**Cornerstone AFC, LLC Annual Report 2021**

**Letter From the CEO**

We began 2021 in the throes of a staffing crisis during a worsening pandemic. This year we had the opportunity to speak with representative Christine Morse regarding the ongoing crisis our state has endured. It was a priority this year to ensure that the person served had adequate staffing levels to maintain safety as a priority. In order to maintain a safe environment, our administration was required to work floor hours to offset the staff crisis. Closing this year, we have begun to see improvements in staffing level we have yet to see numbers needed to have adequate staffing levels in all homes. We are continuing to work on creative ways of recruiting and enhancing retention by building personal relationships with staff. We have made a change in our human resource department in hopes of creating a positive, more structured environment within the human resource department.

**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 everyone 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 everyone 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 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 everyone 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 2020, we continued with the culture of gentleness as a priority.

*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 Baseline Creek home in 2020, 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 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**

**Nancy Rodriguez, Human Resource Administrator**

**Derek Ball, Corporate Compliance Officer**

**Karmen Ball, Chief Administrative Officer**

**John Bunce, Human Resource Director**

**Kendrell Dorrington, Human Resource Manager**

**Britny Adams, Care Coordinator**

**Heidi Stawisiznki, Care Coordinator**

**Mequesha Merritt, Care Coordinator/Corporate Liaison**

**Jim Turman, Crisis Director**

**Hillary Mahone, Medical Director**

**Kimosha Allen, Medical Director**

**Chris Adams, Financial Manager**

**Roudel Hernandez, Secretary**

**Financial Position**

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|  | **2021** |
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| **Gross Revenue** | 8,753,627.26 |
| **Total Expenses** | 7,721,315.95 |
|  |  |
| **Net Income** | 1,032,311.31 |
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**2021 Consumer Satisfaction**

In 2020, our intention to provide satisfaction shifted to keeping individuals free from severed disease as a result of SARS-COV-2. In 2021, changes will be added to increase the overall level of satisfaction. In 2021, the focus will be increasing the number of staff members available in the home and enhancing the quality of service delivered by ensuring that the person-centered plan is followed. 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 2021. Moving into 2022, the organization is developing new surveys designed to pull more information from residents. Into 2022, Cornerstone is looking for ways to increase the number of individuals responding to surveys by making them more accessible.

