

Advantages of Southeast Arkansas, Inc.

1st Quarter Outcomes

Performance Improvement Plan

FY 24

October 24, 2023

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I. Business Functions

Person Responsible: Angie Burton, 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, FY24 goals are as follows:

- a. Have an agency wide turnover rate of less than 15%
-Met; 16/267 (6%) this quarter
- b. IT staff will generate monthly 8 random voice matches for the DF&HR to verify
-Met with 100%, all voices matched.
- c. DF&HR to do a 1 hour current HR topic training at each site this FY.
-Measured annually, on the schedule for May 2024.

Efficiency, FY24 goals are as follows:

- a. Review personnel files in each division monthly for compliance with licensing standards
-Met, TE reviewed files and sent report
- b. Conduct service to billing audits in each division monthly with a written monthly report submitted to the ED
- Met, 1 error in ADDT transportation, they overbilled 14.2 miles. No errors at EIDTs or with ADDT attendance.

Access, FY24 goals are as follows:

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

Satisfaction, FY24 goal is as follows:

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

Public Awareness, FY24 goal is as follows:

- a. Results of external audit will be published in the Annual Performance Report
-Measured in the 2nd quarter

II. Waiver

Person Responsible: John Hadley, James Scott, Chelsea Duncan (Waiver Specialists) 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 24 goals are as follows:

- a. Waiver clients will not over utilize treatment plans.
 - Met with 100%, no waiver client went over authorized units

- b. 85% Waiver clients will indicate that they know who to ask if they want to make changes to their services
 - Measured annually

Efficiency, FY 24 goal is as follows:

- a. Waiver case notes submitted within time frames
 - Not Met, multiple staff repeatedly have late notes this quarter. Improvement has been shown in this area, as we have started swapping staff to a paper paycheck if they have errors/late case notes. We will continue to monitor this area.

Access, FY 24 goal is as follows:

- a. 95% of our waiver clients will report they have access to get where they want to go in the community
 - Measured annually

Satisfaction, FY 24 goal is as follows:

- a. Maximize satisfaction of all consumers with waiver services.
 - Measured annually in the 3rd quarter

Public Awareness, FY 24 goal is as follows:

- a. Have two media highlights this FY
 - Measured annually, none this quarter

III. Discovery Skills Center

Person Responsible: Neal Doherty

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

Effectiveness, FY24 goals are as follows:

- a. Will refer at a minimum 2 consumers to ARS for employment opportunities
-Not met, 0 consumers referred
- b. Will generate \$3000 in grants this FY
-Measured annually, no grants applied for in this quarter
- c. 75% of consumers will master at least one goal set forth in their ITP.
-Met, 56/57 (98%) mastered at least one goal this quarter.

Efficiency, FY24 goals are as follows:

- a. 50 consumers attending daily by the end of the FY
-Measured annually, at this point 57 consumers enrolled/attending
- b. Instructors will receive training on classroom management skills.
-Measured in the 2nd quarter.
- c. Create and administer positive practices training for instructors
-Measured annually; met in November

Access, FY24 goals are as follows:

- a. LEA's at Monticello, Drew Central, Warren, and Star City school districts will receive an information packet and program description by March 15, 2024
-Measured annually in the 3rd quarter.
- b. No more than 45 days from time referral paperwork is received to enrollment
-N/A, no referrals this quarter

Satisfaction, FY24 goal is as follows:

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

IV. Discovery Children's Center Monticello

Person Responsible: Becky Griffin

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, FY24 goals are as follows:

- a. Center will maintain 6 parent involvement exercises
-Measured annually, 1 activities YTD
- b. Provide 20 hours of PDR training for paraprofessionals and office staff
-Met with 10 hours of PDR training offered this quarter
- c. Monthly calendar/newsletter will be distributed at the beginning of each month
-Not met with 2/3 newsletters completed (due to director being at AState for training)

Efficiency, FY24 goals are as follows:

- a. Maintain daily attendance of 80%
-Met, with 85% attendance
- b. Maintain 40% of license capacity of 140
-Met with 57%
- c. All new binders sent to SPED/A within 3 days of consumer start date
-Not met with 13/29 (45%) sent on time due to staff errors
- d. Consumer quarterlies completed and filed within 10 days of quarter end date
-Not met with 35/40 (88%) completed on time due to DEC out on leave

Access, FY24 goals are as follows:

- a. Referrals will be processed within 30 days of completed referral packet
-Not Met with 4/10 (40%) due to parent reschedules and loss of Medicaid
- b. All children start services within 14 days of placement date
-Not met 5/13 (38%) due to parent delays and loss of Medicaid
- c. Referrals sent to First Connections/Co-op within 2 days of receiving Optum results
-Not met with 11/17 (65%), due to staff errors while DEC was out on leave
- d. Track enrollment vs. services rendered goal is 85% of services rendered
-Not met with 82% of services rendered
- e. Consumers wait no more than 14 days (2 weeks) to start transportation services
-Met, 7/7 (100%) of consumers waited less than 2 weeks to start transportation services

Satisfaction, FY24 goal is as follows:

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

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, FY24 goals are as follows:

- a. Center will have 6 parent involvement exercises for the FY
-Measured annually, 0 YTD
- b. Provide 20 hours of PDR training for paraprofessionals and office staff
-Measured annually, 20 hours offered through AState
- c. Monthly newsletter/calendar will be distributed at the beginning of each month
-Met with 3/3 newsletters distributed

Efficiency, FY24 goals are as follows:

- a. Increase daily attendance to 80%
-Not met with 79%
- b. Maintain 40% of license capacity of 99
-Met with 40% of license capacity enrolled
- c. All new binders sent to SPED/A within 3 business days of consumer start date
-Met, with 92%
- d. Consumers quarterly reports will be completed and filed within 10 days of quarter end date
-Met, with 20/20 (100%) of services prescribed received

Access, FY24 goals are as follows:

- a. Referrals will be processed within 30 days of completed referral packet
-Met with 4/4 (100%) processed within time frame
- b. All children start services within 14 days of placement conference
-Met, with 3/3 (100%) completed within time frame
- c. Referrals sent to First Connections/Co-op within 2 days of receiving Optum results
-Met with 4/4 (100%)
- d. Track enrollment vs. services rendered
-Not met, 78% of services rendered
- e. Consumers wait no more than 2 weeks for transportation services
-Met with 100%, no child waited more than 14 days to begin transportation services

Satisfaction, FY24 goal is as follows:

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

VI. Discovery Children's Center Star City

Person Responsible: Leanne Patterson

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, FY24 goals are as follows:

- a. Center will maintain 6 parent involvement exercises for the FY
-Measured annually, 0 YTD
- b. Provide 20 hours of PDR training for paraprofessionals and office staff
-Measured annually, 0 YTD
- c. Monthly calendar/newsletter will be distributed at the beginning of each month
-Met, 3/3 (100%) of newsletter sent home to families

Efficiency, FY24 goals are as follows:

- a. Maintain daily attendance of 80%
-Not met with 64% attendance (loss of Medicaid and illnesses)
- b. Maintain 40% of license capacity of 72
-Met with 49% of license capacity
- c. All new binders sent to SPED/A's within 3 business days of consumer start date
-Not met, 9/12 (75%) checked within time frame
- d. Consumer quarterly reports completed and filed within 10 days of quarter end date
-Met with 27/27 (100%) completed and filed on time

Access, FY24 goals are as follows:

- a. Referrals will be processed within 30 days of completed referral packet
-Not Met; 0/3 (0%) due to parent reschedules and parents not completing intake
- b. All children start services within 14 days of placement conference
-N/A this quarter, no placements held
- c. Referrals sent to First Connections/Co-op within 2 days of receiving Optum results
-Not met, 3/4 (75%) due to SPED and DEC errors
- d. Track enrollment vs. services rendered
-Not met with 63% of services rendered
- e. Track amount of time consumers are waiting for transportation services
-Met, 5/5 (100%) of consumers placed in transportation services in 14 days or less

Satisfaction, FY24 goal is as follows:

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

X. Conclusion

We are working hard to ensure that each program maintains our normal standards of conformance. Each division achieved some goals and each division did not quite hit the mark on other goals. Those areas will be targeted for the next quarter. The extenuating circumstances for goals not met were reasonable and there is only one area of concern noted. That area is the referral to First Connections/Co-op, as no EIDT program met this goal and there seemed to be some confusion in regards to this standard. In the EIDT department, there are always a few goals that encompass parent responsibility and the success of these goals fluctuate with the parents involved. Overall, the report from this quarter was encouraging and gives us a target to aim for in the upcoming quarter. 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.