



2019 Annual Report

Integrity Care, Inc. has prepared an annual review of areas that were targeted this year (2019) for improvement and or/monitoring. This year Integrity Care has decided to focus on the main areas that impact operations which are client incidents, client exit interviews, client discharges, client file reviews, employee turnover rates, employee file reviews, and expenses/overhead.

Client Incidents are the determining factors of how well supervision is conducted in the homes, employee training effectiveness, type of discharges, etc. that occur in the homes. It is almost impossible to place a number or goal for how many incidents the organization would or would not want to see as every client is unique and many things are beyond the staff and client's control. As a result, the organization set a goal to have less than 10% of incidents come from employee errors or client/employee related incidents. Only 7.45% of the incidents reported were directly correlated to employee/client altercations. This number does not indicate that the category labeled "other" did not involve staff. According the direct incidents reported, the organization met their goal. As a result of some of the incidents reported it was found that employees would benefit from additional behavioral management training and verbal de-escalation training.

Client discharges occur when the client requests to be moved, is arrested, baker acted, committed to a program, a client absconds, positive transitions, or the provider requests it. The organization's focus this year was to have less than 10% of the client discharges be provider requested discharges. The organization strives to work with clients and their behaviors as best we can and believe in second, third, and sometimes fourth chances. Our studies have found that Integrity will relocated a client to all four home locations if possible before resorting to a provider requested discharge. Integrity Care met their goal by having only 3% of discharges come from the organization. Integrity Care is proud to show that almost 40% of the client discharges were positive transitions that were foster care home placements, reunifications, or transition into adulthood.

Client exit interviews are collected when Integrity is informed of a client being discharged from the group home for any reason. The client completes an exit interview survey on an online database. These exit interview help the organization learn how the services can be improved including staff involvement. The organization aims to have overall report where the client agrees to the satisfaction of the services provided to him. Overall, all clients who completed an exit interview strongly agreed or agreed to the being satisfied with the services and treatment they received from the organization. Integrity is pleased with those exit interviews as it is very difficult to please every client, however, the committees take the clients open comments into consideration for improvements that may be needed.

Client file reviews are completed or reviewed regularly by the Operations Manager. Missing documents are requested by email from the client's case manager. External child file reviews showed that some items that were missing from the client file were either missing, outdated, or did not have documentation that it was requested. Instead of listing every file that was missing, the organization decided to do a general overview of which client files had missing items. The goal was to have no more than 10% of client files with missing documents, however, at least 15% of client files had missing documents. The committee reviewed the reports and discussed the results with the Operations



2019 Annual Report

Manager and recommended either hiring an additional staff to help with the workload or have a third-party reviewer to review the child files to help keep the Operations Manager on track.

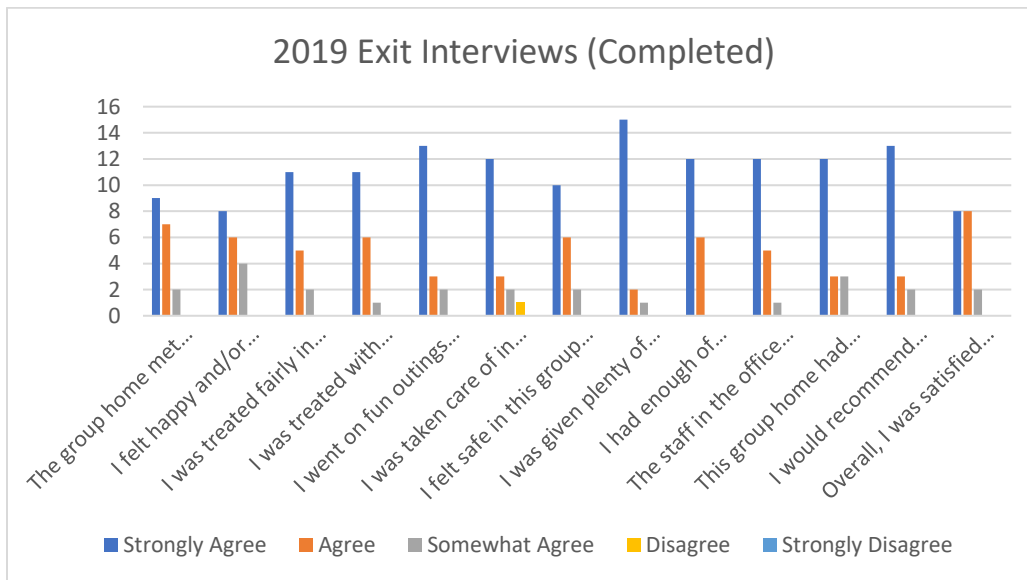
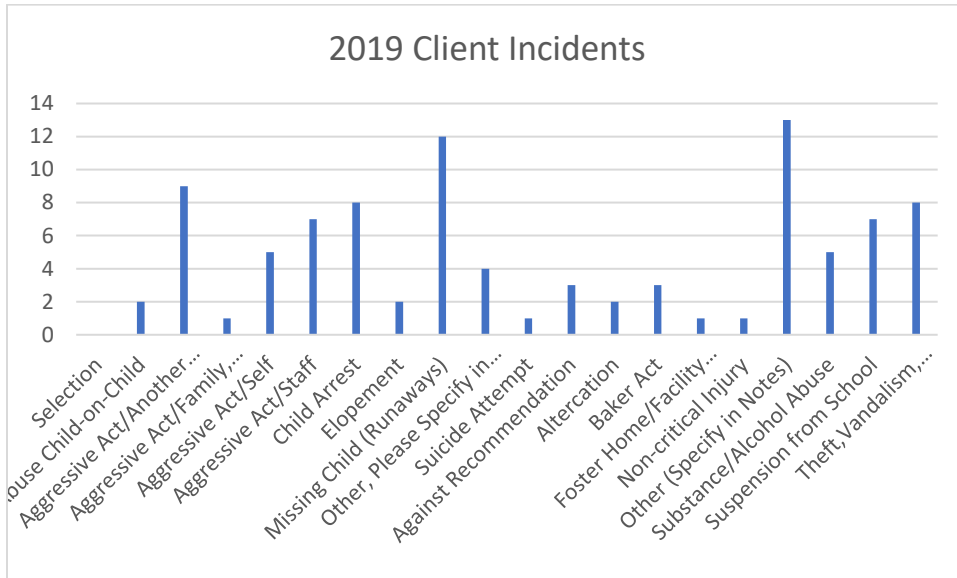
Employee files review are completed by the human resources personnel or human resources consultant. The goal every year is to have no missing employee documents. Although the goal was met upon review, an external review by stakeholders found discrepancies with dates of documents that occurred after the employee's hire dates along with mandatory training categories that were not easily identified by stakeholders. After review with the administrators, it was recommended that a list of the mandatory training with the names of the corresponding training document title be provided to external reviewers to avoid refinement.

Expenses are reviewed by the performance, quality and improvement committee and the advisory board. The organization aims to remain within the fiscal year budget or decrease expenses individually identified by the committee. This year the organization focused on six areas of the budget that has had problems with increased expenditures over the years. Those areas were automobile expenses, repairs/maintenance, rental home costs, food, outings, and supplies. The expenses for maintenance and upkeep of the vehicles were over the budget by \$13,627.40. This was contributed to the poor upkeep by the staff and client damages. The organization would benefit from newer vehicles and warranty policies. The repairs and maintenance budget was under the budget by \$9,551.85. This may be due to the hiring of a contracted maintenance repair man, eliminating overhead costs of larger businesses. The budget is very large for the expense of rental properties as the organization met the budget by \$44,760.82. The committees believe the organization would save even more money by purchasing property to build the homes on as their would not be a continuous inflation in rent every year as with the rental companies. The budget for the good went over by \$5,631.61. Internal investigations found that employees were stealing food, clients were stealing food and food was not safely stored by the employees causing a loss in food. The committee recommends tightening up on the menu item inventory at shift change to help account for food that goes missing. The outing budget is too low for all four homes of teenagers to participate in requested outings which is why it was over by \$2,735.30. The committees recommend the organization increase the budget to \$400 monthly-\$500 monthly for each home. The supplies budget was under by \$11,152.29 which is incredible. The committee recommends removing the supplies budget from review for next year.

The corresponding reports are provided below. A copy of this report will be uploaded to the organization website at www.integritycarehomes.com for review. If you have a comment or suggestion, please email the organization at info@integritycarehomes.com or mjiles@integritycarehomes.com.

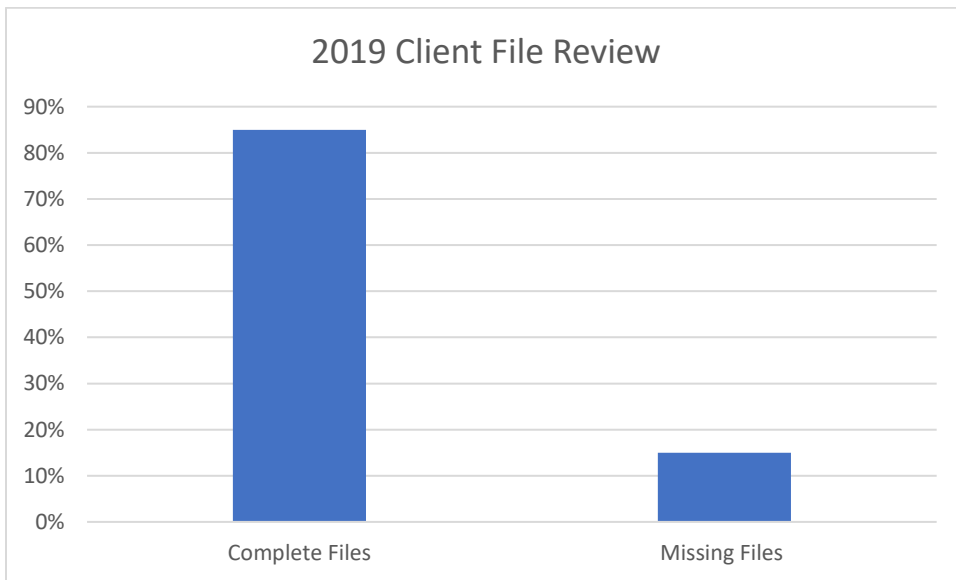
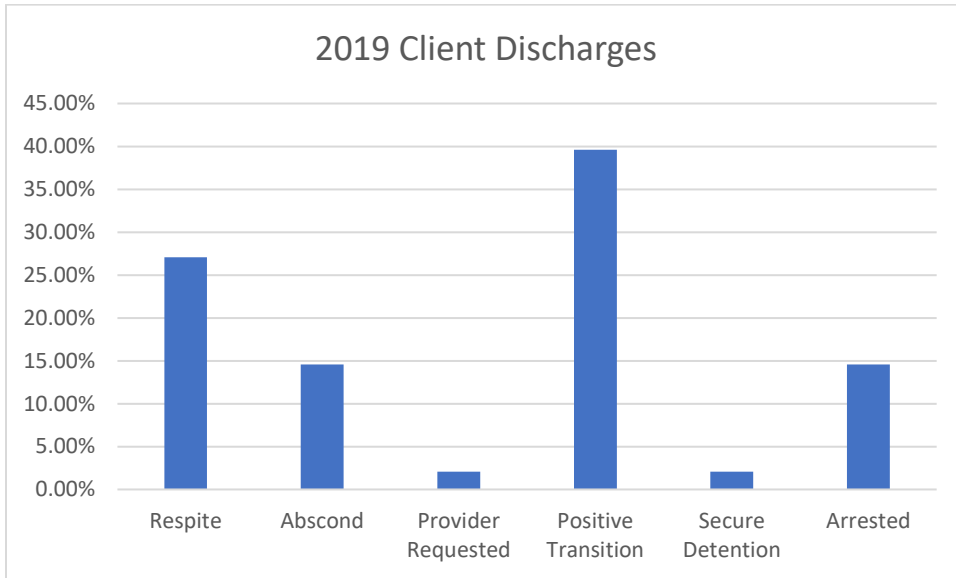


2019 Annual Report



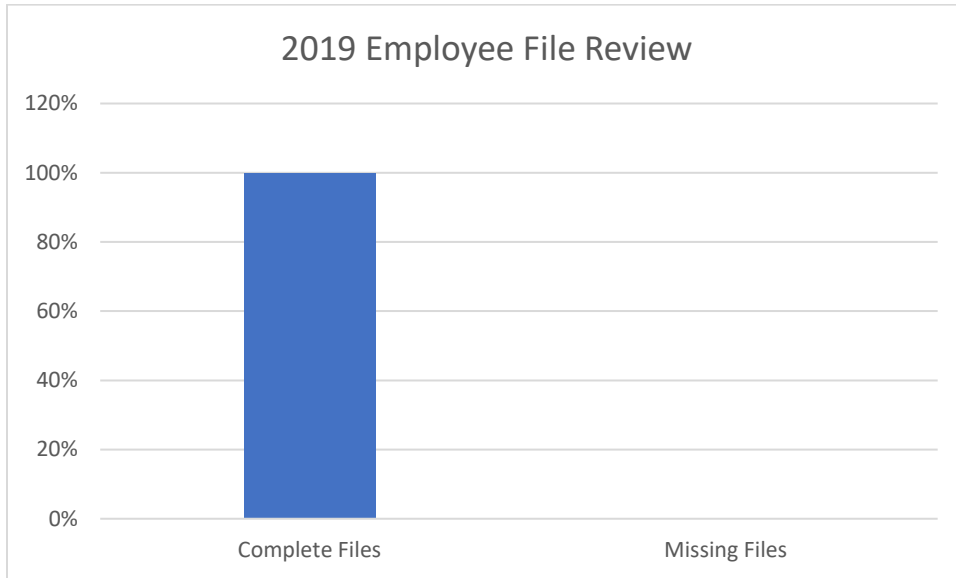


2019 Annual Report





2019 Annual Report



Annual Client and Employee Satisfaction Surveys: not completed due to overlook. Will add to annual calendar for 2020.

