

2019/2020 Q4 Summary Report

ADAP										
Perspective 1: Program Outcomes "Is anyone better off? How do we look to stakeholders?"										
	Objective	Goal	April	May	June	YTD Average	% of Target	Explanation for Items Below Target	Improvement Plan	Page Number
1	Outreach materials are disseminated to all Part A and B recipients, case managers and lead agency staff and are available online	100%	100%	100%	100%	100%	100%			
2	Client Notices are sent in a timely manner	100%	n/a	n/a	n/a	n/a	n/a			
3	Consent forms for assistance with health insurance enrollment were completed	100%	100%	100%	100%	100%	100%			
4	Consent forms for assistance with premium assistance were completed	100%	100%	100%	100%	100%	100%			
Perspective 2: Customer Service How do clients/funders see us? Contract Compliance / Committee Meetings / Client Feedback										
	Objective	Goal	April	May	June	YTD Average	% of Target	Explanation for Items Below Target	Improvement Plan	Page Number
1	Monthly number of enrollments (based on FDOH projected target of clients served annually)	8000	100%	100%	100%	100%	74%			
2	Conduct new policy verifications when appropriate	100%	n/a	n/a	n/a	n/a	n/a			
3	Collect client IRS forms as needed	100%	n/a	n/a	n/a	n/a	n/a			
4	Submit attachment VII as needed	100%	100%	n/a	n/a	100%	100%			
5	Scan cancelled checks to FDOH	100%	n/a	n/a	n/a	100%	100%			
Perspective 3: Internal Processes / Process Outcomes What must we excel at? Contract Compliance / Timely and Accurate Reporting / Quality Assurance										
	Objective	Goal	April	May	June	YTD Average	% of Target	Explanation for Items Below Target	Improvement Plan	Page Number
1	Enrollment Error Summary Report submitted monthly	12	100%	100%	100%	100%	50%			
2	Payment Error Summary report submitted monthly	12	100%	100%	100%	100%	33%			
3	Insurance Premium Forecast Report	12	100%	100%	100%	100%	50%			
4	Submit APTC Reconciliation Report for copay and deductible payments monthly	100%	n/a	100%	100%	100%	100%			
Perspective 4: Learning and Growth "How can we continue to improve, create value and innovate?" Staff Development / Training / Program Expansion										
	Objective	Goal	April	May	June	YTD Average	% of Target	Explanation for Items Below Target	Improvement Plan	Page Number
1	Employee Evaluations completed annually	1	n/a	n/a	100%	100%	100%			
Color Key:		Meets or exceeds target	Within 10% of meeting target	Greater than 10% away from target						