

Black Family Development, Inc. (BFDI)

An analysis of BFDI's 2016 Annual Performance Plan has yielded the following Performance Improvement Goals for 2017:

2017 Performance Improvement Goals

Corporate Compliance

- To ensure that there is sufficient data to support evidence that training guidelines are met/and or exceeded. - Ongoing
- To ensure that meeting documentation clearly reflects evidence of management's review of Risk Management Policy as well as all other internal and funder policy/procedure expectations. – Ongoing
- To conduct quarterly Corporate Compliance internal audits in collaboration with Chief Financial Officer, Human Resources Manager, and Quality Assurance Director.

Quality Assurance

- The Quality Assurance Committee will work in collaboration with the Director of Clinical Services to adopt a more uniform response across all programs to case file deficiencies.
- To recommended a redesign of staff evaluation protocol to the Human Resources Manager and the CEO that would include staff scores on case records audits.
- To provide at least two trainings to staff on the most common and frequent case record deficiencies by program services and elements.

Recipient Rights

- The Recipient Rights Advisor will provide training to all new employees on all recipient rights policies, consumer handbooks, and the consumer orientation manual.
- The Recipient Rights Advisor, as may be needed, will provide updates during Staff Meetings on any new revisions, regulations, or laws pertaining to the rights of all consumers.

Management Information System

- The MIS Manager will continue to improve the quality of data publications by ensuring information is published in a way that is easy to understand and

accurately reflects the present reality and forecasted trends of the consumers and communities we serve.

- The MIS Manager will provide monthly, quarterly, and annual reports to the Executive Team on trends and patterns in consumer population, enrollment, movement, and dis-enrollment by program elements.

Information Technology

- To continue assessing the needs of all staff in the area of Information Technology (IT), and provide monthly “Lunch and Learn” seminars to increase staff knowledge and skills in related IT areas.
- To continue publishing quarterly IT newsletters to update staff on current trends and patterns in the information technology arena.

Financial Management, Health and Safety, Human Resources

- To recruit, hire, and train a Human Resources Assistant.
- To provide ongoing training to staff on health and safety issues to reduce unusual incidents, and to reduce any potential risks to staff or consumers.
- To continue developing strategies, in concert with the Executive Team to maximize revenues and contain cost.
- To continue working with the CEO and COO to increase the diversity of the agency’s funding streams.
- To continue working in collaboration with the IT Director to determine a methodology for scanning all fiscal documents by 2017.
- To attend the second set of seminars on the sweeping changes to the OMB Circulars and their impact on BFDI policies and procedures.
- To update BFDI policies and procedures based on the OMB Circular changes and train accounting staff accordingly.
- To work in collaboration with the Health and Safety Committee to update CARF policies.
- To work in collaboration with the Health and Safety Committee to continue to receive training from the Department of Homeland Security on new evacuation methods.
- To work in collaboration with the Human Resources Manager to receive training on HR Laws and Health Care Reform’s impact on BFDI.
- To work in collaboration with the HR Manager to update CARF policies.
- To work in collaboration with the Compliance Officer and Human Resources Manager to complete the annual risk assessment of insurances and high risk incidents reported.

Service Delivery

- To train on performance management goals towards implementation by December 2017.
- Implement co-located physical health care services by December 31, 2017.
- To execute an Electronic Health Record implementation Plan by December 31, 2017.