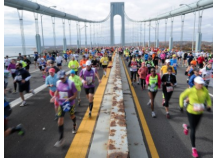


## It's Compliance Awareness Week! Four (4) Compliance Games Coming Your Way *Take a Chance at Winning Prizes!*



**So here's my number  
so call me maybe?**  
The KenCrest Hotline  
Tuesday, 11/3



**Run for Compliance  
Training Credits - 2  
Courses!**  
Wednesday, 11/4



**Compliance & Ethics  
Workplace Scenarios**  
Thursday, 11/5



**What's Not Compliant  
in this Picture?**  
Friday, 11/6

### A Note from Kim Quinn, Compliance Director



Greetings to all of you incredible essential health workers!

This week is Compliance Awareness Week which is celebrated and communicated by members of the Society of Corporate Compliance and Ethics. This is the start of my 3rd year as a member and 3rd year raising awareness. I've planned some fun games and with that some educational activities which I hope you will appreciate! I'll send out an email Tuesday through Friday with the details. You have until the end of Friday, November 13th, to complete. Then I will award the prizes the week following.

My goal will always be focused on building a culture of compliance with you. This includes:

**AWARENESS**—Getting everyone to think about compliance and ethics at KenCrest! It's never wrong to do the right thing!

**RECOGNITION**—Getting everyone to take compliance and ethics training. It's not quite Netflix worthy but it's critical to participate!

**REINFORCEMENT**—All levels of KenCrest support a culture of compliance. I'll introduce you to two individuals that focus on our security compliance and privacy compliance.

So please join me in keeping KenCrest compliant! Thank you for showing me that there are people like you in this world!

*Kim Quinn*

Extension **1234** <-NEW Extension & SUPER easy to remember!

### Marilyn Everling, Privacy Officer



**Marilyn Everling** is the KenCrest Privacy Officer. In her role as the Privacy Officer, she oversees the development, implementation, and adherence to KenCrest's privacy policies and procedures. Working collaboratively, the Security Officer and Privacy Officer ensure the safe use and handling of protected health information (PHI) in compliance with federal and state Health Insurance Portability and Accountability Act (HIPAA) regulations which are designed to prevent inappropriate sharing of PHI. **Extension 1076**

### John Howe, Security Officer



**John Howe** is the KenCrest Security Officer. Information system security officers establish and enforce security policies to protect an organization's computer infrastructure, networks and data. They play a vital role in protecting an organization, because an information security breach can result in disruption to the business, loss of confidential or commercially sensitive data, and financial loss. Security breaches take a number of forms, including attacks by cyber-criminals, virus attacks and attempts by unauthorized parties, inside and outside the company, to obtain passwords or personal data. **Extension 1501**

**More Information can be accessed on the HIPAA  
SharePoint site under Employee Engagement**

## Quality Department Virtual Office Hours

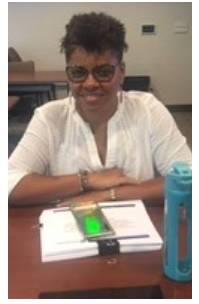
Every Wednesday from  
10 am to 12 pm

<https://bit.ly/2GvUapA>

Join in with any questions you have regarding quality management. These ladies have the answers!



Jackie Vey  
Quality Liaison



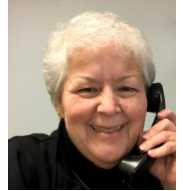
Janiah Sanford  
Quality Liaison

---

## Wellness Checks

### Carole Chapin—Vice President, Total Quality Management

It is with great enthusiasm that we announce the creation of the WELLNESS TEAM, whose members will be tasked with visiting our homes, with the purpose of supporting the great efforts of our residential staff who have been keeping our essential services operational for months with minimal support.



The WELLNESS TEAM members will consist of a Program Manager, a Nurse, a Personal Outcome Champion, and representatives from our Facilities and Quality departments. They will be looking to see if all of the major operational functions of the site and program tools for the individuals are in place, making it possible for our residential staff to continue to provide the highest level of person-centered support to our residents.

The visits will be scheduled in advance, at a time when the residents and staff are visiting in the community. The visits will take approximately 30 minutes, where a checklist will be completed by the team members. Feedback will be provided to the host staff by the PM after the Wellness Team visit has occurred.

We look forward to this being a collaborative opportunity to promote continuous quality improvements in all aspects of our service delivery.

## Teamwork Makes the Dream Work



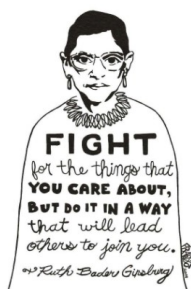
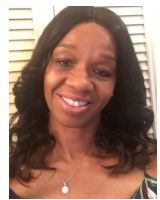
---

## Congratulations to PA Region #2 Chester and Delaware!



On October 15th & 16th, KenCrest went through licensing inspection by The Department of Human Services, Office of Developmental Programs (ODP) for our residential services provided in Chester and Delaware counties. This was an incredible collaboration by dozens of staff in these counties as well as in our Blue Bell office. **William Garvin**, Director of Community Options, and **Kelly Sesay**, Quality Manager, led

this effort and was joined with over 45 KenCrest staff in the first SKYPE call with ODP to go over compliance results. Reviews of staff training records, on-site facilities, client financial management, and service documentation were conducted with a very minimal amount of citations. During a time like now, folks just jumped in to make this effort “very well run” (quote by Lee Franczyk, Southeastern PA Licensing Inspector). **Congratulations to all!**



---

**Thank you for reading through our Compliance Newsletter! Remember tomorrow through Friday, Kim Quinn will be sending communications out on 4 fun and fabulous Compliance & Ethic activities with prizes awarded to randomly selected staff. Deadline on all submissions is Friday, November, 13th. Have a fantastic week and THANK YOU for all you do!**