



ADEC

Program/Service Leadership Reports for October 2017 Meeting

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ADEC INC
Accounts Receivable - Aging Report
September 2017

Account	Balance	Current	30 Days	60 Days	90 + Days
<u>Government Contracts and Grants</u>					
Community Supports State Line	16,540.10	8,708.84	7,831.26	-	-
Nursing Facility Supports State Line	1,794.33	759.65	1,034.68	-	-
Medicaid Group Homes	832,629.70	752,251.40	80,378.30	-	-
Medicaid Waiver	378,325.68	377,992.62	-	-	333.06
Vocational Rehab	125,535.32	84,904.14	38,170.83	1,500.00	960.35
Sub Total	1,354,825.13	1,224,616.65	127,415.07	1,500.00	1,293.41
<u>Industrial Sales</u>					
AI Industrial Sales	160,808.84	129,459.80	29,862.24	1,486.80	-
<u>Other Accounts Receivable</u>					
Contracted Transportation	-	-	-	-	-
Guardianship Services	525.00	490.00	35.00	-	-
Private Pay	9,418.60	3,851.50	4,027.10	-	1,540.00
Miscellaneous	96.56	96.56	-	-	-
Rental Income	-	-	-	-	-
Sub Total	10,040.16	4,438.06	4,062.10	-	1,540.00
Total Accounts Receivable	1,525,674.13	1,358,514.51	161,339.41	2,986.80	2,833.41
% of AR collected since month end	78% Of receivables were collected by October 13th				
Current Month %	100%	89.04%	10.57%	0.20%	0.19%
Prior Month %	100%	92.54%	7.04%	0.35%	0.07%
Allowance for Uncollectable	(33,889.76)				
Balance per Aging	1,491,784.37				
A/R balance per Gen Ledger	1,431,621.69				
A/R Miscellaneous	94,052.44				
AR Suspense	-				
Allowance for Uncollectable	(33,889.76)				
	1,491,784.37				
Balance per Aging	1,491,784.37				
Variance	-				

Notes

MONTHLY ACTIVITY REPORT

INDUSTRIAL OPERATIONS: 810
 Month of: September 2017

810 Financial Revenue	Actual Sept 2017	Budget Sept 2017	Actual, YTD	Budget, YTD
Industrial Sales	60,691	50,424	187,594	160,096
ADEC Products	64,264	41,808	166,963	132,740
Total Sales	124,955	92,232	354,557	292,837
Community Supports	3,425	1,728	9,206	5,486
FS Waiver	11,732	12,470	35,661	39,593
Private Pay	956	800	2,135	2,540
ADEC SGL	17,352	16,020	53,520	50,864
CIH Waiver	4,208	4,500	14,600	14,288
Total Funding Revenue	37,664	35,518	115,121	112,771

Revenue

- Total Sales revenue actual vs. budget for September was at 135.5%. Year to date is 121.1%.
- Total Funding revenue actual vs. budget for September was at 106%. Year to date is 102%.

Outcome Measurement

- Effectiveness: Increase in worker earnings by 3% at 6 months. Average earnings per hour for September was 3.66. August was 3.54
- Effectiveness: Increase in worker overall production percentage by 5% at 6 months. September average worker production percentage was 36.73% compared to August at 39.27%
- Efficiency: Actual vs. Budget sales for September was 135.5%. Year to date 121.1%.
- Satisfaction: Meaningful Work Survey twice per year February & August. Surveys were completed in February, 97% showed employees liked what jobs they worked. 88% would like more work. Survey results from August show 91% of clients like the work they get and 88% would like more work. 92% of employees like the work they do.
- Access: Admissions Coordinator's log reported every 6 months (June & Dec.) Goal is 100% of calls to be returned within 24 hours of inquiry. June through December, 100% of inquiries responded to within 24 hours.

Strategic Plan update

- Marketing: What time I had this month was spent dealing with existing customers. When staffing is where it needs to be I will be able to spend more time.
- Prospective new customers: Maron Products ask me to meet and discussed our capacity. At this point we won't be able to on the quantities they need. Kennametal is requesting quote as well.
- Community Integration: Workers will be encouraged to explore possibilities in community employment. The vocational training curriculum continues and will see adjustments in its schedule in near future to adhere to DOL regulations. Community Employment will continue to be a partner in this important training effort.

Initiative Highlights

- **Employee recognition**: In September employee recognition board had 10 employees with gold stars, 16 silver and 12 bronze
- **Liner Business**: September was a good month for trash liners and able to beat budget. Some mechanical problems on line but with maintenance department help we had little down time.
- **Improvements**: Telescopic barrier installed at overhead door. This will be closed and locked when main door is open for ventilation.

ADEC, Community Employment September 2017

310 Financial Revenue	Actual, September-17	Budget, September-17	Actual, YTD	Budget, YTD
Community Supports - State Line	5,284	5,285	14,060	16,781
Medicaid - Family Support Waiver	4,919	5,515	15,655	17,509
Medicaid - CIH Waiver	3,001	3,751	8,263	11,909
Vocational Rehab	44,777	31,440	104,340	99,822
Miscellaneous Grants	0	114	1,338	362
Miscellaneous Income	0	0	16	0
Total Funding Revenue	57,981	46,105	143,672	146,383

311 Financial Revenue	Actual, September-17	Budget, September-17	Actual, YTD	Budget, YTD
Vocational Rehab	8,612	14,077	27,640	44,695
Miscellaneous Income	11,656	9,409	32,657	29,874
Total Funding Revenue	20,268	23,486	60,297	74,569

Total Hours Billed

Service	Total
Community Supports-State Line	143.00
Waiver	225
Vocational Rehab	558.5
Total Hours Billed	927
Billable Time Avg-Time worked	89.96%
Billable Time Avg-Time paid	83.46%

VOCATIONAL REHABILITATION SERVICES

- 15 new referrals; 12 Elkhart, 3 St. Joe
- 7 placements
- The jobs obtained were lead teacher, hostess, customer service, usher, audit assistant, custodian, and dsp.
- The hourly salary averaged was \$10.42. 2 FT with benefits, 5 PT.
- There were 4 Social Security benefit consults provided.
- 2 successful VR case closure.
- 12 VR cases were closed for various reasons.
- There were 0 client job losses.

WAIVER/COMMUNITY SUPPORT BUDGET/PRIVATE PAY SERVICES

- 1 new waiver client.

PROJECT SEARCH

- 4 students on rotation in nutritional services, as the student who was on medical leave is now back.
- Students are working on their presentations for their first quarterly review.
- Recruitment for next year is on-going. So far 8 students have been identified, with 1 being approved.

STRATEGIC PLAN/HIGHLIGHTS

- Senior Manager connected with approximately 24 employers/community partners which included Nagy Fleet, Dometic, and Best Western/LaQuinta.
- One client was hired at Best Western as the breakfast/lobby attendant. Another client was hired at Nagy Fleet in a production position.
- Senior manager made approximately 24 VR contacts, which included client intakes and meetings, office visits, phone discussions with both area supervisors and VR counselors, and a webinar.
- 90 day Establishment Project audit is ongoing.

OUTCOME MEASUREMENTS

- **Effectiveness:** 1-VR supported employment hours provided will increase 15%. 2-Discovery hour utilization will increase 15%. **Results:** These will be tracked throughout year and reported on at year end.
- **Efficiency:** 1-Increase and maintain caseload productivity. 2-Hire 2 F/T VR employment consultants. 3-Greet staff members in other programs by name. **Results:** 1. January quarter 81.56%. April quarter 85.01%. July quarter 78.13%. 2. Both positions have been filled. 3. January, April, and July quarters 100%.
- **Consumer/stakeholder satisfaction:** 1-Disburse 10 client satisfaction surveys quarterly with 90% return rate and 90% satisfaction rate. 2-Disburse 5 employer/community partner surveys semi-annually. **Results:** 1. 20 surveys distributed for January-June. 65% return rate (13/20). 100% satisfaction rate. 2. 5 employer/community partner surveys distributed. 2 employer surveys have been returned from American Technology and Genesis Concepts.
- **Access:** 90% of clients begin services within 10 business days of VR referral. **Results:** January quarter 72.4% (21/29). April quarter 80% (36/45). July quarter 75% (39/52).

Submitted by:
Sara Howard
Senior Manager, Community Employment
10/16/2017

October 17, 2017
Family Services
September, 2017 report

Recreational and Music therapies-122 active clients,
Respite- 24 clients
Extended Day-23
Summer Camp-0
GPS (Guiding Parents thru the System)-263 families on the roster
Shoots Game Club-51 on the roster
Sib Shops-14 on the roster
Program Management: 80 clients

100 % completion on Relias Training

Outcome Measurements:

CC 530, music and rec therapies: Our additional Music Therapist Jennifer Miller has completed training and has been having sessions with her clients. We currently have 4 Music therapists and 2 Recreational Therapists. This month we have had 8 referrals.

CC 515 This cc has been able to exceed budget primarily due to the revenue from summer camp. The extended day (afterschool Club) has increased its enrollment and 2 more children are waiting on transportation.

Respite. There are 24 families on our respite list. We have been able to provide this service significantly more this month.

Shoots Game Club: and Sib Shops are 2 activities that continue to meet.

SUPERVISED GROUP LIVING

October 17, 2017

OUTCOME MEASURES:

- Occupancy (efficiency)- September occupancy was 96.3%. We currently have two openings. I have a person targeted for one opening. A gentleman from FA will be moving to VM. We are awaiting all approvals to finalize the move. There have been limited female referrals, but I am giving tours to all interested.
- Satisfaction- Overall, individuals in the program and their families are pleased with our services.
- Access- There was one admission this month.
- Survey- We are in the process of annual surveys. We have one survey left.

STRATEGIC PLAN PROGRESS:

- Specialized program development: There is a Director position open.
- Utilization of Technology: Relias is up and running. The feedback is good. As with any technology implementation, there are glitches we are addressing. The group homes are utilizing this LMS and it has been wonderful.
- Critical shifts have been implemented in both counties. This has helped us maintain minimal staffing levels in the homes. DSP staffing is very difficult with the number of vacancies we have.

FINANCIALS:

- Staff continue to review their homes budget monthly to make sure they meet expectations. We continue to look for ways to cut costs without compromising the programs integrity.
- Financial strength- In order to tackle the OT issue, we need to meet basic staffing levels, and have relief to fill vacation vacancies. We continue to have very critical staffing needs.
- Managers and QIDP's have converted to hourly. This will result in OT even with strict guidelines in place as managers, QIDPS, scheduler and the director are filling shifts.
- I will be working on purchasing for each group home with the managers so that we may capture the costs in this rebasing year. Capital projects are moving forward slowly.

Current Openings (3764)

- Residential St Joseph county – 341 open hours
- Residential Elkhart county – 2014 open hours
- Supported Living - 489 open hours
- Day Services – 440 open hours
- Other – (1) Material Handler AI, (1) Program Manager of Day Services, (2) Director Group Home, (1) Maintenance, (1) Grant Writer, (1) Case Coordinator, SL, (1) Employment Consultant, (1) Project Search, (1) Mackey Group Home Manager, (1) RN for Residential

September New Hires: (11)

- Elkhart Group Homes: 3
- St. Joseph Group Homes: 1
- Supported Living: 1
- Day Services: 5
- Other: Music Therapist

September Turnover: (10)

- Elkhart Group Homes: 1
- St. Joseph Group Homes: 2
- Day Services: 4
- Supported Living: 2
- Other: (1) Admin

September Recruiting

- College postings (Goshen College, Bethel College, SouthWest Michigan, Glen Oaks, IVY Tech, IUSB, Elkhart Career Center, Area medical schools such as Brown Mackie, Ross Medical, Harrison College, schools that offer Music Therapy)
- Ads in Elkhart Truth and South Bend Tribune
- Websites – ADEC, Indiana Career Connect, INDEED, Face Book, INARF, ARC, Association for Music Therapists, Career Builder
- Radio Advertising on U93, B100, 101.5, Pulse FM
- YWCA Job Fair

Training

- Continue to put all safety training on Relias.

- All Manager Meeting scheduled for October 18th. HR will focus on team building. Outside speaker focus on leadership topics.

Safety

- Received Safety Surveys from USI. ADEC Industries, Supported Living, Mishawaka Day Program and Middlebury Day Program had minor recommendations. All other locations had no recommendations.
- Cabinets for flammable paints ordered for all day services locations, waiting for shipping. These cannot be stored in basements.
- Human Resources will develop safety training for all vocations in Day Services. Small Hand Tool training loaded into Relias for woodshop, along with basic woodshop safety.

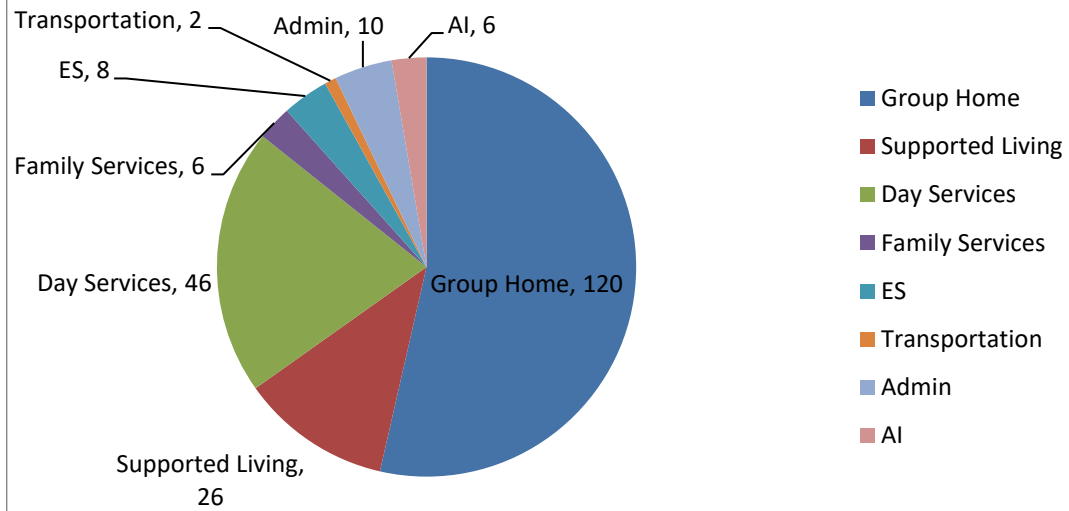
Other

- Human Resources continues meeting one-on-one with managers to see how HR can assist them. To date, we have met with 14 managers.
- Human Resources continues to do stay interviews at 6 months, one year, and 3 years. These have been very successful and appreciated. We have so far done 14 stay interviews.
- On-line enrollment for Health Benefits will not take place in 2017 due to additional cost by ADP. This will be added to FY19 Budget. Human Resources will set up a series of meetings in November to assist employees with open enrollment.
- Compliance with ACA continues for form distribution in 2018 per federal regulations.
- Transitioning from P.O. Box to Street Address.

Respectfully Submitted,

Lisa Kendall, PHR
VP of Human Resources

Turnover by Department MAY 2016-Sep 2017



Information Technology Services Monthly Program Report September 2017.

- myMITC Mobile – this is a new release of the current myMITC for the Web software. MyMITC Mobile is a completely redesigned web-based solution which includes a responsive layout design for mobile devices. The new design has been available for review by the Schedulers and several Managers. September projects included additional conversation with the Schedulers about the features of myMITC Mobile. Final cutover date to myMITC Mobile is set for November 2.
- Relias. Worked at standards for creating training documents to minimize sensitive client information. Outlined the redacting process for information that will be blocked before the document is uploaded to the Relias Training System. Continued to work at redacting and replacing the current client training documents in Relias.
- Computer Hardware Purchase. Continued purchases that were part of the FY2018 Capital Budget. Included tablets for Supervised Group Living; laptop for Music & Rec Therapy, laptop for Director of Day Services; laptop for Finance Office; Multi-Function Device (Printer, Scanner, Copier) for the Mishawaka location.
- Blackbaud Financial Edge. Started the process to migrate the ADEC Financial Edge Accounting System to Hosting by Blackbaud and migration to Blackbaud NXT. Worked with Blackbaud implementation team and uploaded the ADEC financial database on September 29.

Submitted by
Evan Hoover, Information Technology Services Manager
October 17, 2017

Fund Development

Year: FY2018

Period: August

GRANTS/FOUNDATIONS	CURRENT PERIOD	YTD	FY2017 TOTAL	GOAL FY2018	% of GOAL MET
Grant Money	\$ 16,341.00	\$ 34,501.27	\$ 64,594.00	\$ 150,000.00	23%
Local Funding (UW/County)	\$ 52,791.67	\$ 158,375.01	\$ 633,480.00	\$ 633,480.00	

CASH DONATIONS	CURRENT PERIOD	YTD	FY2017 TOTAL	GOAL FY2018	% of GOAL MET
Direct Mail	\$ 5,980.00	\$ 7,225.00	\$ 13,842.50	\$ 20,000.00	36%
Sponsorships	\$ -	\$ -	\$ 27,700.00	\$ 30,000.00	0%
Employee Giving Campaign	\$ 347.00	\$ 1,858.00	\$ 7,250.00	\$ 10,000.00	19%
Special Events	\$ 7,365.00	\$ 7,715.00	\$ 44,413.00	\$ 275,200.00	3%
Unrestricted/Unsolicited	\$ 5,165.00	\$ 31,029.51	\$ 160,644.26	\$ 150,000.00	21%
Personal Ask/Direct Solicitation	\$ 1,100.00	\$ 2,100.00	\$ 17,000.00	\$ 7,500.00	28%
TOTAL INCOME	\$ 19,957.00	\$ 49,927.51	\$ 270,849.76	\$ 492,700.00	10%

NON CASH DONATIONS	CURRENT PERIOD	YTD	FY2017 TOTAL	GOAL FY2018	% of GOAL MET
In Kind Gifts	\$ 29,849.00	\$ 36,961.65	\$ 59,534.85	\$ 100,000.00	37%

TOTAL	\$118,938.67	\$ 279,765.44	\$ 394,978.61	\$ 1,376,180.00	20%
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Fund Development

Year: FY 2018

Period: August

GOALS for FY2017	PROGRESS ON GOAL	
% of Repeat Donors	Monthly: 6%	YTD: 18%
% of Increased Donors	Monthly: 71%	YTD: 49%
% of New Donors	Monthly: 12%	YTD: 14%
% Recovered Donors	Monthly: 12%	YTD: 11%
% of Decreased Donors	Monthly: 0%	YTD: 9%
% of fundraising goal met	20% of the goal has been met.	
% of total expense vs. revenue		
Number of external encounters	Goal: 8 encounters Monthly: 7 Year Average: 13.778	
Number of internal encounters	Goal: 5 encounters Monthly: 4 Year Average: 5.556	

OTHER SUCCESSES

Current year vs last fiscal year Up 22% from same time period last year.

Mission Advancement Program Service/Leadership Report

September 2017

Effectiveness

Social Media	Monthly Results	Goal
<i>Average Reach</i>	98,156	35,000
<i>Average Engagement</i>	6,985	2,000
Web Performance		
<i># of online donations</i>	12	295
<i># of unique visitors (month)</i>	83	
<i># of return visitors (past year)</i>	11.6%	30%
Grant Funding		
<i>% Grants Received</i>	83.3% YTD	25%
<i>% Dollars Awarded</i>	79.2% YTD	19.2%

Efficiency

Social Media	Monthly Results	Goal
<i>% Response Rate</i>	100%	90%
<i>Ave. Response Time</i>	60 minutes	Under 15 minutes

Consumer/Stakeholder Satisfaction

Print Work Satisfaction	YTD Results	Goal
<i>Ave. Score (1-5 scale)</i>	96%	80%
Volunteer Satisfaction		
<i>Ave. Monthly Survey</i>	100%	100%
<i>Ave. Service Projects</i>	100%	95%

Highlights from the Month:

- Created a new video for recruiting that highlights the work of a DSP at ADEC. This video is now being shown to all potential employees when they interview with Laura. It replaces a very outdated video from Texas so that applicants are introduced to ADEC culture early in the process.
- Celebrated DSP Appreciation Week, including recognizing Teresa Shapland as recipient of the 2017 Outstanding DSP Award from INARF. Highlighted staff across the agency on Facebook and on the electronic sign.



Current Highlights

- Currently Guardianship serves 60 clients; with two pending guardianship proceedings, for an anticipated client served roster of 62 –
 - 83% of guardianship clients also receive ADEC Residential Services; 17% receive Non-ADEC residential services;
 - 80% of guardianship clients also receive ADEC Day Service/AI/Community Employment; 20% receive Non-ADEC Day Service &/or stay home.

- Outcome Measurement – Guardian Advocate will complete a pre-burial checklist for all persons served under Guardianship
 - 97% of persons served have burial plots purchased
 - 2/60 persons served do NOT have a plot; this is due to person refusing to save money/personal choice
 - 65% of persons served have an Irrevocable Burial Trust
 - Barrier is lack of resources on behalf of the person served

- Guardian Advocate position has been filled – Colleen Currier

- Jodi Taylor, Guardian Advocate is assisting a client in re-establishing a friendship with someone they went to high school with; fostering that natural support.

- Tobi Weirich is assisting a client in a nursing home with the process to move to a group home/supported living, per client choice.

- BDDS total incident reports filed during the month of September for all program areas was thirty-three (33)

- Human Rights Committee
 - In January 2018, Human Rights Committee will have 3 members; includes one person served
 - Recruiting for additional members

Supported Living Program Report-September 2017

Current highlights to date:

- We currently serve 51 waiver clients.
- We await more information from the State and CMS regarding the 5% waiver increases.
- DSP Appreciation Week included a DSP of the Day in Supported Living and was followed up by a staff BBQ.
- Several members of Supported Living attended the DSPIN conference and awards luncheon. It was great to see our co-worker win as the DSP of the year.
- A Supported Living client working two days a week at a Coffee Shop was hired to work 5 days a week (still part time). He chose to leave his job at AI and transition to day program allowing him to walk to work for what he considers to be “full time”.
- We completed the transition process for one of our clients. In doing so we have opened up new opportunities for two clients.

Program Referrals:

- September- there was 1 service inquiry

Outcome measurements:

- Consumer/stakeholder satisfaction survey for September:100%; one client stated that staff showed him respect by “helping me”
- Additional successes noted from clients this month: as noted above one client has left Adec Industries to attend day program at the Plaza allowing him to walk to work 5 days a week, three clients went on a dream vacation to Dollywood, two clients went to Florida and three clients went the Upper Peninsula.

Financials:

1. Program Revenue

- Total program revenue for September \$217,574. This is \$14,924 below budget.
- September year to date operations to budget is a positive at \$62,993.

Issues impacting our revenue:

- September has 30 days of billing.
- We back billed \$697 in previously unpaid claims.
- The revenue for a FSW client we hoped to serve starting 7/1/2017 has since passed away due to medical issues, this will be a revenue loss for all of FY'18 of \$ 594/month.
- Several clients had scheduled vacations this month or home for the Holiday weekend impacting billing.
- One client transitioning out of services was kept home by his family and allowed for no billing in September for a loss of approximately \$4581
- Journal entry change removed \$1860 from SL revenues and moved to day program, this was in addition to the interdepartmental transfer.
- Due to staffing constraints and to help ensure our 24-hour homes are covered, we are not fully staffing several of our non-24 hour clients.
- Monitor cost effectiveness of filling second staff shifts vs. the cost of overtime in relation to the reimbursement rate.
- As NOA's arrive, they are compared rate to schedule to eliminate any overstaffing.
- September closed with the equivalent of 11 full-time open DSP staff positions.

2. Total Expense's

- Total expenses were \$14,687 over below budget; the majority being in the wages/taxes/benefits category.

3. Overtime Premium

- Overtime premium for September was \$8237 and is based upon two pays in September
- Due to the Labor Day Holiday, day programs were closed requiring more staffing hours.
- One part-time staff was on medical leave the first half of September.
- There were no staff was hired in September, however one seasonal relief came back as full-time staff.

Strategic Plan Goal Progress

- Community Integration: There are still three clients volunteering utilizing their RHS hours at Goodwill and a local fire station. Thirteen (13) clients are actively attending Aktion Club.
- Utilization of technology: There are 8 clients in our program using personal iPads. These are being used for communication, games/education, and social media. We are working with the technology department for additional devices for clients to allow more independence with eating and accessible lighting. Carl continues to provide assistance as we run into glitches.
- Financial Strength-staff retention: Two part-time staff left the department in September-one due to medical issues the other to a new job. We remain at 84% staffing level.

Areas to address

1. Ongoing bi-weekly meetings with HR to discuss staff openings and required positions.
2. Ongoing monitoring of overtime, reducing staff hours which are not on NOAs.
3. Working with HR and IT for any technical support as Supported Living has now moved onto Relias for trainings.

Prepared by Dawn Akins on 10/16/17

MONTHLY PROGRAM REPORT
TRANSPORTATION: 715
September 2017

STRATEGIC PLAN PROGRESS

1. 104 clients were provided transportation to ADEC Industries and Adult Support Services during the month.

FINANCIALS

1.	<u>Revenue:</u>	<u>Forecast</u>	<u>Actual</u>
	Family Support Waiver	\$ 8,945.00	\$9,470.00
	Day Services Private Pay	489.00	310.00
	Misc. Transportation	00.00	0.00
	CIH Waiver	3,209.00	4,295.00
	Misc. Grants	<u>0.00</u>	<u>000.00</u>
		\$13,355.00	\$14,075.00

2.	<u>Expenses:</u>	<u>Forecast</u>	<u>Actual</u>
		\$36,696.00	\$39,430.00

- A. Total expense per mile was \$3.19 and total fleet expense per mile was \$1.27.
- B. Miles driven: 12,358
- C. Number of one-way trips: 2,653

For All Agency Vehicles

Average fuel cost per gallon for all agency vehicles was \$2.46.

OTHER TRANSPORTATION ACTIVITY

September was a quiet month, just business as usual. There was an increase in expense, the majority due to vehicle maintenance and repair.

Submitted by: Jeff Schrock