



Champions of Homecare

Accra Leadership Team



John Dahm, President and Chief Executive Officer

John has served as Chief Executive Officer since June 2011, but his journey with Accra began in 2004 when he served as the organization's controller and Chief Financial Officer.

John is a visionary leader with a passion for serving others and providing the best care possible. By creating processes that make it easier to access services, setting a strategic vision to serve more communities, and leading a team of the most compassionate and intelligent people in the industry, John's passion is helping Accra fulfill its mission of improving lives by providing individualized home care services and support to people living at home.

John sees firsthand the impact Accra has on individuals, families, and communities throughout Minnesota. Under his leadership, Accra is transforming the industry to better meet the ever-evolving needs of those who require homecare services and support to live at home.

Working in healthcare has exposed John to people whose realities and day-to-day lives are very different than his own. This perspective drives John to lead with empathy as a core value. Whether it's through scaling up a service, or building up great people, John knows that meeting people where they're at is a critical component of advancing the mission of Accra and meeting the needs of those it serves.

Prior to joining Accra, John served as controller and finance director at Partners in Community Supports, a nonprofit social services organization and licensed fiscal support entity. In addition to almost two decades in the home care and nonprofit industry, John spent three years as a controller and Chief Financial Officer in the IT consulting field and six years in the agriculture industry. John's extensive accounting background has allowed him to build a strong and financially sound foundation for Accra.

John has a bachelor's degree in Business Administration and Accounting from the University of South Dakota. When not working, you can find John cruising through bike trails, engrossed in a good book, or curiously engaged in conversation with someone new.

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David Hancox, Chief Administrative Officer

David joined Accra in 2014, where he leads the coordination of government affairs and community partnerships, as well as executive support for Accra’s business priorities and administrative functions. His passion for this work started in middle school, and he’s been advocating for people with disabilities ever since.

David operates from an independent living philosophy that truly empowers people instead of forcing a dependency on one person or system.

Prior to joining Accra, David served more than 17 years as Executive Director of the Metropolitan Center for Independent Living (MCIL) in St. Paul. During his tenure, MCIL grew to serve more than 30,000 individuals with disabilities annually, employ more than 200 individuals and expanded its annual budget by more than 400%.

David has more than 45 years of varied experience in the disabilities field. He has served on more than 40 nonprofit disability, social justice, and arts-related boards of directors throughout his career, often in leadership roles.



Susan Morgan, Chief Operating Officer

For more than a decade, Susan Morgan has served in several roles at Accra, including Program Director, Chief Compliance Officer and most recently, Chief Operating Officer.

Susan oversees operations of all Accra programs and implements changes from regulatory agencies.

She is also responsible for overseeing the overall client and caregiver experience. Her guiding philosophy focuses on providing person-centered care that meets the needs of the individual and their community.

Susan has built programs that serve individuals from a holistic perspective and works to provide the most relevant, sustainable, and beneficial resources to communities.

As a medical professional and energetic registered nurse with 40 years of experience in a wide variety of healthcare fields, she enjoys working with others who take pride in caregiving and sharing best practices, while incorporating all the necessary legal and regulatory requirements.

Before joining Accra, Susan spent nearly three decades working in homecare and nursing for Goodhue County Public Health and Fairview Health Services.

Susan is an active member or board member for several homecare industry organizations, including the Minnesota Home Care Association, the Minnesota Department of Health Home Care and Assisted Living Council and LeadingAge Minnesota.

Susan earned a Bachelor of Science degree in registered nursing from Bethel University.

When not serving Accra, Susan enjoys spending time on the family farm, where she raises llamas and sheep. She also enjoys spending time with her grandchildren.



LeAnn Frette, Chief Financial Officer

LeAnn Frette started with Accra in 2006 and supported the growth of the company by building out its financial operating systems and practices.

As the Chief Financial Officer, LeAnn uses numbers and IT systems to help make peoples' jobs easier and to eliminate duplication of effort.

Her savviness for numbers and love of technology have helped make Accra the incredible organization it is today.

Prior to joining Accra, she worked as a Microsoft Dynamics SL consultant for Boyer & Associates, focusing on accounting software implementations and support for nonprofit organizations in the Twin Cities.

LeAnn holds a Bachelor's in Business Administration in Accounting from Iowa State University.

LeAnn enjoys the Minnesota Renaissance Festival and traveling to other Renaissance Festivals across the U.S. LeAnn is also a big Disney World fan.



Amy Hilsgen, Chief Human Resources Officer, SHRM CP

Amy Hilsgen has led Accra's Human Resources Department for over seven years. She is a certified Human Resources Professional who brings an innovative mind and strategic lens to the work.

Amy has been an advocate for direct support professionals throughout her career and believes that those most impacted should be deciding the care that they want and need.

She brings this same passion to her work at Accra and strives to create an organization that supports helping people reach their greatest potential.

Amy is actively involved in her community and is passionate about supporting women, veterans, and people with disabilities.

She currently mentors HR professionals through the Twin Cities Society for Human Resources Management chapter, is a "Women on Point" alumna, serves as a Customer Advisory Council Member for Fairview Health Services and was awarded a Patriotic Employer Award in 2019.

Amy received her Bachelor of Applied Science in Community Psychology from Saint Cloud State University.

In her spare time, Amy enjoys training for her next half marathon and volunteering with service dogs who support individuals with disabilities and veterans.



Timothy Jones, Chief Technology Officer

Since joining Accra in early 2020, Timothy Jones has directed the organization's IT department, while strengthening and expanding Accra's technological capabilities. In January 2023, Jones took the next step in that journey when he was promoted to Chief Technology Officer.

As CTO, Tim focuses on developing and executing technology strategy, which includes leveraging technology to improve Accra's services, enhance efficiency, and increase Accra's return on mission. Jones collaborates with the Accra executive team to implement appropriate technology solutions, driving innovation and leading Accra's digital transformation. He also develops long-term plans and strategies related to Accra's technology needs in terms of security and innovation.

While overseeing Accra's IT and development teams, Tim guided Accra's successful transition to hybrid and remote work during the pandemic. He managed the development of the Accra Access portal and a new home care and client profile technology solution called AccraFinity, which enhanced the flexibility of Accra's data systems and increased visibility into operational performance for Accra leadership. He has also commenced the development of an Accra mobile application.

Jones has nearly 30 years of IT experience. Previously, he worked in an array of technology positions, including IT Director at Christensen Farms, a large midwestern agricultural company. He spent 16 years in software consulting leadership, software development and business advisory services. He was instrumental in the start-up and operations at Boyer & Associates, as well as work with other consulting firms. Jones' vast experience has brought Accra helpful outside-the-industry perspectives.

Tim attended Winona State University, where he earned a Bachelor of Science degree in business administration with a minor in accounting.

With a passion for taking on new challenges and learning how things work, Tim frequently takes up DIY projects around his home and hobby farm. He also enjoys spending quality time with his large family, and partaking in outdoors activities such as exploring nature, fishing, and planting trees.

February 2023