



Consumer Training Manual

At the start of services, all consumers will be visited in their homes by a member of the Live 2 Give Home Healthcare staff. During that visit, the consumer will be provided training on the CDS program and the skills needed to understand and perform the necessary functions of an employer. This manual is the minimum information covered during the training visit.

1. Basic Definitions:

- Vendor= Live 2 Give Home Healthcare
- Consumer= You, the Medicaid participant eligible for services.
- Attendant= The person you have selected to be your caregiver and provide care to you in your home
- Consumer Directed Services= Home care services authorized and paid for by Missouri Medicaid in which the consumer (client) manages/directs their own care and assumes many responsibilities noted below.

2. Consumer Responsibilities:

- Finding and selection of your own attendant
- Offering a job to your own attendant
- Training your attendant to perform the tasks authorized on your care plan
- Supervising your attendant to ensure they are able to meet your personal care needs
- Firing your attendant if needed
- Providing supplies needed to complete tasks on care plan
- Communicating at a minimum monthly with Live 2 Give Home Healthcare per state regulation.
- Ensuring your attendant provides Live 2 Give Home Healthcare with the appropriate information in order to be paid for services. The use of Electronic Visit Verification (EVV) is now mandatory per the state and federal governments.
- Ensuring the time submitted by the attendant does not exceed the amount you are authorized for. Example: You are authorized for 200 units (50 hours) of services per month- You must ensure that by the end of the month, your attendant does not turn in time over the 200 units (50 hours) you are authorized for.
- Notifying your attendant if you are not home to receive services or need to alter your schedule
- Receiving care only from attendants registered and screened by the Missouri Family Care Safety Registry and the Office of Inspector General and Employee Disqualification List.
- Promptly notifying the state and /or Live 2 Give Home Healthcare within 10 days of any changes in circumstances affecting your CDS plan of care and/or changes in where you live

- Prompt notification to Live 2 Give Home Healthcare regarding any problems resulting from the quality of services delivered by your attendant
- Accept or select an attendant without regard to race, color, national origin, sex, age, religion, political beliefs or disability.

3. Vendor Responsibilities:

- Providing assistance in the general orientation of attendants as requested by the consumer
- Payroll and Accounting functions on behalf of the consumer including collecting EVV records for services rendered and verifying their accuracy, paying the attendant, ensuring all taxes are paid and filing claims for Medicaid reimbursement
- Making contact with each consumer monthly in order to provide ongoing monitoring of services, ensuring the plan of care is sufficient and being followed and other services as needed to live independently
- Processing of consumers' and/or attendants' inquiries and problems
- Public information, outreach and education activities to ensure that persons with disabilities are informed of the services available and have maximum opportunity for participation
- Maintain confidentiality of consumer's records, including eligibility information from DSDS, according to federal and state laws and regulations
- Ensure the consumer has an emergency and/or back up plan
- Monitor utilization of units by the consumer at least monthly
- Providers must maintain a list of eligible attendants
- Ensure that all attendants are screened and employable according to the Family Care Safety Registry (FCSR), the Office of Inspector General (OIG) and the Employee Disqualification List (EDL).
- Ensure the attendant is not the consumer's spouse
- Notify the attendant of their responsibility to comply with applicable state laws and regulations regarding reports of abuse and neglect.
- Maintaining confidential consumer and attendant files that are available for inspection
- Submission of quarterly and yearly reports to Medicaid Audit and Compliance.
- Live 2 Give Home Healthcare will not discriminate regarding employment on the basis of race, color, national origin, age, sex, handicap/disability, and religious beliefs.

4. Attendant Responsibilities:

- Provide personal care tasks to the consumer
- Follow the Care Plan for the consumer
- Provide "hands on" assistance with physical tasks that benefit the consumer (no time is allocated for stand-by assistance like prompting or cueing). No time can be allotted for respite care or time spent waiting for a consumer at a doctor's office or any other appointment
- Use electronic visit verification to record time in, time out and tasks completed during shift.
- Provide open and accurate communication to Live 2 Give

- Agree to only provide services to the consumer and not the family or anyone else living with the consumer
- Agree to not commit any acts of fraud, waste or abuse
- Must meet the other initial requirements listed below.

5. Who can be your attendant? Below is a list of the requirements for your attendant:

- Be at least eighteen (18) years of age
- Be able to meet the physical and mental demands required to perform specific tasks required to meet your care plan needs
- Agree to maintain confidentiality
- Be emotionally mature and dependable
- Be able to handle emergency type situations
- Not be your (the consumer) spouse
- Be screened by the Family Care Safety Registry (FCSR), Employee Disqualification List (EDL) and Office of Inspector General (OIG). Live 2 Give Home Healthcare will run these background checks to ensure the person you are trying to hire is eligible.

6. Finding and selecting an appropriate attendant:

- Your attendant can be a family member and is allowed to live in your home. They cannot be your spouse.
- You should choose someone that you will be comfortable with providing your personal care like baths, dressing and grooming, etc.
- If you do not have a family member or friend that you would like to be your attendant, there are other ways to find an appropriate care giver:
 - Newspaper ads, internet ads (ex: facebook, craigslist, etc)
 - Word of mouth
 - Flyers at local grocery stores, laundry mats, doctor offices, etc
 - Contacting local C.N.A schools and unemployment offices
 - Ask Advantage for a list of possible caregivers
- Finding an attendant is the consumers responsibility. If you feel like you are unable to routinely find new attendants when you need them, we suggest that you change your services to In- Home. Through the In -Home program, Live 2 Give is required to find you a caregiver, supervise your caregiver, etc.

7. Attendant hiring procedures:

- When you have selected a person that you would like to be your attendant, they first need to complete an Attendant Application. They can do this by going by one of our office locations or by going to our website: www.advantagehomecare.com
- We will need to make a copy of their valid state photo ID and social security card
- Advantage will run the necessary background checks to ensure they are eligible to work. If there is a finding on one of the background checks, we will determine if the crime is listed on the disqualifying

crimes list per the Missouri Medicaid Audit and Compliance: <https://mmac.mo.gov/wp-content/uploads/sites/11/2019/06/Disqualifying-Factors-FCSR.pdf>

- If the crime is listed on the disqualifying list, the person will need to apply for a Good Cause Waiver if they have not previously obtained a Good Cause Waiver. They **MUST** obtain this waiver before they can start working for you.
 - At times, there may be a finding that is not severe enough to be on the official disqualifying crimes list but could be something you are not comfortable with. You have the right to not move forward with the applicant if you do not want to. (Live 2 Give Home Healthcare also holds the right to not enter into an employee contract with someone that has a finding we are not comfortable with. For example: recent theft charges of any kind are not liked by the vendor)
 - Live 2 Give Home Healthcare holds the right to run background checks on your attendants routinely throughout their active employment status with you. At any time in their employment with you, if it is discovered that your attendant has a recent finding that is on the disqualifying list, you and your attendant will be notified that services must stop immediately. The attendant cannot resume services until a good cause waiver is obtained. We do hold the right to end or suspend our employment contract with your attendant for any finding discovered that we are uncomfortable with. You will be notified promptly when and if this does need to occur.
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- After the background screenings have been cleared, they will be required to meet with a member of the vendor staff to sign off on new employee paperwork. (This meeting most of the time occurs at our office location. If special arrangements need to be made, please call your service coordinator.)
 - The meeting includes a general orientation that includes the following topics:
 - Attendant Responsibilities
 - Consumer Rights and Responsibilities
 - Vendor Responsibilities
 - Electronic Visit Verification training, policy and procedures
 - Allowable and prohibited tasks and activities
 - Working authorized hours and Care Plan training
 - Essential transportation
 - False Claims- Including behaviors that would be considered fraud.
 - Abuse, Neglect and Exploitation- detection and reporting
 - HIPAA and Confidentiality
 - Grievance Procedures
 - Attendant Contract Review
 - Payroll schedule
 - All of these topics are also covered in this CDS Consumer training manual. Your attendant will be provided with a similar manual for them to reference.
 - Once the general orientation is completed and all other new hire documents have been completed, Advantage will complete an I-9 on your attendant and check the E-Verify to ensure they are legally able to work in the United States. You will then be notified when your attendant can start working.

- Other Training:
 - Live 2 Give Home Healthcare is able to assist you with your training needs upon request. We have print and video training tools that we can provide you on various personal care topics. Some of the topics include: Basic nutrition, OSHA and universal precautions, safe transfers and patient handling techniques, personal care techniques and many more!

8. Tasks that may be performed during CDS Services: You will have a care plan that has been tailored to meet your individual needs. The care plan is NOT written by Live 2 Give Home Healthcare. In order to change your care plan, you must call the Medicaid office and request the change. At a minimum, the tasks on your care plan must be performed. Additional tasks may be performed but the time spent cannot exceed the time authorized on your care plan.

- CDS may include the following tasks:
 - Bathing; including shampooing hair
 - Dressing/grooming; includes dressing/undressing, combing hair, nail care, oral hygiene and denture care and shaving
 - Ostomy/catheter hygiene
 - Bowel and Bladder routine
 - Assistance with toileting
 - Use of transfer devices/assistance with mobility issues/prostheses
 - Passive Range of Motion
 - Manual assistance with medications (prompting while assisting, opening mediplanner, handing a glass of water, steadying the glass of water)
 - Turning and positioning
 - Treatments
 - Cleaning and maintenance of equipment
 - Clean bath
 - Make Bed
 - Change linens
 - Clean floors
 - Tidy and dust
 - Laundry (home or off-site)
 - Trash
 - Read/write essential correspondence
 - Meal prep and/or assistance with eating
 - Wash dishes
 - Clean Kitchen
 - Essential transportation- Essential shopping/errands, school or employment. (See transportation questions manual for further details.)

9. Services that are NOT included as a part of the CDS program:

- Tasks that would primarily benefit people other than you (others that reside in the home)

- Tasks that others living in the household may reasonably be expected to do or share, unless the task is above and beyond typical activities that would be provided for a household member without a disability.
- No time can be provided for stand by assistance, prompting or cueing.
- No time can be provided for respite care or time spent waiting for you at a Doctor's visit or other appointment
- Tasks that must be performed by a licensed professional (example: nurse, doctor, therapies, etc)

10. Care Plan Training

- Missouri Medicaid will provide you with a Care Plan that has been tailored to meet your individual needs. It is crucial that this care plan is always followed. If changes need to be made, please call the state.
- The Care Plan consists of:
 - Start date and end date
 - The vendor agency you have chosen to provide you services
 - The monthly units you have been authorized for (In order to determine how many hours this equates to follow the formula:
 - $\text{Total units} - \text{transportation units} = \text{Units of personal care}$
 - $\text{Units of personal care} / 4 = \text{Total hours of personal care each month}$
 - $\text{Transportation units} / 4 = \text{Total transportation time each month}$
 - Tasks that should be performed by your personal care attendant during each shift
 - You will notice that there is a time frame associated with each task. This is the time that the attendant should spend doing each task. You must ensure that if your attendant works a certain amount of hours, that they also record enough tasks to warrant those hours. Example: The attendant works 2 hrs so they need 2 hours worth of tasks marked for the day. **This is extremely important!**

11. Scheduling your attendant:

- It is your decision on what time of day your services are rendered. We do ask that you provide Advantage information on when your transportation will be provided each week, as it helps our EVV records flow better.
- Remember, you have a care plan to follow so the schedule needs to be a time of day that allows the care plan tasks to be done. For example, if you go to bed at 9pm then it does not make sense for your attendant to come at 10pm. Or if you don't wake up till 9am, then it does not make sense for your attendant to come prior to 9am.
- It is generally best if you determine ahead of time, what your typical schedule will look like each month. This helps your attendant follow the care plan and also helps to ensure you use all your hours but don't go over at the end of the month.

- We have a formula that was provided to us from the state that allows you to align your hours in a way that ensures you are following the care plan and are utilizing your hours. *Refer to our Care Plan Formula sheet included with this training manual.*
- If you have a special circumstance that arises on a given month and need to change your normal routine, please call the office to pass on the information so we can note it in your file.

12. Electronic Visit Verification (EVV):

- EVV is short for Electronic Visit Verification which is a timekeeping system that requires your home care worker to electronically verify that they are present and working their shift by means of calling in from your land line phone or using a smart phone based app. It is required by Federal and State law for all Medicaid funded personal care services. EVV eliminates the need for paper timesheets and allows the attendant to provide the same information, just in electronic format at the exact time the services are being rendered instead of turning in timesheets days later.
- In order to get paid for their time working, your attendant must submit clear and accurate information to Live 2 Give that proves they did provide services to you.
- The information that must be recorded is your name, your attendants name, the tasks that were performed, date, clock in time, clock out time and location of where service delivery begins and ends (GPS).
- **Policy for Attendants:**
 - Your goal as a CDS attendant is to successfully use the EVV system 100% of the time without the need for manual edits of your electronic records.
 - If you have any problem at all using EVV, it is your responsibility to promptly call Advantage's EVV Call Center to get assistance.
 - You must use EVV at the start and end of every shift in the consumer's home with the consumer present.
 - Effective 3/27/22 all visits that require a daily correction form / paper timesheet will have their pay rate (for that specific shift) reduced to the branch base pay rate.
 - Effective 3/27/22 all shifts that come through the EVV system cleanly (no correction form needed) will be paid a special "EVV Incentive" rate.
 - If the shift information is not complete or accurate in the EVV system, you are required to submit a signed Daily EVV Correction Form to the office to verify the details of your shift. This must be submitted within 48 hours of the worked shift. If this is not submitted in time, your pay may be delayed and pushed back to the next payroll period.
 - (We will not accept the weekly timesheet to be used)
 - When clocking out, you are required to enter task codes that correspond with the services rendered. It is important that the care plan is being followed and that enough tasks are being performed for the time spent clocked in. For example: If you are clocked in for two hours, you should enter two hours worth of tasks. You cannot clock in for two hours but only enter thirty minutes' worth of tasks. In this scenario, initially you will only be paid for the time spent providing tasks to your consumer (30 min). If you feel there has been a mistake made and need

to submit additional tasks to reach the full clock in time (2 hours), you will have to submit a signed Daily EVV Correction Form listing the additional completed tasks in order to be paid for the full shift. If not completed within 48 hours of the shift, it will be considered late and will be processed during the next payroll cycle.

- We will not contact you regarding missing or incomplete EVV records. YOU are required to call the EVV call center if you have any problems using the electronic system. These calls must be made while you are at home, when the issue occurs. Any changes to an electronic visit will require the completion of a Daily EVV Correction Form which must be submitted to the office within 48 hours of your scheduled shift in order to avoid payroll delays. The Daily EVV Correction form must be completed accurately and must be signed by the client in order for the change to be submitted to payroll. Advantage will not process missing or incomplete payroll records for any reason whatsoever. Failure to submit accurate payroll records could result in delays to when you receive your check.

Adverse Actions:

- The state of MO is closely monitoring EVV records for every provider. They can view all records in live time and will know when manual changes to electronic records occur. As a result, the manual editing of visits must be kept to an absolute minimum. If you are found to be repeatedly out of compliance with EVV rules and using the Daily EVV Correction Form too often, your direct deposit may be turned off and your pay will be delayed. In extreme cases, Live 2 Give may have to suspend services until all parties agree to be compliant.
- If the Daily Correction Form is not turned into the office within 48 hours of the shift, it will be considered late and will be processed during the next payroll cycle. This means it would be paid out 1 week later than it would if it were on time. Refer to payroll calendar for payroll dates.
- After adequate training has been provided to you, if you are still having to use Daily EVV Correction Forms each and every week, you will be notified that your direct deposit will be turned off & you will have to come into the office to pick up your paycheck. We may also elect to put your paycheck in the mail on your pay date. Your direct deposit will be turned back on once you demonstrate for 2 weeks in a row 100% EVV compliance (i.e you can use the system without the needing a Daily EVV Correction Form).
- In extreme cases, if all parties are still out of compliance and all efforts have been exhausted to help you, Live 2 Give may have to terminate the attendant employee contract.

Client/Consumer EVV FOB Policy:

- Regulation:
 - State and Federal regulation requires all Medicaid home care recipients to allow the use Electronic Visit Verification (EVV) in their home. EVV can be administered through a smart phone based APP, through a landline telephone in the client's home or through the use of a validator box that is secured in the client's home. The validator box is called a FOB. The FOB must be secured in the home so it cannot be easily removed. The FOB must be in a location

that is easily accessible to the caregiver to use at the start and end of their shift, as they are required to use it to clock in and out.

Responsibilities:

- In situations that require the use of a FOB, Live 2 Give Home Healthcare will provide the FOB to the client along with examples of how to secure it in their home. It is the responsibility of the client to ensure that the FOB is secured in the home and that it stays in the home at all times. If at any time, the client discovers that the FOB is missing, it is the client's responsibility to notify the office immediately. Upon termination of services, we ask that the FOB be returned to the office

Payroll Process:

- Payroll is Bi-Monthly
- Upon hire, CDS attendants will be provided with a pay schedule that clearly outlines when you will get paid. At the start of the new year, it is the attendant's responsibility to call the office and ask for a new payroll schedule.
- Live 2 Give only authorizes attendants to submit time up to the total hours authorized on the consumer's care plan. For example: if the care plan allows for 80 hrs per month, the attendant can only submit and be paid for 80 hours. Any additional hours submitted that exceed the total authorized hours on the care plan are not authorized and will not be paid.

Fraud of the Program: Live to Give Home Healthcare is dedicated to providing you the services you are authorized for in the comfort of your own home. However, your services are not monitored in person by Live 2 Give or the state on a daily basis which means that you are responsible for ensuring there is zero fraud. Below is a list of situations or circumstances that would be considered fraud and should be avoided.

- You must be present in order to receive services. Example: You cannot be at the movies or visiting with your neighbor while your attendant is clocked in at your home.
- You cannot be receiving care at a facility or hospital during CDS hours. Example: You are admitted to the hospital for 2 days but your attendant goes to your house each day to walk your dog and tidy up. Or, your attendant comes to the hospital to visit you each day and decides to clock in while they are visiting because they help you while they are there. Both of these situations would be considered fraud. Services can start back up once you are discharged and back in your home.
- You cannot clock your attendant in and out because they cannot make it one day. Example: your attendant is sick on Tuesday but you know she needs the money so you clock her in and out even though she did not work. This would be considered fraud.
- You cannot clock your attendant out later if she has to leave early. Example: Your attendant has to leave an hour early one day but you tell her to go and that you will clock her out at the normal time. This would be considered fraud.

- You cannot allow your attendant to submit fraudulent time for services not delivered. Example: Your attendant is recording time for working but they have not been actually providing you any services. If you turn a blind eye to this behavior, you are also committing a crime. Always call Live 2 Give or the Missouri Fraud Hotline: 573-751-3285

16. Termination of services: Live 2 Give Home Healthcare may stop services if the following circumstances occur:

- You are no longer able to direct your own care
- Falsification of records or fraud is discovered
- You have displayed persistent actions of noncompliance with the care plan
- You or a member of your household threatens or abuses your attendant and/or vendor
- Your attendant is not providing the services outlined in the care plan and attempts to remedy the situation have been unsuccessful.

17. Consumer Rights

- Receive services without regard to race, color, national origin, sex, age, religion, political beliefs, or disability.
- To be treated with respect and dignity
- Have all personal and medical information kept confidential
- Have direction over services provided as long as care plan is being followed.
- Know the providers established grievance procedure and how to make a complaint about the service and receive cooperation to reach a resolution without fear of retribution
- Hearing Rights: (per 19 CSR 15-8.500 Hearing Rights)
 - When a consumer is determined ineligible for consumer-directed services (CDS) or when a dispute arises concerning the provision of CDS, after the preparation of the CDS plan (plan of care), or termination of CDS, the consumer may request in writing a hearing with the Dept of Social Services (DSS).
 - A consumer may request a hearing by contacting Department of Health and Senior Services (DHSS) in writing within 90 days of denial or eligibility, denial of financial assistance, the determination of financial assistance, discontinuation, suspension or reduction of CDS.
 - If the consumer appeals in writing within 10 days of the mailing of the notice regarding denial, suspension, reduction or termination of CDS, DHSS will not suspend, reduce or terminate services provided to a consumer under an existing plan of care pending a decision from a hearing, unless the consumer requests in writing that services be suspended, reduced or terminated.
- **Consumers are not allowed to:**
- Threaten or abuse or allow other members of your household (or guests) to threaten or abuse provider staff. This will result in your services being terminated
- Expect care to be provided to your pets, friends or visitors. This is not allowed under the CDS program.

- Allow services to be provided in your home when you are not home.
- Engage in activities that would be considered fraud of the program, for example: submitting time for payment for services that were not actually provided. This could result in your services being terminated.

19. Essential Transportation

- Some CDS consumers will be authorized essential transportation on their Care Plans. This includes all essential shopping/errands (whether or not the participant is with the CDS attendant), school and employment. For the participant to be eligible for transportation assistance there must also be an identified need for personal care assistance, even if that need is met by supports other than CDS.
- CDS Transportation does NOT include transporting to medical appointments when that appointment is covered under the NON-Emergency Medical Transportation (NEMT) program. To determine if the medical appointment is covered by NEMT, contact the NEMT provider at 1-866-269-5927.
- There are many questions that arise when determining if a situation would be authorized under Essential Transportation. Please feel free to ask a vendor representative or refer to the Policy Clarification Questions and Answers located at: <https://health.mo.gov/seniors/hcbs/pdf/pcq.pdf>.

20. Consumer Signatures:

- Although the use of timesheets is not allowed in nearly all circumstances per federal and state laws, there may be other times that a consumer signature is required to verify information. When this occurs, we ask that only full names be used. We prefer no initials of any kind be used. If the consumer is physically unable to sign their full name, we do allow the consumer to make their “mark” but another responsible person in the home must sign their name (not the consumer’s name) after the mark as the witness. If no consumer “mark” can be made, the responsible person/witness can sign their name as long as the consumer is present to authorize the signature.

21. Liability for injuries, illness and damage

- The attendant is the employee of the consumer and is never considered an employee of the vendor, Live 2 Give Home Healthcare. With that being said, Live 2 Give Home Healthcare also has no liability towards damages done to possessions of the attendant or consumer.

22. Abuse & Neglect/Exploitation/Misappropriation/Falsification of Services

- Live 2 Give Home Healthcare strictly prohibits abuse or neglect towards our consumers.
- All attendants will be trained upon hire by Live 2 Give Home Healthcare to recognize abuse and neglect and they will be instructed that they are mandated reporters and they must report to the department and/or the vendor immediately any alleged or suspected abuse of a consumer. Failure to

report the suspected abuse or neglect could result in termination of employment contract, criminal prosecution, or both.

- It is the policy of the Vendor to take the appropriate steps to prevent the occurrence of abuse, neglect, exploitation and misappropriation of Consumer funds, including falsification of service delivery documents. The Vendor will ensure that all alleged violations of any of the before mentioned are reported immediately to the Elder Abuse Hotline (1-800-392-0210) or MMAC Fraud Hotline (573-751-3285)/mmac.reportfraud@dss.mo.gov or to the Child/Abuse Hotline (1-800-392-3738).
- As stated in a previous section, EVV records need to be a true and accurate representation of the services that were rendered. Those records become a part of the billing process, part of the consumer chart and a legal document. Any falsification of records will not be tolerated by the Vendor and will be hot lined immediately.
- You are provided additional information during your vendor training session that outlines more details about Fraud, Waste and Abuse. This information is also provided to your attendant upon hire.

23. Emergency and Backup Plan:

- It is the responsibility of the consumer to have an emergency and backup plan in place and to notify the vendor if there are changes at any time. It is also the consumer's responsibility to ensure that their attendant is familiar with the plan.

24. Drug Free Workplace:

- It is expected that all parties maintain a drug free environment in which services are to be delivered. Services can be suspended or terminated by any party if another member should be in breach of this policy.

25. Vendor Text/Email Notifications

Live 2 Give Home Healthcare may send out text/e-mail notifications to consumers or attendants to pass on information. If you wish to not receive any updates from the agency via text or e-mail, you have the ability to opt out/unsubscribe at any time.

Employee Reference Requests:

- As a vendor for the MO Medicaid CDS program, we are not required to check employment references upon hire for attendants. However, if a consumer would prefer that references are obtained we would be happy to either pass on the information to the consumer so they can call on the reference or we can obtain the reference ourselves upon Consumer request.

Vendor Mission and Values

- Mission Statement: We help people remain safe, healthy and independent in the comfort of their own homes by expanding our customers access to choice.
- Vision Statement: Advantage's culture is driven by exceptionalism, integrity & innovation. We are obsessed with providing exceptional customer service & promote transparency, and collaboration in all

that we do. We pride ourselves on communication & measure success by the value we create in the communities we serve.

- Core Values:
 - Customer Service: Provide fanatical customer services in all that we do.
 - Integrity: Always do the right thing, even when no one is looking.
 - Respect: Always treat clients, employees, coworkers & referral sources with dignity & respect.
 - Innovation: Promote a culture of innovation and continuous improvement throughout our organization.
 - Culture: Foster a family friendly culture that others want to be a part of by being professional, happy and fun.
 - Exceptionalism: Show our passion for what we do by always striving to be the best that we can be.
 - Communication: Promote open, honest, clear and concise communication at all times
 - Community: Remain active participants in the communities we serve & try to help others anytime we can.