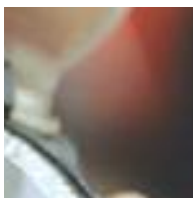




**ALF SOURCE**  
Supporting Operational Excellence In Assisted Living

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[ALFsource.com](http://ALFsource.com)



ALFsource provides employee administration and community management support programs that create customized partnerships with Assisted Living Communities.

We cost-effectively tackle the common difficulties faced by communities and allow Executive Directors to focus on improving resident care and building profitable census. An ALFsource relationship will help your community tackle initiatives such as reducing turnover, improving marketing and sales activities, tracking in-services scheduling, simplifying benefits administration and communication, improving safety and risk management procedures, tracking employee costs and simplifying accounting for these costs, preparing for and responding to surveys, establishing HR communication programs such as employee orientations, handbooks and job descriptions, and filling open community positions with minimal interruption.

Through this partnership, we:

- Combine Assisted Living and HR expertise to deliver a new type of HR partnership designed around the unique needs of Assisted Living Communities.
- Provide ALF-trained professionals to work directly with each community on HR, employee and management training, and community compliance.
- Coordinate payroll and benefit administration through best in market technology.
- Reduce turnover, simplify regulatory compliance, and allow you to focus on resident care and census.
- Minimize your liability as an employer, and provide ongoing support to help you operate deficiency free with regard to state regulations.





ALFsource provides employee administration and community management support programs that create customized partnerships with Assisted Living Communities.

Our team knows the common pitfalls that exist in Assisted Living and we go beyond the services that most payroll or HR outsourcing firms provide to deliver diagnostic solutions to help your communities remain in compliance and maintain profitable census. Most importantly, we get you back to your residents and their families.

We focus our client engagements around six disciplines to ensure that communities operate at their highest potential and are flexible in designing the solution.

- 1. Payroll & HR Administration**
- 2. Training & In-Services Administration**
- 3. Management Support & Compliance Diagnostics**
- 4. New Community Launch Support**
- 5. Recruiting: Job Posting & Interviewing**
- 6. Marketing & Design Services**

#### **PAYROLL & HR ADMINISTRATION**

ALFsource coordinates payroll, payroll tax remittance, and benefits administration for all enrolled staff members and provides detailed reporting of payroll data. Through the payroll process, we coordinate benefits administration for employees and pay benefit bills on our clients' behalf. We offer a complete benefits suite from major medical to voluntary benefits to 401(k) retirement programs. We track vacation/PTO accruals, EEO reporting, GL accounting downloads, department summaries, and the like. Each client community works with payroll and HR professionals that know assisted living and help handle back office administration, employee benefit questions, HR training requests, etc. In the event of turnover, ALFsource responds to unemployment claims, administers state mandated paperwork, and assumes unemployment tax liability.

## **TRAINING & IN-SERVICES ADMINISTRATION**

Properly trained management and staff are vital to ensuring that communities are inspection ready and that staff is providing great care for residents, but finding time and resources to complete training initiatives is difficult. ALFsource helps communities invest in staff with orientation, training, and in-services programs including management expectations, resident-centered care priorities, pre-employment in-services, and company policies and values. Staff and management of ALFsource clients can access monthly in-services programs and regularly scheduled Webinars.

## **MANAGEMENT SUPPORT & COMPLIANCE DIAGNOSTICS**

Assisted living communities find it increasingly difficult to maintain compliance with complex and changing state regulations and maximize census. ALFsource provides regular compliance and revenue diagnostic services by experts that can be customized and packaged into our HR outsourcing services or provided as-needed. We design the engagement to solve immediate problems and/or establish regularly scheduled Community Diagnostic programs.

## **NEW COMMUNITY LAUNCH SUPPORT**

Whether expanding through new development or an existing building acquisition, quickly developing an ALF with a positive image in the community and that passes all state survey inspections is vital to success. Through our recruiting, training, and management support capabilities, we help ensure that the launch process is successful and profitable without stressing the resources of the organization. After the opening, we can support team development and administer the employees in a professional manner.

## **RECRUITING: JOB POSTING & INTERVIEWING**

Turnover is an issue in assisted living, especially with care staff. In this high turnover situation, community management has less time to interview and select candidates properly because sourcing candidates requires so much time. The care staff has the most contact with the residents and most directly affects the environment and level of care in the community. ALFsource helps our clients to assemble great care staff by incorporating our online recruitment platform into the community Website to promote community image to candidates and provide access to interviewing tools and training.

## **MARKETING & DESIGN SERVICES**

Marketing efforts within an ALF build awareness, communicate key messaging, detail resident services, post job opportunities, tout awards, recognize staff, and distinguish the community from competitors. It is critical that each community has a useful and easy-to-navigate Website, consistent and strategic messaging, eye-catching and unique design, and regular communication. ALFsource provides retainer or project-based marketing services including branding, Website creation or redesign, collateral development, PR, brand messaging, logos, content creation, and social networking.

## ALFtracker

ALFtracker is a proprietary tracking tool for communities that simplifies record keeping for certification and training requirements. ALFtracker software:

- Tracks training requirements for all positions
- Notifies supervisors and employees when notifications are due to expire
- Tracks employee certifications
- Monitors employee training due dates by position and state of operation
- Communicates by email when employee certifications are due to expire or employees require additional in-services training

Deficiencies related to employee training and certifications make up 40% of the total deficiencies cited for assisted living communities. Not only are problems with record keeping included in the actual survey report, but many surveyors will also look to the employee files first to assess the level of detail employed within your community compliance initiatives and conduct their survey based upon the quality of the basic record keeping.

ALFtracker begins tracking the in-services and certification dates on the date of hire by collecting the dates for certification expiration, providing a simple format for your community management to enter state and job code information on all new employee on-boarding forms, and compiling the data into easy to read reports.

Each community receives two monthly reports - Training Tracker and Certification Tracker. Training Tracker displays the various training programs that are required for the community to conduct. Within each section it lists the names of the employees that require in service training and the dates by which the training should occur. The reports are set up to notify you 60 days in advance so that your community management has ample time to schedule in-services at least 30 days in advance of the training due date. Certification Tracker displays the certifications that must be maintained by all staff members. Within each section, it lists the names of the employees whose certifications will be expiring within 60 days so staff members have ample time to renew critical employment certifications.



## Outsourcing Outcomes

The Assisted Living Industry is growing in competition and regulatory complexity. We believe that driving census and ensuring that resident care exceeds expectations are the most critical areas for staff to handle. ALFsource is designed with these goals in mind. We simplify and improve employee administration, operational efficiency, and regulatory compliance utilizing a competitive fee structure.

ALFsource clients work directly with HR and assisted living professionals who are charged with implementing customized solutions to improve communities. Our people have deep knowledge of assisted living, coordinate all aspects of the relationship, and act as employee equivalents to reduce the need for administrative staff and improve operational outcomes.

Our team acts as liaison to your employees by responding to employee benefit questions, garnishments, time clock issues, HR training requests, etc. We work with management to assist with compliance audits, sensitive employee issues, workers' compensation claims, employment handbooks, and training programs.

[www.ALFsource.com](http://www.ALFsource.com)

# ALFsource Differentiators

## Pay As You Go Compliance Diagnostics

Since compliance is an expensive and time-consuming problem for many assisted living communities, we have developed a thorough suite of compliance diagnostic programs. We deliver these programs in conjunction with our Employee Administration services to improve our clients' cash flow and reduce the threat of compliance fines.

## Customized Training Programs

We implement HR training programs, employee orientation, and in-services programs designed for the challenges and needs of assisted living communities. We focus on building equity in employees and ensuring that teams are trained to operate effectively.

## Technology To Simplify Community Operations

Our unique technology tracks in-services training requirements along with employee certification and license renewal dates. In addition we offer Web-based payroll, time clock interface, accounting interface, and employee on-boarding programs.

## Cost Effective Recruiting Solutions

We can integrate our recruiting platform into the community Web site to provide a full recruitment outsourcing solution or assist on an as-needed basis to hire a key community member.

## Simplified New Community Development

We understand the pressures, timelines, and key success factors of the launch process and develop budgets and revenue models, recruit all community management and staff, and ensure that you successfully pass your initial inspection to attain licensure. Community staff is freed up to focus on securing pre-opening deposits and achieving positive cash flow.

## Superior Industry Knowledge

Our assisted living professionals coordinate services for each ALFsource client. We are active within industry associations and are committed to continuously improving our customized approach to assisted living operations.



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