



# **Community Alternatives, Inc.**

**2018-2019  
Annual Report**

# 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.\* That we will use data and outcome information to continually improve our service delivery system.

**COMMUNITY  
ALTERNATIVES, INC.**



# LETTER FROM PRESIDENT & CEO

Our year was another year of achievement and shifting of priorities to grasp new opportunities while continuing the highest level of quality programs to those we serve. The big excitement centered on the opening of our new corporate office for CAI and CAMG, which also includes a new, modern day support program location. The space is disability friendly, clean and includes a computer lab and training rooms as well as open areas for group interaction. On a sad note, one of our board members, Michael Wright passed away in May. We all will miss him. Our year was another year of achievement and shifting of priorities to grasp new opportunities while continuing the highest level of quality programs to those we serve.



Vincent S. Gallo  
President/CEO



# NEW FACILITY OPENED IN NORFOLK!

We broke ground some time back and now we cut the ribbon and moved into this beautiful state of the art facility which has an exceptionally designed first floor day support program area with large windows and plenty of parking. We are centrally located in the Corporate Center at the intersection of I-264 and Newtown Rd. The facility has special computer lab stations; anti-microbial flooring, private group rooms as well as roomy common areas where a variety of activities will ensure our participants interact, engage in friendship and gain an improved quality of life. Upstairs, we have spacious conference rooms and private offices for administrative staff. Come visit us and see our beautiful facility and how it is improving the lives of those we serve.



**410 North Center Drive  
Norfolk, VA 23502**



## Open House

May 30, 2019 | 4:30pm-6:30pm  
410 N Center Drive, Norfolk, Virginia

**Formal ribbon cutting was held May 30, 2019.  
Picture (L-R) Land Councilwoman, Rep. John  
Johnson, Susanne Johnson, Vince Gallo, Mark  
Moser, Ben Benson, Pharrel Philips.**

## DAY SUPPORT AND EMPLOYMENT VIRGINIA

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. Here, participants find healthy activities, form friendships, have increased interactions with others both inside and outside in the community. We are proud to have achieved our outcome benchmarks, with over **90% of participants reporting they are "very satisfied with our program. Having earned the highest accreditation rating from CARF, the monitoring agency measuring performance of programs like ours we seek always to meet or exceed expected benchmarks in every area of the services we provide.**

*Congrats!*

**ALL QUALITY BENCHMARKS WERE  
ACHIEVED OR SURPASSED!**

# **SOURCE AMERICA CONTRACT: NAVAL AMPHIBIOUS BASE - LITTLE CREEK NORFOLK**

CAI is proud of the food service workers at the Naval Station Galley at Naval Amphibious Base Little Creek. Through a subcontractor agreement on a Source America contract, CAI provides the very top level of food service. Workers prepare and serve food, keep the galley clean and keep kitchen areas, countertops and eating tables clean and sanitary.

Employees on this important Source America contract have been honored by earning the Capt. Edward Ney Award for the best food quality service of all shore based military dining facilities. This is the second year in a row workers with disabilities have earned this special recognition. CAI employees are patriotic and proud of serving the men and women of the military in this way.

*Congratulations!*



# **BUSINESS SERVICES - BEACH PACKAGING VIRGINIA**

CAI's Business services division, Beach Packaging, has continued its usual workload of kitting and packaging power equipment parts for Stihl Manufacturing. Beach Packaging operates 10 hours per day, with two shifts producing on average 30,000 to 35,000 kitted products per week. The employees take pride in excellent quality control and delivering to exact specifications for our customers. The facility, located off International Parkway in Virginia Beach also includes a large storage warehouse.

We look forward to increasing our operations and creating more employment opportunities for the populations we serve.



**Quality Control is Rhonda's passion and she keeps the schedules moving and paperwork correct for thousands of packed items.**

**GREAT  
JOB!**

# COMMUNITY ALTERNATIVES MANAGEMENT GROUP (CAMG) VIRGINIA

## AFFORDABLE HOUSING FOR HOMELESS ADULTS WITH DISABILITIES.

Community Alternatives Management Group, Inc. is a separate 501(c)(3) non-profit partner organization of CAI. CAMG has been developing and managing housing since 1988 and currently owns more than 100 properties in Hampton Roads. **For benchmarks, 93% of adults gained income from their start in our housing to annual certification. 87% of the participant's from start to exit gained or increased their total income. Our staff is helping people learn to perform responsibly at work, organize better and keeping good habits and schedules. 74% of those who exit from the program exited to positive housing destinations.**

## Harry's Success Story:

Harry entered the CAMG Supportive Housing Program with the thought of it being a second chance and the opportunity to set some things straight in his life. Harry utilized the same values he learned from the Salvation Army substance abuse program to maintain his housing.

Harry also had a desire to give back to the people who helped him, so he would volunteer his free time mentoring men at Salvation Army which led him to be hired as a substance abuse counselor. He was also elected to be on the board of directors of Community Alternatives Incorporation to provide his input on how to make the Program an even better program.

Harry had the desire to move back into independent affordable housing. His counselor worked with Harry and created a written plan to help him transition out of the Supportive Housing Program. This plan was implemented with the goals of budgeting, saving money, paying monthly bills and developing additional independence skills that will be utilized outside of the program. Harry was successful with obtaining affordable housing and transitioned to independent living.



# COMMUNITY CHOICES/CHARLOTTE, DURHAM, WINSTON-SALEM, NORTH CAROLINA

*We are proud to be helping mothers and families.*

CAI's programs in North Carolina are centered on providing substance use treatment and residential services for pregnant women and women with young children. For some of these women, admission into the program may be their last chance at getting clean and/or maintaining custody of their child/children. It is truly a life or death situation for the family unit.

Finding and developing a caring and professional workforce is a top priority for us always.

One way we have expanded our efforts in recruitment has been time we have invested in developing new relationships in the community. This not only helps in recruitment but when we strengthen our relationships with service agencies, we are helping build our referral base.

In FY19 we were successful in settling into the new treatment facility, and exceeded benchmarks with 45% of the perinatal clients graduating from treatment and 50% CASA clients who graduated treatment. We were successful in recruiting new staff and clients for the outpatient treatment program. The Durham program also hired the first male staff member which has been a positive experience for our clients.



# **SPONSORED RESIDENTIAL AND IN-HOME CARE - VIRGINIA**

## **Sponsored Residential**

We believe that individuals flourish in an environment where 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 with developmental disabilities 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, and provides safety, assistance with daily 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 enrolled in Virginia's IFDDS Waiver program to be maintained in their homes and includes engagement and interaction, enhancing functional skills and appropriate behavior related to an individual's health and safety, personal care, activities of daily living and the use of community resources. Our staff also provide assistance with medication management and monitoring the individual's health, nutrition, and physical condition, offering life skills training, cognitive rehabilitation, assistance with personal care activities of daily living and use of community resources. Our specialized services always ensure the individual's health and safety.

# FINANCIAL SUMMARY

## Finance Executive Summary - Preliminary For The Month Ended June 30, 2019

Results through June 30, 2019 were very strong. The agency finished the fiscal year an increase in net asset value of \$189K.

As always, we navigate unforeseen circumstances such as hurricanes, temporary base closures, changes in agency rules and the timing of reimbursements, but we are well-balanced and nimble and financially strong. The decision to move out of rented property we previously occupied and build a new facility brings tremendous benefit to our clients in the services they receive and we will save over \$100K in rent, while gaining equity in our property and we have greater flexibility regarding any facility expense. Our Open House event introduced us to the community and we had a presence at a veteran recruitment event.

Financially we did very well surpassing budgeted revenue in our residential division and also in our food service contract at NAB - Little Creek.

We look forward to continued growth with careful planning and execution of strategies that benefit us financially and in providing and expanding our services.



*Mark Moser, CFO*

# BOARD OF DIRECTORS

Many thanks to our wonderful board of directors for their guidance and support, their positive attitudes and willingness to commit their time and effort to our organization.

## 2018-2019 Board of Directors

Will Hewes  
Gordon Safford  
Michael Wright  
Gary Kirschner  
Regina Stowe



**Sadly, we lost board member Michael Wright who passed away in May. He added much value to our mission and board.**

*Congrats CAI  
DARS  
Champion  
Award Winner!*

# CHAMPIONS

OF DISABILITY EMPLOYMENT

**Awards Presentation**

Stratford University

555 South Independence Blvd

Virginia Beach, Virginia 23452

October 25, 2017

**INCLUSION DRIVES INNOVATION**

## Welcome

**Dale (Dee Dee) Batten**

Deputy Director of Workforce Development  
Department for Aging & Rehabilitative Services

## Guest Speaker – Working Lunch

**Kathy Taylor**

## Award Presentations

Chesapeake Regional Hospital Project Search– Matt Olson

Food Lion – Robin Sexauer

PCSI – Nell Wheeler

VersAbilty – Randle Butler

Community Alternatives- Larry Rios

Norfolk Works/Economic Development – Missie Edmonds

**Consumer of the Year**

## Closing Remarks & Lunch

**Kim Shepard, District Manager**

Department for Aging & Rehabilitative Services

**Sponsored By:**

