

Compliance & Adherence

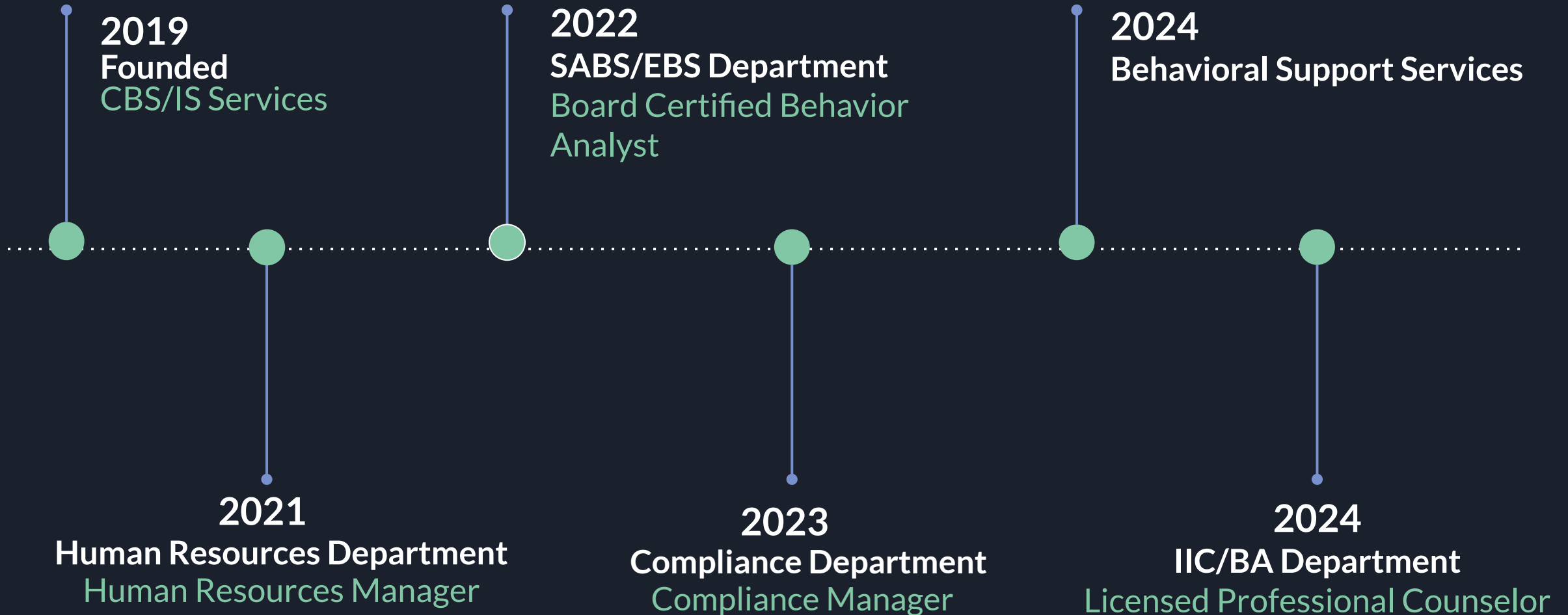
Eleos Family Services

Agenda Topics:

- Eleos Background
- Compliance Department
- Medicaid Fraud Waste & Abuse
- Surveys
- Recognition & Rewards Program
- Goals & Strategic Objectives



Company Timeline Eleos Family Services



Eleos = "*personification of mercy and compassion*".

Mission

Our mission is to provide enhanced and excellent services to individuals with intellectual and developmental disabilities in the community in need of health care services and benefits, by serving, facilitating, educating, and collaborating care.

Vision

Our vision is for individuals with intellectual and developmental disabilities to receive their requisite opportunities, reach their goals and realize their potential as valued, independent and meaningful contributors within their communities.

Hand and Hand *“Together We Can”*

“A resolve from our staff and our individuals to work cohesively and collaboratively to achieve our individual's goals and to advocate for our individuals' rights, respect, inclusion, integration and advancement within their communities. Healthy, Safe & Protected from harm.”

Guiding Principles

Dignity

We esteem the humanity of people with IDD as image bearers of God, possessing inherent value and purpose.

Individuality

We celebrate the uniqueness of people with IDD, their experiences, talents, gifts, values, goals and interests. This includes support for the self determined decisions with regards to their life, fulling their potential and purpose.

Rights

We support, advocate for the equitable and protected rights of people with IDD.

Community

We aim for the involvement, integration and contribution of people with IDD as present participants within our society. This for the good of both people with IDD and our community.

Support

We believe at every level of our society must provide assistance to people with IDD and their families.

Equity & Equality

We believe Society must remove barriers and correct injustices that limit opportunities for people with IDD. Extra action is needed to help people with IDD and their families, who face other forms of bias or discrimination.

Diversity

We believe human diversity is beautiful and powerful. We celebrate, honor, and seek to understand the differences in our identities and life experiences and connect in the things we all share.

Core Values

- *Compassion*: Show kindness , thoughtfulness and care.
- *Service*: Help, support and to assist.
- *Courage*: Mental and moral strength.
- *Trust*: Healthy relationships with one another.
- *Endurance*: Patient and persevere.

Compliance Department

The purpose of Eleos Compliance department is to ensure that we as a provider agency have policies and procedures to ensure compliance and adherence with all applicable, regulations, rules laws - bulletins and manuals.

Ultimately, our adherence as a service provider is aimed to position us to provide high quality services with our primary allegiance to the children, young adults and individuals we support; with a focus on being staff and employee-centric- all other activities and functions we perform flow from this allegiance and focus.

Policy vs Procedure

POLICIES

Policies are guidelines or rules, which are approved by our agency's management that detail a course of action by the provider in specific situations.

PROCEDURES

Procedures establish the steps in which tasks and processes will be completed.

- A procedure articulates a detailed and sequential process.
- The process is designed to enable staff to perform an activity, with minimum variation to achieve an identified, defined, and consistent outcome.

As an agency we have elected to develop policies and procedures (P&P's) that extend beyond what is required by DCF, CSOC and DDD. Including internal policies, but not be limited to, codes of conduct, workplace discrimination and termination, etc.

As an agency, our P&P'S are reviewed annually and updated as needed, to ensure that the manual reflects current practice.

If you have a policy or procedure question or concern please contact our Compliance Manager Marquis Johnson

m.johnson@eleosfamilyservices.com

Policy & Procedure

NJ DDD, DCF, CSOC

Several P&P's in Q4 2023 were reviewed and finalized by DDD.

Finalized

- Medication Administration
- Emergency - Life Threatening
- HIPAA
- etc...

Finalized several DCF/CSOC P&Ps

Pending

- Rights of Persons Served
- Human Rights Committee
- Medicaid Fraud, Waste & Abuse
- Quality Management Plan

Internal

- Role specific *Policy and Procedure Manual* intended to be a reference guide for staff (pending)
- Internal procedures for staff, management and HR to follow - investigations, discipline and staff assistance, etc.
- Employee Handbook

Policy & Procedure

We do the right thing!

NJ DDD, DCF, CSOC require us as a provider agency to have policies and procedures in place to assist us with being in compliance with applicable regulations and requirements.

Policy & Procedures safeguard our processes as guidance for ensuring that we are doing the right thing in the right way and that we can make certain of the safety, health and well being of ourselves, coworkers and the persons that we support.

Medicaid Fraud, Waste & Abuse

Medicaid Fraud is a serious crime!!

Fraud – is an intentional deception or misrepresentation made by any person with the knowledge that the deception could result in some unauthorized benefit to that person or another person, including any act that constitutes fraud under applicable federal or State law.

Medicaid Fraud Control Unit (MFCU)

The MFCU, within the Office of the Insurance Fraud Prosecutor (OIFP) is the criminal oversight entity.

Employee Handbook

What is our Employee Handbook?

Our handbook is a collection of documents, HR policies, procedures and guidelines that explain how our workplace functions for staff members.

The handbook is considered a living document, meaning that it is regularly updated to reflect changes to industry regulations, labor laws or company policy. Our handbook is maintained in digital form for reference on our internal website.

What is the purpose of our Employee Handbook?

The purpose of our employee handbook is to educate our staff on the legal regulations that guide us as an employer and the policies that we have chosen to guide our staff members in the workplace. The handbook is a combination of federal and state employment policies along with company-specific guidelines and expectations. In short, our handbook is intended to provide clarity to staff what our company expects of you and what staff can expect from our company. Staff members are required to sign an acknowledgement to confirm that they have received and reviewed the handbook and understand the policies.

Employee Rights

- Our employee's rights are a very important aspect of our company. We understand and respect employee's rights as crucial in developing a positive work environment.
- In having strong employee rights we aim for employees to know and experience their value and importance as people and professionals with our company.
- We are committed to fostering positive employee relationships and creating a safe and comfortable work environment.

The right to a safe working environment:

Eleos must provide a safe working environment for their employees.

The right to fair pay and benefits:

Employees have the right to receive fair pay and benefits for their work.

The right to be free from discrimination:

Employees have the right to be free from discrimination based on their race, gender, age, religion, national origin, or disability.

The right to privacy: Employees have the right to privacy in the workplace, which includes the right to keep personal information private and the right to privacy in their communications.

Annual Satisfaction Surveys

- We recently launched our Staff & Support Worker satisfaction surveys. The surveys are a key component in learning how you are doing in your role and for evaluating our performance as an employer.
- By participating in the “Let Us Know” survey, you are helping us to understand your perspective and to improve our workplace.
- The survey is completely anonymous, we are not requesting your name, email address, nor are we tracking who has completed the survey. This is to ensure that you are comfortable with being completely open and honest in sharing your thoughts.
- The survey is Optional, however we ask that our staff please participate.

Intranet Site - Eleos Internal Website



HOME

HR

ABOUT US

POLICY

DEPARTMENTS

RESOURCES

COMMUNITY

DOCUMENT HUB

ENGAGE. EMBRACE. EMPOWER.

Eleos = *"personification of mercy and compassion".*

<https://www.internal-eleosfamilyservices.com>

Agency Goals

Become certified Medicare to assist elderly individuals.

Pursue licensure to provide Residential Services.

Continued Growth to expand our reach - identify areas that have a need for our services.

Community Involvement & Outreach – Staff and Individual’s participation in volunteer programs, events and activities within the community.

Stand up new Compliance department

Staff Recognition

Individual’s Goals

Individual Employment- connect with employers to offer employment opportunities to our individuals to support an increase of hiring workers with IDD.

Increased focus on Individual’s enrichment (physical, spiritual, mental, relational, emotional) in support of their overall goals.

Technical training and specialized skills for Individuals seeking education and employment.

Sponsor/Co-sponsor free of charge community activities and events.

Staff Goals

Staff Development – Self-identified or Manager recommended non-required training courses in the College of Direct Support.

Deepen staff relationships by connecting our staff and individuals in activities - volunteering, education, enrichment, physical.

Implement Staff recognition program.

Launch Staff Mentor/Mentee program.

Recognition & Rewards Program

As a company we highly value our employees efforts, contributions and commitment to their roles and but also consistent excellence towards co-workers, to partners and to clients by providing high quality support services.

We want to recognize and reward employees who have made exceptional achievements, or gone above and beyond in their job duties whether for a specific task, individual encounter or over a period of time.

- Award nominations will submitted in our internal website.
- Some award winners require selection by committee.

Employee Awards

- “On the Spot”
- “Rising Star”
- “Together We Can” Employee of the Month
- “Milestone” Years of Service
- “Stellar” Employee of the Year
- “Luminary” Leader of the Year

More information coming soon!!!

Welcome to the Team!!

Behavior Assistant

- **Tomiris Brito**
- **Janae Edwards**
- **Kenny Rivera**

Behavior Technician

- **Kate Branciforte**
- **Genesis Ellis**
- **Angela Elzind**
- **Marlene Suazo**
- **Nidia Suazo-Grant**
- **Ashley Trodgon**
- **Krista White**
- **Kayla-Lee Zayas**

DSP

- **I'sheonna Carmichael**
- **Envy Cross**
- **Jada Eason**
- **Ra-shanti Fuller**
- **Catoyya Morgan**

IIC

- **Mohanie**
Ganesh-Persaud
- **Kia Woodson**

IIC Supervisor

- **Alyssa Vignone**

2 Year Anniversary

January

- **Carmen Chan** (*Occupational Therapist*)

February

- **Danielle Staropoli** (*Executive Director/BCBA*)
- **Joel Perez** (*Administrative Associate*)

Milestone - 3 Year Anniversary

January

- **Mariangela Rodriguez** (*Operations Manager/HRD*)

April

- **Bashon Moses** (*DSP/SES*)

August

- **Melissa Cruz** (*DSP/SES*)

September

- **Andrea Gates** (*Trainer/DSP*)

Milestone - 4 Year Anniversary

September

- **Evelyn Arana** (*Field Supervisor/DSP*)

**“Milestone”
Years of Service
Awards!!!**

Happy work anniversary!!

Your dedication and hard work are truly commendable. Thank you for being an integral part of our team.

Your contributions have been invaluable to our success. Here's to many more years of achievement.

Congratulations on another year of excellence!!

“Together We Can”