

Advantages of Southeast Arkansas, Inc.

2nd Quarter Outcomes

Performance Improvement Plan

FY 2020

January 23, 2020

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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, FY20 goals are as follows:

- a. ADF& HR to do a 1 hour training (current HR topic) at each site per FY
-Measured annually, none this quarter

Efficiency, the FY20 goals are as follows:

- a. Remain in compliance with required work documentation, specifically driver's license & CPR/1st Aid for staff

-Staff in all departments except waiver are in compliance 100%, waiver is 99% with 3 outstanding DL's

Access, the FY20 goal is as follows:

- a. No more than 1 month from the time a position closes to staff starting employment
-Not met with 50%. 2 ads placed. 1 started within the month, 1 was more than a month.

Satisfaction, the FY20 goal is as follows:

- a. Maximize employee satisfaction with HR services (90%)
-Measured annually in the 3rd quarter.

Public Awareness, FY20 goal is as follows:

- a. All job openings will be posted on our agency facebook page
-Met with 100% this 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, FY20 goals are as follows:

- a. All of FY 19 financials will be scanned by Dec 31, 2019
-Met
- b. IT staff will generate a monthly a random batch of voice matches for the ADF&HR to verify
-2 not validated, voice was re-set to ensure accuracy

Efficiency, FY20 goals are as follows:

- a. Review personnel files in each division monthly for compliance with licensing standards
-Met
- b. Conduct service to billing audits in each division monthly with a written monthly report submitted to the ED
- Met, Report is submitted quarterly. 1 error discovered in ADDT.

Access, FY20 goals are as follows:

- a. External audit report will be published on agency website
-Not met, as audit was not approved until Jan board meeting

Satisfaction, FY20 goal is as follows:

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

Public Awareness, FY20 goal is as follows:

- a. Results of external audit will be published in the Annual Performance Report
-Met, included in the annual performance outcome report.

III. Waiver

Person Responsible: John Hadley, James Scott, Knox Prosper (Case Managers) 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, FY20 goals are as follows:

- a. Beginning in Dec 2019, all new hire DSPs will be Therap trained before beginning work
 - Met, 2 DSP's hired and Therap trained before beginning work

Efficiency, FY20 goal is as follows:

- a. Waiver case notes submitted within time frames
 - Met; an average of less than 5 errors per week.

Access, FY20 goal is as follows:

- a. Each case manager will oversee the job coach certification training for 3 of their waiver staff
 - Measured annually, no job certifications completed this quarter

Satisfaction, FY20 goal is as follows:

- a. Maximize satisfaction of all consumers with Advantages, Inc.'s services
 - Measured annually in the 3rd quarter

Public Awareness, FY 20 goal is as follows:

- a. Have one print article in either local newspaper or web based media or visitor's guide.
 - Measured annually, but ad placed in the Monticello, AR 2019 Visitor's Guide (p. 23)

IV. 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, FY20 goals are as follows:

- a. 4 volunteer activities per year by adult consumer
-Not met, 2 for the quarter
- b. Will refer at a minimum 6 consumers to ARS for employment opportunities
-Met, 6 referred-all 6 have had their initial meeting
- c. Will generate \$2000 in fundraisers this FY
-Not met, 0 held this quarter

Efficiency, FY20 goals are as follows:

- a. Maintain daily attendance rate to 90%
-Not met at 84%
- b. Maintain 40% of license capacity of 82
-Met, 44% of capacity enrolled
- c. All quarterly reports completed and filed within 10 days of quarter ending date (95%)
-Not Met (31/35) 89% completed on time; 4 not done on time due to Christmas holidays

Access, FY20 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, 2020
-Measured in the 3rd quarter

Satisfaction, FY20 goal is as follows:

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

Public Awareness, FY20 goal is as follows:

- a. Have one print article in either a local newspaper or on a web based media station in FY20
-Measured annually, met with Christmas Caroling posted on Monticellolive.com

V. *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, FY20 goals are as follows:

- a. Center will maintain 6 parent involvement exercises
-Measured annually
- b. All transition conferences will be held on or before the due date
-Met; 8/8 (100%) held on time due to parent delays

Efficiency, FY20 goals are as follows:

- a. Increase daily attendance to 80%
-Met with 81% attendance
- b. Maintain 70% of license capacity of 140
-Not met with 59% (loss of students due to EIDT therapy requirements)
- c. All quarterly reports completed and filed within 10 days of quarter ending date
Met 57/59 (97%)
- d. All new binders checked according to binder checklists within 3 business days of consumer start date
-Not met (82%) SPED Supervisor out for AECA conference

Access, FY20 goals are as follows:

- a. All conference paperwork will be turned in to the DEC at least 2 business days before conference date
-Met with (100%) 23/23 turned in on time
- b. Track the number of referrals that come in versus the number of referrals completed
-12/15 (80%) completed this quarter

Satisfaction, FY20 goal is as follows:

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

Public Awareness

- a. Will have a representative attend the area Director's Roundtable Training and Networking
-Attended 3 sessions of the Director's Book Club

V. Discovery Children's Center Hamburg

Person Responsible: Jody Newman

Goals were set for DCC Hamburg 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, FY20 goals are as follows:

- a. Center will have 6 parent involvement exercises for FY20
-Measured annually, 3 this quarter; 4 this FY
- b. All transition conferences will be held on or before the due date
-Not met with 6/6 (100%)
- c. Consumer database will be emailed to the SPED Supervisor by the 3rd of each month
-Met; all databases emailed on time

Efficiency, FY20 goals are as follows:

- a. Increase daily attendance to 80%
-Met with 80%
- b. Maintain 50% of license capacity of 99
- Met with 51% of license capacity enrolled
- c. 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
- d. All new binders checked according to binder checklist within 3 business days of consumer start date
-Not met with 7/11 (64%) of binders being checked within time frame.

Access, FY20 goals are as follows:

- a. All conference paperwork will be turned in to DEC at least 2 bus days before conference
-Not met with (18/21) 86% of paperwork turned in on time.
- b. Host 1 consumer retention activity in the 4th quarter
-Measured in the 4th quarter.

Satisfaction, FY20 goal is as follows:

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

Public Awareness, FY 20 goal is as follows:

- a. Will host 2 outside organizations in FY 20
-Measured annually, but 1 so far (Hamburg Cheerleaders came to perform and have a roaring contest)

Discovery Children's Center Star City

Person Responsible: Angela Russell

Goals were set for DCC Star City 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, FY20 goals are as follows:

- a. Center will maintain 6 parent involvement exercises for the FY
-Measured annually, but 3 this quarter so 6 for FY
- b. All transition conferences will be held on or before the due date
-Not met; 75% (3/4) conferences held within time frame due to parent delay

Efficiency, FY20 goals are as follows:

- a. Maintain daily attendance to 80%
-Not met with 60% attendance
- b. Maintain 70% of license capacity of 28
-Not met; 68% of license capacity (Capacity has changed due to fire in July)
- c. All quarterly reports completed and filed within 10 days of quarter ending date
-Met, 14/14 (100%) were completed
- d. All new binders checked according to checklists within 3 bus days of consumer start date
-Met, 9/9 (100%) checked within time frame
- e. Submit transportation and attendance billing to accounting department each week
-Met with 100% of attendance billing submitted on time and met with 100% of transportation billing submitted on time

Access, FY20 goals are as follows:

- a. All conference paperwork will be turned in to DEC at least 2 bus days before conf. date
-Not Met; 9/12 (75%) times paperwork submitted within time frame

Satisfaction, FY20 goal is as follows:

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

Public Awareness, FY20 goal is as follows:

- a. Will schedule a tour of JB Elementary for transitioning kindergartners.
-Measured in the 3rd quarter.

X. Conclusion

Due to the extreme transition of each of our programs, goals this fiscal year are not strenuous. We are working hard to ensure that each program maintains our normal standards of conformance during this time of transition. Each division achieved some goals. There are always areas that still need work. The extenuating circumstances for goals not met were reasonable and there is no cause for concern. The adult development program will need to step up their fundraising game and achieve the goals set forth to purchase “extra” items that they have on their wish list. 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. Advantages, Inc. continues to monitor numerous changes with unwritten standards and will revise goals as needed when standards come into effect.