

Our Mission

To provide individualized community living services and support for people with developmental disabilities that promote: sound health, dignity, growth, stability, and community involvement and that recognizes the value each individual's heritage and preferences.

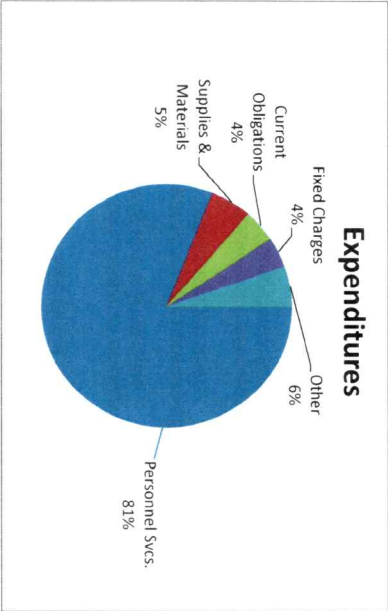
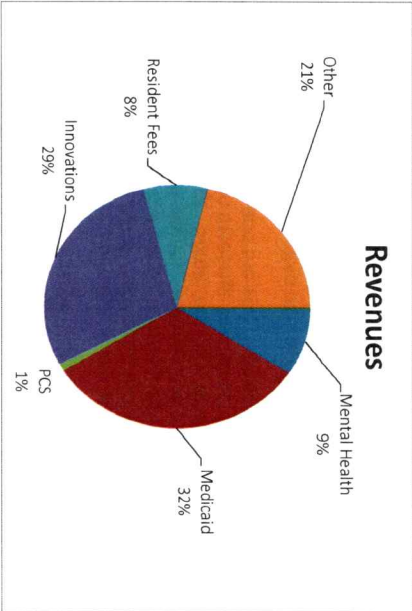
RSL Board of Directors

2020-2021

- Chairperson – Chad Slaughtier
- Vice Chairperson – Kevin Dull
- Secretary – Russ Gill
- Assistant Secretary - Liz Hill
- Treasurer – Jerry Sparrow
- Assistant Treasurer – Amy Chandler
- Immediate Past Chairperson – John Nicholson
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- Gloria M. Faucette
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- Dr. James Hedrick
- Arni Hill
- Mike Gee
- Chuck Maye
- Patrick Mills
- Dr. Cynthia Touloupas
- President and CEO — Jennifer Helton

Updates on our vehicle fleet

RSL has been working diligently towards our long term goal of updating our fleet of thirty vehicles. We have been able to budget for two new vans each year towards this large but necessary target, and reached 43% of this goal as of now. Each year we focus funds from our golf tournament and other donations towards slowly replacing our well loved vans.



RSL FINANCIAL POSITION POSITIVE

RSL survived the first year of the Pandemic financially well and was able to

Community Development

At the beginning of this fiscal year, RSL received the NC Council on Development Disabilities Coronavirus Mini Grant Relief Fund. This grant funded purchases from our Amazon Wish List and many other meaningful activities. All purchases directly benefited the people we support, to promote well-being during such an extreme lifestyle change, in reference to the pandemic affecting their every day lives. RSL also received the Spring 2021 Harden-Benevolence Fund grant to purchase two room dividers for Starpoint Day Program. These dividers provide the potential for emergency shelters, changing stations, sleep stations, privacy areas, and much more.

ANNUAL REPORT 2020-2021

Maria Perez



Success is often measured for people in different ways. We often think of the final outcome and focus less on the journey. However, at Ralph Scott Lifeservices, we believe the journey and the small steps to success are the most important. The ability to look back and see those small victories and progress is something we want for each individual we serve. Here is a success story that clearly celebrates those small steps and one woman's journey.

In 2006 Maria Perez began her journey with Ralph Scott Lifeservices, Inc., as she transitioned from foster care to group living. At the age of 18 she had many aspirations, hopes, and dreams as she navigated this new and unknown adventure.

During the past 16 years, Maria has accomplished many things, including a PATH plan to help her reach her goals. This visual process helped her establish and prioritize what she wanted most in her life, including independence, going to school, and obtaining her citizenship.

She was offered her first job opportunity in 2007, as a receptionist with Ralph Scott Lifeservices, Inc.; a job which she continues to hold today. Paid employment has been instrumental in building her confidence. She received help from her coordinator and direct support staff to begin studying and preparing for her citizenship test; and on September 20, 2010, officially became a U.S. Citizen.

Maria continues to dream of one day becoming an interpreter and has taken many steps toward this goal, including being accepted as a student at Alamo Community College. Through her network at ACC, the cost to enroll in a Spanish class was sponsored for her and is scheduled to begin in 2022.

She is very excited to begin work towards her translator career dream as well as to promote her culture through knowing her native language.

Music is a strong interest in Maria's life, which includes not only singing herself but attending concerts. Some of her favorite memories are of attending a Mary J. Blige and a Janet Jackson concert. Maria herself is a passionate singer who has performed in the Celebrations Singers group as well as at the annual Peer Council talent show. In 2013 Maria won first place by singing a song from her favorite artist, Mary J. Blige. She continues to enjoy participating in this talent show and has "placed" several years for her singing talents.

A strong self-advocate for herself and others and active member of the RSL Peer Council, Maria was nominated by her peers to become President of the Council in both 2016 and 2020. She is a founding member of this council and is one of the first self-advocates to participate in this group.

Currently, Maria likes where she lives but due to the pandemic, she misses going out to eat, visiting her friends, and socializing. She shared in her interview that some of the favorite activities she misses are attending the dances at That-a-ways and participating in Special Olympics. During her interview it was evident that she meets friends everywhere she goes. When asked some of her hopes for the near future, she shared that she wants more alone time, so that she can reach her goal of living independently. An apartment with a pet rabbit is what she really hopes to achieve one day. Maria is passionate about her culture and wants to learn to make more Hispanic meals. She hopes to have the chance to take another trip to the beach with her friends for a vacation. Here at Ralph Scott Lifeservices, Inc., we have no doubt that Maria will complete all of her goals and more, and we are fortunate to see and contribute to her successes.

THE YEAR IN REVIEW

Quality Outcomes

- Enhanced employee training program to include online Relias training program
- Maintained compliance with state and local entities with outstanding external audits
- Provided clean, safe facilities and homes conducive to individual preferences
- Provided Covid-19 vaccination clinics for all individuals and all employees
- Maintained services for individuals in the Cardinal, Alliance, and Sandhills MCO areas
- Expanded the RSL Cultural Competency Committee to include Direct Support Professionals and Individuals We Support
- RSL Employee Policies and Procedures were reviewed and updated for 2020
- Updated and maintained COVID-19 pandemic plan of action, training, and protocols for organization
- Celebrated employee service awards and employee of the year program
- Maintained Direct Support Professional Hero recognition program
- Maintained a low rate of individual and employee grievances and complaints
- RSL provided activities, acknowledgment and celebration for DSP week in September 2021
- Maintained an excellent annual fiscal audit with no negative findings

A Piece On Provider Monitoring Results

RSL achieved an overall score of 100 % on its 2021 NC DHHS Provider Monitoring Review. The Provider Monitoring was provided by Cardinal Innovations' Quality Management Department. The review process provided a detailed review of the organization's records to ensure all North Carolina rules, statutes, and guidelines covering Mental Health, Intellectual and Developmental Disabilities were followed and the organization was in compliance. This was an outstanding effort by all clinical and administrative staff.

Training

4,474.25 hours of training, virtual and in-person, were conducted this fiscal year. With Covid-19 still looming, RSL continues to provide education and training in safe and creative ways. We are excited to announce that RSL is moving forward with an online Learning Management System through Relias. This training will provide Direct Support Staff opportunities for professional and personal growth. RSL continues to have an affiliation with the National Association of Direct Support Professionals.

Cultural Competency

Tangible and intellectual efforts towards cultural competency continued to occur at RSL throughout 2021. Despite the continued health traumas of the COVID-19 pandemic, that have negatively affected the ongoing behavioral health workforce crisis, we continued our journey towards ensuring all staff and individuals we serve are treated fairly, with respect, and inclusion, regardless of race, sex, religion, or other preferences. Some of our efforts this year included but were not limited to the following:

- Direct Support Professional engagement through a Laoitan cooking and tasting class.
- Pen Pal program initiated between administrative staff and the individuals we serve.
- Invitation & Induction of Individuals we serve into the RSL Cultural Competency Committee.
- Induction of Identified Direct Support Professionals into the RSL Cultural Competency Committee. These DSPs began meeting regularly as a small group giving attention to self-assessment, cultural competency pillars, and cultural issues within RSL.
- Multicultural, diverse, and inclusive content shared through RSL social media and facilities.
- Spotlight forum: Members of RSL administrative staff share culturally thought-provoking content that fosters important and necessary discussions in Cultural Competency meetings and administrative staff meetings. Some content is also shared as appropriate in meetings with Direct Support Professionals and the adults we serve.
- RSL board of directors participated in a cultural competency session as a part of their annual retreat. Members were engaged in presentations that looked at aspects of culture from a personal, RSL, and global level.

Adapting To Covid

- July 2020: RSL held the Starpoint Day Program Staff Awards virtually, opting to provide Biscuitville gift cards versus an in-person breakfast. Raffle prizes were drawn and delivered afterwards.
- August 2020: RSL called to our Champions through a campaign to relieve group homes by sponsoring packages of stimulating incentives. These included a game night, a movie night, craft activities, dinner night, and a take home Painted Grape night. Our Champions did not disappoint, and together we were able to provide a plethora of meaningful activities to every house and person in our care.



- August and September of 2020: RSL held two Drive-thru parades, to offer a chance for friends and families to see each other during limited visitation options. The Burlington Police and Fire Department came; people decorated their vehicles and donned balloons; and signs were made and displayed on our vans.



- October 2020: RSL adapted our Pet Costume Contest by going virtual, free of cost, and through our Facebook page. We continued our partnership with Burlington Animal Services and were able to award 1st, 2nd, and 3rd place winners and prizes.



- November 2020: Starpoint Day Program held a Drive-thru Fall Festival with goodie bags and a dinner pick up.



- February 2021: Neil Medical Group came to Starpoint Day Program for our first Vaccine Clinic Day. This was the beginning of many more clinics and opportunities for vaccines and testing.



2020 Ornament

Jim's Hotdogs and Hamburgers was our 2020 Christmas Ornament Sponsor.



Recognition of Dedicated Employees

September 2020: RSL celebrated Direct Support Professionals Week with banners at our main office and Starpoint Day Program, held a virtual scavenger hunt, passed out RSL cinch backpacks with goodies, and held a prize raffle to end the week.



Community Partnerships



During Covid transitions, RSL began a great partnership with Danny's Café for meals sponsored by our Champions Campaign, as well as for holiday celebration meals for all of our group homes.

We collaborated with the Painted Grape for activities for Starpoint and all houses.



Nick Triantafyllis once again donated to RSL through the Nick's World Hunger Day event.



The Graham Presbyterian Church congregation donated popcorn buckets and hot chocolate to all group home individuals and staff as a Christmas gift.



The Arc of Alamance donated Christmas gifts to the people we serve who were in need.

For people with intellectual and developmental disabilities