

# THE YEAR IN REVIEW

## Quality Outcomes

- Transition to Electronic Health Records for quality documentation in all departments
- RSL received over a 99.6% Post Payment Review rating for the NC DHHS Provider Monitoring Process
- Transition to a more comprehensive training program that is program specific for crisis and behavioral stabilization
- Maintained compliance with state and local entities with outstanding external audits
- Provided clean, safe facilities and home conducive to individual preferences
- RSL was awarded funding from grants to update facilities and equipment
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- Enhanced participation and commitment to building community connections through attendance in Community Council and other local community network building organizations
- Overall 97% rate of high satisfaction with services rendered to individuals with a low rate of individual and employee grievances and complaints
- RSL provided activities, acknowledgment and celebration for DSP week in September 2018

## Training

For 2018-2019, RSL provided over 2445 hours of training, skill development for DSPs working with complex dually diagnosed individuals including mental health diagnosis and dementia.

## Recognition of Dedicated Employees

Our annual recognition breakfast for our dedicated employees was held at Western Steakhouse. We celebrated their devotion to Ralph Scott Lifeservices, Inc. by awarding recognition of ten, fifteen, twenty, and twenty-five years of loyalty. Also awarded were employee of the year for each division. Ten year recipients were Deloris Daye, Martha Jeffries, Marilyn Miles, Elizabeth Huffines, Sylvia Daye, Robert Black, Cynthia Hayes, and Peggy Malone. Those recognized for fifteen years were Jacqueline McCrimmon, Betty Richmond, Darlene Tinnin, Jacqueline Wells, Cynthia Ball, and Karen Enoch. Twenty year awards were Virginia Clegg, Gwendolyn Murray, and Jennifer Helton. Recognized for twenty-five years were Gloria Headen and Janice Burns. There is a large sense of pride knowing we have had such long-standing employees and we are grateful for their devotion to our organization.

Elizabeth Huffines was recognized as the 2018 Administrative Employee of the year. For the Community Residential Support Services division, Camisha Hargrove and Peggy Malone. For the Intermediate Care Facility division, Linda Brown, and Faye Walker. For the Starpoint Day Program division, Trenette White.



## Community Development

- Community Development Block Grant funded completion of the roofs on Broad Street and Lakeside Avenue, as well as installation of new carpeting at Starpoint Day Program.
- We were approved for the new Community Block Grant for the 2019 cycle and were approved for \$32,858.00 in funds. The project approved is slotted for kitchen remodeling at Broad Street.
- Harden Benevolence Fund from Graham Presbyterian Church: Fall 2018 funds of \$3,000 were given towards the purchase of chrome books for the group homes to use for the newly implemented electronic health records. Spring 2019 funds of \$500 were given towards the purchase of two emergency Automated External Defibrillator (AED) devices, placed in the main office and Day Program. Training on AED use is ongoing for these life saving instruments.
- RSL sponsored, with scholarship assistance, a Leadership Alamance Participant through the Chamber of Commerce. This program provided the graduate an abundance of networking and educational skill sets about Alamance County, to better serve RSL and our mission, currently and in the future.
- RSL was a 2019 Vendor at the Chamber of Commerce Women's Conference.

## 2018-2019 Cultural Competency

- Updated promotional and electronic communications to educate our Community on the services that we provide.
- Strived to educate our community that we recognize and value the heritage and preferences of all our people by promoting our mission statement at community events, written communications, and our daily interactions within our organization.
- Continued to address any racial and gender gaps within our employees and Board of Directors.
- Provided Cultural Competency training for Administrative staff as well as with all new Direct Support Professionals.
- Completed individual satisfaction surveys with individuals we support to measure and address any concerns regarding people feeling satisfied that RSL understands and respects their unique cultural needs and preferences.
- Educated support teams on opportunities to participate in Individual Support Plan development and implementation of person specific planning.
- Has led in Regional and state wide Cultural Competency activities within the Cardinal Innovations catchment area.

## Staff Appreciation



In September 2018, RSL celebrated Direct Care Professionals week by holding an in office scavenger hunt leading to swag prizes such as cups, stress balls, hand sanitizer, pens, and raffle prizes.

## Fundraising & Events



In November and in the spirit of the holidays, we held our Holiday Shopping Night at Starpoint Day Program.

Our 2018 ornament sponsor was a local and Ralph Scott favorite, Paul's Pastry.

In March, we tried our hand at the Quarter Auction trend and held a full house of bidding at our day program.

On May 31st, at Indian Valley Golf Course, Ralph Scott held its 3rd annual benefit golf tournament. Profits totaled at \$15,000. We look forward to continuing this successful event for many years to come.





## RSL Board of Directors

2018-2019

Chairperson – John Nicholson

Vice Chairperson – Chad Slaughter

Secretary – Russ Gill

Assistant Secretary - Liz Hill

Treasurer – Paula Reardon

Assistant Treasurer – Amy Chandler

Jeff Andrews

Gloria M. Faucette

Mamie Belton-Evans

Capt. Chris Gaddis

Oddete Cambrani-Dove

Chan Chandler

Russell B. Gill

Dr. James Hedrick

Ami Hill

Mike Gee

Chuck Maye

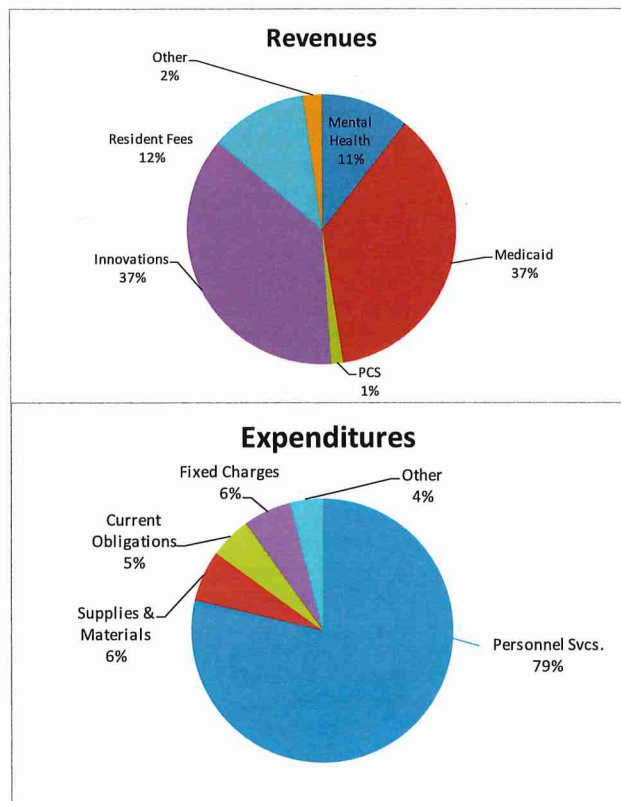
Patrick Mills

Kevin Dull

Dr. Cynthia Touloupas

Jerry Sparrow

President and CEO — Jennifer Helton



### RSL Achieves National Accreditation

In October 2018, RSL completed the on-site intense review for a successful Re-Accreditation process with the Council on Accreditation (COA). Based on findings, it was voted that RSL had successfully met the criteria for accreditation for an addition four years.

It took RSL 15 months to prepare for the on-site review. Organizations pursue accreditation to demonstrate the implementation of best practice standards in the field of human services. The COA process involves a detailed review and analysis of an organization's administration, management, and service delivery functions compared to international standards of best practice. The standards driving accreditation ensure that services are well-coordinated, culturally competent, evidence based, outcomes-oriented, and provided by a skilled and supported workforce. RSL is very proud of its administrative and direct support professionals for this amazing accomplishment.



# RALPH SCOTT LIFESERVICES, INC.

Serve • Support • Empower

## ANNUAL REPORT



## The Morene Sisters



Success is often measured in milestones, and for the people we support we celebrate those exciting first steps to independence. For some, moving out can be both scary and exciting, and for others it is a dream that may seem unobtainable, but we at Ralph Scott Lifeservices, Inc. know how to make those transitions happen. An

unlikely success story recently happened to two individuals we support. Their dreams were a little different because these two sisters not only wanted independence but they wanted to be together and their family wanted Ralph Scott Lifeservices, Inc. to provide their supports.

The Stutts family has been gracious neighbors to Ralph Scott Lifeservices, Inc. since 1991. They have always been kind and understanding about living near one of our group homes and have observed how our support staff interact and assist on a daily basis with the people we support. The opportunity for both the parents and the sisters was just around the corner and the timing was perfect for both the Stutts family and for Ralph Scott Lifeservices, Inc.

In August of 2017, the Stutts family came into the Ralph Scott Lifeservices, Inc. office and applied for the sisters to live at one of what the family calls "The Scott's homes." Mom and dad were aging and they wanted a safe and stable environment for their daughters.

After almost a year of being on the waitlist, two openings became available in the same group home, and the

the family was eager to have the sisters placed together and at the same time. Debbie was sixty-one years old and Carolyn was fifty-four years old. In beginning of their transition, Debbie embraced the move right away and seemed to feel both comfortable and happy; however, Carolyn needed more time to acclimate and was upset about leaving her family home.

The sisters have been living in a Ralph Scott group home for one year as of December 2019, and the family has observed great progress. Debbie, who is shy and would cry easily when things are different than she expects, has come out of her shell and appears to be happier than in the past. She loves going home to visit with her parents but is thrilled to go back to "her" home. Frances, Debbie and Carolyn's mother, says, "She acts like she's going to a party when she goes home," in reference to her excitement.

The sisters have grown up living with their parents and have always loved gardening, yard work, coloring, puzzles, housework, watching television, and listening to music, etc. The "girls", as the Stutts family refers to them, have always mowed the yard, pulled weeds, and tended their own garden, and in the past helped in the family tobacco fields. Inside their home, Carolyn had her own vacuum, which mom was not allowed to use, and she loved setting the table. Their eagerness to be active and pursue their interests has enabled them to transition to living away from their family. Carolyn is a helper, suddenly loves putting the groceries away, and constantly wants to bring gifts back to her friends at the house. When asked to do chores, the sisters are now known to state, "We have rights and don't have to work if we don't want to," but they always help their parents when needed. The Morene sisters are adored by their staff and housemates and have blossomed in just a short time with us.

We continue to strive towards encouraging independence and empowering the people we support to know their rights. Debbie and Carolyn are doing a great job of advocating for themselves. They are excellent examples of the success of our mission to promote sound health, dignity, growth, stability, and community involvement.