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Employee *excellence*



We Value Our Employees

Jenny Drum, Children Services Coordinator for the CASCADE Charlotte North Carolina program (pictured on right) was recently chosen as the recipient of the McLeod Institute Bettie Dibrell Practitioner Award. The award recognizes practitioners who have demonstrated excellence in their profession for many years.

Jenny has been with the Charlotte CASCADE program since 1997. Claudia Stowe, Charlotte program director, shared the following; "Jenny is the most compassionate and dedicated member of my

team. Everyone looks to her as the voice of wisdom and love when seeking parenting advice. Jenny's passion for serving women and children is evident in everything she does. This award was very appropriate and well-deserved". Congratulations Jenny Drum on a job well done!



MISSION

To provide responsive, person-centered services to improve the quality of life of individuals and families.



Choosing the right path for the future of our company

*Preserving our Values & Core Services while
Preparing for Success in the New Marketplace*

The Nonprofit Finance Fund (A leading community development financial institution) recently published a 2013 survey of nearly 6,000 respondents from nonprofits across the country who shared details of how they are adapting their organizations and finances to economic conditions. The survey revealed that, "nonprofit organizations are changing the way they do business because they have to: government funding is not returning to pre-recession levels, philanthropic dollars are limited, and demand for critical services has climbed dramatically. At the same time, 56% of nonprofits plan to increase the number of people served. That goal requires systemic changes and innovation—both within the sector, and more broadly as a society that values justice, progress and economic opportunity." Community Alternatives is among those organizations looking to increase the number of individuals served in our current programs. Additionally, we know that our future depends on expanding services to additional consumer populations & diversifying our payer sources.

Although many questions remain about the impact of the Affordable Care Act begin (January 1, 2014), several significant changes present new opportunities for our organization; mental health coverage will be deemed equal to physical conditions (parity); A HHS report estimates that more than 30 million people currently receiving health benefits through plans they purchase on their own, as well as those who are covered through a plan offered by a small employer, will gain additional mental health and substance abuse benefits as a result of the law's requirement; according to estimates by the Congressional Budget Office, by 2023, 37 million Americans are expected to gain health insurance and therefore mental health and substance abuse services, either by buying a health plan through the Marketplaces or as a result of Medicaid being expanded to allow more people into the program; all private health insurance plans offered in the marketplace are required to offer the same set of essential health care benefits in their plans. The Affordable Care Act presents both opportunity & challenge. Positioning

ourselves for the changing marketplace means investing in new technology and infrastructure and creating business and service efficiencies. Since 1980 CAI has been providing valuable community based services. We fully expect continued growth of these core services. Additional targeted growth will occur in the expansion of mental health & substance abuse services initially to our existing consumer base and later to new underserved populations insured under private health plans. In order to qualify as providers for private health plans, CAI will need to meet new provider qualifications and payer defined rules in the delivery of services. Our ability to meet many of the new payer defined rules depend on successful implementation and operation of an electronic health record (EHR). Efforts are underway to identify a hosted electronic solution with robust capabilities that can support sustained growth of new services, offer staff new tools to complete their work more efficiently, ensure regulatory compliance and enhance our claims management capabilities.

Do YOU KNOW: The Definition of Managed Care



The term Managed Care is often used to describe a variety of techniques intended to reduce the cost of providing health benefits and improve the quality of care. These techniques are intended to reduce unnecessary health care costs through a variety of mechanisms, including: economic incentives for physicians and patients to select less costly forms of care; programs for reviewing the medical necessity of specific services; increased beneficiary cost sharing; controls on inpatient admissions and lengths of stay; selective contracting with providers; and the intensive management of high-cost consumer health care cases.



CAI welcomes a new State Director of Virginia Programs

Pictured on left Melinda Baker-Morris, CAI's State Director of Virginia Programs

Melinda joined the leadership team of Community Alternatives, Inc. in February of 2013. She brings to the executive team 25 years of nursing, strategic planning, business development and leadership experience. Prior to joining CAI, Melinda worked for the nation's largest mental health and behavioral health care provider and spent several years growing one of Virginia's premier providers of community based services for children, adolescents and adults struggling with a host of mental health issues. She has provided home health and hospice services in the Tidewater region for 20 years.

Melinda has traveled extensively throughout the United States educating communities, judges, social workers, managed care companies and health care providers about available services for individuals needing community based services. She has extensive experience in the development and implementation of business development plans, marketing strategies, Utilization Review and Corporate Compliance programs.

Her experiences include working across systems of care provided in Virginia, Pennsylvania, Washington DC, Tennessee, Maryland and New Jersey, Illinois, Ohio, California, Texas, South Carolina, North Carolina and Puerto Rico and the Virgin Islands.

Melinda has a reputation for excellence and strives to improve the lives of all of those around her. She has a passion for helping those who can't speak for themselves and has served on the Virginia Beach Mayor's Task Force on Aging and was Governor appointed to serve on the Human Rights Committee for South Eastern Virginia Training Center. She has lobbied on behalf of patients suffering with Non-Hodgkin's Lymphoma to Virginia General Assembly members and Senators in Washington. She has been recognized as an advocate for people with disabilities and for children in the national foster care network; collaborating with members of the Virginia General Assembly, Senator Tim Kaine and Lt. Governor Ralph Northam. Melinda resides in Virginia Beach with her two daughters.

Do YOU KNOW: How EHR's Save Money



Electronic Health Records (EHR's):

- Reduce documentation time
- Reduce chart storage, and re-filing costs
- Reduce audit paybacks
- Improve accuracy in reimbursement coding & billing
- Reduced medical errors through better access to consumer data and error prevention alerts
- Reduce expense related to paper forms
- Reduce data collection redundancy and labor cost

Performance

Measurement & Improvement

Key Performance Indicators (KPI'S) for 2013

QUALITY MANAGEMENT VALUES & GUIDING PRINCIPLES

- Our primary customer is the consumer
- We value our employees and recognize their contribution and role in the successful planning, treatment and provision of care for consumers
- We ensure consumers have easy access to our services
- We make certain each consumer understands their rights and responsibilities and has access to prompt and fair problem resolution
- We guarantee each consumer choice and the opportunity to participate in planning for their individualized services and supports
- We offer consumers the opportunity to participate in program evaluation and quality management
- We use collaboration as the cornerstone of our service delivery system to involve all providers, family members and identified community partners in building and implementing a successful plan
- We honor cultural, family and individual values and work to apply best practice models with these values in mind
- We believe in community inclusion
- We strive to provide culturally competent service delivery
- We use outcome data to continually improve our service delivery



The purpose of the Community Alternatives quality management program is to establish and maintain a comprehensive process for monitoring, evaluating and improving system-wide service delivery, the quality and performance of agency personnel, and the effectiveness and efficiency of the company's business department practices for internal & external customers.

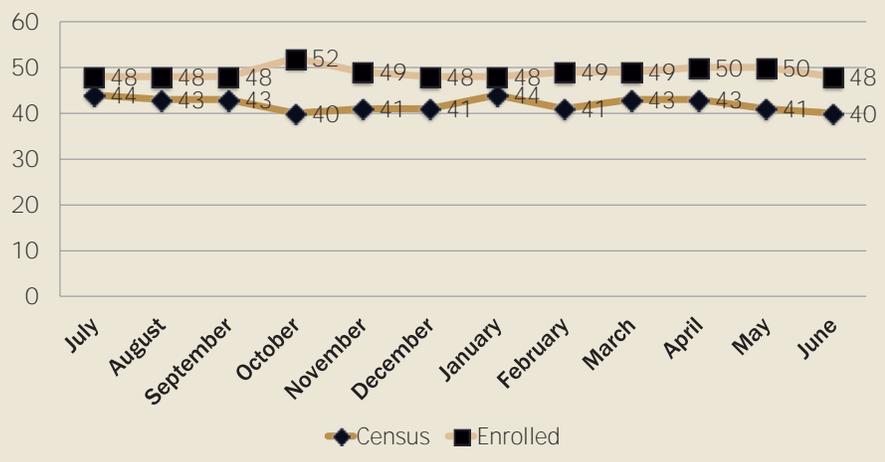
Community Alternatives, Inc. has established performance measures covering three broad domains. These include,

- System-wide Service Delivery
- Personnel Performance
- Business Department Performance

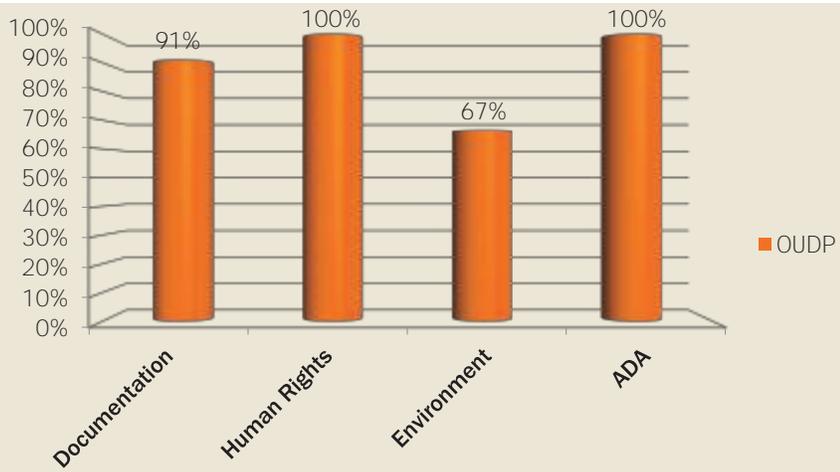
Analysis of the performance measurement data is utilized in management decision making, policy and procedure development, updating the strategic plan and operational and service improvements. Data is shared with our community partners and stakeholders, staff, Board of Directors and payers. Annual reports are made available through our website and copies are available at CAI service sites throughout Virginia and North Carolina.



VIRGINIA DAY SERVICES (OUDP) (CENSUS/ENROLLED)

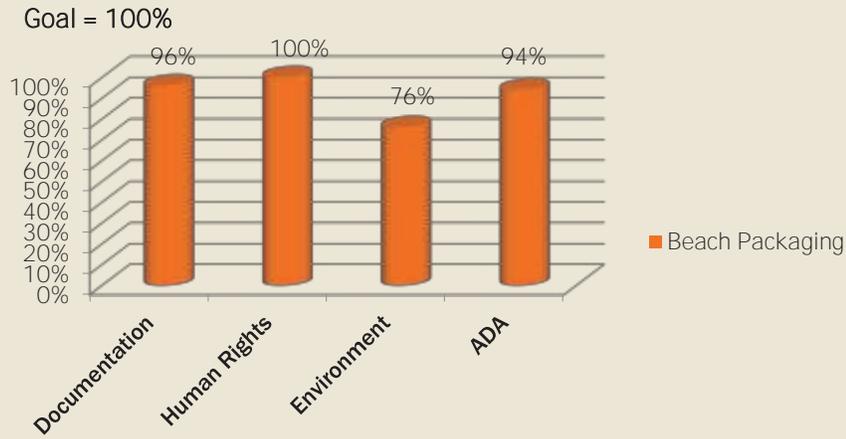


REGULATORY COMPLIANCE DATA VIRGINIA DAY SERVICES (GOAL = 100%)

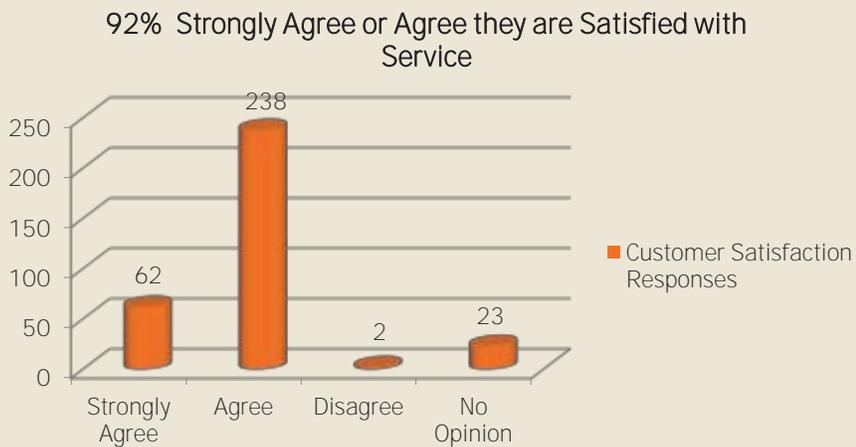


respect

REGULATORY COMPLIANCE DATA BEACH PACKAGING

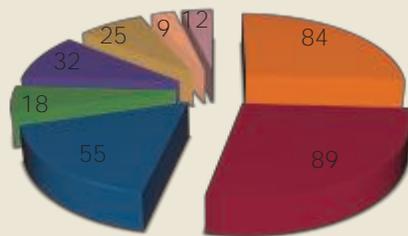


VIRGINIA RESIDENTIAL SERVICES CONSUMER SATISFACTION SURVEY



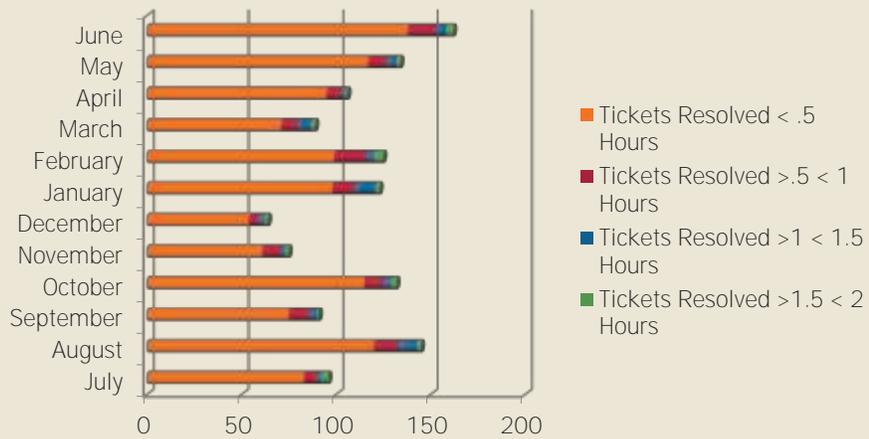
dignity

VIRGINIA CONSUMERS SERVED BY PROGRAM



- Beach Packaging
- Day Services (OUDP)
- In-Home Services
- Fort Story
- Residential
- Supportive Living
- Little Creek
- Supportive Employment

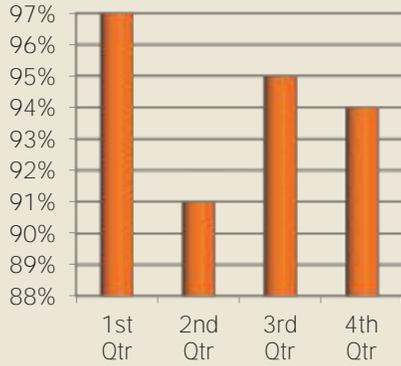
HELP DESK RESPONSE TIMES



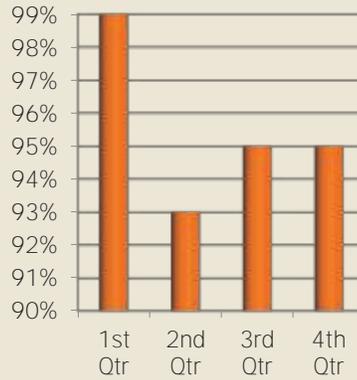
integrity

INFORMATION TECHNOLOGY CUSTOMER SATISFACTION

Timely Problem Resolution

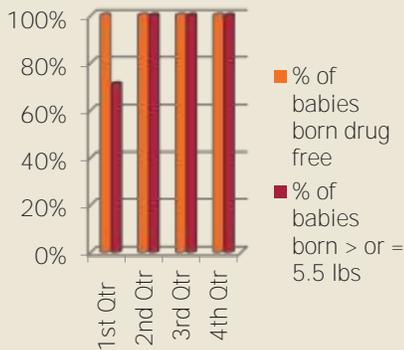


Staff Professionalism

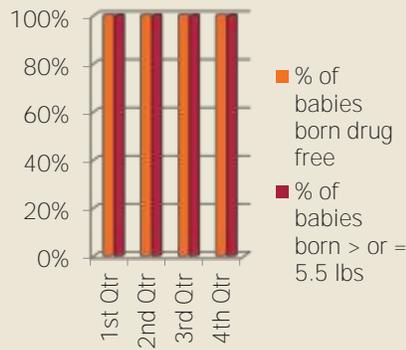


NORTH CAROLINA PERINATAL/MATERNAL PROGRAMS

Charlotte Program
Goal = 90%

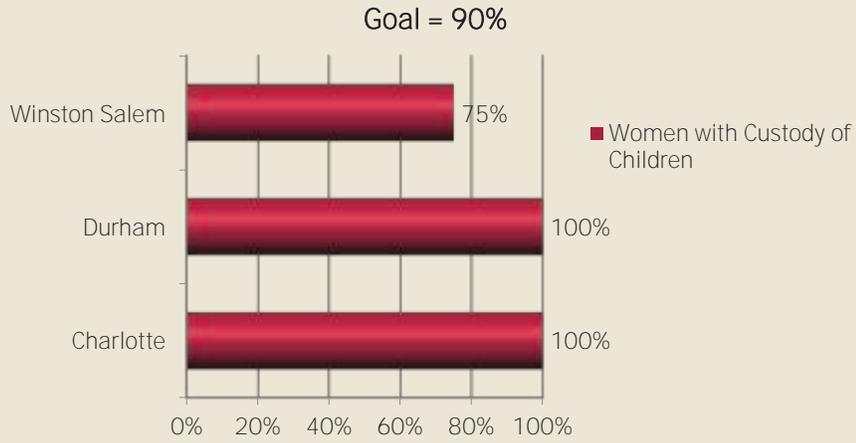


Durham Program
Goal = 90%



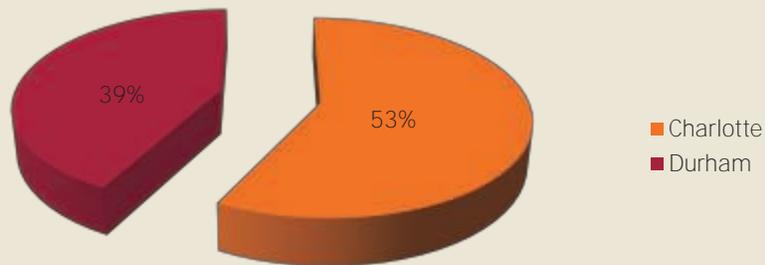
honesty

WOMEN WITH CUSTODY OF CHILDREN



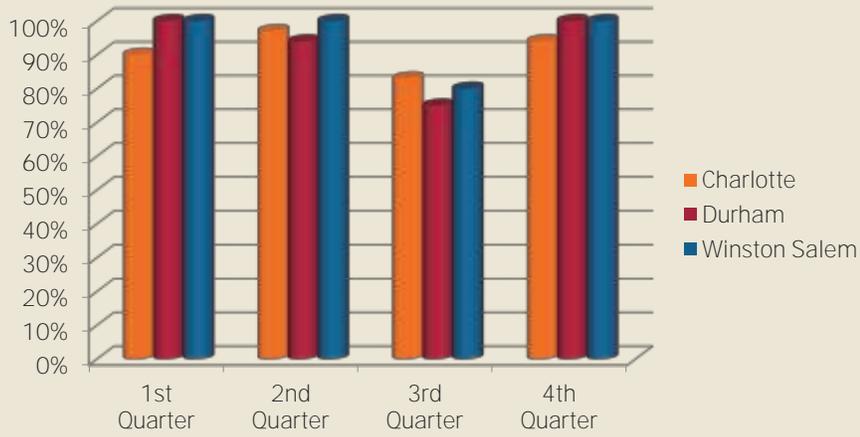
NORTH CAROLINA CONSUMER COMPLIANCE WITH RESIDENTIAL TREATMENT (GOAL = 3 MONTHS)

Percent of Women who Remained in Residential Services 3 Months

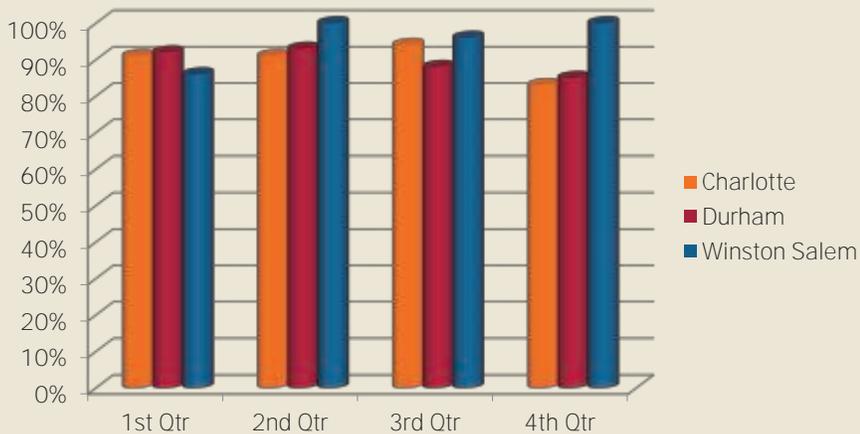


hope

NORTH CAROLINA STAFF COMPLIANCE WITH TRAINING (GOAL = 90%)

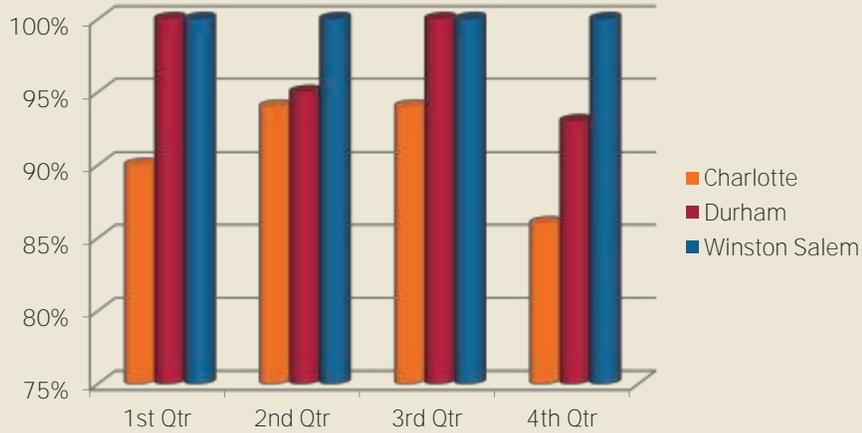


NC CONSUMERS SURVEYED ON OVERALL SATISFACTION WITH SERVICES (GOAL = 75%)



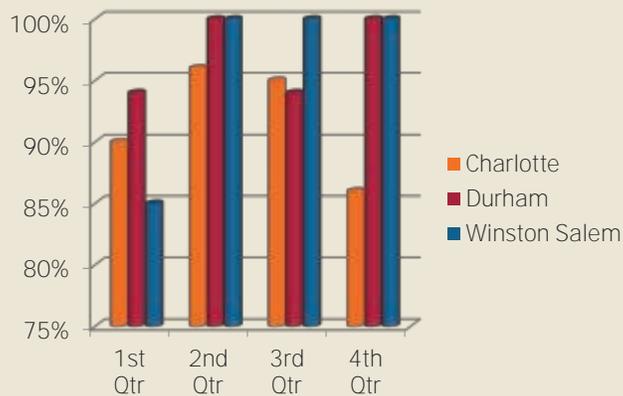
transparency

NC CONSUMERS SURVEYED ON THEIR ASSESSMENT OF BEING TREATED WITH DIGNITY AND RESPECT (GOAL = 90%)



NC CONSUMERS SURVEYED ON THEIR ASSESSMENT OF QUALITY OF LIFE IMPROVEMENT AS A RESULT OF RECEIVING SERVICES

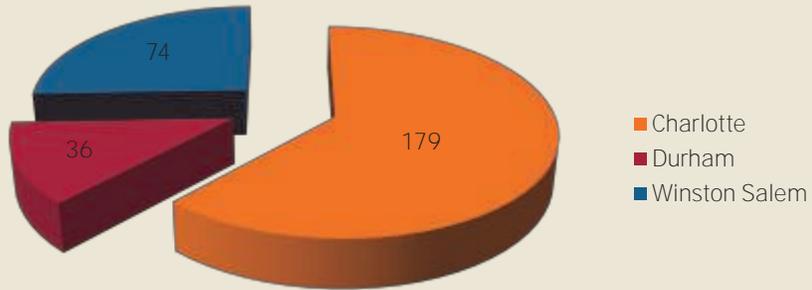
■ Goal = 90%



advocacy

NORTH CAROLINA NUMBER OF CONSUMERS SERVED

North Carolina Programs

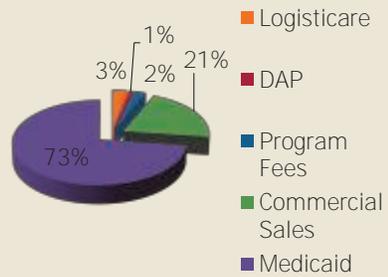


EARNED REVENUE BY PAYER

North Carolina Revenue
NC Revenue



Virginia Revenue
Virginia Revenue

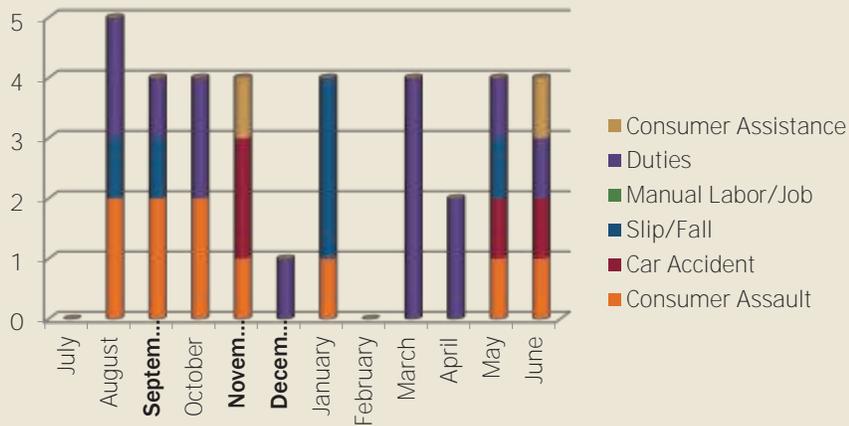


excellence

EMPLOYEE TURNOVER

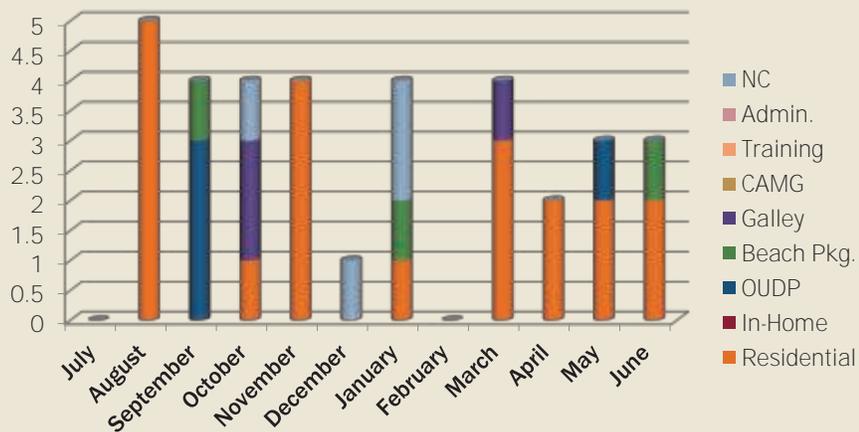


WORKERS COMPENSATION BY INJURY TYPE

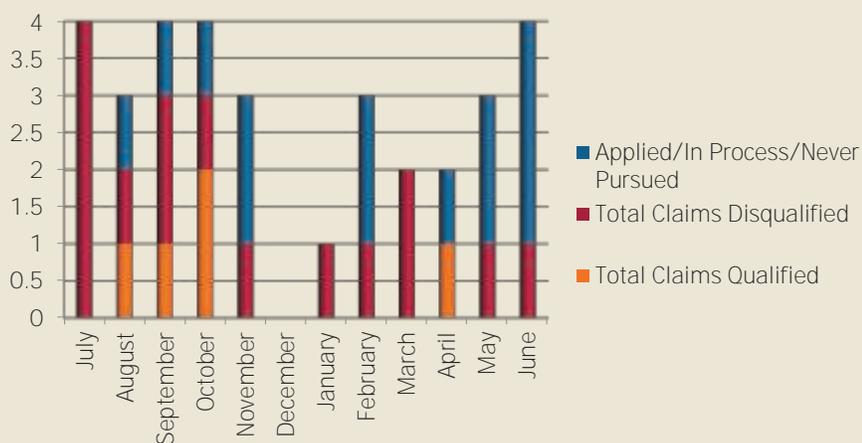


trust

WORKERS COMPENSATION BY DEPARTMENT

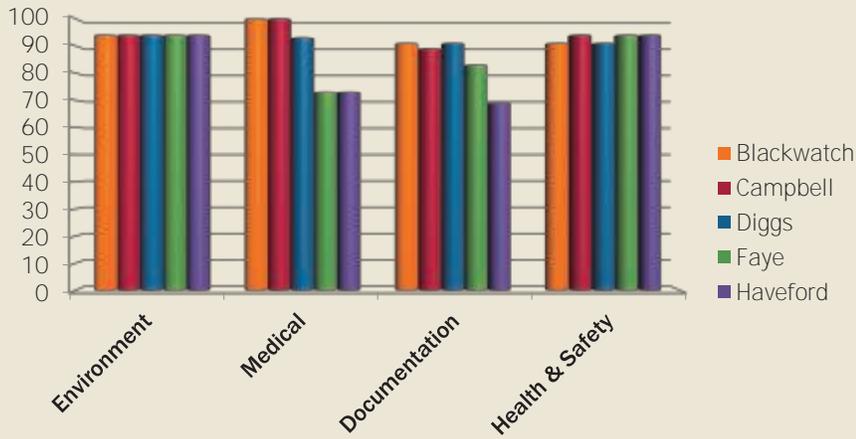


UNEMPLOYMENT CLAIMS

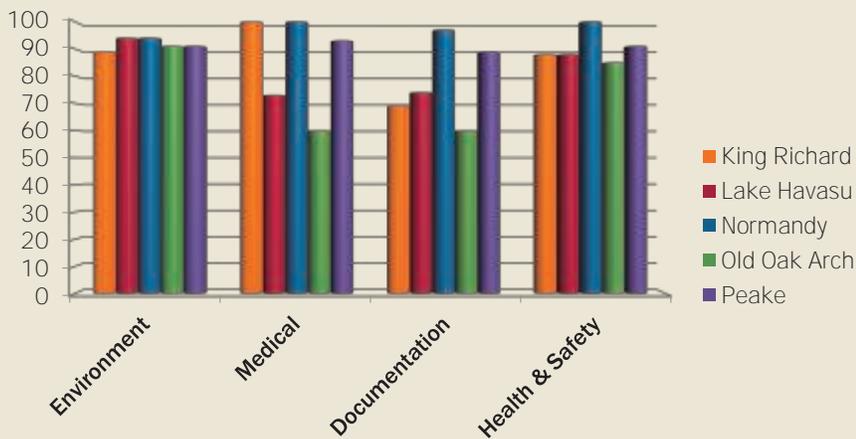


faith

REGULATORY COMPLIANCE DATA
 VIRGINIA RESIDENTIAL SERVICES
 (GOAL = 100%)

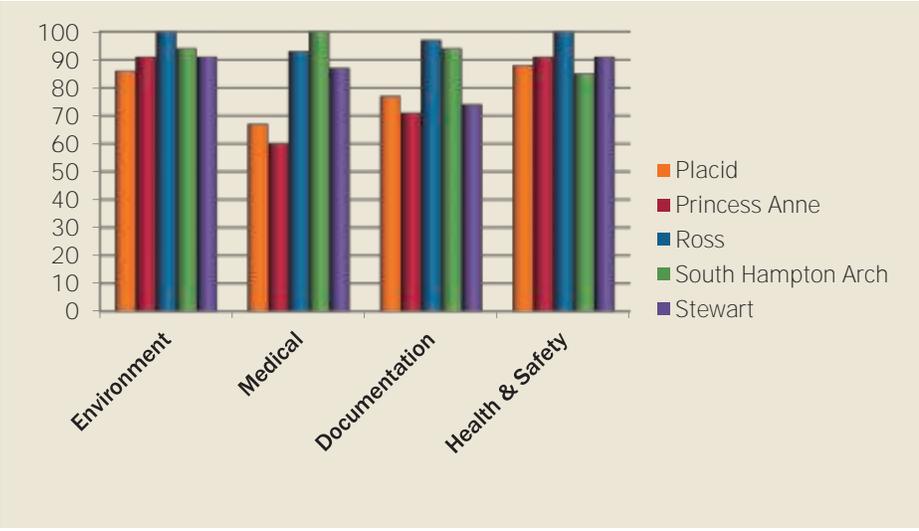


REGULATORY COMPLIANCE DATA
 VIRGINIA RESIDENTIAL SERVICES
 (GOAL = 100%)



responsibility

REGULATORY COMPLIANCE DATA VIRGINIA RESIDENTIAL SERVICES (GOAL = 100%)



REGULATORY COMPLIANCE DATA VIRGINIA RESIDENTIAL SERVICES (GOAL = 100%)

