Annual Performance Dashboard Fiscal Year 2025

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**
- **CFWP-Referrals and Services Provided**
- **Infant Learning Program – Referrals and Exits**

Quality of Service Delivery

- **Client Satisfaction of Services**

Management and Operations Performance

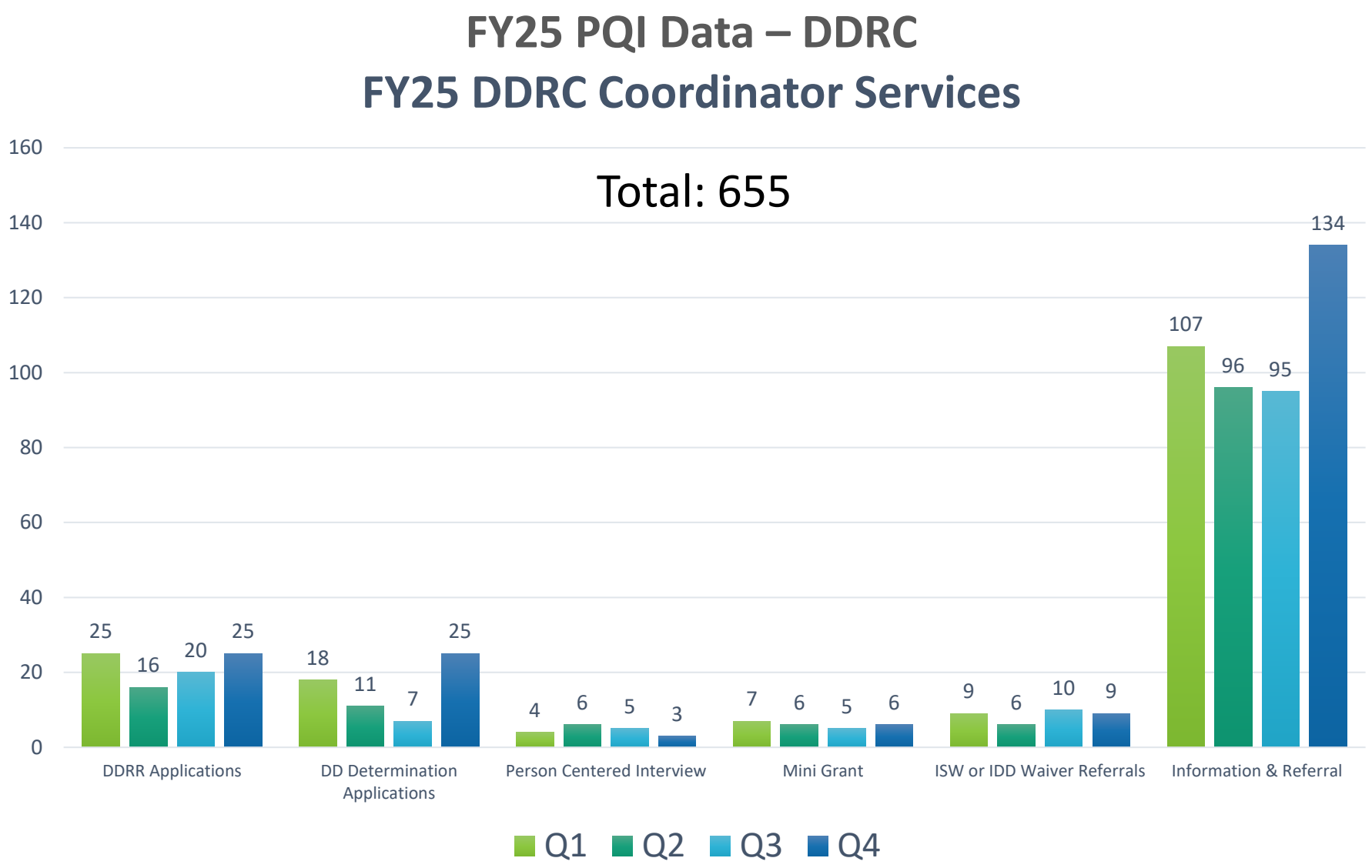
- **Risk Prevention**
- **Staff Retention and Satisfaction Survey**
- **Board of Directors Survey**
- **Direct Service Contractor Survey**
- **Community Partner Survey**

External Review Process

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

Performance and Quality Improvement

Developmental Disabilities Resource Connections - Impact of Services on Clients

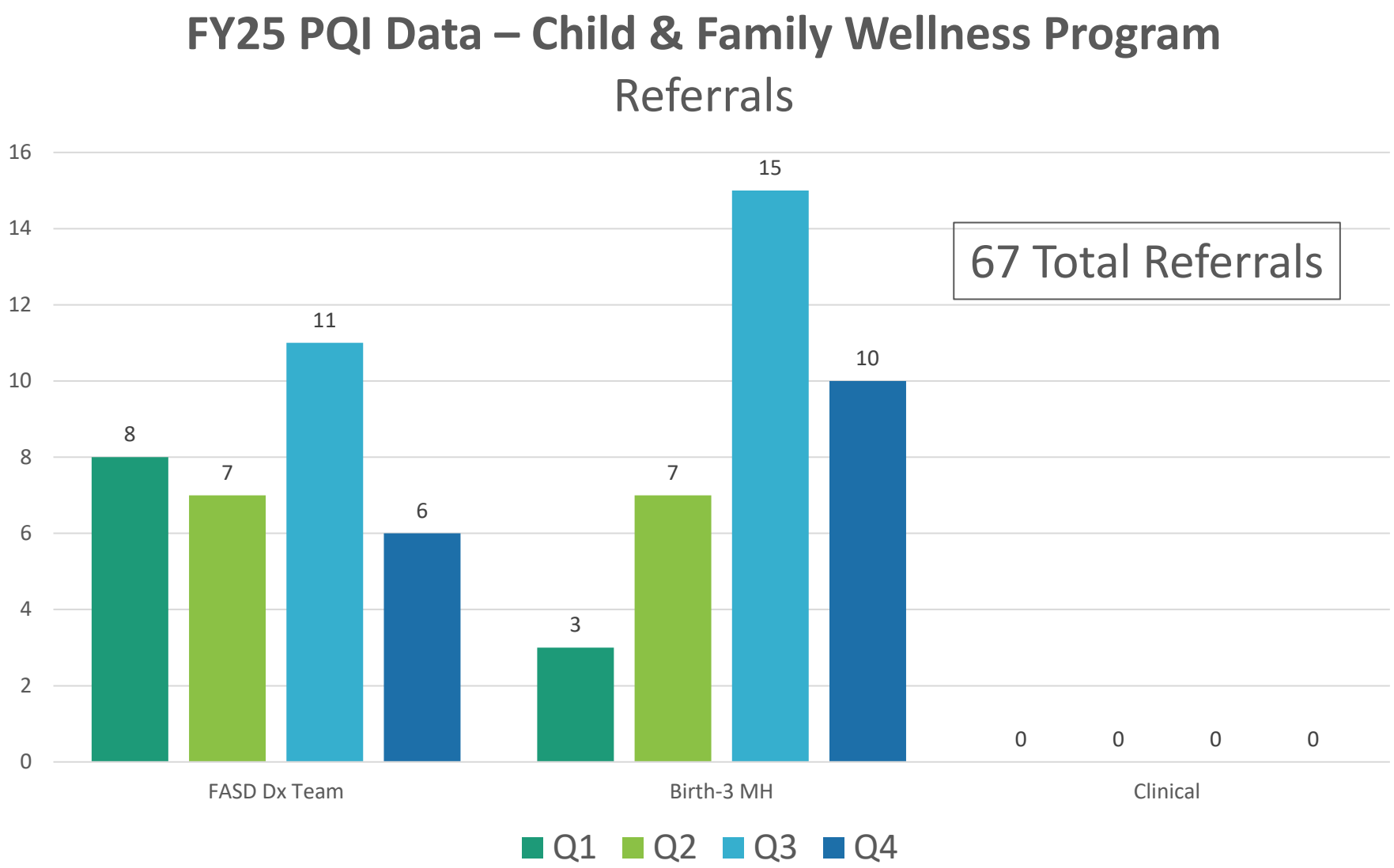


Programs Update –Developmental Disabilities Resource Connection (DDRC)

- Service delivery was conducted through in-person, phone, video conference, email, and mail based on family need.
- DDRC Coordinator works closely with ILP, CFWP and community partners to help families obtain mini-grants for items to help meet individual's goals and increase independence. In FY25 we were able to execute 24 mini grants to our consumers.
- DDRC Coordinator successfully coordinated with OCS to establish a system to streamline the DD eligibility process for OCS connected kids.
- DDRC Coordinator traveled with Key Campaign to Juneau to be an advocate and educate legislators on the importance of services through both the Infant Learning Program and Developmental Disabilities services.
- The DDRC Coordinator provided over 432 information and referral services to clients or potential clients.

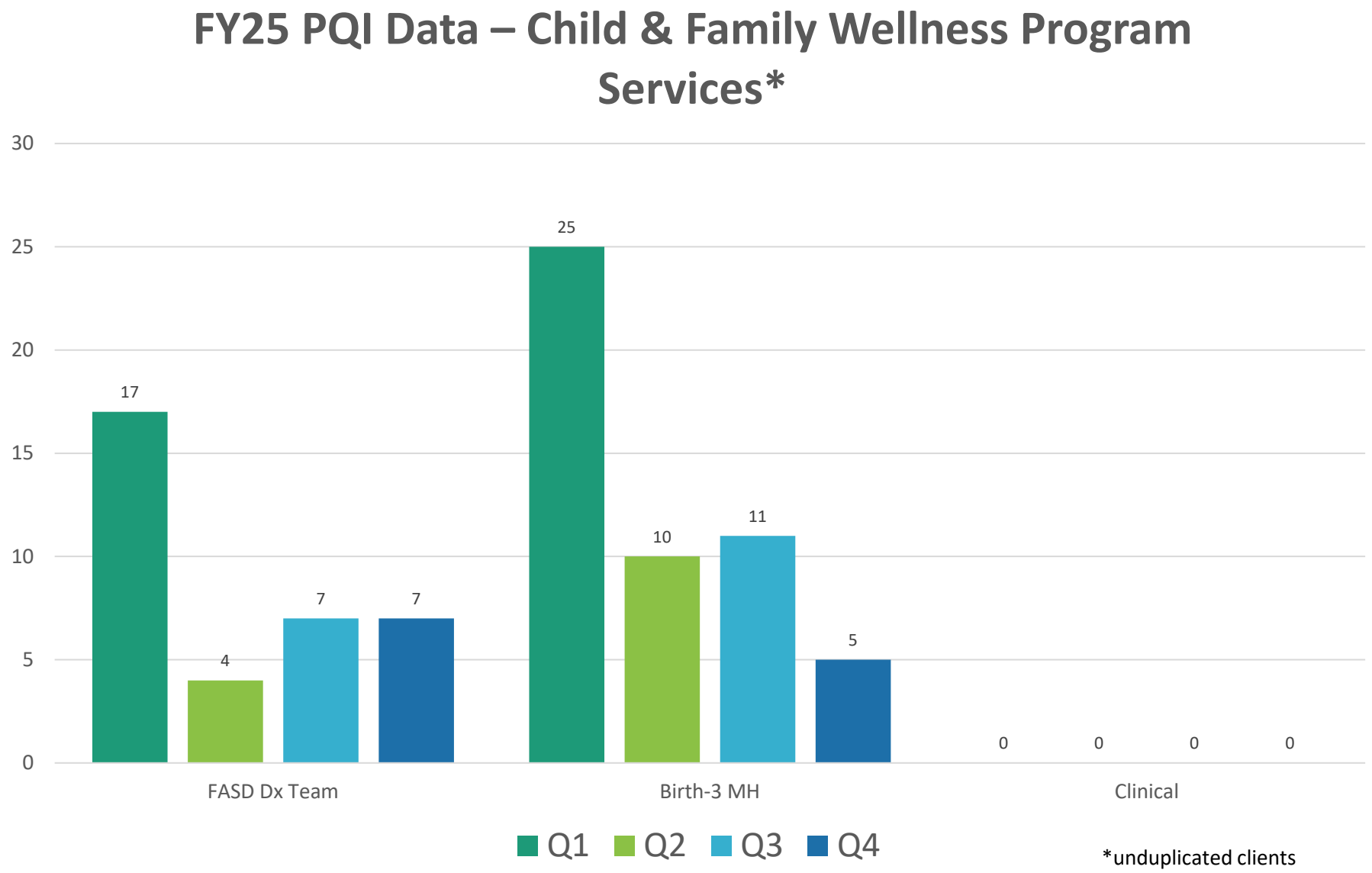
Performance and Quality Improvement

Child & Family Wellness Program- Impact of Services on Clients



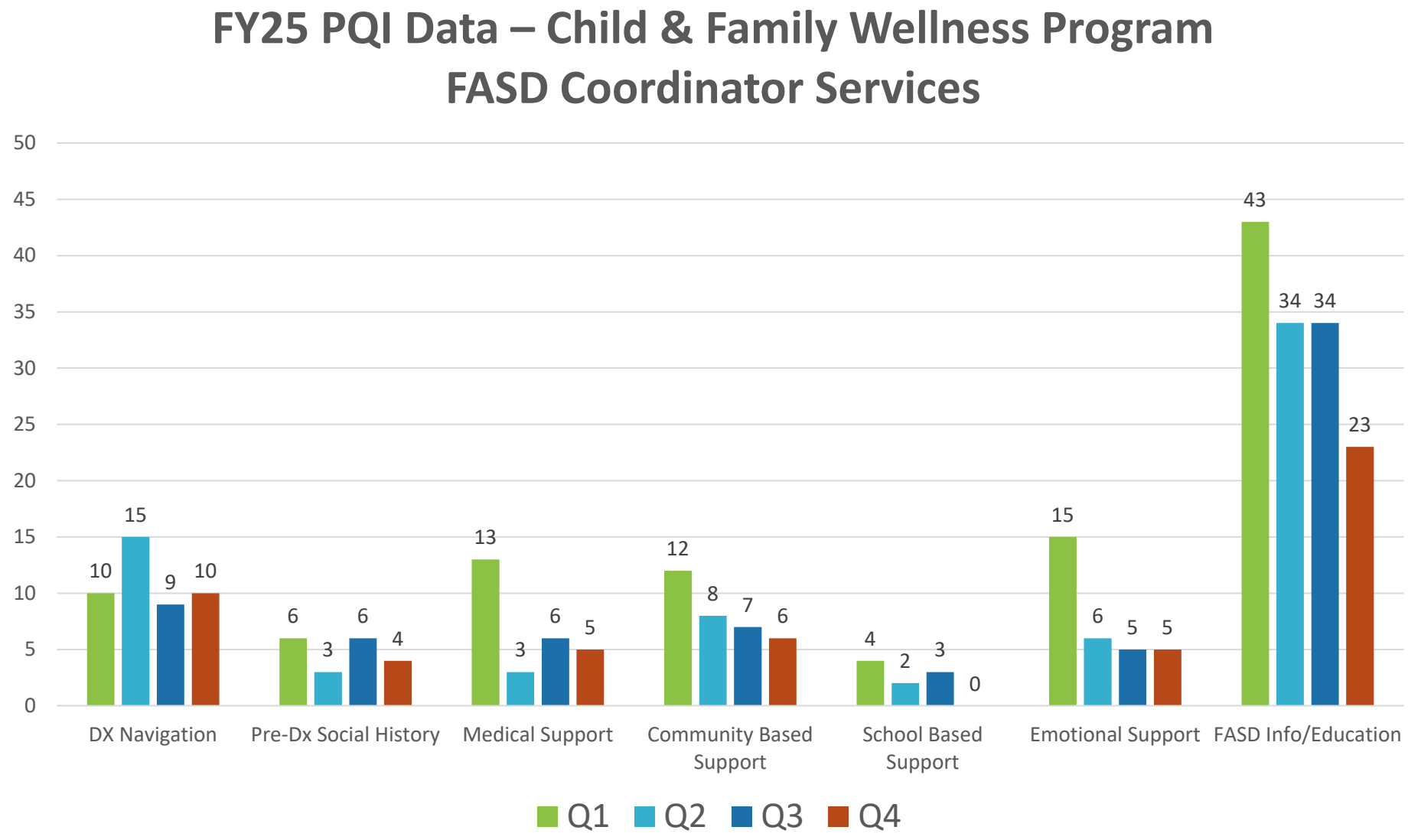
Performance and Quality Improvement

Child & Family Wellness Program- Impact of Services on Clients



Performance and Quality Improvement

Child & Family Wellness Program- Impact of Services on Clients

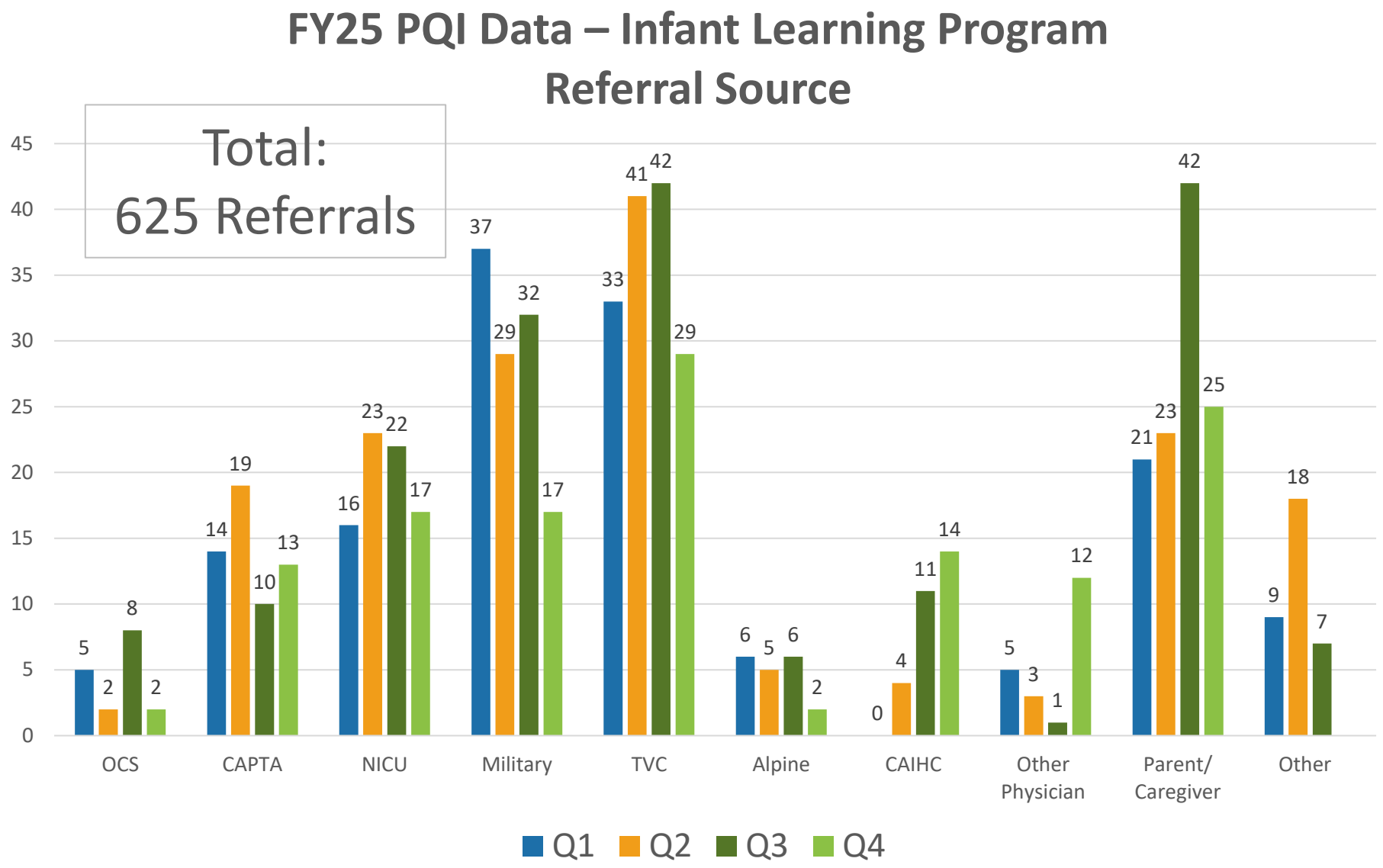


Programs Update – Child & Family Wellness Program

- In FY25 32 children were referred to the diagnostic team and 16 completed the process.
- ACCA welcomed two new Pediatricians to the FASD Diagnostic Team
- The CFWP coordinator trained in EMDR and TF-CBT therapy
- ACCA's Executive Director announced the upcoming launch of CFWP and explained the new program at the July 2025 Behavioral Health Summit and in May 2025, ACCA announced CFWP to the Fairbanks Families Partnership
- Program administration worked to finalize the program guide and identify billing and compliance needs.

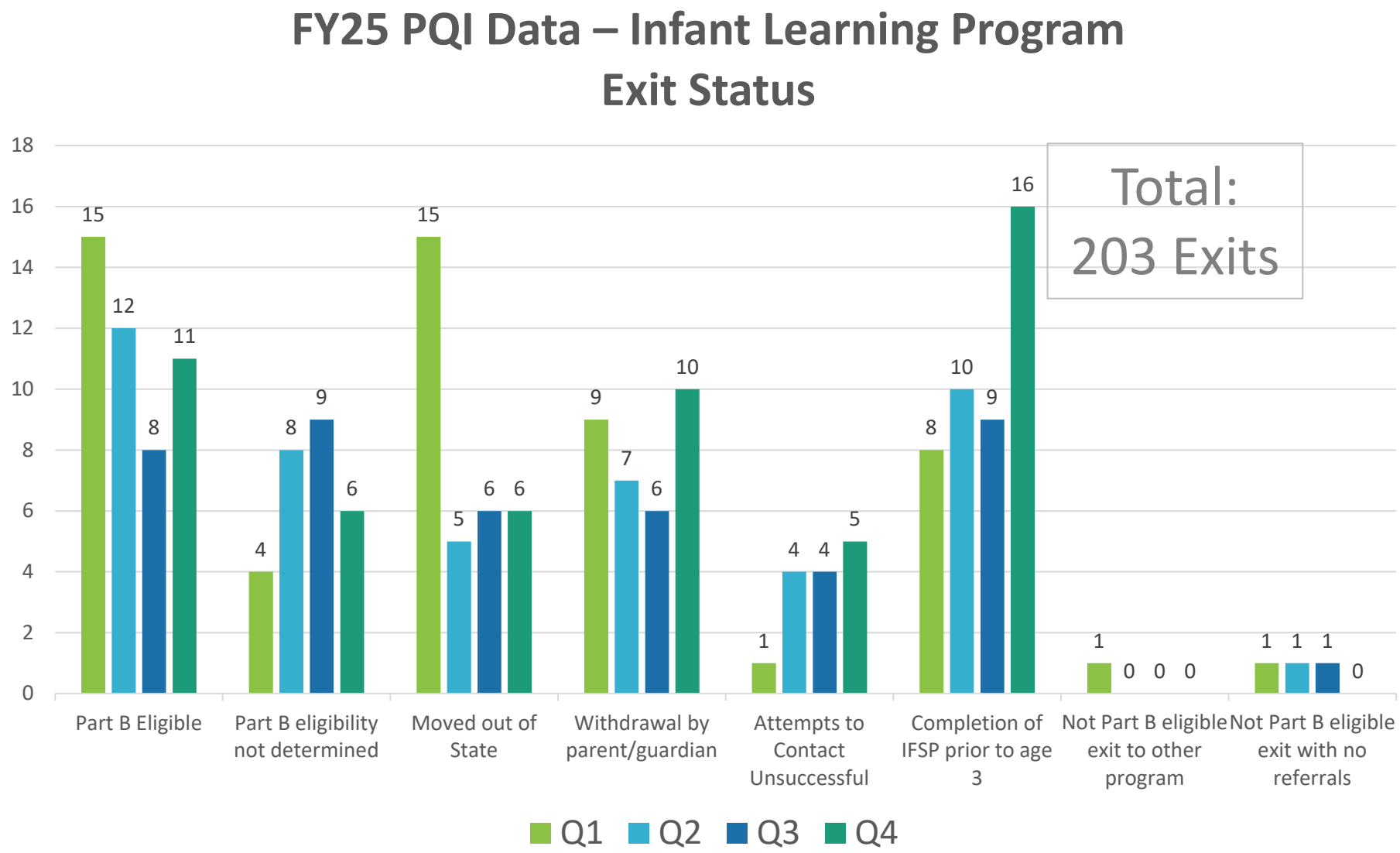
Performance and Quality Improvement

Infant Learning Program - Impact of Services on Clients



Performance and Quality Improvement

Infant Learning Program - Impact of Services on Clients



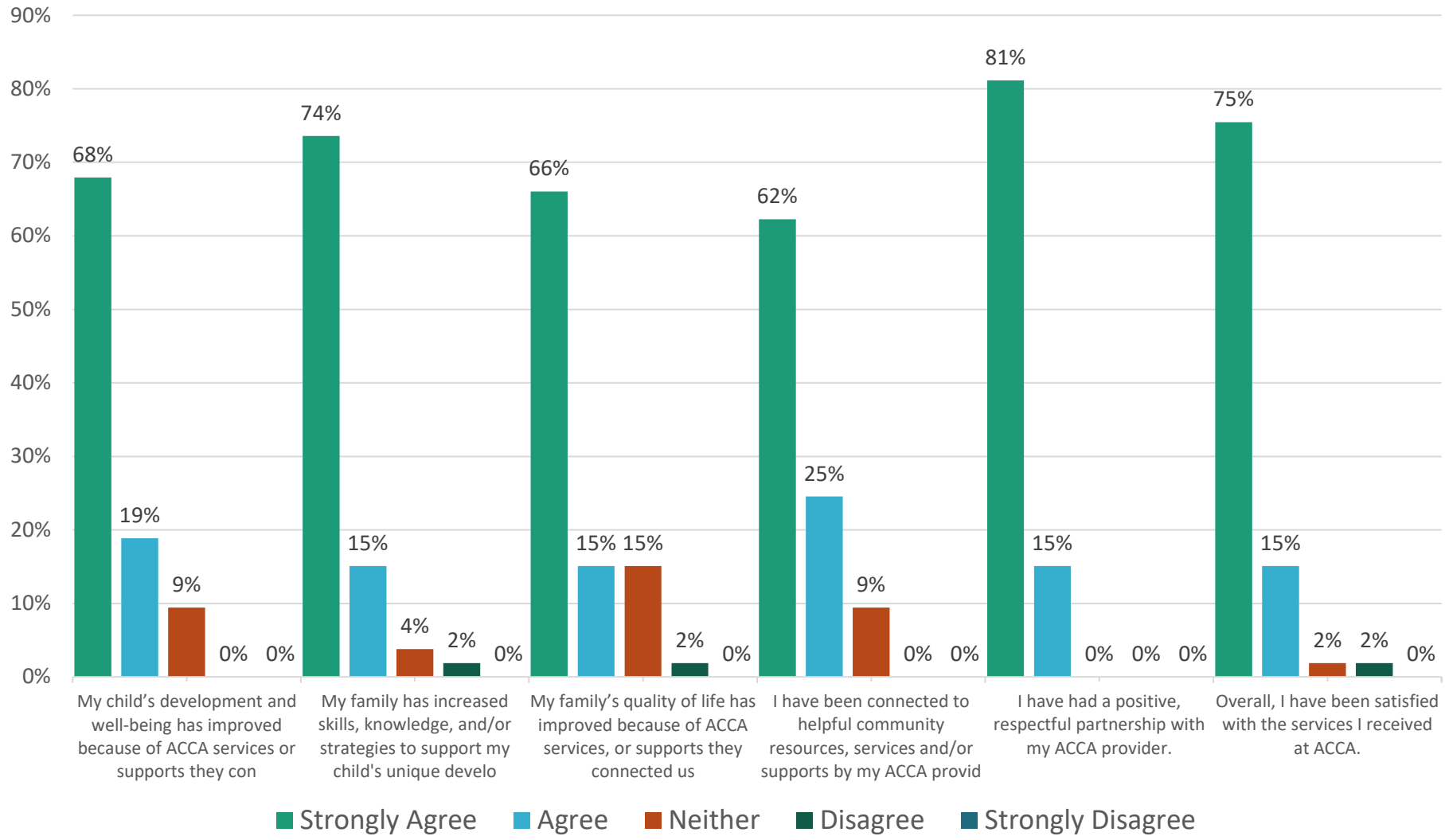
Programs Update – Infant Learning Program (ILP)

- Continued to provide services using a hybrid model of service delivery based on family choice.
- Continued outreach travel to all regions we serve to support families and to grow and rebuild relationships with partners in those communities
- ILP joined many community partners to participate in outreach events, such as FNA Head Start's September Health Fair, Child Find Screening event in Delta Junction, and the Kid's Literacy Farmer's Market, among others.
- ILP Coordinator met with the Fairbanks North Star Borough School District PreK Special Education Coordinator to discuss supporting smoother transitions from Part C to Part B services.
- In the Spring of 2025 ACCA's Executive Director traveled to Juneau and joined efforts with other ILPs across the state to advocate for increased funding and resources for Infant Learning Programs statewide.
- ACCA welcomed a new DT and new SLP in August 2025 and secured contracts with a telehealth OT and a Teacher of the Visually Impaired.

Client Satisfaction Survey

Quality of Service Delivery

ACCA Client Satisfaction Survey 2025



Client Satisfaction Survey

Quality of Service Delivery

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

- Everyone is amazing and our kids loved it!
- Hannah Is amazing and so kind and helpful
- Jade is AWESOME! We love her
- Helping My Son and I communicate better with each other :)
- Ellen was respectful, knowledgeable and kind. She guided us through a very scary time in our child's life and we are so grateful for the care we received.
- We really miss Hanna, but are grateful to Ellen and Emily for doing their best with our son.
- We love Joan. She has been so incredible with our Bella! We cannot say thank you enough!
- I love my daughter's therapist so much!! She's really helped us as a family navigate her developmental delays and helped connect us with skills and resources to help us help her. Sara, you rock!! Thank you!
- Fontana has been extremely helpful as we navigate a new diagnose of high functioning autism, hidden cognitive delay and intermittent explosive disorder
- Colleen and Ellen have been AMAZING. I am beyond thankful for their support with my child as well as support for us parents. They truly made a difference in the short months we were able to work with them.
- Colleen Ellzey is amazing. We love her!
- I've been very impressed with the help our family has received. Our foster baby would never be where she's at without the help from her providers at ACCA.
- We Love Jade

Client Satisfaction Survey

Quality of Service Delivery

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

- We have been part of a playgroup for families of children with Down syndrome, and began getting together nearly 11 years ago. The continual relationship with ACCA and other families as we aged out of the ILP as our child grew have provided a support system that has been truly beneficial. It helps us to stay connected with other families, as well as those in ACCA that we worked with through the beginning stages of this unique path.
- I use ACCA for two of my kids and I received amazing support and services. The staff is amazing and understanding when it comes to chaos caused by children.
- They are very accommodating and have helped my son and I learn so much to help him talk more and catch up to his age group! Brigid is an absolute pleasure to have in our home helping us!
- Need to speed up some aspects of your testing, takes too long when patients are in need of help.
- I am so grate for all the support they gave my son and family. He was already 2.5yo when he started but they helped us get him into other agencies to help with his needs. I wish there was more opportunities like this in our community.
- You guys are great supporters...can't thank you enough!
- So thankful for you guys!
- Zeke and I loved working with Brittany Wesseling! She was wonderful.
- Hannah, the woman that has helped my son and myself is truly a wonderful person all the way around. She has been super helpful.

Client Satisfaction Survey

Quality of Service Delivery

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

- Keri was so incredibly supportive, helpful and validating on so many levels. I am eternally grateful to her and recommend her to everyone I know could use her expertise. The program is easy to sign up for and available for so many people. Thank you guys for all you do!
- I love Sarah! She has helped a lot with techniques to help my son with his speech. It's still a work in progress but having someone help guide you and give you guidance is really nice!
- Everything was fantastic, and greatly helped my daughter's speech delays.
- When my daughter turned 3 I felt lost as to where to turn next for services. There was not really a smooth transition from our discharge from ACCA to our next steps.
- Our providers at ACCA have been so kind and caring through the whole process. They are amazing at their jobs and have made helping our foster succeed much easier. They always go the extra mile!
- Everything has been very positive. Thank you all so much
- Love all of our workers and even in the transition at age 3 to outside services!
- Love Jade she's the best
- Kristin, is so amazing and helpful. My daughter has came a long way with ot and I'm so grateful and thankful .
- I would like to be put in touch with the FASD team.

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.
- ✓ As a result of the identified need for additional security, we contracted with our security and alarm company to install and maintain surveillance cameras at key points of both ACCA buildings.

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.
- **65%** 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.
- **95%** of staff respondents feel their working conditions mostly or completely match their expectations.
- **95%** of staff respondents feel their position mostly or completely matches their expectations.
- **95%** of staff respondents feel the availability of support from their supervisor mostly or completely matches their expectations.
- **85%** 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:

- **90%** of staff respondents feel their responsibilities are clearly outlined.
- **85%** of staff respondents report they receive regular performance feedback.
- **90%** 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:

- **90%** 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
- **90%** of staff respondents strongly agree or agree that information on program outcomes is available.
- **90%** of staff respondents strongly agree or agree that they are familiar with ACCA's harassment policy.
- **90%** of staff respondents strongly agree or agree that they are familiar with ACCA's anti-discrimination policy.
- **95%** 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.
- **90%** of staff respondents strongly agree or agree that there are opportunities for professional growth/development
- **90%** of staff respondents strongly agree or agree that management communicates well in a timely manner
- **95%** 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
- **90%** of staff respondents strongly agree or agree that they have the materials and guidance to do my job effectively
- **95%** 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…

- many reasons. Collaboration and support from team members is wonderful. Support/understanding for personal reasons is wonderful too (i.e. pets passing, boiler breaking, etc.)
- Everyone values each other, no matter what title they have. Everyone can bring something to the table and feel included. ACCA is also wonderful at treating it's employees as humans, and granting flexibility and understanding when needed.
- Great coworkers, management, and PTO benefits. Overall, a supportive and healthy environment.
- of the team environment and collaboration, along with the work atmosphere.
- Brilliant group of women do the work of heroes; worker bees keeping the community uplifted educated and supported
- ACCA is a rewarding place to work, a staple in the community and values their employees.
- I'm incredibly grateful for the amazing people I get to work with! ACCA has strong, supportive leadership and a collaborative team culture. I feel valued not just as an employee, but as an individual. My colleagues consistently demonstrate the values and behaviors that reflect the agency's mission and the importance of the work we do.
- The flexibility and ability to make my own schedule, relationships with supportive co-workers/supervisors, the amount of personal leave accrued (work-life balance), job satisfaction - I feel like a make a difference, ACCA values, training opportunities Supportive coworkers and work environment
- The culture here is positive and supportive. There is an emphasis on collaboration and everyone's input is valued.
- I enjoy the patient population and the staff I get to work with.
- Good flexibility, time off and benefits.

Staff Retention & Satisfaction Survey

Management and Operations Performance

I enjoy working at ACCA because…continued

- I'm deeply inspired by our mission and it's incredibly fulfilling to contribute to something that makes a real difference. It's the people that make this place amazing, from the children and families we work with to everyone who works at the agency and the board. I truly enjoy working here because of the incredible people I get to collaborate with every day. I really appreciate that the supervisors at ACCA have my back and I know I can turn to them for support or guidance when I need it. It’s reassuring to feel like I’m not alone in the work.
- We are able to serve families where they are at without the worry of how it will be paid for.
- ACCA is a positive and supportive workplace. When something difficult comes up, it isn't left to the employee to manage the difficult thing on their own. We are able to seek the support of coworkers, supervisors, office staff, and the executive director without fear of being ignored or undervalued.
- the work being performed is done so with passion and care.
- I love how ACCA works as a team. Everyone has different levels of education and we come from different backgrounds, but it feels like family here.
- We have a wonderful team to seek support from but we also have excellent support in seeking additional trainings to attend either online or in person that match our individual interests in supporting our families and team.
- ACCA has a great working enviroment where people help one another and support the families we serve. It is really great to work in such a supportive enviroment.
- The flexibility in schedule/work hours
- The focus on collaboration and teamwork
- The team's genuine commitment to the families that we serve

Staff Retention & Satisfaction Survey

Management and Operations Performance

Frustrations I have with ACCA are...

- Nothing major at all, I am really knit-picking.....Maybe the subjectivity of the evaluations (but that is understandable) and the timeline for documentation to be complete doesn't seem to be across professionals in order to sign off of on functional reports and such.
- It would be nice to have more opportunities to work from home.
- I also appreciate the opportunity to work with a variety of providers, I feel like sometimes certain providers get paired with each other a lot and others not. I know there are reasonings behind this but it would be nice to know so just so we're aware. Not a frustration, just something that would be nice to be aware of! "
- High case loads and administrative tasks (I know that is out of ACCA's control)
- Nothing at this time
- I don’t have any significant frustrations with ACCA and feel overwhelmingly satisfied working here! One minor challenge that has come up occasionally involves scheduling evaluations with contractors. When families have limited availability and prefer in office visits, it can be difficult and time consuming to find a time and space that works for everyone. I wonder if there might be a different system or strategy that could help make scheduling with contractors more efficient.
- competitive pay
- I wish that caseloads weren't so high and people weren't feeling stressed and overworked.

Staff Retention & Satisfaction Survey

Management and Operations Performance

Frustrations I have with ACCA are...continued

- I feel like the ealry Friday closure is not something the ILP staff can take advantage of due to high caseloads and timelines. It is very frustrating to know it is not something I can even imagine utilzing and I know everyone would love longer weekends in the summer. It is always easier when the agency if fully closed and no one is expected to work like our holdiay closures.
- Space and organization of materials in the Family Services Building (I know it is a work in progress though and we all have ideas we are sharing/generating to make it more comfortable.)
- Lack of funding which creates stress for staff because we don't have enough staff.
- Discrepancy in pay - pay for my position at ACCA is much lower than pay for my position in any other setting in the community and there's little opportunity for growth (financially)
- Limited time/opportunities/interest in collaboration with other providers in the community (who may be serving the same families) - it's a great goal to want to be a leader in services and provide the highest level of care, but in believing that our services are the best, we miss or discount what other organizations can provide to families.
- Caseload assignments are so high that it make getting FSC work and collaboration challenging.
- The caseloads have become increasingly challenging to manage effectively, and it seems that many of us are struggling to keep up. While ACCA offers great benefits, the current compensation and salary does not appear to be competitive with what is offered by comparable agencies or service providers.

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?

- Not at this time. Thank you!
- Ongoing trainings and opportunities to learn!
- I am so happy to work here and be part of such a passionate, dedicated, and supportive team!
- Opportunities to have some fun with my coworkers. I miss our annual get togethers with some good food, fun and some type of activity. It also provided a chance to mingle with the staff from all the programs
- Pay that matches my degree and experience.
- Not at this time, I feel well supported and appreciate the training opportunities given to me.
- Continued collaboration and training opportunities.
- Continued training opportunities
- Decrease caseloads. However I think it important to note how hard Heidi has been working and advocating for ACCA as an agency to make positive changes. It hasn't gone unnoticed.

Board of Director Survey

Management and Operations Performance

Over the last year, BOD members feel:

- **100%** of board respondents agree or strongly agree that as a member of the Governing Body, they effectively conduct/participate in long term planning.
- **100%** of board respondents strongly agree or agree that as the Governing Body, they effectively review and approve policies.
- **100%** of board respondents strongly agree or agree that as the Governing Body, they establish resource development goals
- **100%** of board respondents strongly agree or agree that as the Governing Body, they review and formally accept the annual audit
- **100%** of board respondents strongly agree or agree that as a member of the Governing Body, they review and provide input regarding the organization's quality improvement activity initiatives
- **100%** of board respondents strongly agree or agree that as a member of the Governing Body, they receive information on the organization's program outcomes and outcomes of the persons served.
- **100%** of board respondents strongly agree or agree that the Governing Body and Executive Director have an effective working relationship.
- **100%** of board respondents strongly agree or agree that as members of the Governing Body, at least annually they are informed of and review areas of risk to the organization.

External Review Process

Annual Fiscal Audit & Annual Determination Letter

Annual Financial Audit

- ✓ The FY24 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 FY25 Annual Financial Audit is scheduled to be complete by 12/31/2025.

Annual Determination Letter

- ✓ The ILP Annual Determination for FY24 was received with 100% compliance on all IDEA-required indicators and 100% on quality indicators.
- ✓ The FY25 ILP Annual Determination letter has not been received.