

Advantages of Southeast Arkansas, Inc.

4th Quarter Outcomes

Performance Improvement Plan

FY 2017

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**I. Human Resources Outcomes**

Person Responsible: Angie Burton, Assistant Director of Finance and Human Resources  
Human Resources goals were set in order to streamline processes in our human resources department. Advantages focused on ways to run more effectively and efficiently as well as defining areas of need in an access component.

**Effectiveness**, FY 2017 goals are as follows:

- a. Information in TED will be transferred in the Therap system to begin tracking the HR required work documentation  
-In progress, transfer of info began in Oct by SP
- b. Implement policy distribution and training into Therap system for center staff  
-Not yet in progress, due to staff still learning about Therap module
- c. ADF& HR to do a 1 hour training (current HR topic) at each site per FY  
-In progress, completed trainings at Crossett, DSC, and Monticello

**Efficiency**, the FY 2017 goals are as follows:

- a. ADF&HR to cross train staff in the HR department on FMLA, Insurance, and benefits  
-In progress with the new hire of SC, she is being trained in these areas
- b. ADF& HR to cross train staff in the accounting department to be able to issue & make payroll corrections  
-Reported as complete with training of DB

**Access**, the FY 2017 goal is as follows:

- a. No more than 1 month from the time a position closes to staff starting employment  
-Not met; 6/9 (67%) of staff started within 1 month of position closing
- b. Applicant rejection packet turned in to ADF&HR within 2 weeks of job closing  
-Not met; 7 positions advertised, 7 positions filled, 3 packets submitted

**Satisfaction**, the FY 2017 goal is as follows:

- a. Maximize employee satisfaction with HR services (90%)  
-Measured and reported in the 3<sup>rd</sup> quarter.

**II. Business Functions**

Person Responsible: Angie Burton, Assistant Director of Finance and Human Resources  
Business Functions/Accounting goals were set in order to streamline processes in our finance/business department. Advantages focused on ways to run more effectively and efficiently as well as defining areas of need in an access component.

**Effectiveness**, FY 2017 goals are as follows:

- a. All of FY 16 financials will be scanned by Dec 31, 2016  
-Measured in the 2<sup>nd</sup> quarter.
- b. IT staff will generate a monthly a random batch of voice matches for the CCO to verify  
-Met with 100% this quarter
- c. Start the process of billing DDTCS directly from Therap  
-attempted and discarded due to more efficient in house billing system

**Efficiency**, FY 2017 goals are as follows:

- a. Conduct service to billing audits monthly with a written report provided listing errors and responsible party  
-Met, no errors found.
- b. Review personnel files in each division quarterly for compliance with licensing standards  
-Met, no errors found in files viewed this quarter
- c. Reconcile billing remits within 5 business days of receipt  
-Met with 100% reconciled within time frame.

**Access**, FY 2017 goals are as follows:

- a. External audit report will be published on agency website  
-Met, published in the 2<sup>nd</sup> quarter

**Satisfaction**, FY 2017 goal is as follows:

- a. Reach 100% efficiency with the billing process in the centers  
-Discarded due to expense and inefficiency in Therap billing

### **III. Waiver**

Person Responsible: John Hadley, Trinia Isaac, James Scott (Case Managers) and DeAnna Doherty, Programs Director, Angie Burton, ADF&HR

Waiver goals were set to more effectively and efficiently complete intakes, meet filing requirements and to promote the services that Advantages provides.

**Effectiveness**, FY 2017 goals are as follows:

- a. Waiver PA's will be turned in to HR before expiration date  
-Not met, 11/22 (50%) of PA's were turned in late. (PA's were not received by DDS on time is the reason for most being late)
- b. Turn in case management billing to the Programs director by the 10<sup>th</sup> of each month  
-Met, 3/3 months submitted on time
- c. Case management documentation will be filed by the 10<sup>th</sup> day of each month  
-Not met; 78/178 (44%) of case management notes were filed within time frame
- d. Each CM will receive 6 hours of specialty training  
-Met

**Efficiency**, FY 2017 goals are as follows:

- a. Waiver case notes submitted within time frames  
-Not met with an average of 5.3 case notes being late per week
- b. Reduce the number of time clock exception reports to 20 or less per week  
-Not met, this goal will be revised to a more attainable goal
- c. Each case manager will oversee the job coach certification for 3 of their waiver staff  
-Not met this quarter, no additional staff received the job coach certification
- d. New case manager will receive CPR instructor certification and job coach certification  
-CPR instructor certification obtained in June, Job coach cert. pending

**Access**, FY 2017 goal is as follows:

- a. Make first contact within five days of receiving completed referral packet from DDS  
-Met, 3/3 referrals this quarter

**Satisfaction**, FY 2017 goal is as follows:

- a. Maximize satisfaction of all consumers with their case manager  
-Measured annually in the 3<sup>rd</sup> quarter

**IV. Public Awareness**

Person Responsible: Sandy Patrick, Exe. Director

Public Awareness goals were set to ensure that the Agency was continuing to get positive media attention to increase awareness of our programs and to develop new partnerships with local businesses.

**Effectiveness**, FY 2017 goals are as follows:

- a. Will produce \$7500 in private funds for the FY  
-Not met; \$4260 for the FY
- b. Will host 3 outside organizations in Monticello and Crossett preschools  
-Met
- c. Discovery Skills Center will build 1 new community partner  
-Met, DSC is working with the Drew Central basketball team to host 2 games for DSC annually

**Efficiency**, FY 2017 goal is as follows:

- a. Increase public awareness of our agency and services by having at least 2 print articles per FY and 1 agency event per quarter featured on web based media  
-Met, article announcing support of DSP week and Valerie Simmons as DSP of the Year and Star City center Halloween activities

**Access**, FY 2017 goal is as follows:

- a. Consumer Council meeting dates will be posted in media  
-Not met; notes were handed out individually but not posted to our website. Our website has been under construction for the last few months.

**Satisfaction**, FY 2017 goal is as follows:

- a. Maximize satisfaction of community partners  
-Measured and reported in the 3<sup>rd</sup> quarter.

**V. Discovery Skills Center**

Person Responsible: Aaron Wallace

Goals were set for Discovery Skills Center to increase the impact that our adult development program has for staff, consumers, and the community.

**Effectiveness**, FY17 goals are as follows:

- a. 4 volunteer activities per year by adult consumer  
-Met
- b. Lead instructor will research and submit grant proposal ideas  
-Met
- c. Will hold 2 fundraisers in FY17  
-Met Car Wash on 9/9, Lip Sync June 2017
- d. All DayHab staff will be certified job coaches  
-Met

**Efficiency**, FY17 goals are as follows:

- a. Increase daily attendance rate to 90%  
-Not met at 89% due to summer vacations
- b. Maintain 40% of license capacity of 80  
-Not met, 36% of capacity this quarter
- c. All quarterly reports completed and filed within 10 days of quarter ending date (95%)  
-Not met 24/26 (92%) completed on time. Late due to guardian delay (illness)

**Access**, FY17 goals are as follows:

- a. Within 10 days of referral, DSC will hold a placement meeting to assist with completion of enrollment packet  
-Met 5/5 (100%)
- b. Within 5 days of enrollment meeting any additional evaluations needed will be scheduled  
-Met; all evals scheduled at initial meeting
- c. Lead Instructor will send the LEA's at Monticello, Drew Central, Warren, and Star City school districts an information packet and program description by March 15, 2017  
-Measured and reported in the 3<sup>rd</sup> quarter

**Satisfaction**, FY17 goal is as follows:

- a. Maximize satisfaction of all clients/families  
-Measured and reported in the 3<sup>rd</sup> quarter

**VI. Discovery Children's Center Monticello**

Person Responsible: Lindsey Wilkerson

Goals were set for DCC Monticello to improve the impact that services provided make on consumers/families served and to ensure timely receipt of services and to ensure that the overall program runs as efficiently as possible.

**Effectiveness**, FY17 goals are as follows:

- a. Center will maintain 6 parent involvement exercises  
-Met with 100%
- b. SPED teachers will hold at least 15 hours of TAPP training for staff  
-Met with 100%
- c. All transition conferences will be held on or before the due date  
-Met with 14/14 (100%) held within time frames
- d. Dietary department will work towards electronic forms, spreadsheets, etc.  
-Goal not met, will carry over to next FY
- e. All SPED teachers receive 36 hours of professional development  
-Wilkerson, 36 hours

**Efficiency**, FY17 goals are as follows:

- a. Increase daily attendance to 80%  
-Not met with 79% attendance
- b. Maintain 75% of license capacity of 140  
-Not met; only 72% of license capacity enrolled; continuing child find activities
- c. No more than 40% of consumers transitioning to kindergarten need services (exclude speech only services)  
-Not met 5/9 (56%) students needed multiple therapy referrals
- d. All new binders checked according to binder checklists within 3 business days of consumer start date  
-Met; 100% of binders checked within time frame
- e. 95% of quarterlies completed and filed within 10 days of quarter ending date  
-Met with 73/73 (100%) of quarterlies completed and filed within time frame

**Access**, FY17 goals are as follows:

- a. Placement conference will be held within 30 days of referral  
- Met 5/5 (100%) conferences held within time frame
- b. All conference paperwork will be turned in to the DEC at least 2 business days before conference date  
-Not met with 14/17 (82%) sets of paperwork turned in within time frame
- c. Therapy quarterlies will be completed within 14 days of due date  
-Met; 69/71 (97%) quarterlies completed within time frame
- d. 1 consumer retention activity held in the 4<sup>th</sup> quarter of the FY  
-Met, ice cream party held in June

**Satisfaction**, FY17 goal is as follows:

- a. Maximize satisfaction of all families served  
-Measured in the 3<sup>rd</sup> quarter



## **V. Discovery Children's Center Crossett**

Person Responsible: Jody Keen

Goals were set for DCC Crossett to improve the impact that services provided make on consumers/families served and to ensure timely receipt of services and to ensure that the overall program runs as efficiently as possible.

**Effectiveness**, FY17 goals are as follows:

- a. Center will have 6 parent involvement exercises for FY17  
-Met
- b. At least 1 staff member be a certified TAPP trainer  
- Not met, goal will have to be discontinued due to new TAPP regulations
- c. All transition conferences will be held on or before the due date  
-Not met with 6/8 (75%) held within time frame, both due to parent delay
- d. Consumer database will be emailed to the SPED Supervisor by the 3<sup>rd</sup> of each month  
-Met; 3/3 databases emailed on time
- f. All SPED teachers receive 36 hours of professional development  
-Measured annually; Nutter was unreported, Faulk received 34 hours, Matthews was 9.5

**Efficiency**, FY17 goals are as follows:

- a. Increase daily attendance to 80%  
-Met with 80% attendance rate
- b. 95% of quarterly reports will be completed & filed within 10 days of quarter ending date  
-Met with 38/38 (100%) quarterlies completed within time frame
- c. Maintain 40% of license capacity of 187  
- Not met with 27% of license capacity enrolled
- d. No more than 40% of consumers transitioning to kindergarten receive SPED services (exclude speech only)  
- Met
- e. All new binders checked according to binder checklist within 3 business days of consumer start date  
-Met

**Access**, FY17 goals are as follows:

- a. Placement conference will be held within 30 days of referral  
-Not met; 8/11 (73%) conferences held within time frame
- b. Therapy quarterlies will be completed within 14 days of due date  
-Met with 37/37 (100%) quarterlies completed on time
- c. Track referrals sent for physician approval vs. physician denial (not including therapy referrals)  
-Not met, 11 approved out of 13 sent
- d. All conference paperwork will be turned in to DEC at least 2 bus days before conference  
-Met; 100% conference packets turned in within time frame
- e. Host 1 consumer retention activity in the 4<sup>th</sup> quarter  
-Ice cream party for attendance was held

**Satisfaction**, FY17 goal is as follows:

- a. Maximize the satisfaction of all families  
-To be measured in the 3<sup>rd</sup> quarter

### ***Discovery Children's Center Star City***

Person Responsible: Lorie Henley

Goals were set for DCC Crossett to improve the impact that services provided make on consumers/families served and to ensure timely receipt of services and to ensure that the overall program runs as efficiently as possible.

**Effectiveness**, FY17 goals are as follows:

- a. Center will maintain 6 parent involvement exercises for the FY  
-Met with 100%
- b. SPED teachers will hold at least 15 hours of TAPP training for staff  
-Met, 30 hours held for the year
- b. All transition conferences will be held on or before the due date  
-Met; 6/6 conferences held within time frame
- d. Dietary department will move towards electronic forms and spreadsheets  
-Goal not met
- f. All SPED teachers receive 36 hours of professional development  
-Patterson, 40.5 hours for the FY

**Efficiency**, FY17 goals are as follows:

- a. Increase daily attendance to 80%  
-Not met with 79% attendance
- b. All quarterly reports will be completed & filed within 10 days of quarter ending date  
-Met; 17/17 quarterlies completed within time frame
- c. Maintain 75% of license capacity of 66  
-Not met
- d. No more than 40% of kindergarten eligible consumers referred for SPED services (exclude speech only services)  
-Met with ¼ (25%) being referred for services
- e. All new binders checked according to checklists within 3 bus days of consumer start date  
-Met, 13/1 (100%) checked within time frame
- f. Submit transportation and attendance billing to accounting department each week  
-Met with 93% of billing submitted on time

**Access**, FY17 goals are as follows:

- a. Placement conference will be held within 30 days of referral  
-Not met; 3/6 conferences held within time frame
- b. Therapy quarterlies will be completed within 14 days of due date  
-Met with 22/23 (95%) quarterlies completed
- c. SPED documentation turned in to DEC within 5 days of month end  
-Void, all this paperwork done on Therap
- d. All conference paperwork will be turned in to DEC at least 2 bus days before conf. date  
-Met; 14/14 times paperwork submitted within time frame
- e. 1 consumer retention activity in the 4<sup>th</sup> quarter  
-Activity scheduled for July

**Satisfaction**, FY17 goal is as follows:

- a. Maximize satisfaction of all families  
-To be measured in the 3<sup>rd</sup> quarter

## *X. Conclusion*

Each division achieved a few goals. There are areas that still need work. The extenuating circumstances for goals not met were reasonable and there is no cause for concern. The agency has purchased and implemented Therap for several of our locations. Implementing Therap should have a positive impact on achieving goals which we should see reflected in the next two quarters. Therap is working well for our centers, however, the billing did not have the desired result so after several months we decided not to utilize Therap for our billing system. Waiver seems to be the area that needs the most assistance. To aid in assistance in this department we have hired an additional part-time case manager and have a full time waiver clerk that handles the collection of case notes and subbing. As a management team, we decided which goals to move forward to the next FY and which goals to modify or eliminate. Achieving all the goals set forth for the FY will definitely increase the impact that the agency has not only for the consumers, but for the staff and community as well.