



**BrightLife
Enhancement Services**
Holistic approach to healthcare

Corporate Compliance / Risk Management Assessment

Background

BrightLife Enhancement Services remains committed to long-term organizational stability, safety, and quality improvement through an established and ongoing **Risk Management Program**. The goal is to proactively identify, evaluate, and mitigate potential risks that could affect the agency's operations, personnel, clients, or assets.

This process involves:

1. Identifying potential and actual loss exposures.
2. Analyzing and evaluating the likelihood and impact of these exposures.
3. Developing and implementing strategies to minimize risks.
4. Monitoring outcomes to ensure continued effectiveness and compliance with CARF standards and state regulatory requirements.

Current Risk Management Assessment – 2025

This document serves as BrightLife Enhancement Services' formal **Corporate Compliance and Risk Management Assessment** for 2025.

1. Anticipated Changes in Client Population

Yes. BrightLife anticipates continued growth in client diversity due to expansion of programs (IOP, PHP, and 3.1 Residential). Increased demand is expected among non-English-speaking clients and clients with complex co-occurring needs. The organization will continue hiring bilingual staff and enhancing interpreter access to ensure equitable care delivery.

2. Inventory and Equipment Accountability

Adequate. Inventory tracking and asset accountability are managed through a centralized log and quarterly review. Minor updates to asset tagging are planned to ensure tighter control over technology and office equipment.

3. Physical Plant Security

Adequate. The new facility includes enhanced security systems, surveillance coverage,



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and controlled access points. Minor improvements are planned for parking lot lighting and external signage visibility.

4. Accessibility Evaluation

Ongoing. Accessibility audits are conducted annually. The next full accessibility review is scheduled for **March 2026** to evaluate both physical and digital access (including the staff portal and telehealth platform).

5. Health & Safety Program

Effective. Routine fire drills, safety checks, and first aid training are completed quarterly. Continued attention will be given to infection control and emergency preparedness protocols.

6. Financial Oversight / Misappropriation Risk

Adequate. Fiscal oversight is maintained through separation of duties, regular audits, and dual authorization for expenditures. The organization will continue refining financial monitoring procedures through **Zoho Books** integration.

7. Corporate Compliance Program Effectiveness

Effective. No cases of fraud, waste, or abuse were reported in Q3 2025. Compliance training and incident reporting procedures remain in place, with updates planned to align with **2025 CARF revisions**.

8. Business Competition

Moderate. Increased competition is expected due to new behavioral health agencies in the region. BrightLife will focus on service quality, staff development, and program diversification to maintain its client base.

9. Insurance Coverage

Adequate. Liability, property, and workers' compensation policies are current and sufficient. Coverage will be re-evaluated mid-2026 following program expansion.

10. Emergency Preparedness

Effective. Emergency response and evacuation plans are reviewed semi-annually. Staff training and drills are up to date. Plans will be updated to reflect new facility layouts and regional hazard changes.



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11. Most Significant Challenge (Next 18 Months)

Maintaining staffing stability during program expansion and increased client load. The organization is addressing this through active recruitment, competitive incentives, and staff wellness initiatives.

12. Technology & Infrastructure

Improving. The organization continues to upgrade its digital systems, including migration to BLES customized EHR and compliance tracking. Plans include improved mobile access and secure telehealth enhancements by **Q2 2026**.

13. Immediate Actions for Long-Term Viability

- Continue staff training and retention initiatives.
- Expand bilingual services and community partnerships.
- Strengthen documentation, billing, and compliance workflows.
- Implement data dashboards for KPI and risk monitoring.

_____ *Isabella Spires* _____
Isabella Spires, Corporate Compliance Officer

06/30/2025_
Date