



Champions of Homecare

Accra Leadership Team



John Dahm, President and Chief Executive Officer

John Dahm was named the president and Chief Executive Officer of Accra in June 2011, following seven years as the agency's controller and Chief Financial Officer. As President and CEO, John serves as lead visionary for the organization and steward of its welfare, responsible for outlining organizational growth strategies and focusing on the future needs of Accra. John is also tasked with implementing sound financial procedures and establishing responsible business practices on behalf of Accra -- while inspiring and mentoring employees to be effective leaders and stewards.

Prior to joining Accra in 2004, John served three years as the 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 homecare and nonprofit industry, John spent three years as a controller and CFO in the IT consulting field and six years in the agriculture industry. John earned a bachelor's degree in business administration and accounting from the University of South Dakota.



David Hancox, Chief Administrative Officer

David Hancox joined Accra in 2014 and currently serves as the agency's Chief Administrative Officer. His primary function is to support the overall organizational strategic goals and administrative functions of Accra.

Previously, 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, employed 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. David's services continue to be regularly sought as a special consultant, public speaker, evaluator and author. His services primarily focus on board development; the roles and responsibilities of nonprofit boards; and developing and preparing strategic direction for nonprofit organizations.

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Susan Morgan, Chief Operating Officer

Over more than a decade at Accra, Susan Morgan has served several roles, including Program Director, Chief Compliance Officer and most recently, Chief Operating Officer. Susan oversees operations of all Accra programs and their assigned program directors, and she implements changes from regulatory agencies. Susan is also responsible for overseeing the overall client and caregiver experience.

As a medical professional and energetic registered nurse with 40 years of experience in a wide variety of healthcare fields, Susan 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, she 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.



LeAnn Frette, Chief Financial Officer

LeAnn Frette started with Accra in 2006 and was promoted to her current role as Chief Financial Officer in 2013. She oversees the financial operations of payroll, billing and technology. Prior to joining Accra, LeAnn was a Microsoft Dynamics SL consultant for Boyer & Associates working on accounting software implementations and support for nonprofit organizations in the Twin Cities. LeAnn holds a BBA in Accounting from Iowa State University.



Amy Hilsgen, Chief Human Resources Officer, SHRM CP

Amy Hilsgen serves as Accra's Chief Human Resources Officer and has led the Human Resources Department at Accra for seven years. Amy has extensive knowledge in a variety of human resource functions, including: EEO compliance, recruiting, compensation, employee relations, employee wellbeing, training and development.

Amy has been an advocate for direct support professionals throughout her career. 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. In her spare time, she enjoys training for her next half marathon and volunteering with service dogs who support individuals with disabilities and veterans.

Amy believes the best part of working in HR is connecting with Accra caregivers and telling their stories. She is committed to delivering support to all Accra employees as she understands the value of the life-changing work Accra caregivers do every day.

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