

Community Services

Financial Services

Annual budget planning	Recommend liquid asset reserve levels
Multi-year projections	Internal control procedures and quality review
Financial review and analysis	Assist in accountant hiring, transition and training
Cash flows	Assistance in correcting accounting problems
Audit preparation support and review of CPA's report	Pricing evaluation
Working capital analysis	Support and training
Statistical reports/trend lines	Host accounting seminars
Provide financial systems and support	Development and enhancement of systems

Marketing & Occupancy

Comprehensive marketing audits	Provide statistics to determine lead and sale performance comparisons to other communities
Preparation of marketing budget and marketing plan	On-site visits to analyze performance and suggest adjustment
Oversee advertising strategy and performance	Public relations suggestions
Advise on promotional materials/brochures	Health center marketing
Review impact of Fair Housing Act, Americans with Disabilities Act, etc.	Sales training sessions
Pricing recommendations	Referral marketing coaching
Computerized leads management and reporting system	Assisted living marketing
Central Resident Information System (CRIS)	Develop community networking plans
Wait list management	

Compliance Services

Prepare and/or coordinate regulatory filings CCRC, Assisted Living, Health Center initial and renewal licensing	Entrance fee or wait list
Medicare/Medicaid initial and renewal certification	Operating reserve, debt service, capital replacement reserve
Certificate of Need/Determination of Need applications	Review third party health-care and non health-care related agreements
Draft resident contracts CCRC, Assisted Living, Health Center residency agreements	Computerized docket system for compliance with Federal and state laws and regulations which impact community operations
Resident related occupancy agreements	Westlaw research (statutes, regulations, case law)
Develop resident-related policy Fair Housing, Assisted Living and Health Center	Provide input for proposed legislation or regulations; advise community of changes in laws or regulations
Draft escrow agreements	Conduct on-site community compliance assessments

Risk Management

Evaluate and develop insurance coverages	Develop methods for reducing claim costs
Manage insurance claims activity	Electronic access to claim adjuster files
Monitor workers' compensation activity	Make available discounted prices on vendor services/products
Liaison with insurance broker safety consultants	Negotiate insurance premiums
Liaison with claim adjusters	Advise community safety committees
Produce claim activity reports	Provide OSHA consultation
Coordinate implementation of LCS Safety Program	

Actuarial Services

Maintain actuarial database
Advise on pricing issues
Coordinate development of community specific population projections indicating projected

numbers of deaths, transfers, withdrawals, apartments released, and projected utilization of the health center.

Human Resources

Policy and procedure development
Formats for employment ads
Application forms
Regulatory resource:
-Americans with Disabilities Act
-Equal Opportunity Act/Affirmative Action
-USERRA
-Fair Labor Standards Act - wages and overtime
-Civil Rights Act of 1991
-Sexual harassment
-Drug Free Workplace
-Family and Medical Leave Act of 1993
Formats for job descriptions and Interview Questions
Strategic planning

Criminal background checks
Employee file maintenance
Human resource audit
Benefits program development and consultation
Wage and salary consultation
Access to unemployment claims consulting
Management issues identification and resolution
Employee Assistance Program development
Employee performance appraisal and goal setting assistance
Coordinate training initiatives/access to training resources
Employee relations consultation
Human resources director development

Market Research *

Market analysis reports
Primary and secondary market identification
Leads and sales analysis
Buyer and resident data analysis
Competition analysis

Customized market surveys
Focus group research
Demographic analysis
Satisfaction Surveys

Information Systems & Services

Payroll system*
General ledger & financial statement systems*
Accounts payable*
Resident billing system*
Health Center billing system*
AL billing system*
Employee database*
Electronic mail*
LCS Service Desk*
CRIS system updates*

Leads Management System*
System updates*
Network installation*
Hardware advice
Advise on various other programs including meals accounting, maintenance
Network data communication*
Time Clock System*
Clinical System Interface*

Corporate Resource Teams

Develop and coordinate the LCS Corp. Resource Teams
On-site consulting in the following areas:
Nursing, Food and Beverage, Environmental Services, Activities, Supportive Services, and Plant

Operations* New department manager interviewing
Orientation and training for new department managers
Department manager conferences*
Team Review*

Day-to-Day Management

Negotiate service contracts
Review annual insurance premiums
Recruit and hire staff
Employee and supervisor training
Maintenance of buildings/grounds
Oversee occupancy and move-ins
Update policies and procedures
Provide well-qualified, licensed administrators
Monitor service level

Maintain excellent resident relations
Recommend short-range and long-range goals to owner
Care Purchasing Services, Inc. (GPO)
Advise on HIPAA (Health Insurance Portability and Accountability Act)
OIG/Corporate Compliance
QI Benchmarking*
Quality Assurance Manuals

Items (*) are an additional charge.

