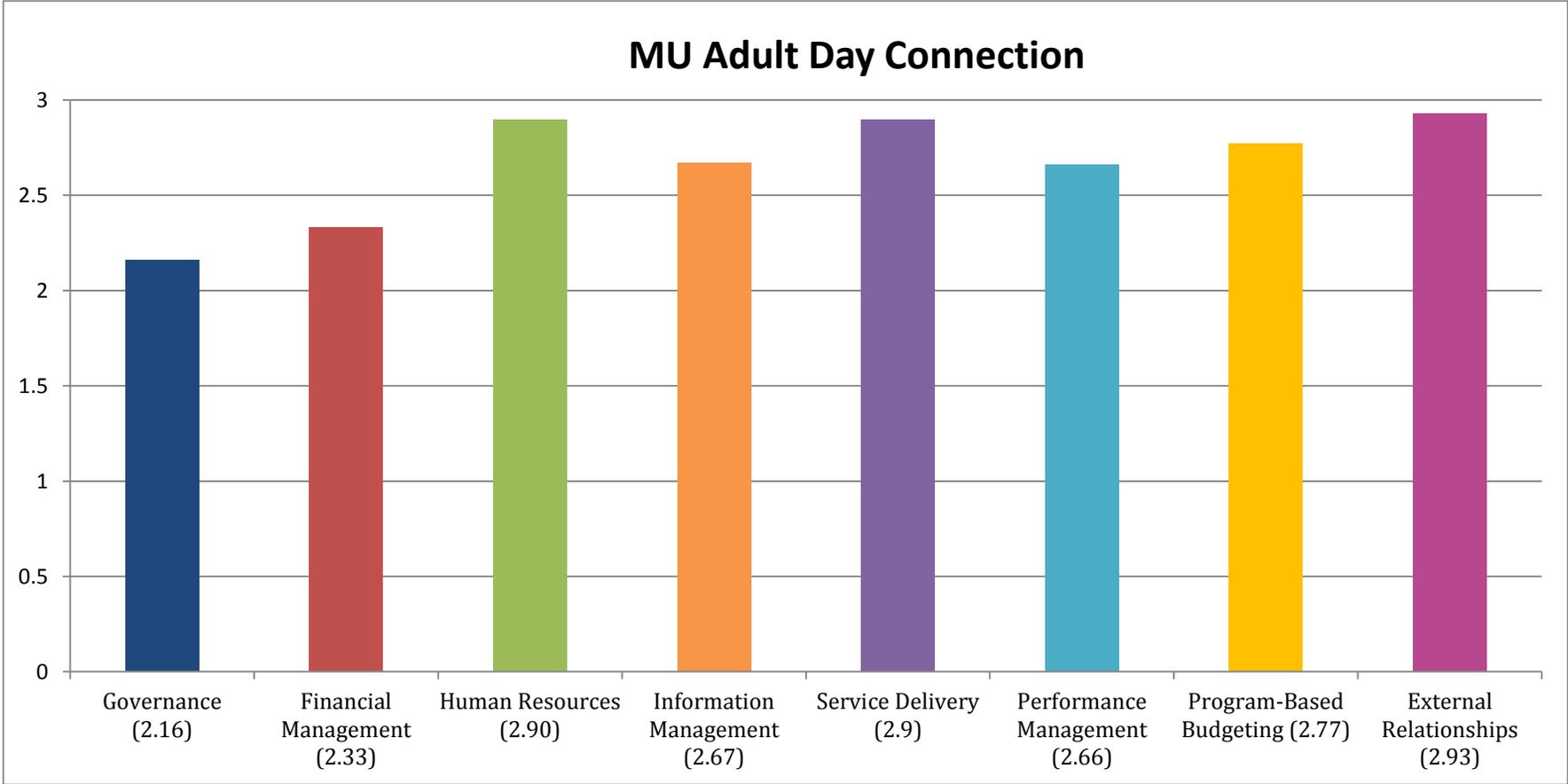


Agency Capacity Evaluation

Agency: MU Adult Day Connection
Date of Review: August 13, 2015
Evaluation Valid: July 1, 2015-June 30, 2018
Overall Evaluation Score: 2.66

Scale
3 = High Level of Capacity
2 = Moderate Level of Capacity
1 = Low Level of Capacity



1. Governance: 2.16

	Response	Subheading Score	Category Score
Mission Statement	High – Clear expression of agency’s reason for existence	3	3.0
Vision Statement	No vision statement	1	1.0
Board of Directors			
<ul style="list-style-type: none"> • Appropriate number of board members 	Community Advisory Committee instead of board of directors. Required to have at least 8 members, currently have 9 advisory committee members. Meet on a quarterly basis.	1	
<ul style="list-style-type: none"> • Average rate 	Have maintained appropriate number of board members for 3 years	3	
<ul style="list-style-type: none"> • Terms and term limits 	3 year terms, no term limits	1	
<ul style="list-style-type: none"> • Reflective of demographic served 	No	1	
<ul style="list-style-type: none"> • Role in goal setting and management 	Community Advisory Committee serves in an advisory capacity only, provide some limited support to planning and goal setting and tracking, main function is to provide community feedback to the organization	1	
<ul style="list-style-type: none"> • Family/business relationships 	No	3	
<i>Board of Directors Average Score:</i>		10/6=	1.66
Policies and Practices			
<ul style="list-style-type: none"> • Conflict of interest policy 	Yes - Reviewed by evaluator	3	
<ul style="list-style-type: none"> • Whistleblower policy 	Yes - Reviewed by evaluator	3	
<ul style="list-style-type: none"> • Document retention policy 	Yes - Reviewed by evaluator	3	
<ul style="list-style-type: none"> • Business continuity plan 	Yes - Reviewed by evaluator	3	
<ul style="list-style-type: none"> • Document meetings and track actions 	Yes- Reviewed by evaluator, Date: 7/14/2015	3	
<ul style="list-style-type: none"> • ED hiring process 	1) Review and approval by independent	3	

(Review and approval by independent persons, comparability data, and verification of the deliberation and decision)	persons 2) Comparability data process indicated 3) Verification of deliberation – meeting minutes		
<ul style="list-style-type: none"> Lobbying written policies and reported on IRS990 	Does conduct lobbying activities through the University of Missouri and adheres to the MU lobbying policies and procedures. MU reports this activity on their IRS 990.	3	
<i>Policies and Practices Average Score:</i>		21/7=	3.0
Governance Capacity Score:		8.66/4=	2.16

2. Financial Management: 2.33

	Response	Subheading Score	Category Score
Policies, Practices, and Procedures			
<ul style="list-style-type: none"> Written financial policies and procedures 	Yes - Reviewed by evaluator	3	
<ul style="list-style-type: none"> Accountability standards or practices and controls to ensure accuracy 	Separation of duties within agency, review by Executive Director and Dept. fiscal officer. Agency uses fiscal management through the MU School of Health Professions which reconciles finances, and provides monthly financial reports.	3	
<ul style="list-style-type: none"> Accrual basis accounting 	Yes	3	
<i>Policies, Practices, and Procedures Average Score:</i>		9/3=	3.0
Oversight			
<ul style="list-style-type: none"> Person responsible for daily fiscal management 	Administrative Assistant	Report	
<ul style="list-style-type: none"> Is this person dedicated to fiscal management 	No	1	
<ul style="list-style-type: none"> Who is responsible for budget development 	Executive Director	Report	
<ul style="list-style-type: none"> Treasurer 	No	1	

• Board oversight	Community Advisory Committee reviews budget and provides feedback to Executive Director	Report	
• Annual review overseen by board	No- Undertaken by MU	1	
• Form 990 provided to the Board of Directors	No – Undertaken by MU	1	
<i>Oversight Average Score:</i>		4/4=	1.0
Insurance			
• Workers' Compensation	Yes	3	
• Business Auto Liability	N/A - no vehicles	N/A	
• Commercial/General Liability	Yes	3	
• Directors and Officers Liability	Yes	3	
• Professional Liability	Yes	3	
<i>Insurance Average Score:</i>		12/4=	3.0
Financial Management Capacity Score:		7.0/3=	2.33

3. Human Resources: 2.9

	Response	Subheading Score	Category Score
Employment Policies and Practices			
• Written personnel policies	Yes – Reviewed by evaluator	3	
• Non-discrimination policy	Yes – Reviewed by evaluator	3	
• Affirmative action plan	Yes – Reviewed by evaluator	3	
• Workforce reflective of demographic served	No	1	
• Labor laws clearly posted	Yes – Observed by evaluator	3	
• Criminal background checks on employees	Yes – Family Care Safety Registry and Office of Inspector General Exclusion List	3	
• Abuse and neglect checks	Yes	3	
• How often conducted	Office of Inspector General Exclusion List checks conducted on an ongoing basis,	Report	

	approximately every 90 days.		
<i>Employment Policies and Practices Average Score:</i>		19/7=	2.71
Staff Training and Development			
• New employee orientation	Yes	3	
• Staff development plan	Yes – Reviewed by evaluator	3	
• Leadership development plan	Yes – Reviewed by evaluator	3	
• Succession plan	Yes – Reviewed by evaluator	3	
• License and certification	License and certification requirements adhered to	3	
<i>Staff Training and Development Average Score:</i>		12/4=	3.0
Volunteers			
• Screened and trained	Background checks for any volunteer who works more than 9 hours per month, orientation, and training provided	3	
• How are volunteers utilized	Individual and small group activities, assist with essential functions of service delivery and individual interaction with clients	Report	
<i>Volunteers Average Score:</i>		3/1=	3
Human Resources Capacity Score:		8.7/3=	2.9

4. Information Management: 2.67

		Subheading Score	Category Score
Policies and Procedures			
• Retention and destruction policies	Yes – Reviewed by evaluator	3	
• Funder requirements incorporated	Yes	3	
• Identify the records custodian	Administrative Assistant	Report	
<i>Policies and Procedures Average Score:</i>		6/2=	3.0
Data Management			

• Client program and participation data	Yes	Report	
• Volunteer applications and records	Yes	Report	
• Personnel records	Yes	Report	
• Financial records	Yes	Report	
• Donor and contribution records	Yes	Report	
• Mailing list	Yes	Report	
• Workflow description	Yes	Report	
• Inventory of hardware and software	Yes	Report	
• Disaster readiness or recovery plan	Yes	Report	
<i>Data Collection Score:</i>	9 of 9 = High		3.0
• Who has access to program data	Executive Director, Occupation therapists, program coordinators	3	
• Is program data backed-up	Client data is not backed up, financial data is backed up	1	
• Validity and reliability	Moderate – Agency strives to ensure reliability and validity: Staff training on process, data collection and analysis	2	
• Data retained in accordance with policy	Yes	3	
<i>Program Data Management Average Score:</i>		9/4=	2.25
Confidentiality			
• Confidentiality policies and procedures	Yes	3	
• Confidentiality agreement for:			
○ Employees	Yes – Reviewed by evaluator	3	
○ Volunteers	Yes – Reviewed by evaluator	3	
○ Board members	No	1	
• How often are they renewed	Annually	Report	
• Regular trainings	Yes	3	
• Individual passwords for each computer	Yes	3	
• Privacy filters for monitors	No	1	
• Back-up protocol for collected data	Not for client data, financial data is backed up	1	

<ul style="list-style-type: none"> Utilize paper shredders and/or secure recycling 	Yes - both	3	
<i>Confidentiality Average Score:</i>		21/9=	2.33
Systems and Infrastructure			
<ul style="list-style-type: none"> Meets current and anticipated needs 	Yes	3	
<ul style="list-style-type: none"> Challenges 	Would like to expand to an electronic records system, but would require more capacity and funding	Report	
<ul style="list-style-type: none"> Upgrades in next two years 	No	Report	
<ul style="list-style-type: none"> Off-site data storage 	Not for client data, financial data is backed up off-site	1	
<ul style="list-style-type: none"> Data management software 	Apricot	Report	
<ul style="list-style-type: none"> Network computer system 	Yes	3	
<ul style="list-style-type: none"> Network administrator on staff 	Yes	3	
<ul style="list-style-type: none"> Network back-up protocol 	Yes	3	
<ul style="list-style-type: none"> Utilize the following: <ul style="list-style-type: none"> Microsoft Office Suite Commercial analytical software 	Yes No	Report Report	
<ul style="list-style-type: none"> Rate systems for: <ul style="list-style-type: none"> Data collection Data management Data reporting Data storage 			
	High	3	
<i>Systems and Infrastructure Average Score:</i>		25/9=	2.77
<i>Information Systems Capacity Score:</i>		13.35/5=	2.67

5. Service Delivery: 2.9

	Response	Subheading Score	Category Score
Program Services			
<ul style="list-style-type: none"> • Most successful aspect of program(s) 	Increased socialization, check in by a nurse, activities, and reduced caregiver stress, and caregiver able to work	Report	
<ul style="list-style-type: none"> • Barriers 	Transportation for clients	Report	
Infrastructure			
<ul style="list-style-type: none"> • Meet current and anticipated needs 	Yes	3	
<ul style="list-style-type: none"> • Rate capacity for <ul style="list-style-type: none"> ○ Office building and meeting space ○ Parking ○ Storage 	High High High	3 3 3	
<i>Infrastructure Average Score:</i>		12/4=	3.0
Policies, Practices, and Procedure			
<ul style="list-style-type: none"> • ADA compliance and documentation 	Yes – however, no documentation of ADA compliance	2	
<ul style="list-style-type: none"> • Written non-discrimination in public accommodations 	Yes –Reviewed by evaluator	3	
<ul style="list-style-type: none"> • Fulfill staffing ratios 	Yes – adhere to staffing requirements	3	
<ul style="list-style-type: none"> • Do you solicit feedback from participants 	Caregiver survey, client satisfaction survey	3	
<ul style="list-style-type: none"> • Customer grievance process 	Yes	3	
<i>Policies, Practices, and Procedure Average Score:</i>		14/5=	2.8
<i>Service Delivery Capacity Score:</i>		5.8/2=	2.9

6. Performance Management: 2.66

	Response	Subheading Score	Capacity Score
Performance Management			
<ul style="list-style-type: none"> Barriers and challenges 	Have had trouble in the last few years meeting performance measure goals, have adjusted the goals in the newest proposal	Report	
<ul style="list-style-type: none"> Utilized to guide programming 	Helps agency improve quality of services, used with staff to improve performance, benchmarking, fundraising and grant applications	3	
<ul style="list-style-type: none"> Consistent with other funders 	Yes	Report	
<ul style="list-style-type: none"> Communicated to board 	Limited information communicated to Community Advisory Committee	2	
<ul style="list-style-type: none"> Communicated to staff and volunteers 	Yes – to staff, not to volunteers	2	
<ul style="list-style-type: none"> Rate systems for <ul style="list-style-type: none"> Monitoring performance Reporting performance Utilizing performance for evaluation and planning 	<p>High</p> <p>High</p> <p>High</p>	<p>3</p> <p>3</p> <p>3</p>	
Performance Management Capacity Score:		16/6=	2.66

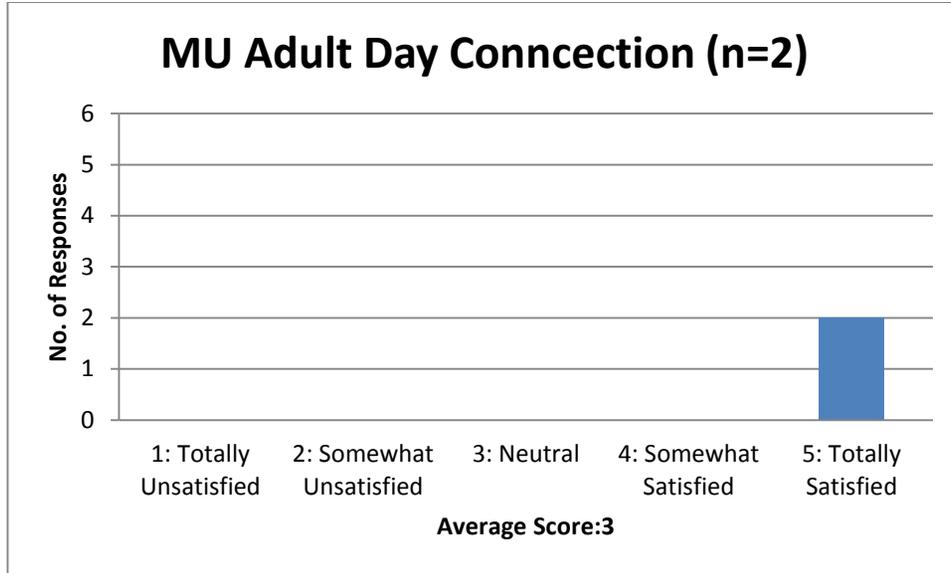
7. Program-Based Budgeting: 2.77

	Response	Subheading Score	Capacity Score
Program-Based Budgeting			
<ul style="list-style-type: none"> Procedures for developing and monitoring program budgets 	High – Well designed and informed budget development process: Executive Director, utilizes historical data and projected client census and staffing and program needs.	3	
<ul style="list-style-type: none"> Does the process cover projected: <ul style="list-style-type: none"> Ongoing revenues and expenditures Occasional or special revenues and expenditures Capital expenditures 	Yes – all included	3	
<ul style="list-style-type: none"> Board members utilized 	No	1	
<ul style="list-style-type: none"> Annual program budgets tied to annual operational plan 	Yes	3	
<ul style="list-style-type: none"> Who is responsible for oversight 	Executive Director	Report	
<ul style="list-style-type: none"> Rate systems for: <ul style="list-style-type: none"> Developing program budgets Assessing data to recognize trends Working with staff to understand budgets Working with board to understand budgets Accurately forecasting change in the budget 	<p>High</p> <p>High</p> <p>High</p> <p>High</p> <p>High</p>	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>	
Program Based-budgeting Capacity Score:		25/9=	2.77

8. External Relationships: 2.93

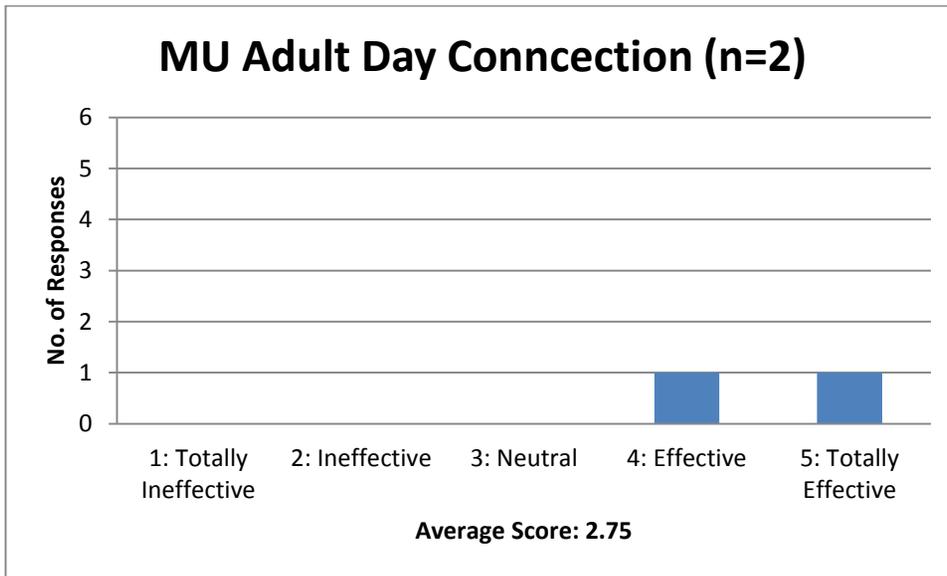
	Response	Subheading Score	Capacity Score
External Relationships			
<ul style="list-style-type: none"> • Collaboration 	High - Agency has built and maintains strong, high-impact relationships with a variety of relevant partners and referral organizations	3	
<ul style="list-style-type: none"> • Widely known and perceived to be engaged 	Yes	3	
<ul style="list-style-type: none"> • External partner feedback <ul style="list-style-type: none"> ○ Satisfaction ○ Effectiveness ○ Comments 	See attached	3 2.75	
<i>External Relationships Capacity Score:</i>		11.75/4=	2.93

Please rate your overall satisfaction with your partnership with the agency.



Scale
3.0 = Totally satisfied
2.5 = Somewhat satisfied
2.0 = Neutral
1.5 = Somewhat unsatisfied
1.0 = Totally unsatisfied

Please rate your opinion of the effectiveness of each agency in the community.



Scale

3.0 = Totally effective
2.5 = Effective
2.0 = Neutral
1.5 = Somewhat ineffective
1.0 = Totally ineffective

Comments:

MU Adult Day Connection- provides unique life enrichment for adults that are no longer able to be at home alone during the day, and allows family members to continue working and/or have time of their own. It has been proven that utilization of Adult Day Connection delays nursing home placement and improves quality of life for persons with dementia and other adults whose lives have been compromised. University students are afforded valuable hands-on experiences through volunteer opportunities, practicums and internships, so much so that many continue as volunteers their entire college experience.

Their adult day care program provides support to individuals who have physical and/or cognitive challenges feel better about themselves