

A man with short dark hair, wearing a white t-shirt and a white surgical-style face mask, stands in a warehouse. He is looking directly at the camera. The background shows tall metal shelving units filled with cardboard boxes and blue containers. A red forklift is partially visible behind him. The lighting is bright, typical of an industrial setting.

**COMMUNITY  
ALTERNATIVES**

**Annual Report  
2019-2020**



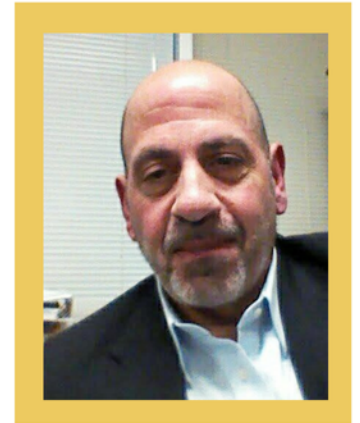
**Community**  
**ALTERNATIVES**

# A YEAR LIKE NO OTHER

*2020 brings the Covid-19 Pandemic and a balancing of priorities.*

2020 brought unprecedented challenges for CAI and CAMG, as the global COVID-19 pandemic dominated not only the news, but also the daily lives of our employees, clients and community. This was a year of balancing priorities to ensure we could continue operating programs and providing support to the vulnerable populations we serve, while keeping our staff, clients and their families safe and informed. It was also a year of being proactive and adaptable. We developed policies and protocols for consistent use of PPE, refining our guidance as needed based on recommendations from governing health authorities. Challenges faced due to lost revenue were partially addressed with federal and state loans and grants, and our strong property equity kept us stable and credit-worthy.

Unfortunately, we did have to make the difficult decision to temporarily reduce staff salaries and furlough some workers, although we made every attempt to keep this to a minimum. We know our greatest asset is our caring and dedicated employees who go above and beyond every day. Ultimately, 2020 was a year of resilience. We never forget our mission is to provide the highest level of service to our client - Whether that's serving persons with disabilities in our day and residential programs; substance abuse counseling; or work programs within the community. In 2021, we will continue to provide and expand our programs and services, while building on what we've learned to keep our employees and clients safe.



**Vincent S. Gallo**  
CEO



**"Our greatest asset is our caring and dedicated employees who care for others and go above and beyond every day."**

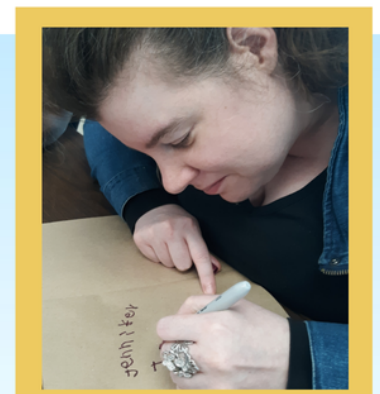
**Toni Lacey**, Senior Direct Support Professional



## DAILY ACTIVITIES, INTERACTON AND FRIENDSHIP

The planning and investments by CAI during closure allowed for a modified opening to allow socialization in cohorts and limit potential for the spread of the virus within the day program or through different group homes.

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 day support program was challenged by the Covid virus in aspects such as our ability to congregate, the opportunities to integrate closely and participate outside in our community and in some cases limited family visitations with those members receiving services during quarantines. Fortunately, the day support program facility was conceived and built just two years ago, and was constructed to have 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. The facility also has special carpeted flooring and seat cushioning made of microbial and germ resistant materials. Counters were constructed with special materials designed to resist bacterial contamination. Also, the organization had already begun strict cleaning and sanitizing protocols, using "green" products like "Envirox" that kills viral infections on contact. These designs were in place over a year in advance of COVID. CAI's executive team had made wise decisions that would one day help get programs up and running again as quickly as possible during a pandemic. Our direct support professionals take health safety very seriously and we are proud of the dedicated staff and their efforts. With proper PPE and protocol we proudly serve on with high quality.



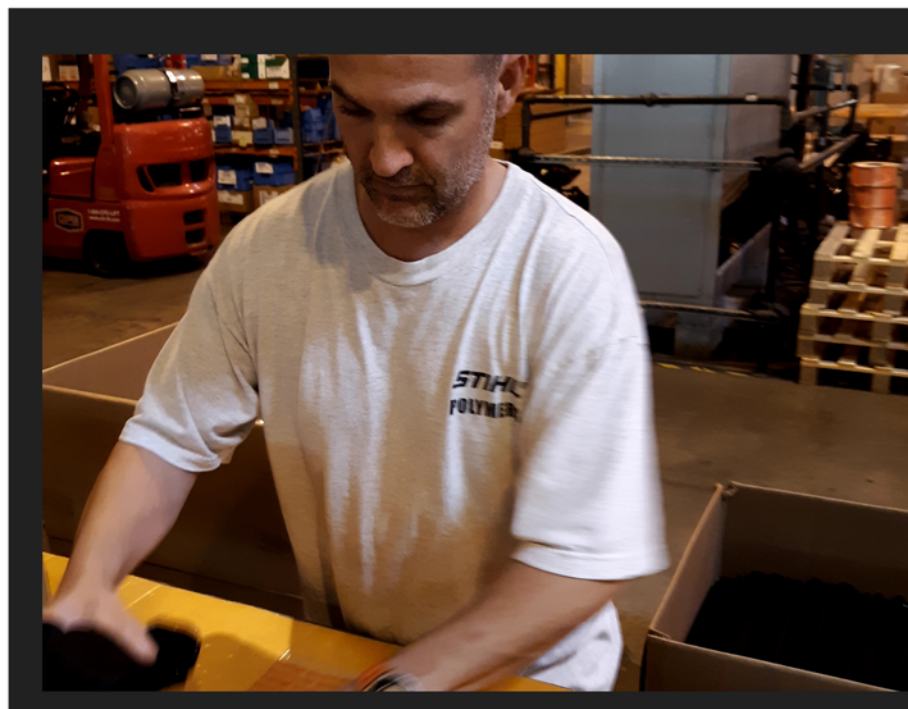
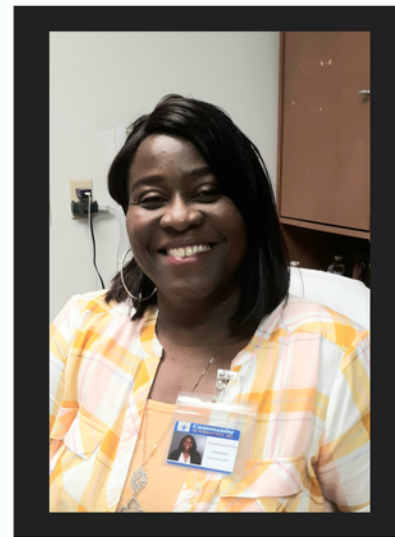
**PROGRAM OVERVIEW:  
BEACH PACKAGING**

## PACKING 40,000 UNITS A WEEK FOR STIHL, INC.

Even through the pandemic, workers at Beach Packaging assembled 40,000 kits per week for power equipment manufacturer Stihl, Inc.

Throughout the pandemic, Beach Packaging was continuing its usual workload of kitting and packaging power equipment for Stihl Manufacturing. The floor space in the Beach Packaging facility is such that work stations are further than six feet apart, and PPE was implemented smoothly.

Business Manager Dennis Brandon reported that the crew was successful in following all CDC, state and federal guidelines while—still continuing to work 10 hours a day in two shifts. In addition, we even installed new equipment that will increase our production capabilities and also help create jobs for people with disabilities.





## FOOD SERVICE WORKERS PROUDLY SERVE FOOD IN AWARD WINNING STYLE

Galley workers working on a Source America government contract won the Capt. Edward Ney Memorial Award for the third year in a row!

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, and throughout this pandemic not one worker has been diagnosed with COVID. Also, workers 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 third 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. This division has no reported cases of COVID.



# HELPING PREGNANT WOMEN AND MOTHERS WITH SUBSTANCE RECOVERY

## Community Choices/Charlotte, Durham, Winston-Salem, North Carolina

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.

Getting clean and healthy and prepared for having a child and/or parenting is very difficult and the counselors at CAI count on daily contact with the participants and therapeutic relationships. For some of these women, the drug usage may continue into the time when the woman is carrying her child. Getting clean and healthy and prepared for having a child is very difficult and the counselors at CAI count on contact with the participants and close relationships. New Telehelp technology helped keep our counselors close and able to keep these relationships strong. CAI is currently in the process of constructing a large facility in Charlotte, NC, with many of the same features used in the Norfolk Day Program.



*"I help our women feel they have worth and can start fresh and live happy, be good parents and free of addiction."*

- Claudia Stowe

### Healthy mothers and children

- 98% of babies born were over 5.5 lbs.
- 100% of babies were born drug free
- 97% of women remained drug free 90 days after treatment



Treatment Supervisor  
**Greg Jones**





## AFFORDABLE HOUSING FOR HOMELESS ADULTS WITH DISABILITIES.

**Community Alternatives Management Group** took on new challenges as a result of the COVID pandemic.

### MISSION & VISION

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

- Focusing on our residents
- Making a positive difference for residents
- Honoring cultural, family & individual values
- Providing quality services & striving to continuously improve
- Managing corporate resources wisely
- Practicing continuous quality assurance



**Leon Little**, Senior DSP helps residents in a variety of ways.



**Linda Silva** of CAMG wins the **Excellence Award** from the Hampton Roads Housing Consortium

Community Alternatives Management Group, Inc. (CAMG) 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 the Greater Hampton Roads region. We continuously provide quality housing for persons who have a qualifying disability and who are homeless. CAMG partners with many community organizations and professionals to offer a comprehensive approach in providing housing and coordinating services to those in need. Like everyone, CAMG had challenges due to the pandemic. In some cases access to daily routines, personal interaction and health safety protocols took precedent to ensure safety. We are fortunate to have great staff in place that take on a variety of situations and the stress and uncertainty of this last year showed that we are able to adapt and provide housing to the vulnerable even in times of trouble. Still, our earned income increased and client exits, and important measurement were as such: 21 out of 23 people who exited out of the program after 90 days had moved into permanent housing.

## 2019 - 2020

Outcome measures completed for the first two quarters of the fiscal year showed overall success with identified goals.

### Virginia Programs:



CARF accredited program measurements for the following four areas were conducted, including community integration, Employment Supports, Job Development Services, Organizational Employment Services. The measurements included:

- **Quarterly Satisfaction Surveys** for at least 10% of person's served that indicate each individual's satisfaction with services and their active participation in their own service planning. RESULT: **SUCCESSFUL SATISFACTION**
- **Regular chart reviews** to ensure documentation in each individual record meets regulatory requirements. RESULT: **SUCCESSFUL COMPLETION**
- **Weekly review of each person's activities** and outings to ensure opportunities to participate in outings of their choosing occur as indicated in the ISP: **SUCCESSFUL COMPLETION**

Despite the COVID-19 pandemic, The majority of those surveyed indicated satisfaction with services as shown above.



2019 - 2020

Community Choices, Inc. - CASCADE:  
Serving Charlotte, Winston-Salem and Durham,  
North Carolina

Community Choices, CASCADE ✓

Performance measures for the employment services programs for FY 2019-2020 included:

- Over 98% of babies born were over 5.5 lbs.
- 100% of babies were born drug free
- 97% of women remained drug free 90 days after treatment



Counselor LaTonya Ridges



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

Flexibility in our services are evident in the unique programs we provide, allowing a continuum of services.

### 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, 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 a system which 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. Each person receiving in-home care has a detailed and specialized written plan of care for support services.





# 2019 - 2020

## Financial Results amid service limitations

Results through February, 2020 were strong and then the effects of the pandemic changed many of our strategies in every aspect of the organization, including financial decisions. The agency finished June with CAI able to show an increase of \$189,000 in net asset value.

The Virginia Day Program opened on a limited basis and all of NC outpatient treatment is making use of telehealth technology to deliver services. Our strongest areas financially were our residential program and our food service contract at the galley at NAB - Little Creek.

In these uncertain times, CAI has maintained its high level of quality service and will be well suited for success when the pandemic subsides.

**COMMUNITY  
ALTERNATIVES**

- Mark Moser, CFO



## BOARD OF DIRECTORS

Special thanks to our board of directors and all the support, guidance and participation in helping us meet our strategic goals.

Our board is a dedicated group of volunteers, each possessing unique perspectives and skillsets to help us achieve our mission. Meeting quarterly and also with special committees, they give us valuable insight and through their support, participation and diversity of skills we are eternally grateful.

# Board *of Directors*



William Dewes, Board Chair



### Board Members:

- **William Dewes - Board Chair**
- **Gordon Saffold - Vice Chair**
- **Regina Stowe**
- **Gary Kirchner**
- **Mary Mikat**
- **Regina Artz**





**Community**  
**ALTERNATIVES**

Corporate Office:  
410 North Center Drive  
Norfolk, VA 23502  
757-468-7000  
[www.comalt.org](http://www.comalt.org)



**AbilityOne®**

**PROGRAM**



**VIRGINIA'S MEDICAID PROGRAM**

**DMAS**

**INNOVATION • QUALITY • VALUE**

**Hampton Roads  
Community Foundation**

