



2015 ANNUAL REPORT

Dear Friends,

2015 was a year of transition for LoveJoy from both an internal and external standpoint. In 2015, the Centers for Medicare and Medicaid Services released a Final Rule that would impact providers of adult foster care settings. To keep us with these changes, LoveJoy is moving to ensure that all of its licensed group homes are in compliance with these requirements. As a result, we are looking at programs that will allow some of our consumers who are able to live in less restrictive setting than a licensed group home to still have opportunities to live in a setting that is both safe and unrestrictive while still meeting their needs.

Our vision as an organization is to provide high quality housing with person-centered supports to help individuals maintain long-term stability in the community.

Below is some information about our statistics and what we accomplished during the year 2015.

Who We Serve:

- In 2015, we housed and serviced 39 residents
- Overall Occupancy in 2015 was 85% compared to 76.66% in 2014
- LoveJoy has a total of 44 beds located between Lansing, Livonia, and Detroit, MI.
- Additionally, we provided home care to various families over the year.
- Of the consumers we provided services for:
 - 27% had a mental illness
 - 32% had a developmental disability
 - 41% were medically fragile

Staffing:

- In YE 2015, we employed 49 people; a decrease of 3 when compared to 52 in 2014
- Of those employed, 23 or 47% were full time and 26 or 53% were part time.
- Employee Turnover 4%; an increase when compared to 3.1% in 2014
- At YE2015, we had 4 program managers and 3 administrative staff.

Our services:

- Our MARC program, which provides intensive residential care to adults with development disabilities, reached 100% occupancy at YE2015.
- Additionally, we saw growth in our Community Living Support program which is a step down from an adult foster care setting. At YE2015, we provided 3 individuals with CLS services. These services are funded through Detroit Wayne County Mental Health Authority.

- Eastbury Supportive Living Center’s Assisted Living Program made significant strides towards licensing including getting our fire suppression system approved by the Bureau of Fire Services.
- Grew independent living program and sil programs at YE 15 we had 5 of 8 beds filled in Indp that come online at the end of 2014.
- In 2015, we saw a significant spike in the increase of respite services being provided to families seeking short term overnight stays. We served 5 new families in 2015 for an average stay of 4 nights. Many of these families have returned for multiple stays.
- 22% of the residents at ESLC met their goals and were able to move to a less restrictive setting in the community.

Financial Capacity

- At year-end 2015, we had total assets of \$316,776.01 and total liabilities of \$156,696.42.
- Of our assets, we have \$30,503.80 cash on hand.
- Net income was \$(135,731.55) as a result of the investments we made to grow our programs.

Survey Results:

- Our satisfaction response rate was higher in 2015 in comparison to 2014
 - 100% of the residents who were able to respond did.
 - 33% of case manager responded, an increase of 4% from 2014
- Our satisfaction with our resident services and family satisfaction has decreased.
 - The resident satisfaction has decreased an average 2% in several areas.
- The case manager satisfaction increased to 100% this past year.
- We have a 97.3% resident goal completion, which is an increase from 92.18% in 2014

Notable Legal and Environment Changes:

- Centers for Medicare and Medicaid Services (CMS) issued a final rule on strengthening community living options included in Medicaid’s home- and community-based services programs for seniors and those with disabilities. The rule, stemming from the Affordable Care Act and supporting the Department of Health and Human Services’ Community Living Initiative, ensures Home and Community Based Services (HCBS) programs provide full access to the benefits of community living, and offer services in the most integrated settings—including assisted living communities.

“Assisted living facilities are not excluded from being considered home and community-based if they are structured and operate in a manner that adheres to the requirements set forth in this rule,” says CMS in the rule.

- Under the final rule, Medicaid programs will support Home and Community Based Settings (HCBS) serving as alternatives to institutional care, with assisted living or residential care communities included in the HCBS definition. They will also take into account the quality of beneficiaries’ experiences. The new rule will help ensure all people participating in Medicaid HCBS programs will have full access to the benefits of community living.

- With changes in Federal and State Minimum Wage Requirements, LoveJoy adjusted employee wages in 2015 that not only exceeds the State and Federal minimums, but also places the company in a competitive range with other facilities in the area
- Given the government's move to focus on serving the needs of consumers who high levels of care, LoveJoy is moving to expand our programs to provide care to consumers outside of a group home setting. One way of doing this is expanding our Community Living Support program and to pursue the start of a permanent supportive housing project in the Detroit area.
 - In 2015, LoveJoy joined the Wayne County Continuum of Care called Homeless Action Network of Detroit which is active in reducing homelessness in the Detroit area.
 - Many individuals that deal with mental illness are at risk of not having permanent housing and experiencing funding cuts for personal care and community living supports. A permanent supportive housing project will house these individuals within a community based setting while providing them with services such as counseling, substance abuse prevention, money management, housekeeping, assistance with benefits management, and transportation. Additionally, they will have an opportunity to have their own space with the support to maintain it.

Operational Efficiencies Gained:

- Began our transition to begin using an Electronic Medical Record software at one of our locations.
- In 2016 – 2017, we plan to work with our other homes and community agencies to roll out this program through our organization. An EMR system will allow us to be more efficient in our gathering of data, monitoring our residents in achieving their goals, and communication across our agency and with its stakeholders.

LoveJoy Rehabilitation Centers is dedicated to supporting and empowering persons seeking to address their physical and behavioral health needs through a community integration approach.

Corporate Values:

The mission statement is supported by six core corporate values that saturate everything LoveJoy Rehabilitation Centers does: These core values guide all aspects of the organizations direction:

- ❖ *Personal Empowerment:* LoveJoy believes its core mission is to assist persons to live with the greatest degree of health, independence and dignity as possible. To that end, LoveJoy works to ensure consumers have choices in all aspects of their care and environment.
- ❖ *Individualized Care:* LoveJoy recognizes that all people are different and have different needs. LoveJoy encourages a culture of gentleness and uses a person-centered approach to meet the individual needs of each person served.

- ❖ *Community Integration*: LoveJoy seeks to integrate consumers into the communities in which they live to the greatest degree possible. Community life is more than sharing a zip code; it is sharing in the enjoyment of and responsibility for the resources that surround our consumers. LoveJoy believes that consumers should be as fully integrated into their community as any other citizen.
- ❖ *Building consumers' wellness*: LoveJoy seeks to transition consumers to the most independent living and treatment setting possible, utilizing a continuum of care. To that end, LoveJoy constantly works to build consumers' wellness and to equip them for more independent living.
- ❖ *Strategic Partnerships*: LoveJoy values working with other individuals and organizations to benefit consumers with state of the art services.
- ❖ *Ease of access*: LoveJoy believes that obtaining services necessary for healthy and independent living should be barrier free. To that end, LoveJoy works with consumers to ensure each has access to services and assists them to utilize services in their communities to the greatest extent possible.

Thank everyone for your continued support. We look forward to 2016!!!