

Leadership Team Annual Report
Calendar Year 2015

Introduction:

The Leadership Team at Life Alliance works toward identifying, guiding and articulating positive advancements and outcomes for our organization. The team sets measureable long-term and short-term goals and objectives related to company growth, management, financial stability, quality of services, policies, procedures and any other material which effects the long term growth and stability of Life Alliance, its consumers and employees.

The Leadership Team reviews all required plans, policies, and procedures on an annual basis. They also oversee all issues regarding Health and Safety, ethical codes of conduct, and corporate compliance.

Strategic Goals:

Accreditation-

Life Alliance received our third, three-year CARF accreditation on September 10th, 2015. All goals leading up to the accreditation were met. CARF had four recommendations for improvement all of which were implemented, submitted to, and accepted by CARF.

Increase Consumer Base-

Life Alliance did not achieve our goal of 20% growth, however we did increase our consumer base by 13%. All other goals under this indicator were met except for hiring an additional QP for the North Wilkesboro office, which was removed as a goal mid-year.

Maintain MCO Contract-

Life Alliance underwent a joint monitoring by both Managed Care Organizations on January 8th, 2015. Our goal was to score an average of 90% between both MCOs. We exceeded this by scoring 100% on each audit.

In late 2015 Life Alliance completed the re-credentialing process with Smoky Mountain Center and Partners BHM and both contracts were renewed through 2018.

Maintain Safety Program-

All Health and Safety goals were met for the calendar year. These include regular safety drills, multiple internal and external safety inspections, a review of the company's Health and Safety program, and maintenance of a current Accessibility Plan.

Effective January 1, 2016, Health and Safety goals will no longer be included in the Strategic Plan or Leadership Report. Health and Safety goals will be reviewed during our Human Rights Committee meetings and analyzed in the Annual Report on Health and Safety.

Note that the full Leadership Team participates in the Human Rights Committee, therefore Health and Safety continues to be a leadership-driven priority.

Plan Reviews:

All plans were reviewed and updated for the calendar year.

Plan Goals:

Cultural Competency-

All goals met except translating resource list. It was determined that this list will be translated by request.

Risk Management and Accessibility-

All Risk Management and Accessibility goals were met for the calendar year.

Technology-

All Technology goals were met except for office staff receiving training on computer equipment. It was determined that this training will be offered as needed rather than as a measureable goal.

Life Alliance participated in demonstrations for digital reporting and payroll software systems but determined to delay implementation. Many consumers and employees are in rural areas where the technological capacity for these systems is not available.

In 2016 Life Alliance plans to evaluate HIPAA-compliant encrypted email and cloud data storage systems.

Policy and Procedure Review:

The Life Alliance Policy and Procedure manual was reviewed and revised over the course of 2015. All relevant information was shared with consumers, employees, and other stakeholders.

The following policies were changed or clarified during the calendar year. Our full policy and procedure manual is available to all consumers, employees, parent/guardians, and stakeholders upon request.

1106: Transportation of consumers

1006: Gifts and Services

1501: Scope of Services

1108: Documentation

8001: Performance Measurement, Management, and Improvement

1007/1107: Complaints and Grievances

1302: Human Rights Committee

1801/1802: Media Relations/Social Media