**Cornerstone AFC, LLC Annual Report 2017-2018**

**Letter From the CEO**

We began 2018 with the dedication of reinforcing the foundation of our operations. Cornerstone continues to strive for quality rather than quantity of services. Our passion is for the resident and this year, we dedicated our time to quality service delivery.

In order to ‘sure up’ our foundation, we decided to slow our growth to one location this year. Our focus was to maintain the continued quality of care, increasing the level of employee proficiency and increasing industry knowledge within our management team. Our efforts to increase personnel saw the addition of a recruitment specialist to our administrative team.

Like many organizations in the industry, our struggle is maintaining the challenges of the residents and finding qualified staff. Our challenges are offset by a strong administrative team that is dedicated to the continuation of solid service delivery. The administrative dedication proved successful through the continued consecutive perfect site review scores in 2017-2018.

Closing this year, we have successfully added to our team and reinforced our foundation through a series of best practices. As we move forward with growth, our desire is to maintain the quality of our homes with the principal of maintaining a strong foundation. From this point forward, we continue to feel that a successful organization lies heavily on quality rather than quantity.

**Mission Statement**

It is the mission of Cornerstone/Hernandez Home AFC, Inc. to deliver, with a passionate approach, the highest quality services for individuals served using a person first philosophy.

**Vision**

Our vision is to enhance the lives of individuals in our care by reducing physical, emotional and mental barriers.

**Values Statement**

***Supporting Through Teamwork with all Stakeholders***

Our person first approach is supported through teamwork. Our organization believes that in order to break down barriers for residents, we must create teamwork with all stakeholders. Teamwork is essentially through constructive communication efforts and listening to the needs/desires of all stakeholders. When all stakeholders work with the same idea of positive supports, healing and rehabilitation is a result for individuals. We strive to maintain healthy, productive relationships with all stakeholders of the organization.

***Understanding Uniqueness***

We believe that each individual within our care is divinely unique and their care should be in accordance with their individual characteristics. Our organization strives to create unique care for each individual through our care coordinating efforts. A person-centered philosophy is delivered to each of the consumers through direct contact and effort to make the individual’s stay specific to their needs.

***Integrity and Transparency in Everything we do.***

We strive to maintain compliance with all governing laws and rules. Our organization strives to maintain integrity by ensuring a transparent relationship with all stakeholders. Our organization communicates any areas of improvement in a timely fashion and without hesitation. We strive for perfection while identifying areas in which improvement is warranted.

***Safety as Priority***

We prioritize the safety of all of our consumers within our organization. We feel it is important to ensure that safety is addressed in a multi-faceted way. Our team regularly analyzes safety concerns and extinguishes those concerns in a timely fashion. We focus on creating a safe environment that fosters growth and recovery.

***Community Integration and Self Direction***

The entire staff body at Cornerstone/Hernandez Home AFC, Inc. is committed to the primary principles of Person Centered Planning. We recognize that the person-centered approach is to create community integration and self-direction.

***Fostering a Culture of Gentleness***

Cornerstone/Hernandez Home AFC, Inc. recognizes that some of the individuals within our care require patience and consistency. We believe that each individual should be unconditionally valued through actions of our caregivers. We support the culture of gentleness through consistent training of caregivers and administrators with our internal Gentle Teaching Instructor.

**Success Factors**

*Quality-*Throughout the year our organization was committed to continued perfect site review scores and positive stakeholder outcomes. Strategic goals were implemented in 2017 to address any stakeholder concerns and barriers to quality service delivery.

*Culture of Gentleness-*Our organization is committed to utilizing a gentle approach to service delivery. In 2017, the organization’s Human Resource Director became a Gentle Teaching instructor to further enhance the culture of gentleness.

*Expansion-*While quality rather than quantity is essential for our organization, the overall goal is to support the population we are passionate about. Cornerstone continues to grow with the addition of the Covey Hill home in 2017, our expansion efforts will continue well into the future.

*Customer Satisfaction-*Our main objective is to maintain quality services measured by positive feedback from customer satisfaction surveys. Cornerstone values all stakeholders and demonstrates concern through fostering meaningful relationships. We believe that satisfaction is best through partnership.

Administrative Team

**Administrative Members**

Cornerstone/Hernandez Home AFC, Inc. is a family owned and operated organization. Many of the organization’s administrative team members are family and have an intimate tie to one another. The administrations main goal is to foster continuity of care in a person-centered environment for each resident. It is the intention of the organization’s administrative members to guide and direct in accordance with the mission statement.

**Tracie Hernandez, Chief Executive Officer**

**Amber Bunce, Chief Operating Officer**

**Todd Adams, Human Resource Recruiter**

**Tina Napp, Human Resource Administrator**

**John Bunce, Health and Safety Director**

**Derek Ball, Corporate Compliance Officer**

**Karmen Ball, Care Coordinating Manager**

**Heidi Stawiszinski, Human Resource Director**

**Yana Joseph, Care Coordinator**

**Mequesha Merritt, Care Coordinator**

**Alyssa Upson, Human Resource Secretary**

**Jim Turman, Crisis Director**

**Hillary Mahone, Medical Director**

**Alice Murray-Martin, Medical Administrator**

**Anna Phillips, Nurse**

**Chris Adams, Financial Manager**

**Amy Adams, Secretary**

**Financial Position**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2015** | **2016** | **2017** |
|  |  |  |  |
| **Gross Revenue** | 5,158,932.13 | 5,571,488.48 | 6,306,186.54 |
| **Total Expenses** | 4,746,941.51 | 5,158,512.79 | 5,756,532.61 |
|  |  |  |  |
|  |  |  |  |
| **Net Income** | 411,990.62 | 412,975.89 | 549,653.93 |
|  |  |  |  |

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| --- | --- |
|  | **2018** |
|  |  |
| **Gross Revenue**  | 6,147,536.19 |
| **Total Expenses** | 5,369,671.76 |
|  |  |
| **Net Income** | 777,864.43 |
|  |  |

**2017-2018 Consumer Satisfaction**

In 2017, our stakeholder surveys were rather good with only very few suggestions to increase the quality of care to person’s served. In 2018, changes will be added to increase the overall level of satisfaction. In 2018, the focus will be increasing the strength of the medical department with the addition of a medical director and nurse. Additionally, the administrative team will be more accessible to clients through activities lead by administrative members at the organizations Cardinal Club. We plan to change the approach of our surveys to facilitate better tracking of satisfaction level in 2018. Moving into 2019, the organization is developing new surveys designed to pull more information from residents. Into 2019, Cornerstone is looking for ways to increase the number of individuals responding to surveys by making them more accessible.