

Advantages of Southeast Arkansas, Inc.

1st Quarter Outcomes

Performance Improvement Plan

FY 2018

Table of Contents

- I. Human Resources Outcomes
- II. Business Functions Outcomes
- III. Waiver Outcomes
- IV. Public Awareness Outcomes
- V. Discovery Skills Center Outcomes
- VI. Discovery Children's Center Monticello Outcomes
- VII. Discovery Children's Center Crossett Outcomes
- VIII. Discovery Children's Center Star City Outcomes
- IX. Conclusion

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, scheduled for Spring 2018

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/1st Aid for staff. (TB will be discontinued after 10/1017 per DDS)
-Met with 100%

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; 2/6/8 (34%) 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 3rd 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
-Met, completed Dec 2017
- 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
-Met, posted.

Satisfaction, FY 2018 goal is as follows:

- a. Maximize satisfaction with all business vendors
-Measured annually in the 3rd 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, 62% of PA's were turned in late. (PA's were not received by DDS on time is the reason for most 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 10th of each month
-Met
- c. Case management documentation will be filed by the 10th day of each month
-Not met; 88% 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 4th quarter –None this quarter

Satisfaction, FY 2018 goal is as follows:

- a. Maximize satisfaction of all consumers with their case manager
-Measured annually in the 3rd 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 4th quarter, however \$6780 to date
- b. Will host 3 outside organizations in Monticello and Crossett preschools
 - Measured annually in the 4th quarter but hosted a PASSE parent meeting
- c. Discovery Skills Center will build 1 new community partner
 - Measured annually in the 4th quarter

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 & Crossett preschool float in paper

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 3rd 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/ scare crow sales/Christmas craft sales)

Efficiency, FY18 goals are as follows:

- a. Maintain daily attendance rate to 90%
-Met at 93%
- 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 28/29 (97%) 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 3rd quarter

Satisfaction, FY18 goal is as follows:

- a. Maximize satisfaction of all clients/families
-To be measured in the 3rd 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 4th quarter
- b. All transition conferences will be held on or before the due date
-Not met with 7/9 (78%) conferences held within time frame; both due to parent reschedules
- e. All SPED teachers receive 36 hours of professional development
-Measured annually in the 4th quarter; (68.5/96)

Efficiency, FY18 goals are as follows:

- a. Increase daily attendance to 80%
-Not met with 79% attendance
- b. Maintain 75% of license capacity of 140
-Met 87% 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 4th quarter
- d. All new binders checked according to binder checklists within 3 business days of consumer start date
-Met (100%) binders checked within time frame
- e. 95% of quarterlies completed and filed within 10 days of quarter ending date
-Met with 76/76 (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; 8/9 (89%) 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 25/26 (96%)
- c. Therapy referral evaluations will be completed within 30 days of initial referral
-Met; 32/33 (97%) evals completed within time frame
- d. 1 consumer retention activity held in the 4th quarter of the FY
-Measured annually in the 4th quarter

Satisfaction, FY18 goal is as follows:

- a. Maximize satisfaction of all families served
-Measured in the 3rd quarter

V. Discovery Children's Center Crossett

Person Responsible: Jody Newman

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, 5 events this quarter (Pumpkin Patch, Halloween, Thanksgiving Lunch, Veteran's Day celebration, Christmas Party) so 8 for the FY so far
- b. All transition conferences will be held on or before the due date
-Met with 100%
- c. Consumer database will be emailed to the SPED Supervisor by the 3rd of each month
-Met; 6/6 databases emailed on time
- f. All SPED teachers receive 36 hours of professional development
-Measured annually; Faulk received 1 hours (7 total), Matthews was 12

Efficiency, FY18 goals are as follows:

- a. Increase daily attendance to 80%
-Met with 85%
- b. 95% of quarterly reports will be completed & filed within 10 days of quarter ending date
-Met with 37/37 (100%) quarterlies completed within time frame
- c. Maintain 40% of license capacity of 187
- Not 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 4th quarter
- e. All new binders checked according to binder checklist within 3 business days of consumer start date
-Met with 15/15 binders checked within time frame

Access, FY18 goals are as follows:

- a. Placement conference will be held within 30 days of referral
-Not Met; 9/10 (90%) conferences held within time frame
- b. Therapy evaluations will be completed within 30 days of initial referral date
-Not met 15/16 (94%) completed on time
- d. All conference paperwork will be turned in to DEC at least 2 bus days before conference
-Met; 18/18 conference packets turned in within time frame
- e. Host 1 consumer retention activity in the 4th quarter
-Measured annually in the 4th quarter

Satisfaction, FY18 goal is as follows:

- a. Maximize the satisfaction of all families
-To be measured in the 3rd 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; 2 this quarter plus 1 for previous quarter...3 total
- b. All transition conferences will be held on or before the due date
-Not met; 2/4 (50%) conferences held within time frame (parent delay)
- 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 4th quarter; Patterson-59.75 hours

Efficiency, FY18 goals are as follows:

- a. Maintain daily attendance to 80%
-Met with 84% attendance
- b. All quarterly reports will be completed & filed within 10 days of quarter ending date
-Not met; 24/29 (82%) 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 4th quarter
- e. All new binders checked according to checklists within 3 bus days of consumer start date
-Met, 11/11 (100%) checked within time frame, teacher on medical leave
- f. Submit transportation and attendance billing to accounting department each week
-M with 93% 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
-Met 8/8 evals completed on time
- d. All conference paperwork will be turned in to DEC at least 2 bus days before conf. date
-Met; 22/23 times paperwork submitted within time frame
- e. 1 consumer retention activity in the 4th quarter
-Measured in the 4th quarter

Satisfaction, FY18 goal is as follows:

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

X. Conclusion

Each division achieved some 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. Staffing was adjusted to meet the current needs of that division. Waiver case management filing has increased, but PA receipt has decreased. This is in part due to the new MMIS billing system was adopted by the state and the new PA system that DDS implemented. We expect that once the state staff gets caught up on the transition that PA's will be back on track. 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.