

Cornerstone AFC, LLC

Annual Report 2024

Letter from Co-CEOs

Amber Bunce & Karmen Ball, Co-CEOs, Interim

2024 has been a year of tremendous growth, resilience, and dedication. Together, we navigated the challenges of an industry marked by financial pressures and staffing shortages, yet our commitment to providing exceptional, person-centered care never wavered.

This year, we focused on strengthening the foundation of Cornerstone AFC, LLC. By prioritizing structure, operational consistency, and professional development across our management team, we ensured that our residents experienced unwavering support, stability, and safety.

We are proud to report that Cornerstone remains in a **strong financial position**, with a net income percentage that exceeds industry standards. This reflects the careful management of resources and a commitment to reinvesting **over 90% of revenue back into the business** to enhance services, staff training, and resident support.

Our growth has been deliberate, slow, and controlled, emphasizing the quality of care over rapid expansion. Each new step has been guided by our mission to maintain excellence in services while expanding thoughtfully and sustainably.

As Co-CEOs, we are proud to lead an organization that not only survives challenges but thrives through them, demonstrating resilience, dedication, and a passion for meaningful, person-first care.

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. Constructive communication and collaboration with all stakeholders allow us to break down barriers, foster healing, and create a unified vision of care.

Understanding Uniqueness

Every individual is unique, and their care must reflect their personal characteristics. Our organization designs individualized care plans that address the specific needs, strengths, and goals of each person.

Integrity and Transparency

We uphold integrity and transparency in all that we do. Compliance with governing laws, open communication with stakeholders, and a commitment to continuous improvement are central to our operations.

Safety as a Priority

Safety is at the core of our mission. We proactively address concerns, creating an environment that allows residents to grow, recover, and thrive.

Community Integration and Self-Direction

Through Person-Centered Planning, we empower residents to integrate into their communities and make meaningful decisions about their lives, fostering independence and self-direction.

Fostering a Culture of Gentleness

Some individuals require patience and consistency. We prioritize unconditional respect and support through the culture of gentleness, reinforced by ongoing staff training and our internal Gentle Teaching program.

Success Factors

- **Quality:** Continued focus on high standards, measured through stakeholder feedback and internal review processes.
- **Culture of Gentleness:** Strengthened through ongoing staff education and leadership modeling.
- **Expansion:** Strategic growth has been slow and controlled, ensuring that quality care remains the priority.
- **Customer Satisfaction:** Partnership with stakeholders remains central, ensuring meaningful and responsive relationships.

Administrative Members

Cornerstone/Hernandez Home AFC, Inc. is family-owned and operated. Administrative members aim to guide operations according to the mission statement and maintain continuity of person-centered care.

- Tracie Hernandez, Owner / CEO Consultant
- Karmen Ball, Co-CEO, Interim
- Amber Bunce, Co-CEO, Interim
- Jack Bunce, Interim Chief Financial Officer
- Derek Ball, Corporate Compliance Officer
- Hillary Mahone, Corporate Compliance Manager
- Chris Adams, Financial Manager
- James Sutton, Health and Safety Director
- Allie Oisten, Human Resource Manager
- Stacey Zuck, Human Resource Specialist
- Breon Batten, Human Resource Generalist
- Mequesha Merritt, Care Coordination Supervisor
- Jalina Clarke, Care Coordinator
- Britny Williams, Corporate Liaison
- Jim Turman, Corporate Liaison

- Kendrell Dorrington, Medical Director
- Steve Smith, Medical Director
- Alessandra Aerosmith, Secretary

Organizational Overview

Cornerstone AFC, LLC remains in a **strong financial position**, with net income performance well above industry averages. Over **90% of revenue is reinvested directly into the business**, ensuring that growth benefits residents, enhances services, and strengthens staff capabilities.

Our expansion continues to be **slow, controlled, and strategic**, with each decision guided by the priority of maintaining the high quality of services our residents expect and deserve. This disciplined approach allows Cornerstone to thrive even in an industry marked by financial and operational challenges, reinforcing our long-term stability and sustainability.
