

Leadership Team Annual Report
Calendar Year 2014

Introduction:

The Leadership Team at Life Alliance works toward identifying, guiding and articulating positive advancements and outcomes for our organization. The team sets measureable long-term and short-term goals and objectives related to company growth, management, financial stability, quality of services, policies, procedures and any other material which effects the long term growth and stability of Life Alliance, its consumers and employees.

The Leadership Team reviews all required plans, policies, and procedures on an annual basis. They also oversee all issues regarding Health and Safety, ethical codes of conduct, and corporate compliance.

Strategic Goals:

Four primary objectives were set in the Strategic Plan for this calendar year. Number four was Health and Safety. Any item from that section not discussed here can be found in the 2014 Annual Review on Health and Safety. It should also be noted that some of the goals set forth here are not listed in the Performance Measurement and Management Tool as they did not fit the measuring model. This will be taken into consideration at the next Strategic Plan Review.

Accreditation-

The first step in this process was to hire a Quality Assurance Coordinator, whose primary responsibility would be compliance with accreditation bodies, Managed Care Organizations, and all other regulations and guidelines.

The Quality Assurance Coordinator was hired in March of this calendar year. He attended CARF 101 and 202 trainings and has established and maintained communication with our CARF Specialist. A new CARF manual was purchased in June of 2014 and our Annual Conformance to Quality Report was submitted in a timely fashion.

The Quality Assurance Coordinator established a Performance Measurement and Management System and the company began utilizing it on September 1, 2014. Life Alliance is on track to complete a mock survey in early 2015, submit our Intent to Survey in that same time frame, and obtain accreditation by September, 2015.

All goals for this calendar year were met.

Increase Consumer Base-

A new supervisor was hired in June of 2014. Our goal assumed this, in conjunction with other goals being met, would increase our caseload 5% by the end of 2016. For calendar year 2014 alone we saw an increase of 26%. It is recommended that next year's goal in this area should be much more aggressive and that the goal be measured annually.

The responses to our satisfaction surveys were tabulated in June of the calendar year. Our goal in the Overall Satisfaction of Services category was 90% and we achieved 95%. The results were shared with employees, consumers, and other stakeholders via memo on 6/16/14. It is recommended that this goal be added to the official Strategic Plan and the Performance Measurement and Management Tool for calendar year 2015.

Our lowest score in any category was 86%. The team should consider a goal of maintaining 90% in every line-item rather than just overall satisfaction. No trends were found requiring corrective action.

Reporting the results of CARF accreditation by end of 2015 was non-applicable for this calendar year but should remain in the next plan. Promotional items were distributed and company brochures were updated this calendar year but were not measured.

Life Alliance sponsored the Surry County Chapter Walk for Autism on April 26th, 2014. The chapter raised \$32,000, exceeding its goal of \$30,000.

All measureable goals for this calendar year were met.

Maintain MCO Contract-

Life Alliance has maintained contracts with all Managed Care Organizations and remains in good-standing as part of their Provider Network. All of our insurance policies are current, proper, and were reviewed as part of our Risk Management system.

The company did receive five Plans of Correction from the MCO this calendar year. All were completed and accepted within the authorized timeframe. More details on this can be found in the 2014 Annual Report on Formal Complaints and Grievances. It is recommended that for calendar year 2015 the Leadership Team set a measureable, strategic goal for reducing the number of Plans of Correction.

The goal of achieving a 90% or better monitoring score on MCO report sheets was not applicable as Life Alliance was not reviewed for score in calendar year 2015.

All applicable goals for this calendar year were met.

Maintain Safety Program-

As noted before more details on this objective can be found in the 2014 Annual Health and Safety Report. It was determined that the recently-vacated position of Health and Safety Director should be removed and replaced with a team-oriented approach. A new Health and Safety Program reflecting this approach was completed, reviewed, and approved by the team. The goal of maintaining a Health and Safety Director is therefore not applicable, but may be added if company expansion demands.

All safety drills, self-inspections, and external inspections were completed for this calendar year. The Health and Safety training was also reviewed, as was the Accessibility Plan (see above). It is recommended, especially due to the fact that we lack a designated Health and Safety Director, that Health and Safety remain a Strategic Objective.

Overall objective was met. Goals were modified during the calendar year and all modified goals were met.

Plan Reviews:

All plans were reviewed and updated for the calendar year, including the Health and Safety Program, Corporate Compliance Plan, and Ethical Codes of Conduct. Most plans were reviewed and adopted in the first half of the year, however two plans were not officially adopted by the team until late in the third quarter.

It is recommended that for next year all plans be updated, reviewed, and adopted no later than end of the second calendar quarter. This will ensure that the plans will be available for inspection by the CARF survey team who will be on-site around July or August.

Plan Goals:

Cultural Competency-

During this review the team not only addressed the plan itself but also a demographic breakdown of our consumer base and the community at-large. It was determined that even though none of our consumers and a relatively small portion of our community speak Spanish as a first language, we should set goals to remove language as a potential barrier to service.

Our annual goal to translate all Life Alliance materials to Spanish and to create a Spanish Community Resource List were not met. This should be at the top of the agenda for calendar year 2015 as it affects Cultural Competence and Accessibility issues.

Each of our offices completed in-service Cultural Competency trainings.

The goals of completing a demographics review and self-assessment tool were met. Also met was the goal of one person attending a Cultural Competency training. Both the President/Owner and Quality Assurance Coordinator attended a web training provided by The NC Institute of Public Health.

Risk Assessment and Accessibility-

Some of the goals set in this plan review overlapped with Health and Safety. We counted the North Wilkesboro ADA checklist both here and as one of the self-inspections for that office. However we did not count the Dobson ADA checklist here. However the goal was met.

The team completed the Risk Assessment Tool and the Accessibility Tool. The President/Owner received confirmation from the bank that the company's emergency line of credit remains available and in good-standing. The VP of Administration completed the website updates as well as the review of all Life Alliance insurance policies.

The only unmet goal was finding a new office location for Dobson. Between hiring a new supervisor and an influx of new consumers in that area, it was determined that changing locations suddenly might prove more disruptive than helpful. The Dobson location has passed an external inspection and we believe does not present a hazard to employees or consumers.

Technology-

The VP of Administration updated the Technology Plan and it was presented to the team on September 30, 2014. The team set three new goals based on the updated plan as many had already been met during plan development. These were: computer training for office staff, update company website, and obtain new copier contract.

All of these goals require input and assistance from a third party. The new copier contract is in place. The company website update is underway. The staff were not able

to attend all hours of computer training for the year, but it was made available on an as-needed basis.

Policy and Procedure Review:

The Life Alliance Policy and Procedure manual was reviewed and revised over the course of 2014. All relevant information was shared with consumers, employees, and other stakeholders. New policy and procedure manuals were printed for both offices with an updated index and policy change tracking sheet.

The following changes were made this calendar year:

- Training on corporate compliance for all employees
- Prohibition on employee's witnessing documents
- Extended appropriate workplace conduct regulations to social media
- Appointed the President/Owner as Corporate Compliance Officer
- Extended record storage requirements to twelve years per DHHS standards
- Expanded policy regarding Alternative Family Living and Relative as Direct Support Employee
- Changed medication policy from Assistance with Self-Administration to Administration
- Adopted new Health and Safety Program (see Health and Safety Annual Report)