



# 2022 IMPACT REPORT

## THERE'S SO MUCH TO LEARN!

### Diversity, Equity and Inclusion (DEI)

Our DEI programming continued to grow this year through trainings and special programs to impact organizational culture and foster a more equitable environment.



698 Professionals Served

#### Topics Covered:

- Inclusive Leadership
- Intercultural Communications
- Unconscious Bias
- Stereotypes
- Disarming Microaggressions
- Managing Generations
- Cultural Competency
- When Cultures Meet

### Learning Labs

Virtual trainings on timely topics for employees at all levels.



16 Learning Labs



320 registrants

### FSA Fast Takes Video Series

Watch a video, then use the Discussion Guide to promote further thinking with employees, residents and clients.



14 Videos

#### Topics Covered:

- Conflict Management
- Diversity, Equity, Inclusion and Belonging
- Emotional Intelligence



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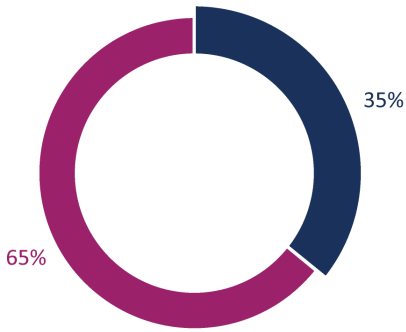


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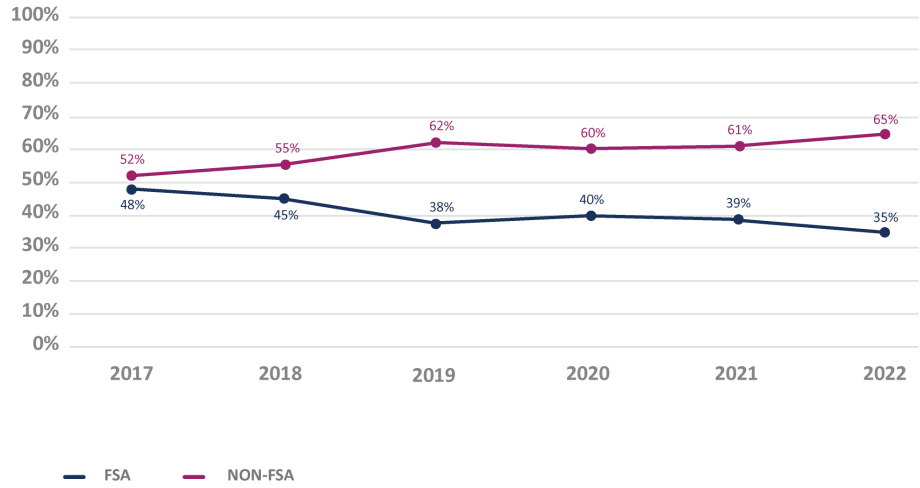
# FINANCIAL HIGHLIGHTS

## FSA Member vs. Non-Member Income

FSA Income vs. Non-FSA Income 2022

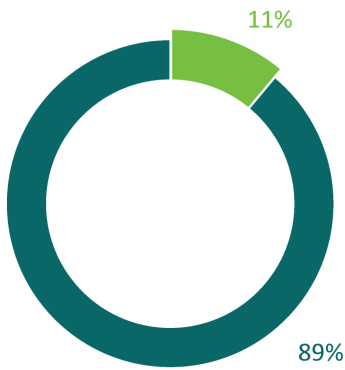


FSA Income vs. Non-FSA Income Trend

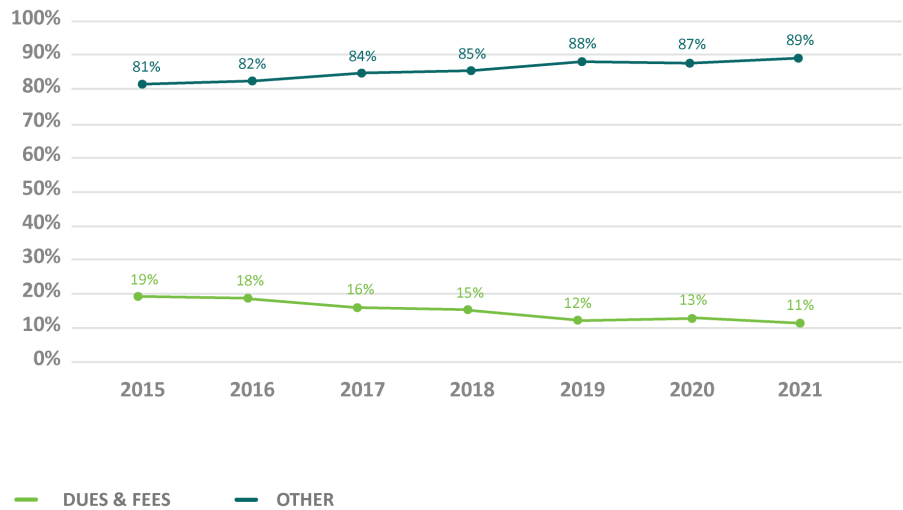


## Dues and Fees

Revenue From Dues and Fees 2022



% Revenue From Dues & Fees Trend

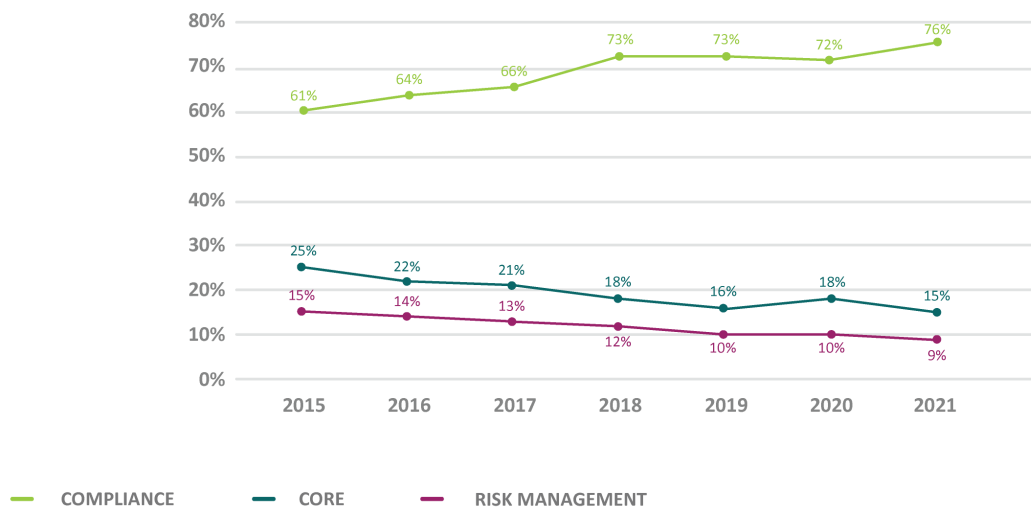


## Revenue by Program

Revenue By Program 2022



Revenue By Program Trend



## CHAMPIONING THE LEADERS OF TODAY AND TOMORROW

### Director of Nursing Mentorship Program

Support for new DONs as they navigate a sea of new responsibilities.



6 Participants

#### Topics Covered:

- Improving Processes
- Operations Management
- Identifying Strengths
- Upholding High Quality Care

### FSA Leadership Institute

The tenth cohort completed its leadership journey with us this year.



87 Participants Since Inception

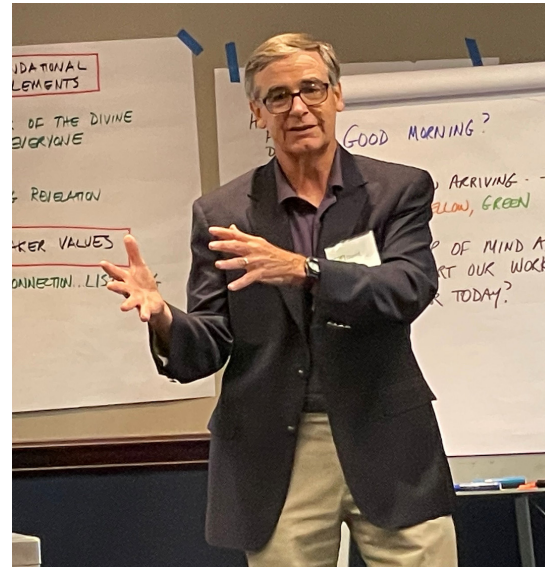
### FSA Internship Program



8 Internship Opportunities in 2022



70 Completed Since Inception



**“After completing this internship, I am more aware of the medical and policy challenges the aging population faces today...and I look forward to being a voice for them.”**

LaSha Williamson, 2022 Intern, Friends House

## COMPLIANCE & RISK MANAGEMENT: TAKING IT BACK TO BASICS

FSA Compliance executed a year-long Back to Basics campaign aimed at providing partners with monthly tips, tools and more to refocus on the foundations of their compliance programs.



88 Compliance Organizations Served



Four New Organizations



We functioned as the compliance officer for 60 communities



States Represented: Compliance: 17 Risk: 6

### Educational Webinars



#### Risk Management:

3 webinars/22 members at each

#### Compliance:

6 webinars/approx. 150 attendees at each

#### Topics Covered:

- 21st Century Cures Act
- Abuse, Neglect, and Exploitation
- CMS Requirements of Participation
- Cyber Security
- Compliance Assessments

### 9th Annual Compliance & Risk Management Conference



Attended by:

84 leaders from 51 communities

#### Topics Covered:

- Federal Regulatory Updates
- QAPI at all Levels
- Boards, Governance and the Pull to Operations
- Employee Turnover
- When HIPAA Meets a Cyber Breach



## BOARD AND ORGANIZATIONAL DEVELOPMENT



We worked with the boards of ten organizations this year, and we are increasingly called upon to design and facilitate strategic discussions or retreats.

#### Areas of focus included:



Quaker Values in Organizational Life



Boards and Compliance



Independent CEO Evaluation



Board Development, Structure, Assessment and Roles

Jane Mack is one of LeadingAge's recommended governance consultants, and in 2022 she continued to serve on the LeadingAge Governance Advisory Group.