



# **Annual Report**

FISCAL YEAR 2017

## Mission Statement

*Empower individuals with disabilities and their families by providing supports for integration into the community.*

## Vision Statement

*Provide innovative quality services to support people in achieving their potential for a full life.*

# Director's Report

Reflecting back on the past fiscal year, I am awestruck by the challenges and adversity that we have endured and how our staff never wavered in the quality of care we provided to families, children and adults.

This was a legislative year, and the program directors did a thorough job of educating the legislative body on the need to increase program rates, as well as wages available to our line staff. Unfortunately HB638, which passed overwhelmingly in both the House and the Senate and was directed at increasing wages for direct-care workers, was nullified by SB261, which addresses projected revenue shortfalls. I note that Jackie Mohler exemplified outstanding work in getting the BCBA licensure bill passed. She not only coordinated the testimony, but her own testimony played a key role in the bill's passage. The highlight of the session was the passage of HB824 which appointed an interim committee to study Developmental Disability Services. In summary, the 65<sup>th</sup> legislative session left us with a few moral victories and numerous funding disappointments.

The State revenue situation is going to present challenges to all of state government services and all non-profit care providers.

The State also reissued the RFP for Part C and FES services in March and expanded the field to out-of-state and for-profit providers. After submission of our proposal, the current non-profit providers felt the RFP contained a number of inconsistencies. The Department of Administration cancelled the RFP, stating that all potential vendor bids exceeded available revenues. They indicated that they would review revenues, as well as the RFP process, and would reissue a new RFP at a later date. We assume exigency contracts will be issued to current providers in the event that new contracts are not awarded prior to the end of the fiscal year.

We lost our CFO and will operate with this position vacant at this time to accrue vacancy savings while we assess the needs of our Business Office.

We review weekly reports from the Port list regarding potential candidates for placement in community-based programming. Thus far, we have not screened any candidates from MDC that would be a good fit for Family Outreach.

Voc. Rehab continues to experience challenges with their funding for the Supported Employment Program. However, the numbers in the Helena and Bozeman offices remain steady. We will be monitoring this program very closely in the new fiscal year. Kelsey Malek is currently working her way through an extension training program and anticipates attaining her Customized Employment Certification.

All of our employees currently have a photo ID badge that they wear when doing field work. The administrative staff also wears their badge when testifying during the legislative session or while representing Family Outreach and participating in events within the community.

We have new company vehicles in the Bozeman and Helena offices, and it is our goal to have a new company vehicle in the Butte office by the end of the calendar year. We are exploring the feasibility of writing another grant to the Treacy Foundation to purchase this vehicle.

I want to commend our staff, the management team and our Board for the hours they put into the research and development of our response to the RFP; for all who testified at the legislative session and/or worked with families that testified before the subcommittee.

Obviously the biggest challenge for the new fiscal year will be adjusting to anticipated budget cuts in all programs, responding to the Part C/FES RFP and addressing staff wages so we are able to recruit and retain quality staff.

# Program Operations Report

Family Outreach had many positive changes this year within program operations, including:

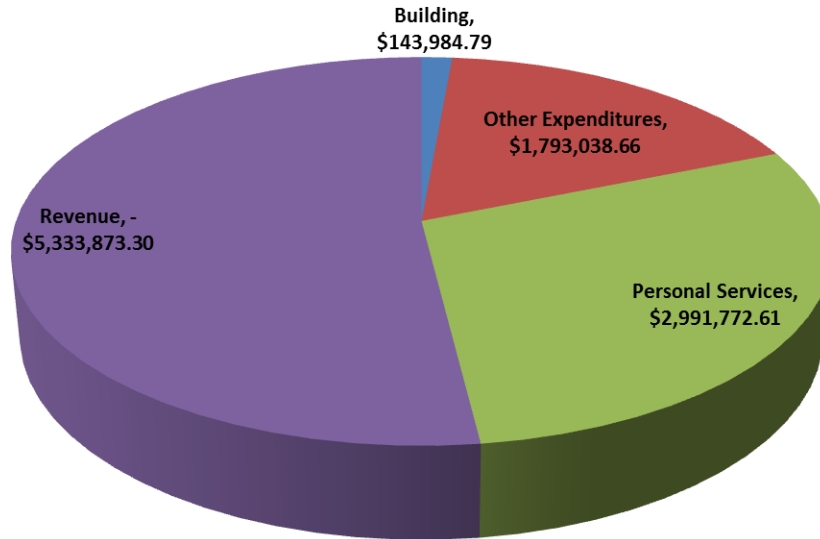
- ❖ Discontinuing our CRITRS system;
- ❖ Transitioning to eTime for employee and consumer time-tracking/contact management;
- ❖ Revamping our Relias system to include online acknowledgements for our Policy Handbooks, Process and Procedures and the addition of more training modules (both required and elective courses);
- ❖ Graphed reports for census numbers;
- ❖ New file tracking system for both staff and consumers;
- ❖ Completion of a Department of Justice Audit;
- ❖ And continued growth, organization and implementation of our Professional Education Groups for the staff.

## Average Consumers Served by Program

FY	Part C	FES	FES/AS 0208	AIS	VR	BSW	CAW	Totals
FY16	217	188	148	25	53	8	19	658
FY17	200	182	140	25	54	11	15	627

# Business Office Report Summary

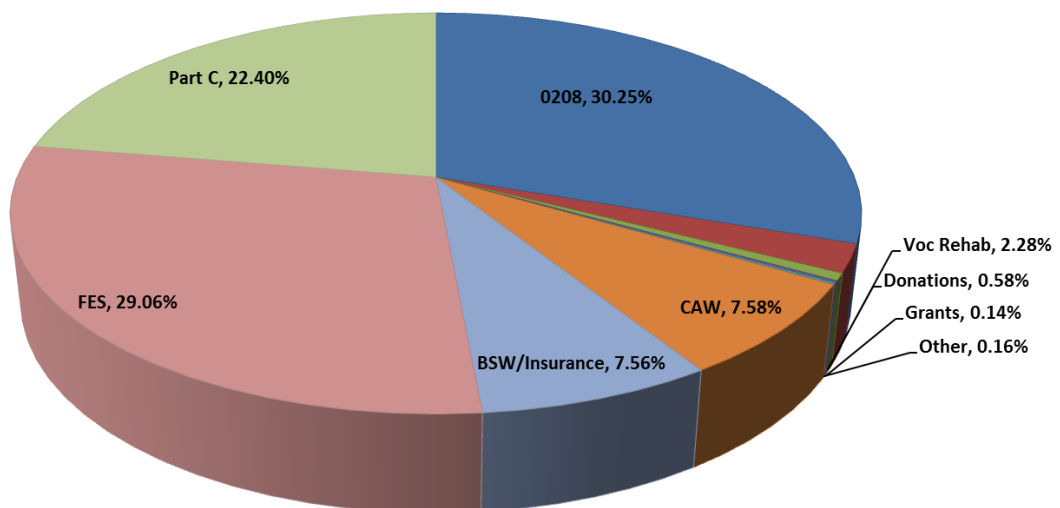
## FY17 Income and Expenses



Does not include adjustments for insurance uncollectables.

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## FY 17 Revenue Percentages



# **Projects for the New Fiscal Year**

Here are a few key projects we will be working on as we move into the new fiscal year:

- ❖ Develop new billing system for the Supported Employment Program and Voc. Rehab clients, and improve the billing system for insured clients.
- ❖ Implement a system that allows us to collect and track both billable and non-billable hours for staff. (Required if we are going to implement a monthly profit and loss statement by program and funding source).
- ❖ Expand current billing system to encompass Medicaid billing.
- ❖ Explore more grant options to meet the growing needs of the program.
- ❖ Explore other funding options.
- ❖ Wage and pay matrix increase.