

Community Alternatives, Inc.

Fiscal Year 2011/2012 Annual Report



Rose Cayetano , Tracy Clough , and Amy Morgan (CAI Vocational Services)

On March 22, 2013 Community Alternatives, Inc. received notification from E. Robert Chamberlin, President & Chief Executive Officer of NISH, that our Ability One Community Rehabilitation Program was awarded the NISH Certificate of Achievement Award for 2012. This recognition symbolizes outstanding overall performance in providing services for the Federal Government under the Ability One Program and proves that persons with significant disabilities can be productive, contributing members of society.

Amy Morgan , Director of Work Programs , pictured above with Rose Cayetano and Tracy Clough has received numerous NISH awards for service excellence. Amy is a 27 year employee with CAI and her pursuit of excellence serves as a model for all of us in the organization. Amy routinely credits her staff for the success in the work programs describing them as “dedicated and hard working”. Congratulations to Amy and all the work programs staff for their continued commitment to excellence!

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A message from the CEO

by Vincent Gallo, Community Alternatives, Inc. Chief Executive Officer

I am proud to say that despite all of our challenges in 2012 we continued to provide critical services to the communities we serve and most importantly to the individuals in need. Each year our organization faces new challenges and each year staff pull together and meet these challenges head on. 2012 was no exception. I remain most proud of the many leaders at all levels of the organization, formal and informal, both in North Carolina and Virginia who go the extra mile to get the job done. These individuals selflessly step up and take the initiative to address problems and ensure consumer care remains paramount. CAI employees make a difference each day and it is their personal commitment to people we serve that sets

CAI apart from other non-profit organizations. As we look ahead to 2013 we face new political, financial and regulatory challenges which I am confident we will meet. I would like to take this opportunity to thank our Board of Directors and all of our staff for their outstanding commitment to the individuals and families we serve.

“I remain most proud of the many leaders at all levels of the organization, formal and informal, both in North Carolina and Virginia who go the extra mile to get the job done”

Board of Directors

- Will Dewes (President)
- Dr. Jennifer Field-Brown (Vice President)
- Gordon Saffold (Treasurer)
- Dr. Jean Pratt (Secretary)
- Susan D. Henson (Director)
- Gary Kirchner (Director)
- Stacie Newman (Director)





North Carolina Program Outcomes

Community Alternatives, Inc. conducts business in three major metropolitan areas in North Carolina as Community Choices, Inc.. The services are gender specific and uniquely designed for pregnant and parenting women with substance abuse problems. Our Charlotte location is the largest of the three sites and offers individual, group, intensive day and residential programming along with two unique programs, drug court and strengthening families. Our Durham site provides individual, group, intensive day and residential programs. In Winston Salem, we offer individual, group and intensive day programming.

Data shown is averaged for annual reporting	Budget Management (<=1)	Revenue Goal (>=1)	80% consumers admitted to CASA stay for 3 months	90% of babies born will be drug free	90% of babies > or = 5.5 pounds	90% consumers have custody of children	50% women perinatal & 80% women in CASA will be employed or in school while in program	75% women agree or strongly agree they are satisfied with service	75% of women in CASA residential program will graduate from program
Durham	1.16	.77	47%	100%	100%	100%	24%/27%	93%	38%
Winston Salem	1.13	.79	N/A	100%	100%	100%	Out-patient	93%	N/A
Charlotte	.85	1.09	77%	100%	100%	100%	24%27%	91%	41%

Strengthening Families Program

Objective - 80% of families that enroll will complete the program.

Result - 80%

Objective - 75% of families will participate in at least one home visit by the fifth session

Result - 97%

Drug Court Program

Objective - 100% of referrals made to the program will be scheduled for an assessment

Result - 100%





Virginia Program Outcomes

Community Alternatives, Inc. operates an array of services and supports throughout eastern Virginia for children, adolescents and adults with intellectual and physical disabilities. Programming includes residential services, day services, in-home support, supportive living, and vocational services which consist of competitive employment, supported employment and sheltered employment.

The performance targets below are used in CAI's residential program. The benchmark for each home in all categories is 90%. Homes are reviewed quarterly through on-site visits by quality management staff. Findings are shared with the house manager and residential management staff who are responsible to take the necessary corrective action to improve any identified deficiencies. Re-training may also be recommended as appropriate. The chart below represents 2011/2012 percentages achieved

Residential Services	Environmental	Medical	Documentation	Health & Safety	Average Total Score
Blackwatch	94	93	81	83	88%
Campbell	92	90	85	97	91%
Diggs	91	93	87	93	91%
Faye	91	67	70	86	78%
Haverford	93	75	77	95	85%
Indian Lakes	93	88	81	97	90%
King Richard	91	85	75	85	84%
Lake Havasu	95	91	81	92	90%
Normandy	97	98	92	99	97%
Old Oak Arch	94	73	67	70	81%
Peake	98	93	80	97	92%
Placid	91	65	34	88	74%
Princess Ann	91	68	64	86	77%
Ross	97	95	91	100	96%
Southampton Arch	92	93	84	95	92%
Stewart	91	73	71	86	81%
Sweetwater	96	97	93	97	96%
Thole	94	75	64	83	79%
Water Oak	93	68	60	86	77%
Weymouth	96	89	80	94	89%
Wingfield	94	81	79	91	86%

Virginia Program Outcomes

Beach Packaging's performance benchmarks are derived from State Regulations, Record Management Mandates, Human Rights and The American Disability Act totaling 57 in all. These Indicators are used to provide a measurable guideline to evaluate the success level of the Program. The performance expectation has been set at a 90% benchmark. This Program was reviewed 4 times during the course of the 2011-2012 Fiscal Year. The following is a record of all scores throughout the fiscal year and an accumulated average for all categories

Quarter	Records	Environment	ADA	Overall Quarterly Average	Overall Annualized Average
1 st Quarter	84%	NA	NA	84%	87%
2 nd Quarter	93%	88%	94%	92%	
3 rd Quarter	84%	76%	94%	85%	
4 th Quarter	88%	82%	94%	88%	
Average by Category	87%	82%	94%		

The Galley's benchmarks consists of qualifying performance indicators guided by CAI's procedures, NISH and Human Rights totaling 15 in all. These Indicators serve as the guideline to evaluate the success level of the Program. The performance expectation has been set at a 90% benchmark. This Program was reviewed 4 times during the course of the 2011-2012 Fiscal Year. The following is a record of all scores throughout the fiscal year and an accumulated average for all categories

Quarter	Performance Rate	Overall Annualized Average
1 st Quarter	84%	90%
2 nd Quarter	96%	
3 rd Quarter	87%	
4 th Quarter	93%	

Virginia Program Outcomes

In-Home Services performance indicators are derived from State Regulations, Record Management Mandates, Human Rights and The American Disability Act totaling 22 in all. The performance benchmark is 90%. This Program was reviewed 4 times during the course of the 2011-2012 Fiscal Year. The following is a record of all scores throughout the fiscal year and an accumulative annualized average.

Quarter	Performance Rate	Overall Annualized Average
1 st Quarter	73%	77%
2 nd Quarter	78%	
3 rd Quarter	80%	
4 th Quarter	77%	

Opportunities Unlimited Day Program (OUDP) performance indicators are derived from State Regulations, Record Management Mandates, Human Rights and The American Disability Act totaling 51 in all. The performance benchmark is 90%. This Program was reviewed 5 times during the course of the 2011-2012 Fiscal Year due to 2 separate locations. The following is a record of all scores throughout the fiscal year and an accumulated average for all categories

Quarter	Records	HR	Envir	ADA	Overall Quarterly Average	Overall Annualized Average
1 st Quarter/PH	84%	NA	NA	NA	84%	88%
1 st Quarter/NN	82%	NA	NA	NA	82%	
2 nd Quarter/PH	84%	88%	87%	100%	89%	
3 rd Quarter/PH	91%	100%	71%	100%	90%	
4 th Quarter/PH	87%	100%	93%	100%	95%	
Average by Category	86%	96%	84%	100%		

Virginia Program Outcomes

The Supportive Living Program performance indicators are derived from State Regulations, Record Management Mandates, Human Rights and The American Disability Act totaling 19 in all. The performance benchmark is 90%. This Program was reviewed 4 times during the course of the 2011-2012 Fiscal Year. The following is a record of all scores throughout the fiscal year and an accumulative annualized average.

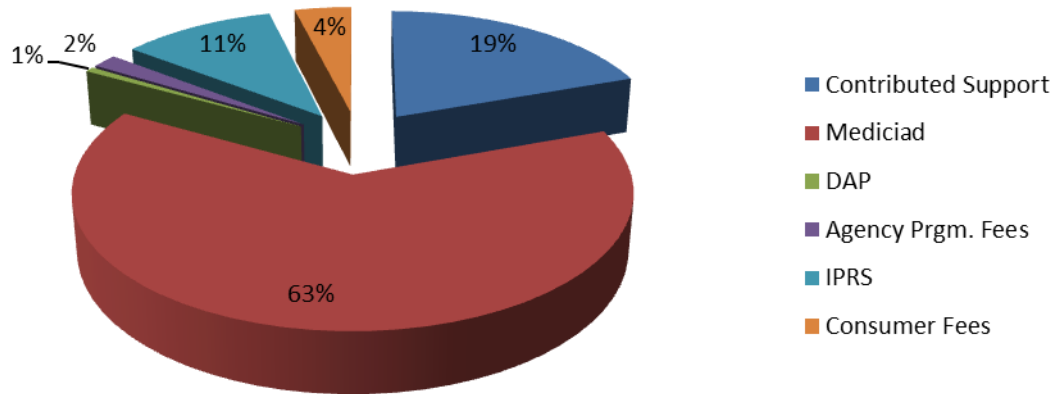
Quarter	Performance Rate	Overall Annualized Average
1 st Quarter	81%	78%
2 nd Quarter	75%	
3 rd Quarter	76%	
4 th Quarter	80%	



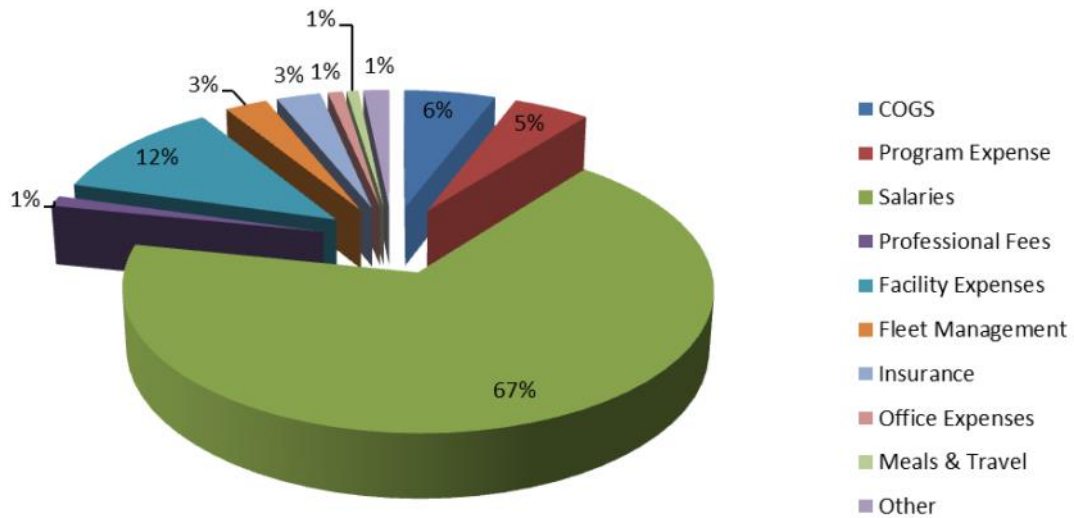
Community Alternatives, Inc.

2011/2012 Financial Data

Total Revenue (16,298,179.00)



Total Expense (15,679,008.00)





Mission

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

Thank You

A special thank you to all of our community supporters and business partners who assist us in providing services to those in need.

Annual Report
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Community Alternatives, Inc.

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