Annual Performance Dashboard Fiscal Year 2026

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

- **Quarterly File Reviews**
- **Consumer Surveys (DDRC)**

Management and Operations Performance

- **Risk Prevention**

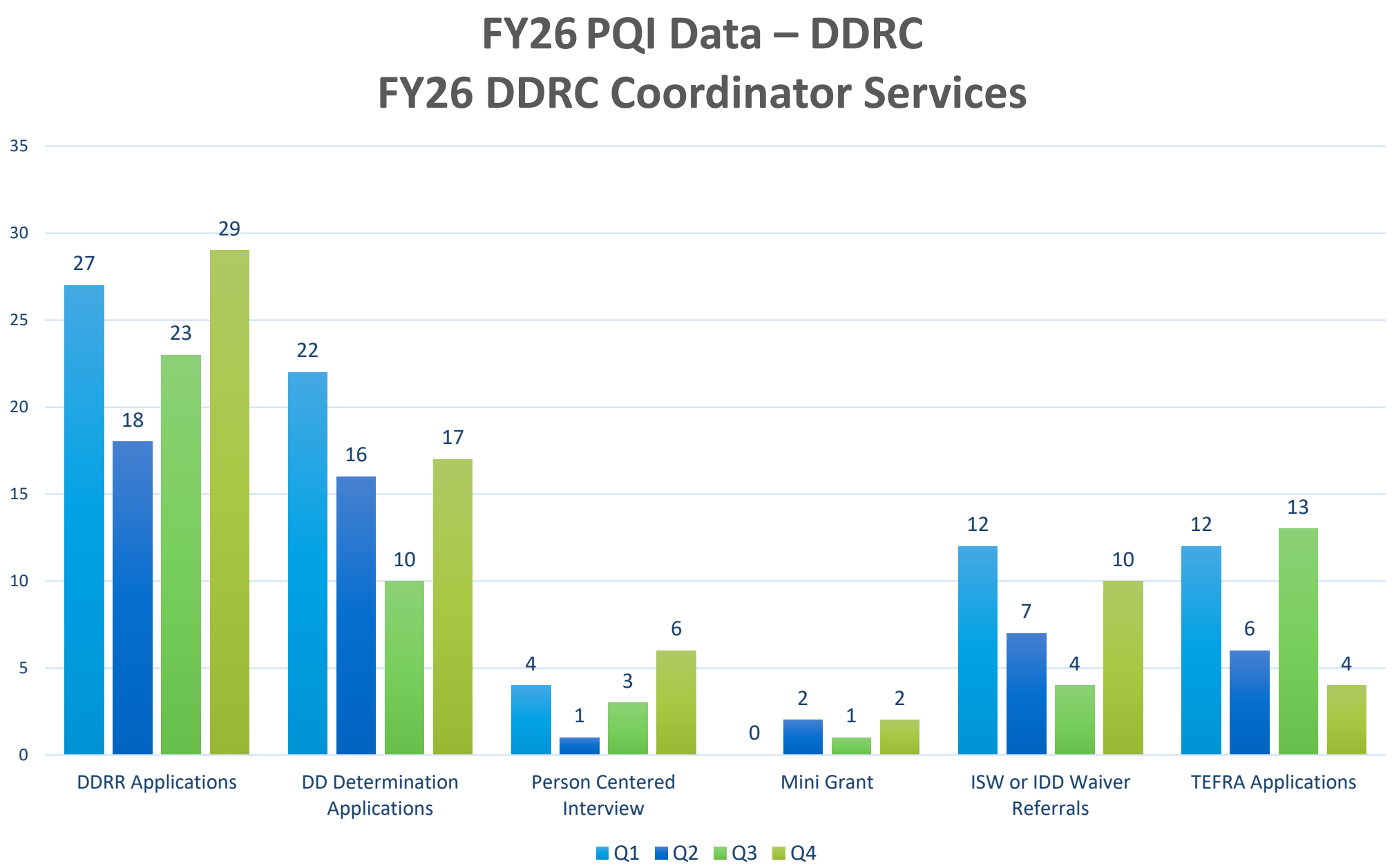
External Review Process

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

ACCA achieved re-accreditation with the Council on Accreditation (COA) in December 2025

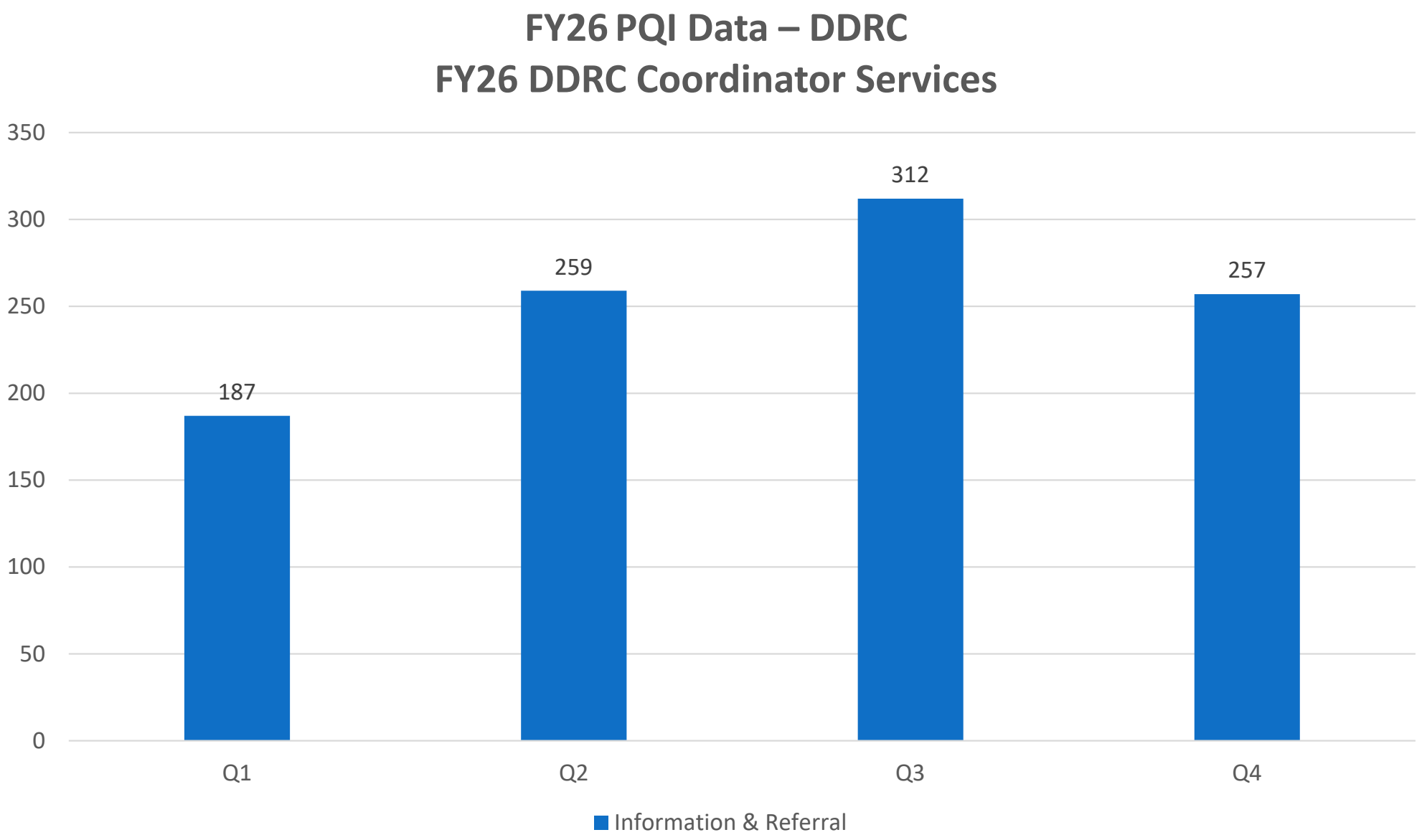
Performance and Quality Improvement

Developmental Disabilities Resource Connections - Impact of Services on Clients



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 FY26 we were able to execute 5 mini grants to our consumers.
- ACCA DDRC was awarded a grant expansion that included coordination of PASRR services and IDD Emergent Needs funds. The team successfully established and implemented processes to facilitate service delivery and accurate invoicing.
- 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.
- ACCA DDRC provided support to the Yukon-Kuskokwim Delta Region in response to staffing challenges. DDRC Coordinator provided in-person training to newly hired YKHC DDRC staff and continued to provide assistance as they became proficient in navigating the required systems.
- The DDRC Coordinator provided information and referral services to over 500 unduplicated consumers, leading to over 1300 contacts.

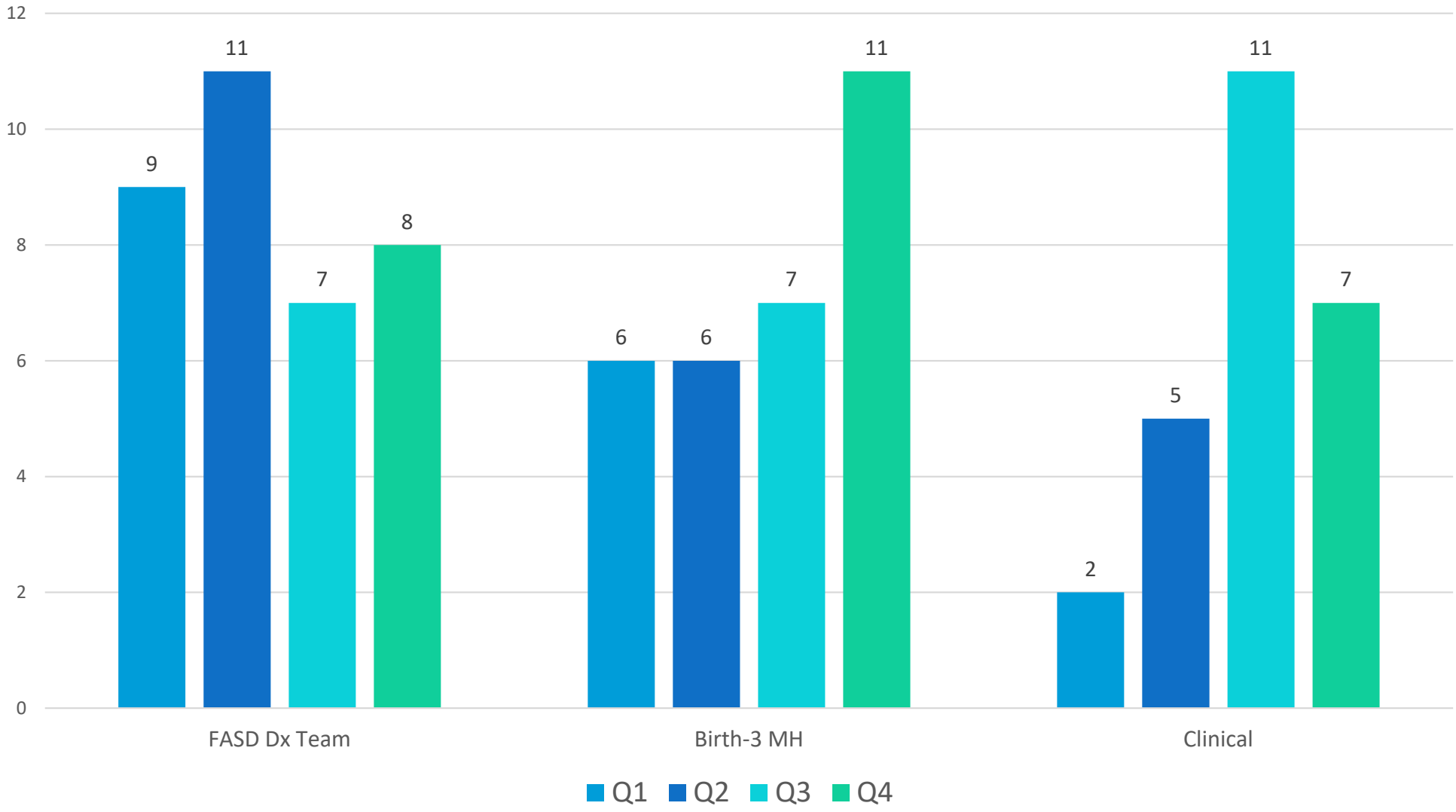
Performance and Quality Improvement

Child & Family Wellness Program- Impact of Services on Clients

FY26 PQI Data – Child & Family Wellness Program

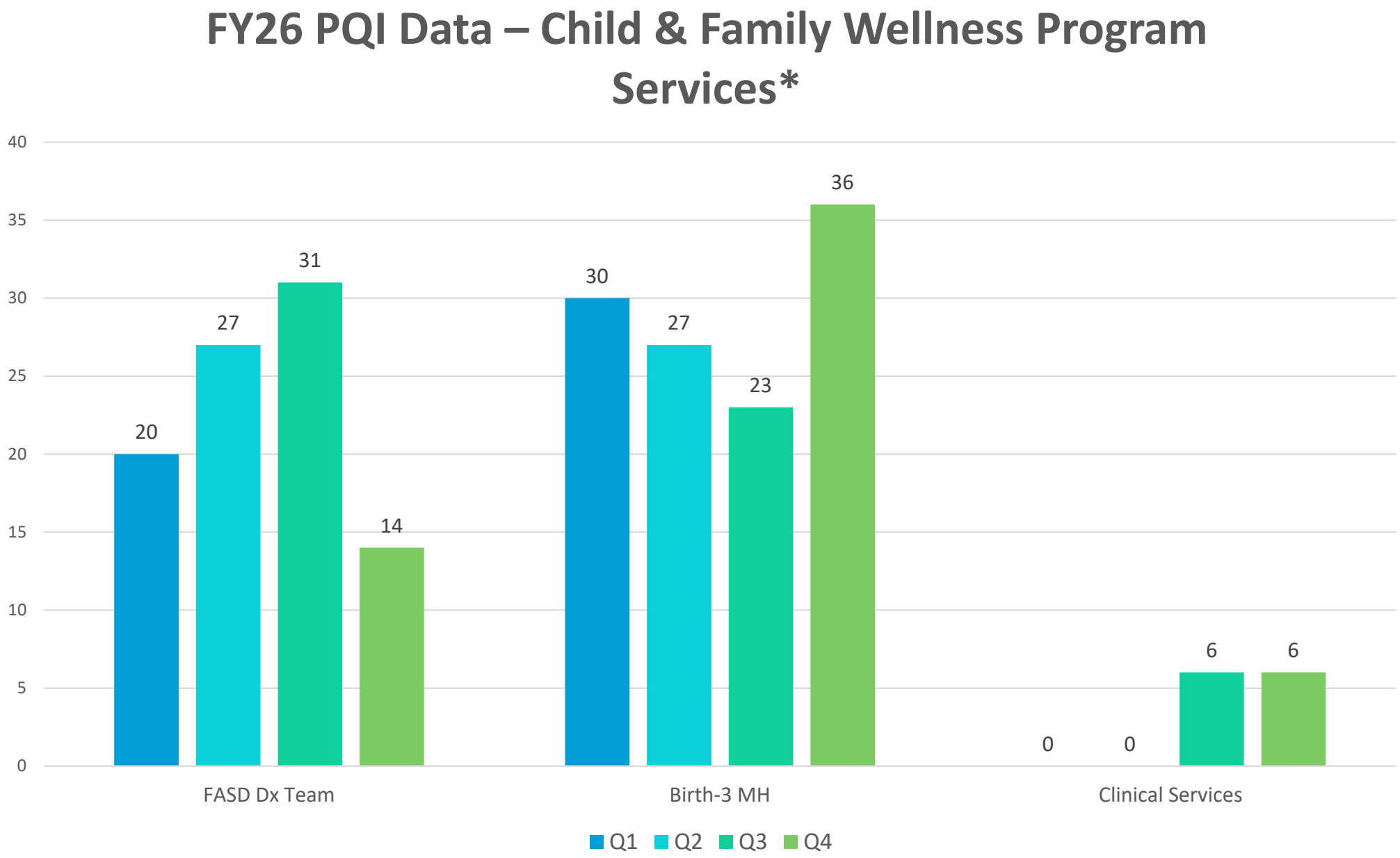
Referrals

90 Total Referrals



Performance and Quality Improvement

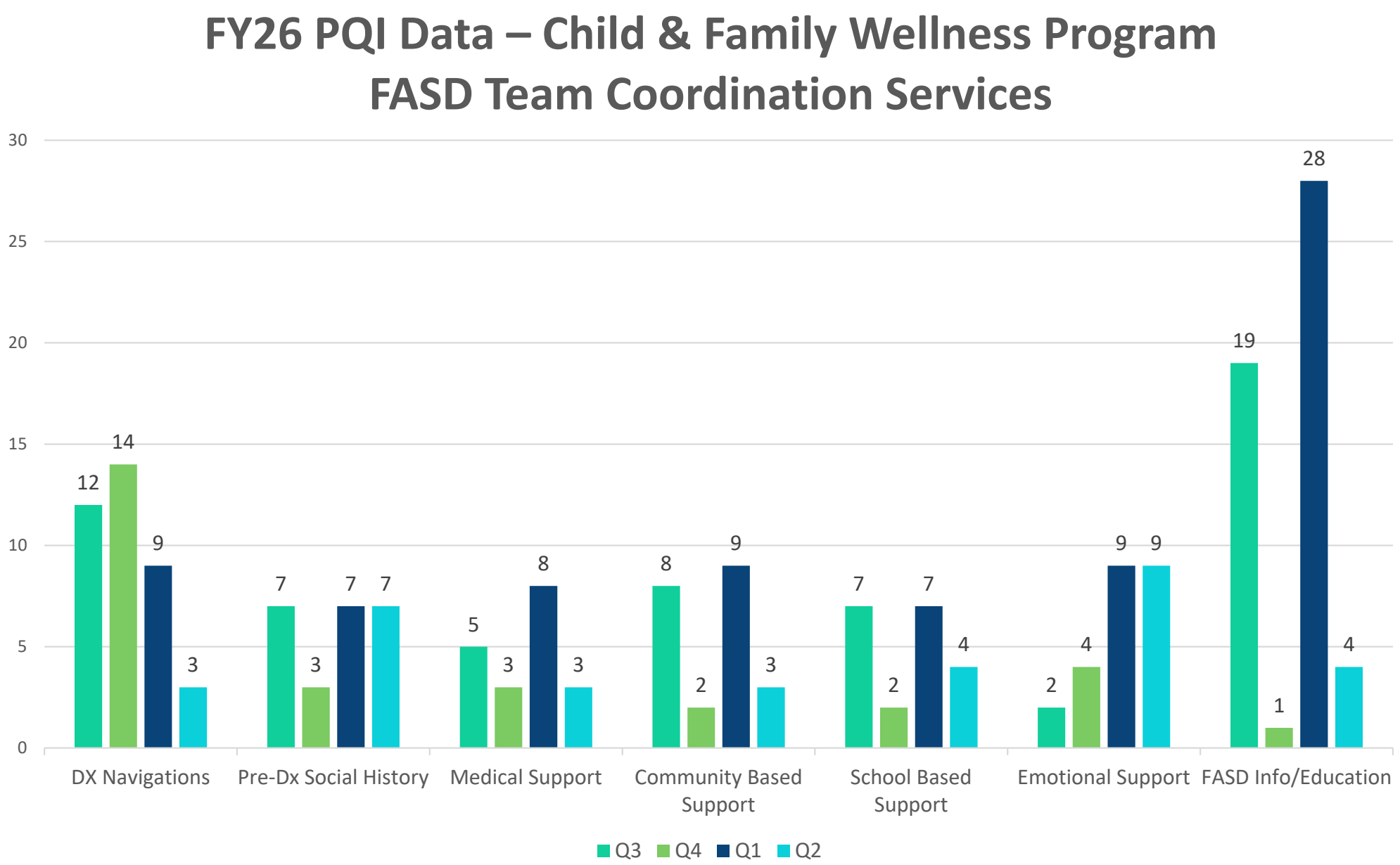
Child & Family Wellness Program- Impact of Services on Clients



*unduplicated clients

Performance and Quality Improvement

Child & Family Wellness Program- Impact of Services on Clients



Programs Update – Child & Family Wellness Program (CFWP)

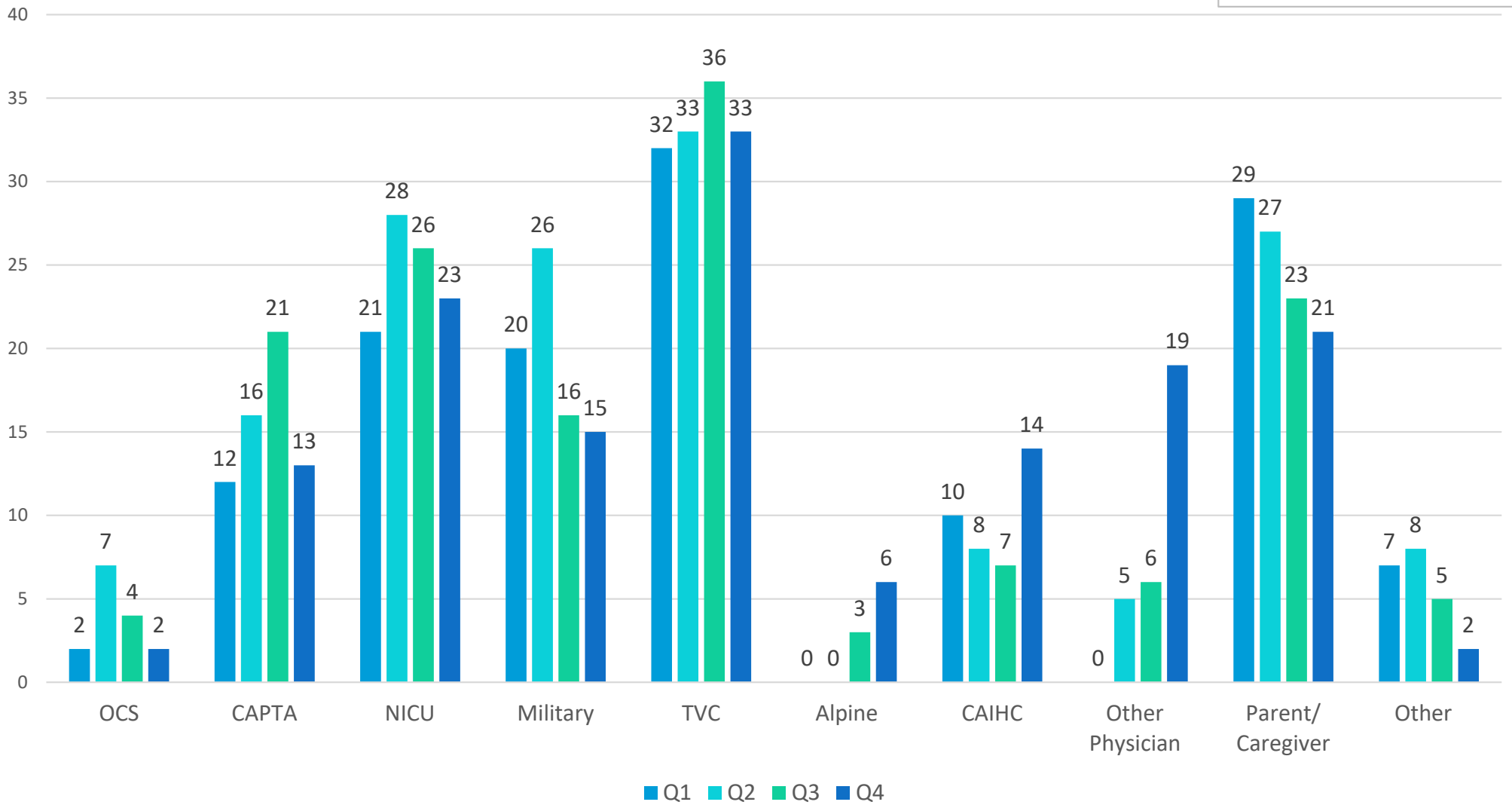
- In FY26 35 children were referred to the FASD diagnostic team and 22 completed the process.
- The CFWP clinical team began providing services to clients with their first Intake in January 2026 as the program continues to build capacity
- CFWP Coordinator attended FASD United's *10th International Conference on Adolescents and Adults with Fetal Alcohol Spectrum Disorders* April 18-April 21, 2026
- CFWP Coordinator earned certificates in CPI - Verbal Intervention, EMDR, TF-CBT, Seizure Recognition and First Aid, and Somatic Embodiment & Regulation Strategies
- ACCA's Executive Director attending quarterly Behavioral Health Summits
- ACCA welcomed a new OT to the FASD Diagnostic Team
- CFWP achieved accreditation with COA under the Mental Health and/or Substance Use Services Standard

Performance and Quality Improvement

Infant Learning Program - Impact of Services on Clients

FY26 PQI Data – Infant Learning Program Referral Source

Total:
568 Referrals

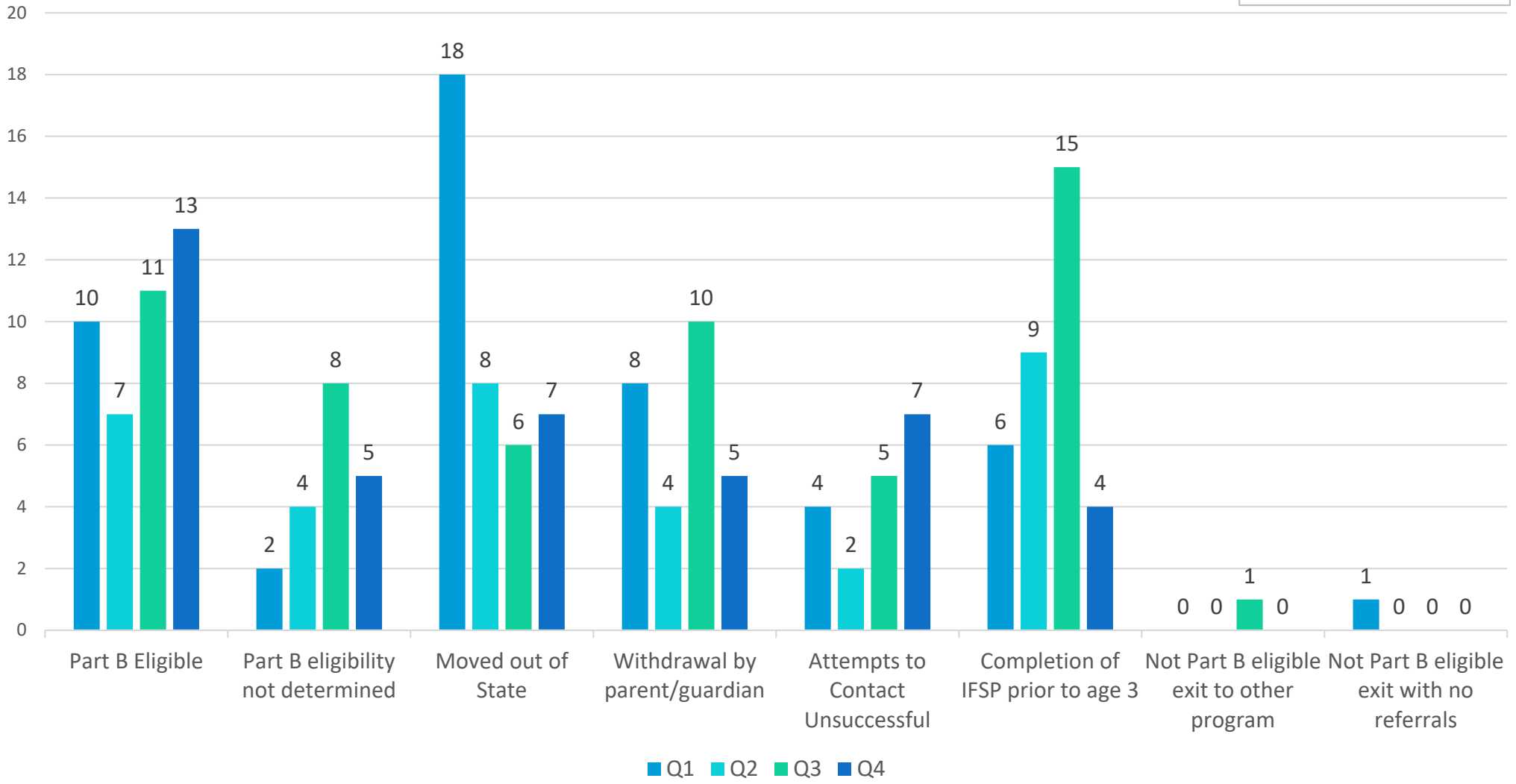


Performance and Quality Improvement

Infant Learning Program - Impact of Services on Clients

FY26 PQI Data – Infant Learning Program
Exit Status

Total:
185 Exits



Programs Update – Infant Learning Program (ILP)

- Continued to provide services using a hybrid model of service delivery based on family choice, focusing on home visits
- Continued outreach travel to all regions we serve to support families and to grow and rebuild relationships with partners in those communities. As a result, ACCA has seen increased referrals from those regions
- ILP joined many community partners to participate in outreach events, such as RCPC Go Blue event, FHP Baby Expo, and the Kid's Literacy Farmer's Market, among others.
- ILP Coordinator and therapy supervisor connected with the FHP NICU Nurse Case Manager to review referrals and streamline the referral process
- ACCA's Executive Director led the efforts with other ILPs across the state to advocate for increased funding and resources for Infant Learning Programs statewide.
- ACCA ILP welcomed two OT's to the team in late FY26
- The ILP expansion bill was passed to expand eligibility!

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 additional surveillance cameras at key points of both ACCA buildings.

External Review Process

Annual Fiscal Audit & Annual Determination Letter

Annual Financial Audit

- ✓ The FY25 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 FY26 Annual Financial Audit is scheduled to be complete by 12/31/2026.

Annual Determination Letter

- ✓ The ILP Annual Determination for FY25 was received with 100% compliance on all IDEA-required indicators and 95.6% on quality indicators determining the program a Meets Requirements with Part C of IDEA.
- ✓ The FY26 ILP Annual Determination letter has not been received.

Council on Accreditation

- ✓ Re-accreditation achieved in October 2025
  - ✓ Child & Family Development & Support Services (CFD) – Infant Learning Program
  - ✓ Coaching, Support, and Education (CSE) – Developmental Disability Resource Center
  - ✓ Services for Mental Health/Substance Use (MHSU) – Child & Family Wellness Program