Diversified Enterprises

FY23 Annual Management Report

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ANNUAL REPORT FY23 Message

Diversified Enterprises is committed to providing innovative and person-centered services for individuals with disabilities. We strive to provide individuals with developmental disabilities opportunities to make contributions while establishing and maintaining relationships with the people in their community. We support over 150 people in 8 counties throughout South Georgia.

The Agency maintains its Employment 1st philosophy and is proud of its diverse community-based services and comprehensive array of residential supports that help people live independently, have meaningful employment and be a part of their community.

African American/Black	60
Asian	0
White	38
Hispanic/Latino (Ethnicity)	1
Native (American or Alaskan)	0
Native Hawaiian or Other Pacific Islander	0
Other(s),	0

Gender	Number of Persons Served
Female	41
Male	58

Age	Number of Persons Served
22-40	27
41-65	49
66-85	12

Other Characteristics of Persons Served	Number of Persons Served
Acquired Brain Injury	0
Alcohol and/or Other Addictions	1
Autism Spectrum Disorder	13
Developmental Disabilities	141
Dual Diagnosis – AOD/DD	0
Dual Diagnosis – AOD/MH	0
Dual Diagnosis – MH/DD	0
Hearing Impairments	4
HIV positive/AIDS	0
Homeless Individuals	0
Mental Disorders	0
New Immigrants	0
Other Addictions	0
Physical Disabilities	8
Unemployed/Underemployed	0
Visual Impairments	3
Dementia	0
Unknown Characteristics	

FY 23 Financial Data

Income Statement	Expenses
FY23 was a positive year for Diversified Enterprises. Total revenue $5,090,512 and total expenses $4,950,720 for a total profit for the year of $139,792.	**74% of expenses were directly related to personnel (wages, taxes, liabilities).**
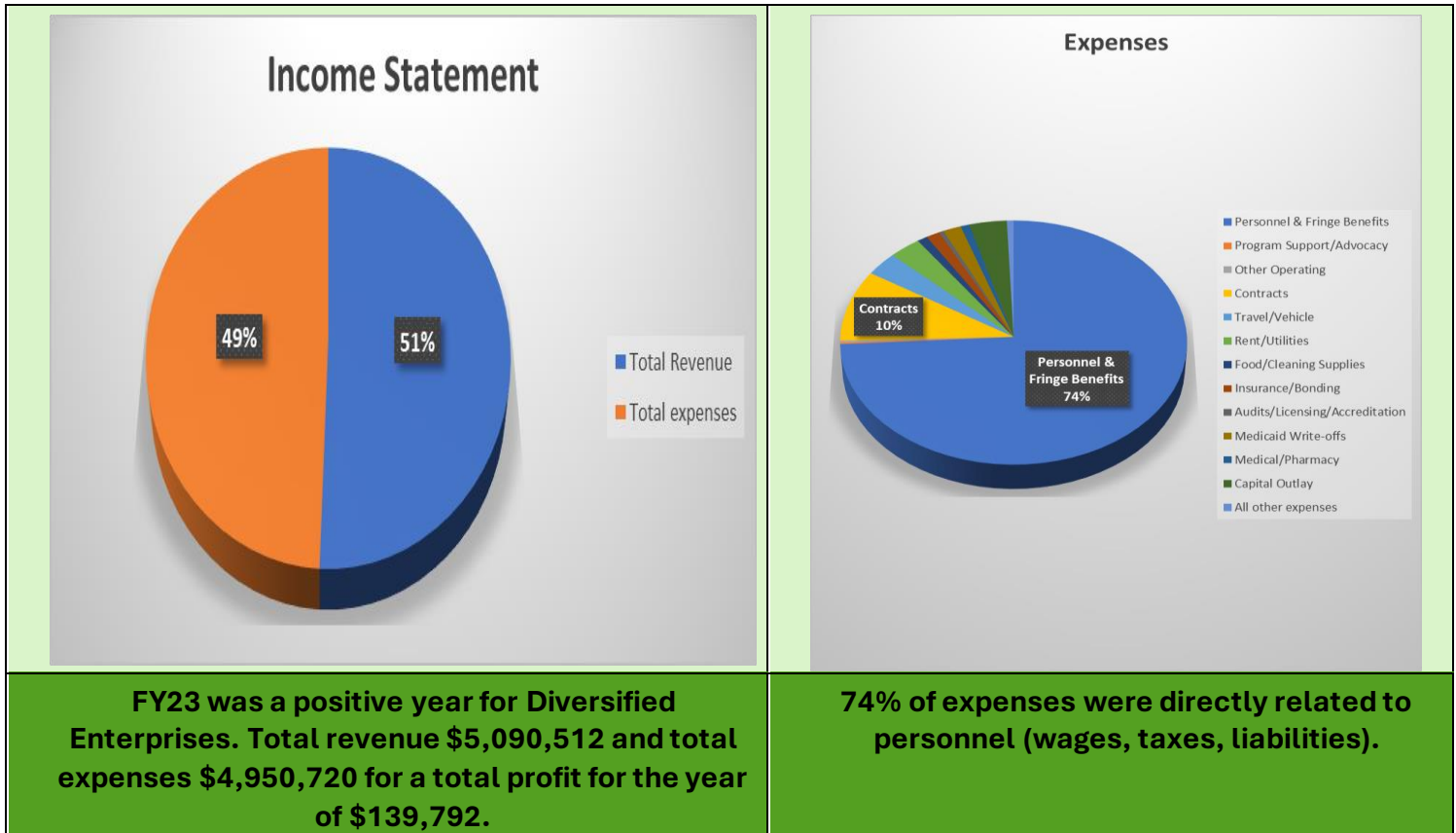
Personnel & Fringe Benefits	$3,665,602.00
Program Support/Advocacy	$9,800.00
Other Operating	$13,543.00
Contracts	$468,995.00
Travel/Vehicle	$157,557.00
Rent/Utilities	$153,286.00
Food/Cleaning Supplies	$49,718.00
Insurance/Bonding	$65,890.00
Audits/Licensing/Accreditation	$23,038.00
Medicaid Write-offs	$86,500.00
Medical/Pharmacy	$43,093.00
Capital Outlay	$180,986.00
All other expenses	$32,712.00

FY 23 Strategic Plan

Strategic Goals

Satisfaction & Engagement
Goal: To improve experiences with the Agency while increasing loyalty and retention.

- ★ *Established date to deploy surveys to collect satisfactory data*
- ★ *Continued Tracking retention and turnover data*
- ★ *Formulated staff surveys by department*
- ★ *Revised old survey*
- ★ *Established new chair of Satisfaction and Engagement Committee*

Recognition
Goal: To increase brand awareness and recognition to further Diversified Enterprises as an industry leader and the provider of choice while growing our influence in public policy.

- ★ *Began Formulating plans for a Diversified Enterprises Newsletter*
- ★ *Continued Nominations for The Dottie Adams Award, DSP of the Year, SPADD and WISE*
- ★ *Virtual Recognition Board continued maintenance of the Diversified Enterprises website and Facebook page*
- ★ *Continued to increase the agency's recognition with logo items*
- ★ *Continued partnerships with community clubs and organizations*

Operational Integrity
Goal: To achieve operational excellence by merging people, processes, and assets into a well-defined, highly efficient and proactive agency.

- ★ *Revamped quarterly performance metrics surveys*
- ★ *Updated inventory tracking for all computers and other electronics*
- ★ *Continued CARF standards training*
- ★ *Continued reviewing and updating policies*
- ★ *The Compliance Team resumed quarterly meetings*

Expansion
Goal: To continue as an agency with strong and sustainable growth in both the quality and quantity of existing services while crafting person centered solutions to meet the needs of future markets to individuals with disabilities.

- ★ *Continued to attend career fairs and advertise job openings*
- ★ *Continued to use THERAP to store records electronically*
- ★ *In progress: licensing/zoning for 3-person group home*

Leadership and Advocacy
Goal: To position the Agency and its members as valued advocates and as innovative leaders in Georgia.

- ★ *Aktion Club continued to participate in community service initiatives*
- ★ *Kristy Dominy becomes member of APSE Board*
- ★ *Kristy Dominy and Yolanda Powell became members of the GLC*
- ★ *In Progress: Inquiry about PCT mentorship for train the trainer*
- ★ *In Progress: Formulating Parent to Parent Board*

Social Captial
Goal: To build social capital (work/business opportunities, financial capital, power & influence, emotional support, and meaningful relationships) for members associated with Diversified Enterprises.

- ★ *Became members of the Georgia Learning Community*
- ★ *Continued to participate in the Aktion Club*

Other Achievements:

Technology Improvements: mobile office, electronic documentation, website, etc.	New computer lab/training room	Enhanced Conferece Room	Agency Policies and Procedures are available to view
Performance Based Pay	Increased Full-Time Staff	Agency Picnic	Agency's Financial Health has improved
Paid Leave for Full-Time and Part-Time Staff	Integration and Smooth Transition for People Supported from Insitutions	Mentorship in Community Employment	Peer Interactions for People Supported

*Georgia Benchmark Turnover data (National Core Indicators 2017)

Objective	Measure	Data Source	Goal	FY23
Minimize staff turnover	Overall Agency-wide staff turnover (excluding internal transfers and promotions)	Monthly Termination Report	<44.4%*	0.94%
	Agency-wide staff turnover < 6 months (excluding internal transfers and promotions)	Monthly Termination Report	<36.8*	7.75%

Discussion:

Diversified Enterprises continues to track our turnover data by using comparisons to benchmarked data for Georgia published by National Core Indicators™ (NCI™) a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). The agencies turnover rate increased by 2.64% from 2022 to 2023. Although the past fiscal year saw an increase in turnover, the agency continues to trend higher than the benchmarked goal. Diversified Enterprises will continue to look at efforts to increase overall retention.

Employee Engagement Survey Results

Employee Engagement Survey FY 23

Department	Admin	Community Support	Community Employment	Group Homes	Specialized Teams	Overall FY 22&23
Manager/Supervisor						**N/A**
Communication						**N/A**
Engagement						**N/A**
Average						**N/A**
Performance Pay						**N/A**
# of Responses						**N/A**
% of Responses						**N/A**

Discussion:

There were no employee engagement surveys deployed for FY23. Surveys will reconvene in FY 24.

Performance Metrics FY23

Community Employment Program

Program Census July 1, 2022	Program Census June 30, 2023	Total Persons Supported FY23
30	29	29

Effectiveness Measures

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Successful Placements	Referrals reach 5th VR cycle by 6 months (180 day placement)	July 1, 2022 to June 30, 2023	Actual VR Billing Invoices	Program manager	80%y	N/A

Results: There was not any data collected for FY 23. Data tracking will reconvene for FY 24.

Recommendations and Actions: The current goal will continue for the next fiscal year.

Efficiency Measures

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Meet or exceed budgeted revenue	Employment revenue, VR, SFS, Waiver	July 1, 2022 to June 30, 2023	Actual financial performance vs. budget	COO / Program Manager	revenue over expenses	N/A

Results: There was not any data collected for FY 23. Data tracking will reconvene for FY 24.

Recommendations and Actions: Maintain working under budget and review monthly finance reports

Service Access Measure

Annual Management Report FY2023

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Maximize number of billable hours	VR and Employment	July 1, 2022 to June 30, 2023	Billing invoice	Program Manager	Billable Hours Per Staff/Monthly	N/A

Results: Data was not collected for FY23. Data tracking will reconvene for FY24.

Recommendations and Actions: Maintain growth with VR referrals

Stakeholder Satisfaction Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Maximize satisfaction of all employees	Engagement Surveys / Turnover	July 1, 2022 to June 30, 2023	Survey	Program Manager	Survey >4.0 Turnover Less than 30%	N/A

Results: Engagement surveys were not deployed for FY23. Engagement surveys will be deployed in FY23

Recommendations and Actions: Maintain less than 30% turnover

Community Support Program

Program Census	Program Census	Total Persons

July 1, 2022	June 30, 2023	Supported FY23
60	58	58

Effectiveness Measures

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Maximize achievement of outcomes	People Supported	July 1, 2022 to June 30, 2023	Person outcomes measured	Program manager	75%	N/A

Results: There was no data collected for FY 23. Data collection will reconvene for FY24.

Recommendations and Actions: Continue Pre ISP meetings to ensure that individuals supported have time to think about their goals prior to their ISP meeting.

Efficiency Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results for FY 23
Meet or exceed budgeted revenue	Actual financial performance vs. budget	July 1, 2022 to June 30, 2023	Actual financial performance vs. budget	COO / Program Manager	revenue over expenses	N/A

Results: There was not any data collected for FY 23. Data tracking will reconvene for FY 24.

Recommendations and Actions: Continue to stay under budget and ensure that this happens by reviewing monthly finance reports.

Service Access Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Maximize number of people supported	New Referrals	July 1, 2022 to June 30, 2023	Reg. 4 Field office/SC Referrals	Program Manager	1 individual per quarter	N/A

Results: There was no data collected for FY23. Referral tracking will reconvene in FY 24

Recommendations and Actions: Continue to work closely with the Service Coordinators to and other agencies to receive referrals.

Satisfaction Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Maximize Engagement and Satisfaction of all Employees	Community Support Staff	July 1, 2022 to June 30, 2023	Survey	Program Manager	Survey > 4.0 Turnover Less than	N/A

Results: Staff surveys were not deployed for FY23 and will reconvene in FY24.

Recommendations and Actions: Continue to encourage participation in staff surveys.

Program Census July 1, 2022	Program Census June 30, 2023	Total Persons Supported FY23
5	6	6

Effectiveness Measures

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
To maximize achievement of outcomes	Person Supported	July 1, 2022 to June 30, 2023	ISP goals	Program manager	50%	N/A

Results: There was not any data collected for FY23. Data tracking will reconvene in FY24.

Recommendations and Actions: Ensure tracking is completed for FY24.

Efficiency Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results for FY23
Meet or exceed budgeted revenue	Management and leadership	July 1, 2022 to June 30, 2023	Actual financial performance vs. budget	COO / Program Manager	revenue over expenses	N/A

Results: It was not determined if the goal was met or exceeded due to data not being present to track progress. Data tracking will reconvene FY24.

Recommendations and Actions: Continue monitoring billing for errors and maintaining expenses under revenue.

Service Access Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchm

| | Maximize number of people supported | New referrals | | July 1, 2022 to June 30, 2023 | Region 4 Field Office/SC Referrals | Program Manager | One New Placement by End of Year | N/A |

Results: There was not any data collected to determine whether the goal was not met or met.

Recommendations and Actions: Continue to expand capacity for new referrals.

Satisfaction Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Maximize Employee Engagement and Satisfaction	CLS Staff	July 1, 2022 to June 30, 2023	Survey	Program Manager	Survey > 4.0 Turnover Less than 30%	N/A

Results: Staff surveys were not completed during FY23. Surveys will be deployed during FY24.

Recommendations and Actions: Surveys will be deployed during FY24.

Group Home Services

Program Census July 1, 2022	Program Census June 30, 2023	Total Persons Supported FY23

12	17	17

Effectiveness Measures

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
To maximize achievement of outcomes	Person Supported	July 1, 2022 to June 30, 2023	ISP goals	Program manager	50%	N/A

Results: Data was not tracked for FY23. Tracking will reconvene for FY24.

Recommendations and Actions: Continue to maintain a collaborative approach for the best results.

Efficiency Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results for FY 23
Meet or exceed budgeted revenue	Management and Leadership	July 1, 2022 to June 30, 2023	Actual financial performance vs. budget	COO / Program Manager	revenue over expenses	N/A

Results: Data was not tracked for FY23. Tracking will reconvene for FY24.
Recommendations and Actions: Maintain working under budget and review monthly finance reports

Service Access Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Maximize number of people supported	New referrals	July 1, 2022 to June 30, 2023	Referral data	Program Manager	One referral per quarter	N/A

Results: Data was not tracked for FY23. Tracking will reconvene for FY24.

Recommendations and Actions: Expand capacity for new referrals. Work closely with field office, SC, and other agency to increase referrals

Service Access Measure

Indicator	Applied To (Target	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results

	Group)					
Maximize Capacity of Group Homes	New Referrals	July 1, 2022 to June 30, 2023	Referral Data	Program Manager	Occupancy	N/A

Results: Data was not tracked for FY23. Tracking will reconvene for FY24.

Recommendations and Actions: Work closely with Host Home Manger and Residential Director to maintain or exceed benchmark of placing people supported into less restrictive environment.

Satisfaction Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Bench mark)	Actual Results
Maximize Employee Engagement and Satisfaction	Group Home Staff	July 1, 2022 to June 30, 2023	Survey	Program Manager	Survey > 4.0 Turnover Less than 30%	N/A

Results: Data was not tracked for FY23. Tracking will reconvene for FY24.

Recommendations and Actions: Data Tracking will continue in FY24.

Host Home Supported Living Program

Program Census July 1, 2022	Program Census June 30, 2023	Total Persons Supported FY23
13	14	14

Effectiveness Measures

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Maximize Person Centered Services of all persons supported	People Supported	July 1, 2022 to June 30, 2023	Monthly visits in total compliance with HHLSP Operational Standards	Program manager	Compliant	N/A

Results: Data was not tracked for FY23. Tracking will reconvene for FY24.

Recommendations and Actions: Continue to support and train providers on access, social engagement, and developing social roles.

Efficiency Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results for FY 23
Meet or exceed budgeted revenue	Management and Leadership	July 1, 2022 to June 30, 2023	Actual financial performance vs. budget	COO / Program Manager	revenue over expenses	N/A

Results: Data was not tracked for FY23. Tracking will reconvene for FY24.
Recommendations and Actions: Will continue to strive to maintain working under budget and review monthly finance reports

Shared Living/Host Homes Program – Service Access Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results

Maximize number of providers available	Community Stakeholders	July 1, 2022 to June 30, 2023	Excel Spreadsheet	Program Manger	4 per year	N/A

Results: Data was not tracked for FY23. Tracking will reconvene for FY24.

Recommendations and Actions: Continue using Indeed and attending local job fairs to recruit.

Person Centered Supports Satisfaction Measure

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Maximize Person Centered Services of all persons Supported	People Supported	July 1, 2022 to June 30, 2023	Completion of 21 outcome interviews (POM)	Program Manager	90% of interviews completed on time	N/A

Results: Data was not tracked for FY23. Tracking will reconvene for FY24.
Recommendations and Actions: Staff will be deployed for FY24.

Critical Incident

On an annual basis, all critical incidents are reviewed to determine any trends or contributing factors to incidents occurring. This helps to identify areas of improvement and increase the health and safety of the individuals we support.

Definition: A Critical Incident is a serious or unusual event involving an individual

receiving services. Some examples of a critical incident are; unexpected illness or injury, a fall that requires medical intervention, aggressive or unusual behavior, law enforcement intervention etc.

During the period July 1, 2022 to June 30, 2023, there were a total of 30 Critical Incidents.

Critical Incident FY23		
	2022	**2023**
Death	2	0
Injury	4	5
Medication Error	5	2
Other	38	59
Restraint Related to Behavior/ Emergency Safety Intervention	0	1

Our Mission
Empowering individuals supported to live, work, and participate fully in their community.

Our Vision
To release the potential of individuals supported to live the life they love

Diversified Enterprises