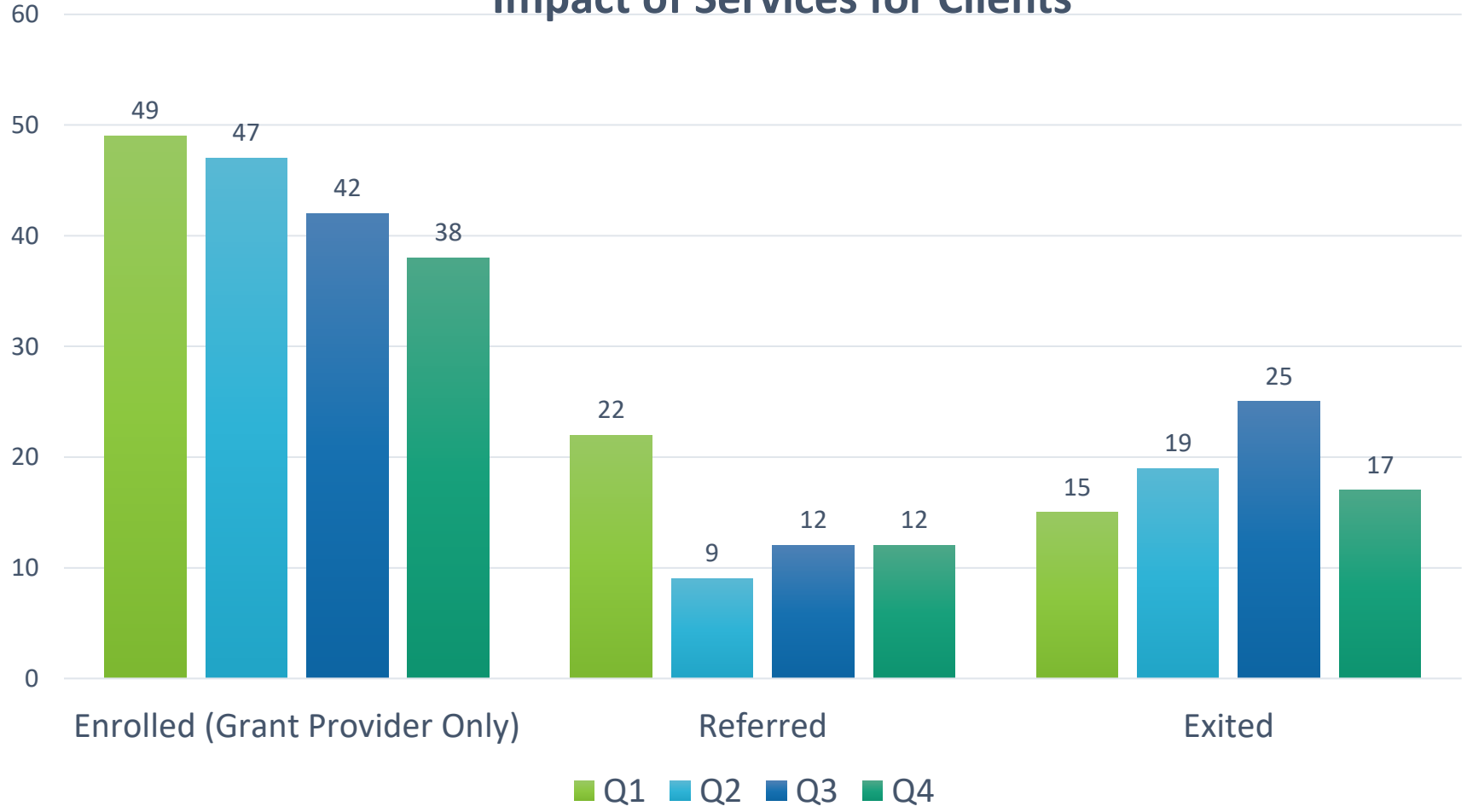
# Programs Update – Fetal Alcohol Syndrome Diagnostic Team

- ACCA welcomed new FASD Team Coordinator in FY23 Q2
- In FY23 50 children were referred to the diagnostic team and 23 completed the process.
- The FASD Across the Lifespan project was featured in a presentation at the European International Conference on FASD
- The FASD Coordinator completed training as a Certified Clinical Trauma Specialist - Prenatal (CCTS-P) via the Arizona Trauma Institute & Therapy, LLC
- The FASD Team Coordinator, along with other ACCA staff, participated in the A2P2 conference in Fairbanks
- During fourth quarter of FY2023, ACCA engaged in a pilot project supported by the State of Alaska FASD Program through the Office of Substance Misuse & Addiction Prevention

# Performance and Quality Improvement

## Family Wellness Program - Impact of Services on Clients

### FY23 PQI Data – FWP Impact of Services for Clients



## Programs Update – Family Wellness Project (FWP)

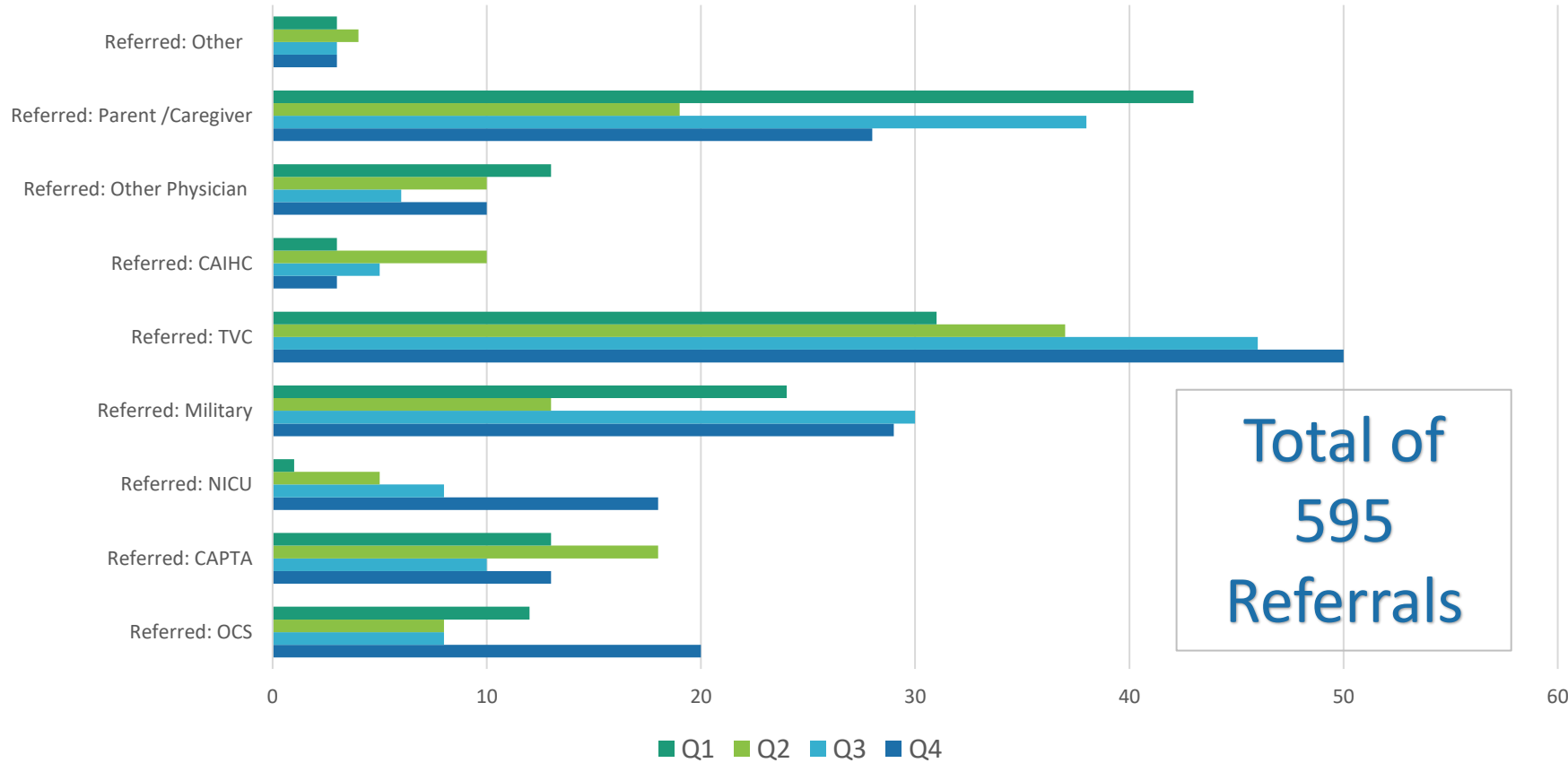
- This is a federal partnership grant with different reporting periods (10/1-9/30)
- The Project Launch team served 112 clients in the reporting period.
- 11 adults completed Circles of Security Parenting course both in- person and via Zoom, facilitated by ACCA program staff.
- ACCA met with project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



# Performance and Quality Improvement

## Infant Learning Program - Impact of Services on Clients

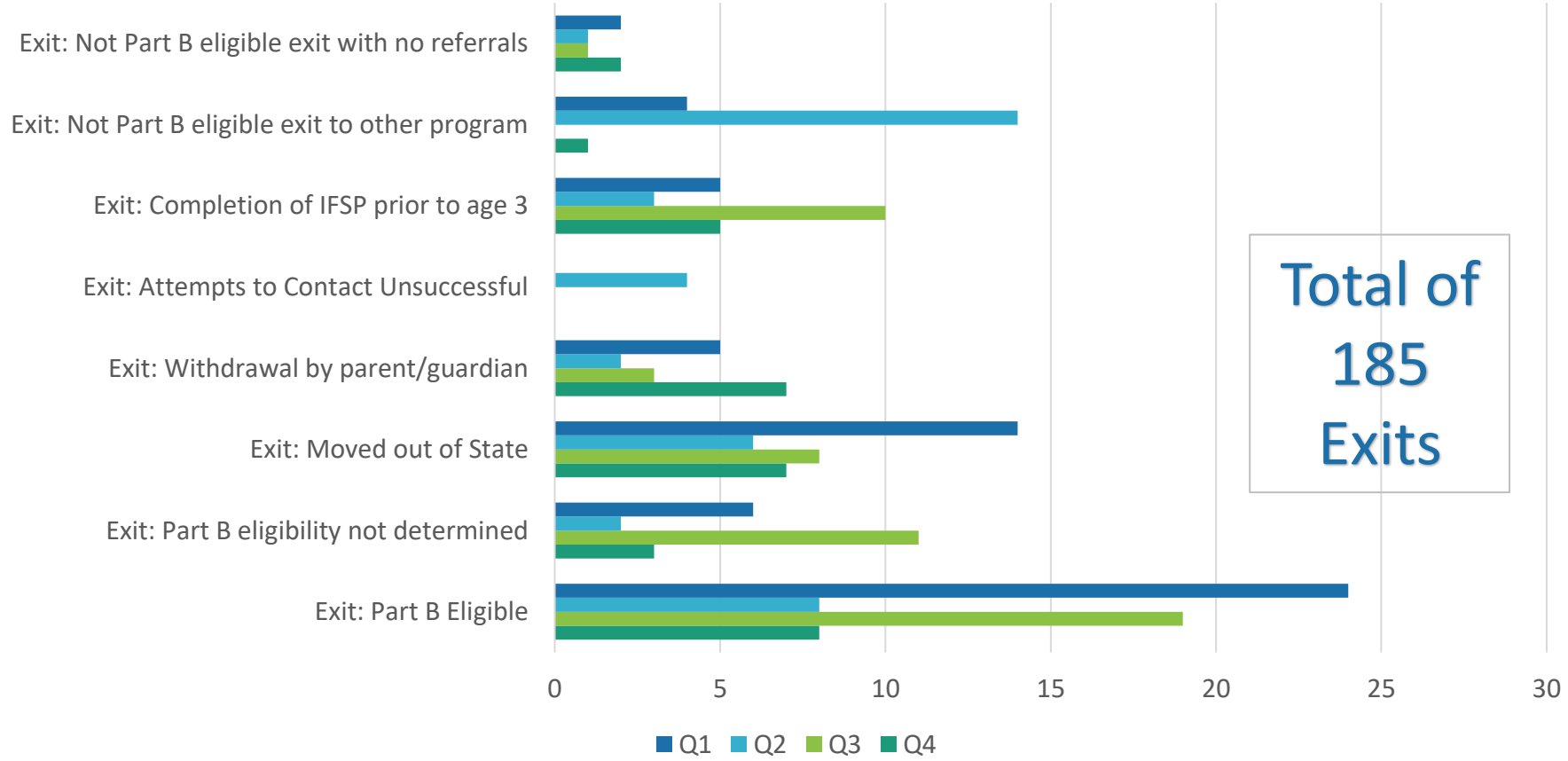
### FY23 PQI Data – Infant Learning Program Impact of Services for Clients



# Performance and Quality Improvement

## Infant Learning Program - Impact of Services on Clients

FY23 PQI Data – Infant Learning Program  
Impact of Services for Clients



Total of  
185  
Exits

# Programs Update – Infant Learning Program (ILP)

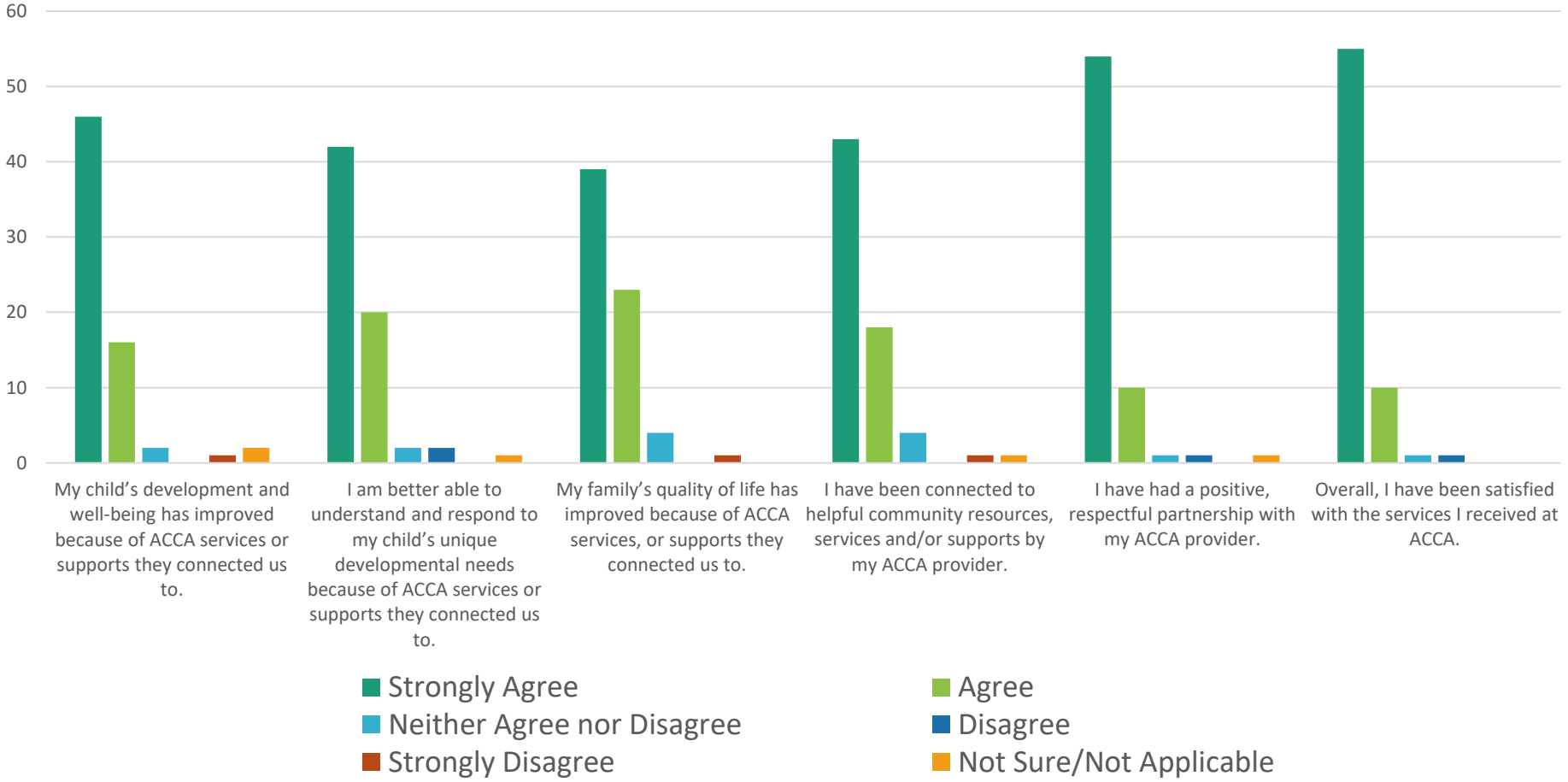
- Continued to provide services using a hybrid model of service delivery based on family choice.
- Increased outreach travel to all regions we serve to support families and to grow and rebuild relationships with Community Partners
- ILP focused on building a relationship with WCCIH and began visiting monthly to meet with staff and offer ASQ and H&V screenings.
- ACCA organized, hosted, and attended FAN (Facilitating Attuned Interactions) training for ILP in September.
- ACCA awarded EI/ILP Engagement of At-Risk Children grant and welcomed a new Family Service Specialist in April to facilitate
- ACCA ILP was awarded the NIAAEYC President's Award for "demonstrating or aiding others to achieve positive outcomes for children and families in our community, state, and nation"

# Client Satisfaction Survey

Quality of Service Delivery



## Client Survey 2023



# Client Satisfaction Survey

## Quality of Service Delivery



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

- It has become a necessity of my life to have ACCA involved with my babies!
- [Our providers] are amazing. Our daughter made leaps and bounds with their help.
- My children's providers and therapists have been incredibly welcoming and understanding of the whole family. I love how much my twins have improved and grown with the techniques and strategies that they have provided.
- My ACCA team has been so helpful in many ways. Especially guidance through more programs for my child.
- My son's providers are amazing. So supportive and trustworthy. They have helped immensely with my son and his development. So grateful for the program.
- We've had a wonderful experience with everyone we've dealt with who works at the ACCA. Everyone is friendly, welcoming and incredibly helpful.
- [Our providers] are amazing people and are such a treasure for this community! :)
- I have worked with ACCA 2 times now in my kiddo's life. Both times have been incredibly helpful
- I'd like the therapists to spend more time hands on with my child than they do writing their paperwork during our sessions
- Magnificent people doing amazing work. We were grateful to receive services (FACES testing) and the post-report support was excellent.
- I feel respected and supported and am very thankful to be connected with ACCA!
- I've had two children go through ACCA for services and have been beyond happy every single time! Thank you!
- This helpful training gave my kid physical strength, emotional, and described things eager to know better we felt.
- I have really appreciated the help received from [DDRC Coordinator] getting my kids on the DD waitlist!
- Every staff member has been professional, courteous, and attentive to my child's needs.
- [Our provider] was so great. My daughter loved spending time with her, and she always made me feel heard as a parent. I love this program
- I've been so incredibly happy with ACCA through two children and over four years now with three support providers. I only wish ACCA's Early Learning and IFSP services could extend beyond the first three years to the first five years and have additional support opportunities after that for kids with multiple conditions/concerns. I'd love to see ACCA grow to accommodate children in need that aren't connected to the school district as well.

# Client Satisfaction Survey



## Quality of Service Delivery

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

- The experience was incredibly supportive and built my confidence as a mother. Thank you!
- Overall great service and support!.
- Keep both parents up to date about the child not just one
- I highly recommend ACCA for all your disability needs.
- I have now had two of my children go through the ILP for speech development. Both times I worked with two speech pathologists who were wonderful. My favorite part about working with them was the positive, encouraging comments they would give regarding my parenting and working with my child. I felt seen and valued as a parent. Instead of just getting suggestions on what I could do better, they consistently validated and celebrated what I did well. It was so refreshing and I was encouraged after every meeting.
- [Our provider] is such a dream to work with! And I've enjoyed seeing [her] even though she's not working with my son. It's clear that ACCA cares about my family. I'm so grateful!
- Love the agency and all the workers - so dedicated to kids and families! Thank you!
- ACCA have guided my husband and I on how to help our child and they gave us resources on how to get head start for our child when we have no idea.
- We are incredibly grateful for this service. I hope it continues to thrive.
- Every person in the Fairbanks ACCA Office are professional, respectful of our concerns as a family. Very much appreciate their valued opinions, suggestions and support. Please encourage as many potential future clients to pursue there Very valuable services. My only problem is someone set governmental rules on infant and children programs where they haven't properly considered developmental issues as my son experiences on paper two years old developmental mentally speaking from my research of a 5 to 7 months infant.
- My overall experience with ACCA has been great! I only suggested that our community in Fairbanks as a whole could use more resources due to the high demand and waitlists. Thank you for all that you do!
- The people who work there are like a family who care for families, who ever does personnel and hiring should be recognized! You can tell they care for the individuals and Families.
- Everyone was exceptionally kind and helpful. They went out of their way to help my girls.
- Everyone is so kind and helpful. It was a comfort in the early months after our daughter's diagnosis and referral to ACCA. Thank you!

# 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.

# 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.
- 86%** of staff respondents feel their pay and benefits completely or mostly match their expectations.
- 95%** of staff respondents feel their schedule mostly or completely matches their expectations.
- 91%** of staff respondents feel their working conditions mostly or completely match their expectations.
- 100%** of staff respondents feel their position mostly or completely matches their expectations.
- 91%** of staff respondents feel the availability of support from their supervisor mostly or completely matches their expectations.
- 100%** of staff respondents feel how well staff work together mostly or completely matches their expectations.

# Staff Retention & Satisfaction Survey

## Management and Operations Performance



### *Related to their positions:*

- 86%** of staff respondents feel their responsibilities are clearly outlined.
- 86%** of staff respondents report they receive regular performance feedback.
- 95%** of staff respondents report receiving regular supervision.
- 95%** of staff respondents report they have participated in training activities that enhanced their knowledge and skills

# Staff Retention & Satisfaction Survey



## Management and Operations Performance

*Related to ACCA:*

- **95%** of staff respondents strongly agree or agree that feedback is listened to and valued
- **95%** of staff respondents strongly agree or agree that quality services and improvement activities are evident
- **95%** of staff respondents strongly agree or agree that information on program outcomes is available.
- **86%** of staff respondents strongly agree or agree that they are familiar with ACCA's harassment policy.
- **91%** of staff respondents strongly agree or agree that they are familiar with ACCA's anti-discrimination policy.
- **100%** 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.
- **95%** of staff respondents strongly agree or agree that there are opportunities for professional growth/development
- **86%** of staff respondents strongly agree or agree that management communicates well in a timely manner
- **91%** of staff respondents strongly agree or agree that the Board of Directors and Management act in the best interest of the agency
- **95%** of staff respondents strongly agree or agree that ACCA is represented well by staff and board members
- **91%** of staff respondents strongly agree or agree that they have the materials and guidance to do my job effectively
- **91%** of staff respondents strongly agree or agree that their work environment is safe and positive
- **95%** 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



### *I enjoy working at ACCA because...*

- The team environment, schedule flexibility, and willingness of staff to help out when needed.
- We continue to place families at the forefront and strive to provide the best services we can
- Flexibility and opportunities to learn
- Everyone is so supportive, and we have flexibility
- Everyone is friendly and helpful!
- The supervisors and staff at ACCA value and encourage feedback, ideas, and teamwork. There is an openness and welcoming culture for staff and clients/families that access ACCA services.
- Flexibility, staff camaraderie, staff competence, professional growth and development
- I really enjoy helping families. I Love what I do and am motivated intrinsically to work hard to help families and the staff
- ACCA has provided me with a stable work environment for many years and providing supports in place including time off, supportive work environment, and reflective supervision to maintain a service delivery job. For the most recent years, the bonuses have been a helpful addition to the pay and to be able to adjust to the high cost of living and also to be recognized of the hard work we are all providing for families.
- of the flexibility with work after having a baby. I cannot thank them enough for providing me with an opportunity to work, but stay home with my daughter. It allows me to use my brain in a productive way that I feel like provides for my community and continuing education.

# Staff Retention & Satisfaction Survey

## Management and Operations Performance



### *I enjoy working at ACCA because...continued*

- I have great supervisors and coworkers that make it a great place to work. The flexibility, in both schedule and work, make it easier to do my job and balance that work with personal commitments as well. Also, I am always learning from other providers. We have a very knowledgeable, highly qualified staff across the board and I'm so proud of the work we do.
- I believe in our mission and the work that we do. I love working as part of a team, that supports and listens to each other. I have learned so much from each provider and family that I have worked with, which is not something you can always say about other jobs.
- Staff are treated fairly and equitably. It's obvious that decisions that will affect staff and clients are made thoughtfully and with great consideration. I am proud to say I work at an agency that does such amazing things for our community.
- It is a group of understanding, strong, educated, dedicated women.
- It is a team of individuals that lift each other up. It is a very supportive place!
- Great staff, flexibility, ability meet family needs and work responsibilities, reputation in the community, and the strength of partnerships.
- I really enjoy the supportive environment of our agency and the flexibility we are provided as professionals to complete our jobs.
- Flexible work schedule that allows us to be our best selves.
- It is a very supportive agency. Both to families that are supported and the employees.

# Staff Retention & Satisfaction Survey



## Management and Operations Performance

### *Frustrations I have with ACCA are...*

- Struggle to achieve work-life balance and how to not take home the work. Clear roles and responsibilities.
- A lack of cohesiveness amongst the whole staff. Sometimes there is a feeling of us and them and it can be hard to navigate.
- Communication is always a challenge. Taking the time to communicate during busy and stressful times is hard and being able to hear/read/remember everything can be hard during those same periods.
- Current workload, but I recognize that is not something that is necessarily within the control of the agency and that we are heard when we speak about this with supervisors.
- Challenges with heavy case load and complexity of cases doesn't often leave time for things such as special projects, continuing education and opportunities for community outreach
- Its not always clear with what is and isn't allowed to be communicated and how to communicate within and with other agencies
- None really.. I love and value the flexibility
- None!
- Pay wages, pay transparency
- I would really like some monthly, quarterly mid year or annual reimbursment for vehicle use that covers tires, windshields and maintenance as the Federal mileage is not enough to cover my expenses. This could be in addition to Federal reimbursement and based on monthly driving miles
- Large caseloads are at times exhausting and do not allow for preparing for visits or sometimes to follow up from a visit that requires family service coordination and evaluations/IFSP's take a couple of hours to complete.
- I wish the insurance coverage was better, though I know some of that is out of ACCA's control.

# Staff Retention & Satisfaction Survey



## Management and Operations Performance

*Is there anything you would like to share that you feel would improve your position or the agency?*

- Continued efforts to find ways to be more efficient with paperwork
- Again, just keeping the flexibility and allowing staff to do what they need throughout the work week, which is already happening :)
- Nope!
- I would like more specific training related to my field of expertise I would like more clear communication from management about decision making process with supervisors and board decisions
- Lower caseload to have a more balanced workflow to help reduce burnout
- Ongoing efforts to expand knowledge and understanding of each others' efforts and struggles in our positions.
- I enjoy the moments in staff meetings where we set aside a few minutes to have fun and get to know things about each other. More moments like this, please.
- More opportunities for staff to connect that isn't related to the direct work to help build relationships and build trust.



# External Review Process

## Annual Fiscal Audit & Annual Determination Letter

### Annual Financial Audit

- ✓ The FY22 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 FY23 Annual Financial Audit is scheduled to be complete by 12/31/2023.

### Annual Determination Letter

- ✓ The ILP Annual Determination for FY22 was received with 100% compliance on all IDEA-required indicators, with the exception of IDEA Performance Indicator 1: Prior Written Notice (34 CFR § 303.421) (90% Compliance) which has been corrected.
- ✓ The FY23 ILP Annual Determination letter has not been received.