

Advantages of Southeast Arkansas, Inc.

1st Quarter Outcomes

Performance Improvement Plan

FY 2018

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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 2018 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
- b. ADF& HR to do a 1 hour training (current HR topic) at each site per FY
  - None this quarter

**Efficiency**, the FY 2018 goals are as follows:

- a. Remain in license compliance with required work documentation; specifically driver's license, TB skin test & CPR/1<sup>st</sup> Aid for staff. (TB will be discontinued after 10/1017 per DDS)
  - Driver's license (6 staff did not submit within time frame)
  - TB (8 not submitted within time frame)
  - CPR (No deficiencies)
  - Insurance/registration (17 not submitted within time frame)

**Access**, the FY 2018 goal is as follows:

- a. No more than 1 month from the time a position closes to staff starting employment
  - Not met; 0/8 (0%) of staff started within 1 month of position closing

**Satisfaction**, the FY 2018 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 2018 goals are as follows:

- a. All of FY 17 financials will be scanned by Dec 31, 2017  
-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

**Efficiency**, FY 2018 goals are as follows:

- a. Review personnel files in each division monthly for compliance with licensing standards  
-Met, no errors found in files viewed this quarter
- b. Conduct service to billing audits in each division monthly with a written monthly report submitted to the ED  
-Met, no errors this quarter

**Access**, FY 2018 goals are as follows:

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

**Satisfaction**, FY 2018 goal is as follows:

- a. Maximize satisfaction with all business vendors  
-Measured annually in the 3<sup>rd</sup> quarter

**III. Waiver**

Person Responsible: John Hadley, James Scott (Case Managers), Angie Burton, ADF&HR, Angie Sowell, CCO and DeAnna Doherty, Exe. Director

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

**Effectiveness**, FY 2018 goals are as follows:

- a. Waiver PA's will be turned in to HR before expiration date
  - Not met, 7/13 (54%) of PA's were turned in late. (PA's were not received by DDS on time is the reason for most of the 7 being late Exe. Director is forwarding these as soon as they are available)
- b. Turn in case management billing to the Programs director by the 10<sup>th</sup> of each month
  - Met
- c. Case management documentation will be filed by the 10<sup>th</sup> day of each month
  - Not met; 144/183 (79%) of case management notes were filed within time frame

**Efficiency**, FY 2018 goals are as follows:

- a. Waiver case notes submitted within time frames
  - Met with a weekly average of less than 5

**Access**, FY 2018 goal is as follows:

- a. Each case manager will oversee the job coach certification training for 3 of their waiver staff
  - Measured annually in the 4<sup>th</sup> quarter

**Satisfaction**, FY 2018 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: DeAnna Doherty , 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 2018 goals are as follows:

- a. Will produce \$7500 in private funds for the FY
  - Measured annually in the 4<sup>th</sup> quarter, however \$2500 this quarter
- b. Will host 3 outside organizations in Monticello and Crossett preschools
  - Measured annually in the 4<sup>th</sup> quarter but hosted a PASSE parent meeting
- c. Discovery Skills Center will build 1 new community partner
  -

**Efficiency**, FY 2018 goal is as follows:

- a. Increase public awareness of our programs by purchasing 3 new ads in various types of print or sponsorships
  - Measured annually, but purchased an Ad for the Monticello Billies Football Booster Program

**Access**, FY 2018 goal is as follows:

- a. Consumer Council meeting dates will be posted in media
  - Not met, dates were not given to IT to post on website

**Satisfaction**, FY 2018 goal is as follows:

- a. Maximize satisfaction of community partners
  - To be measured 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**, FY18 goals are as follows:

- a. 4 volunteer activities per year by adult consumer  
-Consumers volunteer at the Presbyterian Church clothes closet
- b. Will refer at a minimum 6 consumers to ARS for employment opportunities  
-Met, referred 6
- c. Will generate \$2000 in fundraisers this FY  
-Measured annually (did car wash and scare crow sales)

**Efficiency**, FY18 goals are as follows:

- a. Maintain daily attendance rate to 90%  
-Not met at 89%
- b. Maintain 40% of license capacity of 82  
-Not met, 36% of capacity this quarter
- c. All quarterly reports completed and filed within 10 days of quarter ending date (95%)  
-Met 28/28 (100%) completed on time.

**Access**, FY18 goals are as follows:

- a. 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, 2018  
-Measured in the 3<sup>rd</sup> quarter

**Satisfaction**, FY18 goal is as follows:

- a. Maximize satisfaction of all clients/families  
-To be measured 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**, FY18 goals are as follows:

- a. Center will maintain 6 parent involvement exercises  
-Measured annually in the 4<sup>th</sup> quarter
- b. All transition conferences will be held on or before the due date  
-Not met with 12/14 (86%) conferences held within time frame; both due to parent reschedules
- e. All SPED teachers receive 36 hours of professional development  
-Measured annually in the 4<sup>th</sup> quarter; (68.5/96)

**Efficiency**, FY18 goals are as follows:

- a. Increase daily attendance to 80%  
-Not met with 77% attendance
- b. Maintain 75% of license capacity of 140  
-Not met; only 66% of license capacity enrolled; continuing child find activities
- c. No more than 40% of consumers transitioning to kindergarten need services (exclude speech only services)  
-Measured annually in the 4<sup>th</sup> quarter
- d. All new binders checked according to binder checklists within 3 business days of consumer start date  
-Not met (85%) binders checked within time frame
- e. 95% of quarterlies completed and filed within 10 days of quarter ending date  
-Not met with 34/36 (94%) of quarterlies completed and filed within time frame

**Access**, FY18 goals are as follows:

- a. Placement conference will be held within 30 days of referral  
- Not met; 9/12 (75%) 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 54/62 (87%)
- c. Therapy referral evaluations will be completed within 30 days of initial referral  
-Met; 37/39 (95%) evals completed within time frame
- d. 1 consumer retention activity held in the 4<sup>th</sup> quarter of the FY  
-Measured annually in the 4<sup>th</sup> quarter

**Satisfaction**, FY18 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**, FY18 goals are as follows:

- a. Center will have 6 parent involvement exercises for FY18  
-Measured annually, 3 events this quarter (Round Up, Parade Float & Grandparent's Day)
- b. All transition conferences will be held on or before the due date  
-Not met with 9/10 (90%) held in time frame
- c. 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; Faulk received 6 hours, Matthews was 0

**Efficiency**, FY18 goals are as follows:

- a. Increase daily attendance to 80%  
-Not met with 73% attendance rate
- b. 95% of quarterly reports will be completed & filed within 10 days of quarter ending date  
-Met with 32/32 (100%) quarterlies completed within time frame
- c. Maintain 40% of license capacity of 187  
- Met with 22% of license capacity enrolled
- d. No more than 40% of consumers transitioning to kindergarten receive SPED services (exclude speech only)  
- Measured annually in the 4<sup>th</sup> quarter
- e. All new binders checked according to binder checklist within 3 business days of consumer start date  
-Met with 21/21 binders checked within time frame

**Access**, FY18 goals are as follows:

- a. Placement conference will be held within 30 days of referral  
-Not Met; 15/17 (88%) conferences held within time frame
- b. Therapy evaluations will be completed within 30 days of initial referral date  
-Met with 20/20 (100%) completed on time
- d. All conference paperwork will be turned in to DEC at least 2 bus days before conference  
-Met; 12/12 conference packets turned in within time frame
- e. Host 1 consumer retention activity in the 4<sup>th</sup> quarter  
-Measured annually in the 4<sup>th</sup> quarter

**Satisfaction**, FY18 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**, FY18 goals are as follows:

- a. Center will maintain 6 parent involvement exercises for the FY  
-Measured annually; Fun at the Fair this quarter
- b. All transition conferences will be held on or before the due date  
-Not met; 6/7 (86%) conferences held within time frame
- c. Dietary department will move towards electronic forms and spreadsheets  
-Continuing
- d. All SPED teachers receive 36 hours of professional development  
-Measured annually in the 4<sup>th</sup> quarter; Patterson-18 hours reported

**Efficiency**, FY18 goals are as follows:

- a. Maintain daily attendance to 80%  
-Not met with 77% attendance
- b. All quarterly reports will be completed & filed within 10 days of quarter ending date  
-Not met; 14/24 quarterlies completed within time frame
- c. Maintain 75% of license capacity of 66  
-Not met; 57% of license capacity
- d. No more than 40% of kindergarten eligible consumers referred for SPED services (exclude speech only services)  
-Measured in the 4<sup>th</sup> quarter
- e. All new binders checked according to checklists within 3 bus days of consumer start date  
-Not met, 5/12 (42%) checked within time frame, teacher on medical leave
- f. Submit transportation and attendance billing to accounting department each week  
-Not met with 83% of billing submitted on time

**Access**, FY18 goals are as follows:

- a. Placement conference will be held within 30 days of referral  
-Not met; 10/15 conferences held within time frame
- b. Therapy evaluations will be completed within 30 days of initial referral  
-Not met with 6/15 (94%) quarterlies completed
- d. All conference paperwork will be turned in to DEC at least 2 bus days before conf. date  
-Met; 17/17times paperwork submitted within time frame
- e. 1 consumer retention activity in the 4<sup>th</sup> quarter  
-Measured in the 4<sup>th</sup> quarter

**Satisfaction**, FY18 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 on most of them. The enrollment numbers at the Crossett preschool are being watched and additional child find activities are being conducted. Union County was added to the license and a child find activity was conducted in Strong. We will continue to monitor this issue and make adjustments with staffing as necessary. 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.