



Community
ALTERNATIVES

2016-2017 ANNUAL REPORT

COMALT.ORG

**COMMUNITY
ALTERNATIVES, INC**

MISSION

The mission of Community Alternatives is to provide responsive, person-centered services to improve the quality of life for individuals and families.

VISION

To foster a continuum of support services in every community we serve.

VALUES

At Community Alternatives, we value each individual. We ensure the following:

- That our services are accessible.
- That everyone understand their rights and responsibilities.
- That everyone have access to prompt and fair problem resolution.
- That individuals are guaranteed the opportunity to participate in developing their service plan.
- That everyone has many opportunities for individual growth and a range of choices about how to best reach their personal goals.
- That everyone has the opportunity to participate in program evaluation and quality management.
- That we will use collaboration as the cornerstone of our service delivery system.
- That we will honor cultural, family and individual values, and we will use data and outcome information to continually improve our service delivery system.



**COMMUNITY
ALTERNATIVES, INC.**

**LETTER FROM
PRESIDENT & CEO**



In the coming year change is on the horizon yet again in both Virginia and North Carolina. We have already begun to assess potential impacts of managed care in Virginia and proposed reform in North Carolina. We are also re-examining our workforce to determine what expertise is needed to meet new regulatory requirements and infrastructure demands. Workforce additions will be necessary and the cost for staying in business continues to escalate. To meet this demand our strategic plan includes a significant focus on service growth and expansion. While we always look for internal operation areas where we can improve efficiency, our larger efforts will focus on growth. Our plans include opening an opioid treatment program in FY 2017/2018 in Winston-Salem, NC and expanding vocational services in Virginia.

LETTER FROM PRESIDENT/CEO (continued)

We believe these are two areas with a high demand to address unmet need. As always we approach all of our service growth with thorough planning and the goal of sustainable service provision. Looking back, I applaud our staff who worked very hard to make this past year a successful one. I know that we have dedicated staff working 24 hours a day, 7 days a week and on every holiday to make sure our consumers needs are addressed.

I am aware of the sacrifice of many of our leadership staff who spend countless hours making sure services are delivered efficiently, documented, billed and paid. I am thankful for our state and community partners and stakeholders who support us. I appreciate that we have a caring and compassionate board of directors who stand behind our company.

Vince S. Gallo, CEO



Community
ALTERNATIVES

DAY SUPPORT AND EMPLOYMENT VIRGINIA

DAILY ACTIVITIES, INTERACTION AND FRIENDSHIP

Our day support program offers community-based experiences and person-centered services to adults with intellectual disabilities. The program, called Opportunities Unlimited Day Program (OUDP) supports individuals by allowing active participation in our facility where we provide skill building activities and by engaging in community activities such as participation in delivering Meals on Wheels. The facility has wide open spaces, large group rooms that are configurable as well as smaller private rooms, computer stations and restrooms that ensure cleanliness, privacy and dignity. Our direct support professionals take health and safety very seriously and we are proud of the dedicated staff and their efforts. We help our participants make friendships, engage with others and get out into the world and do fun and rewarding things.



SOURCE AMERICA FOOD SERVICE NAB LITTLE CREEK - VIRGINIA

AbilityOne®

PROGRAM



CAI is proud of the food service workers at the Naval Station Galley at Little Creek. Through a subcontractor agreement on a Source America contract, CAI provides the very top level of food service, from prepping and to clean-up, table setups and dishwashing/scullery. Workers on this important Source America contract have been honored by earning the Capt. Edward Ney Award for the best food quality service of shore bound facilities. CAI employees are patriotic and proud of serving the men and women of the military in this way.



Small Ashore
Joint Expeditionary Base
Little Creek

BUSINESS SERVICES - BEACH PACKAGING VIRGINIA

CAI's Business services division, Beach Packaging has been continuing its usual workload of kitting and packaging power equipment parts for Stihl Manufacturing and other vendors. The facility maintains all DOL and OSHA requirements and is proficient with quality control. We meet or exceed CARF regulatory expectations earning us the highest rating, a three-year accreditation.

We meet all state and federal requirements while still continuing to operate 10 hours per day, with two shifts producing on average 31,000 to 40,000 kitted products per week. The company was able to meet revenue goals and we are always looking for ways which will increase output to customers in the coming months and years ahead.



COMMUNITY ALTERNATIVES MANAGEMENT GROUP (CAMG) VIRGINIA

Affordable Housing for persons with disabilities

Community Alternatives Management Group has been providing affordable and much needed people since 1988. With over 100 properties, it's a big job. But our staff are up to the task an again this year we exceeded benchmarks set for those who increase wages while living incur homes, the number able to find employment that allowed them to move up and have more personal choices and stable housing without assistance. Visit the CAMG website to lend your support and read personal success stories:

www.camging.org/donations



**House Manager
Senior DSP
Catrina Lee**



SPONSORED RESIDENTIAL AND IN-HOME CARE - VIRGINIA

Sponsored Residential

We believe that individuals flourish when they can live as active members of a family. Our Sponsored Residential program offers compassionate care in a home-based setting by carefully matching persons with developmental and intellectual disabilities to sponsored residential homes. Our sponsored residential home providers empower individuals they bring in to be active members of families, experience community involvement, and find normalcy in everyday life. A stable home is a place that fosters better inclusion, offers help with personal care, provides safety, assistance with daily care and much more.

In-Home Care

CAI offers In-home residential support services based primarily in the individual's home. These in-home services are designed to enable individuals more engagement and interaction, enhancing functional skills, ensuring health and safety, assistance with activities of daily living and the use of community resources. We also provide medication management and monitoring the individual's total health. Each person has a detailed plan specific to their needs.



HELPING MOTHERS AND FAMILIES CHARLOTTE, WINSTON-SALEM AND DURHAM, NORTH CAROLINA

We hired a treatment supervisor in preparation for the Buprenorphine clinic planned to open in 2018. Year end outcomes for the WISH (Winston-Salem) program included:

100% of the babies born in the program were drug free; 98% of the program participants report being satisfied with the services provided to them; 100% of the program participants report being treated with dignity & respect, and 100% report improvement in their quality of life.

In Durham, we were successfully in recruiting and hiring a new program manager. We were also able to retain clients longer in treatment. In FY17, 50% of the perinatal clients graduated treatment and 64% CASA graduated treatment, easily surpassing targets from funding agencies. We moved our residential program to a new apartment complex, which was updated, clean, and safe. Our landlords welcomed us with open arms. We have had very few problems and they have been very responsive when problems arise. We had some significant staff turnover but a new team has formed and they continue to provide quality services. We received the funding to provide outpatient SAOP services in 2017-2018. Plans for outpatient services is projected for August.

We look forward to offering outpatient treatment to pregnant and parenting women in the community.



PERFORMANCE OUTCOMES - SUCCESS!!

Day Support/Residential in Virginia

We achieved and surpassed our benchmarks in Virginia by scoring high on the CARF benchmarks in the four areas including **community integration, employment supports, job development services and organizational support services**.

Regular chart reviews occurred and documentation reviews of individual records for those we showed regulatory compliance. Satisfaction surveys from consumers were also successful as well as requirements for integration and outside community activities were exceeded.

Individual reviews of each persons activities ensured that each person participated in their interests of choice and we also were successful in surpassing employment benchmarks, maintaining proper ratios in federal contact at NAB Little Creek.

Substance Treatment/Residential North Carolina

Outcomes for the WISH program in Charlotte and Winston Salem included: **100% of the babies born in the program were drug free; 98% of the program participants report being satisfied with the services provided to them; 100% of the program participants report being treated with dignity and respect, and 100% report improvement in their quality of life. In Durham, 50% of the perinatal clients graduated treatment and 64% CASA graduated treatment, surpassing the regulatory benchmarks significantly.**



FINANCIAL SUMMARY

For The Year Ending June 30, 2017

CAI financial results through June 30, 2017 were mixed.

NC operations experienced turnover in staff which may have had an impact on our billing operations and we also had revenue numbers affected by the census negatively. In Durham we bore the rent cost for two properties for a short time as we moved from one to the other.

In Virginia Beach, Beach Packaging exceeded budget by \$66,000, especially in the summer they can become very busy. We are proud of our staff and count on everyone to do a great job serving our clients and keeping us financially strong.

We are beginning to build more relationships in the communities we serve and this will help us on many fronts. We are a strong and well organized company and quick to adapt when needed.

- Mark Moser, CFO



BOARD OF DIRECTORS

Our board of directors meet quarterly as a group and more often in special committees. These volunteer directors add a great deal of direction, guidance, support and also serve as a conduit to our community. Many thanks to our board.

Thank You!



Board Members:
William Dewes, President
Gordon Saffold ,VP
Regina Artz, Secretary
Gary Kirchner, Director
Regina Stowe, Director

At CAI and CAMG, we value each individual.



STAFF AND ORGANIZATION AWARDS

Community Alternatives received a very special award by winning the "Rehabilitation Champion" Award given yearly by the Department of Rehabilitation Services (DARS.) We are very proud of our team and well deserved!

Congratulations!

**COMMUNITY
ALTERNATIVES, INC.
RECEIVES THE
DEPARTMENT OF
REHABILITATIVE SERVICES
"CHAMPIONS" AWARD
FOR EXCELLENCE IN
EMPLOYING INDIVIDUALS
WITH DISABILITIES.**





Hampton Roads
Community Foundation



Thank you to our supporters!



Corporate Office: 410 North Center Drive, Norfolk, VA 23502 (757) 468-7999