

Comprehensive Systems, Inc.

Accessibility Plan

2010

**Architectural Report
2010**

Area	Barrier	Solution	Priority/ Funding	Time lines to remove barrier	Responsible Person	Status of Plan - Progress
Mason City Group Home	1. Roof replacement	Garage needing replacement	High	9/2011	Maintenance	1. I Target date for replacement: 9/2011
	2. Worn carpets in bedrooms	HUD replacement - will evaluate	Medium	9/2012	Maintenance Dir. Business Office Director	2. C Replaced one bedroom and office carpet Completed 12/10
CI-Mason City	1. Roof leaking	Evaluation in process for purchase of bldg.	High	6/2011	Executive Director	1. C Working with source to purchase and Comp to rent building. Roof repaired 10/2010
New Hampton Group Home	1. Storage Room in Garage	1. Maintenance will insulate and prepare area for dry food storage.	1. High / Minimal	1. Fall/2007	1. Budget	1. C Project completed September 2007.
	2. Automatic door openers	2. Door opener will be evaluated, and placed in Capital budget	2. Medium / 2,500 plus door	2. 2009-2010 Capital Budget	2. Capital Improvement	2. C Completed June 2010 Project will be evaluated for 2009- 2010 capital budget and or other fund- raising efforts
	3. Sidewalks need replacing.	3. Sidewalk assessed by maintenance	3. N/A	3. N/A	3. N/A	• Need to establish funding 12/2010 3. I Maintenance evaluated - no concern at this time for safety - Scheduled for replacement spring 2011
	4. Closet doors hardware (Open/close) needs replacement	4. Replace hardware on doors	4. Medium	4. 2011	4. Maintenance	4. I Projected completion 2/2011

Elma Group Home	<ol style="list-style-type: none"> 1. Kitchen / dining floor 2. Cement pad 3. Lever Handles 	<ol style="list-style-type: none"> 1. Needs replacing. 2. Weather holdup 3. Being replaced as needed basis. 	<ol style="list-style-type: none"> 1. Capital Budget. 2. Donations 3. Budget 	<ol style="list-style-type: none"> 1. 2011 2. Spring/10 3. PRN basis 	<ol style="list-style-type: none"> 1. Maintenance 2. Maintenance 3. Maintenance 	<ol style="list-style-type: none"> 1. I Will evaluate project by 1/2011 2. I 6/2010, decision made to leave cement pad as is. Accessibility for w/c will continue on side of building. 3. C 7/2010
N.H. Valley View Apts.	<ol style="list-style-type: none"> 1. New Roof 	<ol style="list-style-type: none"> 1. Replacement - bid being collected 	<ol style="list-style-type: none"> 1. Capital - Annual budget 	<ol style="list-style-type: none"> 1. 2010 	<ol style="list-style-type: none"> 1. Maintenance Director 	<ol style="list-style-type: none"> 1. C Completed July 2010 (steel roof)
9 th Street Group Home	<ol style="list-style-type: none"> 1. Accessibility from back yard to front for emergency situations for w/c. 2. W/c accessibility in the laundry room. 3. Wider door ways to get outside better (back door) 	<ol style="list-style-type: none"> 1. indicated due to w/c's 2. Unable to physically do anything else to this location - room is handicap accessible 3. Structural design - unable to complete - door meets ADA 	<ol style="list-style-type: none"> 1. Low/ Medium 2. Low / High 3. Low/High 	<ol style="list-style-type: none"> 1. N/A 2. N/A 3. N/A 	<ol style="list-style-type: none"> 1. Accessibility committee 2. Accessibility Committee 3. Accessibility Committee 	<ol style="list-style-type: none"> 1. C Not a need at this time 2. C Not a need at this time - laundry area is large and accessible 3. C. Door meets ADA, Structure of building will not allow modification
Crestview (All Areas)	<ol style="list-style-type: none"> Automatic Door openers - all areas 	<ol style="list-style-type: none"> 1. Memories unit - Structure of bid will not allow 2. Rainbow - evaluate to move forward with installing door 	<ol style="list-style-type: none"> 1. Low 2. Medium 	<ol style="list-style-type: none"> 2. 2011 	<ol style="list-style-type: none"> 1. Accessibility Committee 2. Accessibility Committee 	<ol style="list-style-type: none"> 1. C. Will assess other automatic door opener options due to structural barriers of location. Unable to complete. 12/10 2. C Door openers for Memories, Rainbow, & Gym were installed - Completed 9/2010

Evergreen	1. Accessibility to closets is needed for area.	1. Lowering the closet shelves, clothing rods and new fronts will be installed by 2007.	High / Money needed 1,000	1. September 2011	1. Maintenance Director	1. C <ul style="list-style-type: none"> Project is slated for 2009. Materials are purchased. Plan to complete by Spring/Summer 2009. Bond project having higher priority this project will be completed by 2011.
Sunshine	1. Sunshine is not w/c accessible - shower area / walk in w/p tub. to accommodate referrals & changing population 2. Automatic doors	1. Planning will begin to evaluate this project possibility 2. Evaluating	1. Medium / \$7,000 2. Low / Medium	1. Evaluating project needs 2. Evaluating	1. Capital Committee / Maintenance Director 2. Budget, Accessibility committee	1. I <ul style="list-style-type: none"> Evaluating project/cost/funding. Fiscal planning is being evaluated possible 2009 - 2010. Area's facility meets individuals needs. Will not be putting in a tub with a door. These tubs have proven to be very high maintenance. 2. I.
Windsong	1. Wheel chair accessible shower area / walk in w/p tub to meet the needs of changing population and referrals.	1. Planning will begin to evaluate this project possibility.	1. Medium / \$3,500	1. Evaluate need and cost of project.	1. Capital Committee / Maintenance Director	1. C. <ul style="list-style-type: none"> Evaluating project/cost/funding. Fiscal planning being evaluated - possible 2009. Completed 2009
Rainbow	1. Automatic door openers for an entrance door. 2. Laundry - expanded	1. Automatic Door openers will be installed as Capital Budget allows. 2. Evaluating	1. Low / 2,500 2. Not possible	1. June 2008 2. Not possible	1. Capital Committee / Maintenance Director 2. Accessibility committee	1. C <ul style="list-style-type: none"> Completed 9/2010 Scheduled for 2010 completion 2. C <ul style="list-style-type: none"> Area does not have any space to utilize. Resent renovation offered more laundry space.
Dietary						

New Horizons	1. Walk in tub	1. Evaluate	1. Low / High	1. Evaluating possibility	1. Capital Committee / Maintenance Director	1. C. This was not recommend due to the high maintenance needs of tub. Will utilize handicap shower. 8/2010
Memories						
CI-Black Hawk I						
CI-Black Hawk II	1. Automatic door opener	1. Evaluating	1. Low/ Medium	1. Obtaining bids by 1/2011	1. Capital Improvement / Budget / maintenance	1. I Evaluating to be completed by 11/2011
South Hill	1. Roof	1. Obtaining bids	1. High / High	1. Obtaining bid by 8/2011	1. Capital Improvement / Maintenance	1. C Completed 9/2010
Highland	1. Flooring needing replaced	1. Estimates are being collected to replace tile	1. High / Medium	1. Research on product replacement is occurring	1. Capital Improvement	1. C Plan to have completed by 6/09 Completed 6/2009
Rownd	1. New flooring - tiles need replacement	1. Estimates being collected	1. Medium	1. Obtaining bids	1. Capital / Maintenance	1. I Obtaining pricing and evaluating project for 2011 spending 9/2011
Carlton						
Richland						
Theimer	1. Flooring	1. Estimates being collected	1. Medium	1. Obtaining bids	1. Capital / Maintenance	1. I Obtaining pricing and evaluating project for 2011 spending 9/2011.
Country Lane						
Saratoga	1. Foundation sinking - evaluate need for repair	1. Estimates being collected	1. High	1. Obtaining bids	1. Capital / Maintenance	1. C Completed July 2010

<p>CI-CC Bld. I</p>	<p>1. Lever type door handles. 2. Automatic doors.</p>	<p>1. Lever handles will be replaced. 2. Automatic doors will be installed as Capital Budget allows.</p>	<p>1. Low / Minimal 2. Medium / 3500</p>	<p>1. As door handles replacement this will be completed. 2. Review of Capital funds will continue.</p>	<p>1. Maintenance Director 2. Capital Improvement Committee</p>	<p>1. I • 3 of the 11 have been replaced - will replace as needed. • Completed 4/2010 2. C • A grant has been applied for this project in January/07. Grant was denied. Further fiscal planning will be reviewed. • Funding was obtained to improve complex thru bonds. Completion of projects by 2010. • Renovation of complex in process. • Started winter 2008, Bld 1. will be completed 3/2009. Maintenance and Bld III will begin soon. Door openers will follow in spring. • Renovation Completed - June 2009</p>
<p>CI-CC I</p>	<p>1. Awning over entry door</p>	<p>1. Estimates being collected</p>	<p>1. High</p>	<p>1. Obtaining bids</p>	<p>1. Capital / Maintenance</p>	<p>1. Target completion 4/2011</p>
<p>CI-CC Bld III</p>	<p>1. Automatic door openers</p>	<p>1. Automatic door openers will be installed as Capital Budget allows.</p>	<p>1. Medium / 2500</p>	<p>1. Evaluate Needs</p>	<p>1. Capital Improvement Committee</p>	<p>1. C • Completed 3/2009 • Capital funds will be evaluate annually, will also pass this project on for a possible grant opportunity or other funding.</p>

CI-CC Bld III	2. New Building.	2. New Building	2. Medium / High / Evaluate cost	2. Evaluation of Project needed	2. Capital Improvement Committee - Fund raising committee	2. C Remodeled existing building - Completed This project will need to be explored with the CEO/Board of Directors. Financial cost and justification need to be prepared. Funding needs to be explored Approval will need to be obtained. Funding was obtained to improve complex thru bonds. Completion of project s by 2010. Renovation of complex in process. Started winter 2008, Bid 1, will be completed 3/2009. Maintenance and Bid III will begin soon. Completed 10/2009
C.C. Treasure Chest	1. New Flooring 2. New store front	1. Estimates being collected 2. Estimates being collected	1. High 2. Medium	1. Obtaining bids 2. Obtaining bids	1. Capital / Maintenance 2. Capital / Budget / Maintenance	1.1 Target completion 4/2011 2. 1 Project to be completed 7/2011
CI-New Hampton						
Osage Group Home	1. Lever type door handles.	1. Remaining handles will be installed as handles are needing replacement.	1. Low / Minimal	1. As door handles require replacement this will be completed.	1. Maintenance Director	1. C Lever style door handles have been installed on locked doors. Completed 2009

Burling	<ol style="list-style-type: none"> 1. Carpet worn in living areas - halls 2. Garage for storage 3. Bedroom /Bath accordion doors do not close for privacy 4. Laundry remodel-add commercial washer 	<ol style="list-style-type: none"> 1. Estimates being collected 2. Estimates being collected 3. Completed 4. Estimated and mechanicals being evaluated 	<ol style="list-style-type: none"> 1. High 2. Medium 4. High / High 	<ol style="list-style-type: none"> 1. Obtaining bids 2. Obtaining bids 4. Obtaining bids 	<ol style="list-style-type: none"> 1. Capital / Maintenance 2. Capital / Maintenance 4. Capital / Maintenance 	<ol style="list-style-type: none"> 1. I HUD - will obtain bids by 2001 2. I Bond - scheduled for completion 7/2011 3. C Completed 6/2010 4. I/C HUD Evaluating space and pricing for commercial washer by 7/2011 Not Possible - Drains are not large enough to handle amount of water that would be discharged.
---------	--	--	--	---	--	---

Labor Center	1. Lever type door handles. 2. Wheel chair accessible work center in kitchen. 3. Additional bathroom.	1. Lever handles will be replaced. 2. Evaluating need. 3. Evaluating the plumbing possibilities, or other zoning possibilities.	1. Low / Minimal 2. Low / cost unknown. 3. Plumbing high / zoning low / \$ unknown.	1. As door handles require replacement 2. Assessment of building needs / possibilities 3. Budget	1. Maintenance Director 2. Capital Improvement Committee Maintenance Director 3. Maintenance Director	1. C • Will replace as old door handles break. 8/2010 2. C • Will pass this opportunity along for possible grant. 12/09 Completion 8/2010 3. C • Assessment completed - needs are met with existing restrooms. • This issue has resurfaced - additional space was created on west end of Bldg. Additional restroom and activity areas will be ready 2/09. Completed 6/2010 4. C • Assessment of building will be completed to evaluate needs of individuals. Will look at fiscal budget. Completed 7/2010 5. C • Will evaluate for 2009-2010 Capital Improvement Budget. Completed 6/2010 6. C • Completed 8/2010
Labor Center	7. Awning over entry area	7. Evaluation of awning needed	7. Medium / estimates	7. Budget	7. Capital / Accessibility committee	7. I/C Assessing and obtaining bid to evaluated. - Not Feasible, due to structure of building Assessed. 8/2010

CODE

C - Completed

I - In complete

N/A - Non applicable

O - On going

R - Risk

2002 Update:

- An assessment CI-Mason City will be completed this month. (This was completed on 3-8-02. This site is in compliance with the accessibility checklist used.)
- In the future, a separate assessment of each unit at Crestview as well as kitchen and offices will be completed.
- Butch Johnson estimated the cost of replacing all door handles to be \$28,000.00. So, this project is being done gradually throughout the organization, (2000-2005)
- Evaluation of visible and audible alarms will be done for all areas based on the needs of the persons receiving services. (2002)
- The self-assessment will be completed after each renovation project or purchase of new property.

2003 Update:

- Lever type door handles have been installed at South Hill, Theimer, and Highland
- A sunroom was built in Memories to provide more space for individuals in wheel chairs
- Plans to remodel Burling House kitchen are underway to make it accessible for persons in wheel chairs

2004 Update:

- Automatic door openers have been installed at 4th Ave. & Burling House. They will be installed in Elma, CI-CC, Memories, Rainbow, New Hampton, and Osage.
- A study will be conducted on door openers for homes in Cedar Falls and Waterloo.
- Installation of lever-type door handles is an ongoing project.
- Plans for future include renovation of an area in the Rainbow unit to allow for an activity area and installation of a whirlpool for the Evergreen unit.

2005 Update:

- Automatic door openers have been installed at; 9th Street, CI-Elma, CI-CC, and Osage. In addition to these areas having automatic door openers, Crestview residential areas, Evergreen and Windsong also had installed openers. Burling House had an automatic door opener installed to their laundry area.
- Installation of lever - style door handles is near completion. Projects will be assessed as new buildings/programs are developed.
- Future renovation of the Rainbow area at Crestview will begin Fall/2005. Renovation will provide consumers living here additional programing space and a disability accessible laundry area.
- Evergreen at Crestview have a new therapeutic tub installed along with a remodeled disability accessible laundry area.
- Accessible parking has been identified at each location. Plans are not being made to mark these areas. As Comprehensive Systems has concluded, they do not want to label homes and individuals in their residential communities.
- CI-New Hampton renovation was completed in 2005. The work floor was small, cluttered and posed safety concerns for staff and consumers. An addition was added to accommodate staff and consumer needs.
- CI-Mason City also moved into a new building during 2005. With the lease expiring in the building, we were in, Comp. Systems took the opportunity to search for a larger space. Consumers and staff numbers have steadily increased. Crowded work areas were a concern. The new location was renovated to meet the needs of consumers.

2006 Update

- Space to Crestview was evaluated this past year, planning is taking place to expand living space for a Crestview Unit (Evergreen). Additional office space was made available for managers on 3rd floor at Crestview.
- Renovation in the Rainbow area was completed in the spring of 2006. Additional living space, larger handicap restrooms, and wheel chair accessible laundry facilities were completed. The residential area reports they love it! Completed March 2006.
- The Dietary areas at Crestview was updated with new equipment and renovated space. This project was completed June of 2006.
- Richland - was renovated, with additional living space, handicap laundry area, nursing/office space and a therapeutic whirlpool tub were added to this facility. Renovation was completed November 2006. It looks great!

2007 Update

- 4th Kitchen renovation was completed in January 2007.
- Restrooms in Memories were repaired/replaced
- New Cabinets at Elma Group Home were installed.
- New Hampton Group Home garage storage was completed, meeting state requirements.
- Crestview kitchen areas received new cabinets and counter top.
- Evergreen renovation was completed. Bedrooms and activity area were added, and automatic door opener was moved to new door.

2008 Update

- Automatic Door openers installed at CI-Mason, and Mason City Group Home.
- New Kitchen cabinets and W/C accessible counters were installed at 9th Street 12/08.
- Funding obtained to complete improvements needed in Work, Maintenance, Treasure Chest complex. Project started 11/08.
- Additional office space created at Burling House.
- Therapy Tub installed at Burling House to accommodate all person needs..

2009 Update

- New Hampton dry storage area completed.
- Windsong walk-in shower installed.
- Highland flooring replacement completed.
- CI-CC I flooring replaced.
- CI-CC III new building renovated and completed.
- Osage Group Home lever action door handles installation completed through out home.

2010 Update

- Elma - lever handles installed on all doors 7/10.
- New Hampton Valley View Apartments - new roof completed 7/10.
- Automatic Door openers were installed in Memories, Rainbow and Crestview gym 9/10.
- Evergreen - closets have been modified to be accessible for consumer, 12/10.
- Rainbow, Gym automatic door openers were installed to increase easy of access 9/2010.
- South Hill roof, completed 9/10.
- Saratoga - foundation repair, completed 7/10.
- CI-Black Hawk - lever action handles installed, 4/10.
- CC Treasure Chest - store front, 10/10.
- Burling House, bedroom accordion doors repaired/replaced due to privacy issues, completed 6/10.
- Labor Center renovation, new kitchen, automatic door opener, new floor coverings, completed 8/10.
- CI-Mason and Office location was purchased by outside party, CSI renting building, roof was repaired.
- Mason City Group Home, carpet needing replaced in bedroom, office was completed.

Communication Barriers

Barrier	Solution	Priority/Funding	Time lines to remove barrier	Responsible Person	Status of Plan - Progress
<p>1. Improve consumers communication opportunities.</p>	<p>1. Satisfaction surveys will be revised to meet the needs of individuals served with communication barriers.</p>	<p>1. High/Minimal</p>	<p>1. By 3/1/07</p>	<p>1.</p>	<p>1. I / C</p> <p>1. 3/31/06 the satisfaction survey has been broadened to include pictures to assist persons needing this form of communication. Sample surveys have indicated the consumers are happy.</p> <p>2. Other surveys & policies are also being looked at to enhance the communication to persons served. i.e. grievance process, rights statement. Completed 12/08</p> <p>3. Survey forms are near completion for all areas at Comp Systems. This has been expanded to RCF/MR, and HCBS, and vocational services. Plans are to distribute this by 3/1/07. C 12/09</p> <p>4. Voc./ Day Program survey form, committee expanded picture systems for other forms (safety plans, complaint process, etc). (Photographs were attached to handbooks Completed - 10/2009)</p>

<p>2. Need for sign language classes/interpreter to determine style of sign used by identified consumers.</p>	<p>2. Determine location with this need and evaluated cost of services.</p>	<p>2.High / Minimal</p>	<p>2. By 7/1/07</p>	<p>2. Program Directors</p>	<p>2. C/O</p> <ul style="list-style-type: none"> • Surveys indicated there is a need for better communication for persons . With their own sign language style. Will determine locations to evaluate number of persons served needing this assistance. • Speech Pathologist will be contacted to review with managers the best form of communication. Will follow up with recommendation by May - 08. • Managers will be asked to meet the SLP and training committee regarding individuals that use sign language in their assigned areas: A training plan will be out in place individualized to the needs of each person served (who use sign) for the purpose of orientation and training of staff. Completion date November 1, 2009. • Indicated as still a need in 2010. - more training in sign language • Each area needs to be responsible for area sign language needs for individuals served. Training committee will communicate and assist as needed. A sign manual has been distributed. 12/2010
<p>3. Communication with parents</p>	<p>3. Staff company e-mail addresses will be sent to parent / guardians</p>	<p>3. Medium / Low</p>	<p>3.Complete by 7/08</p>	<p>3. Managers</p>	<p>3. C / O</p> <ul style="list-style-type: none"> • 7/2008 addresses were being sent to Families by managers. On-going as managers / nursing staff may change. • 12/2010 - parent satisfaction indicates improved satisfaction in this area.

4. Research use of Web cams to decrease time on the road and increase communication	4. Technology Committee will research technology.	4. Low / Low	4.Complete research by 5/11	4. Technology Committee	4. I • Evaluate possibilities to have web cam meetings. Target - 5/11
---	---	--------------	-----------------------------	-------------------------	--

- 2005 update:
Managers will be developing a tool to assess communication barriers on an ongoing basis.
- 2006 update:
Efforts to improve communication among stakeholders this past year have been numerous, regular parent/consumer activities were scheduled, monthly publications have been sent out to directors and staff. Quarterly Parent Advisory meeting took place this past year, attendance in most locations were good. These efforts will continue in 2007 to meet with parent/guardians.
- 2007 update:
Development of communication picture forms have begun, further development of other forms will continue.
- Phone System at Crestview has been worked on - further monitoring of system will occur.
- 2008 update:
Continued development of communication w picture forms continues.
- No issues were identified this past year with phone system at Crestview, will continue to monitor.
- Employee's company e-mail's were shared with parent / guardians to improve communication.
- Funding was obtained to improve Vocational complex thru bonds, in turn improving lighting needs. Completion of project s by 2010.
- Renovation of complex in process. Started winter 2008, Bld I to be completed 3/2009. Maintenance and Bld III will begin soon.
- 2009 update:
Handbooks are written in consumer friendly format. Contact information for area administrative staff members is attached to handbooks and given to new admissions/parent/guardians.
- CI-CC Bld. III renovation completed - lighting improved.
- 2010 update:
On going evaluation of all goals, 12/10.

Transportation Barriers

Barrier	Solution	Priority/Funding	Time lines to remove barrier	Responsible Person	Status of Plan - Progress
<p>1. Lack of qualified drivers.</p>	<p>1. Training to assist staff to obtain CDL along with evaluating & brainstorming other possibilities to encourage staff to obtain and feel comfortable with CDL by June 06.</p>	<p>1. High Priority assessment by May-06 / Annual Budget</p>	<p>1. By 9/01/06 training program to be developed.</p>	<p>1. Transportation Committee</p>	<p>1. 1 <ul style="list-style-type: none"> • Committee has developed an in-house class, a check list/pretest has been developed to review prior to written test. Staff then are ready to take written test at DOT, once they pass they receive their permit to practice drive. • A licenced CDL employee will practice with potential driver. Once this is completed staff will go to DOT to drive to obtain licence. • Classes at NIACC have been scheduled June 25-27. • A defensive driving course was held in Dec. 2006 by the Insurance carrier. Additional training will be planned in the future. </p>
					<ul style="list-style-type: none"> • Staff incentive was put in place 11/07 to attract staff to obtain CDL Rewards will be issued each shift staff drives. The agency is using this method to encourage staff to obtain their CDL. • Defensive driving class was completed - May/June 2010 • Effective 7/2010 - state requirement of classroom training, employees attended classes - this should assist with comfort of obtaining CDL. • 12/2010 - this requirement to this date has not been implemented by the state. CSI continues to promote defensive driving, manager's accompany new drivers during practice drives, daily checklist are completed before drives. On going training continued.

2. Training for large vehicles.	2. Vehicle training committee is in the process of developing a program.	2. High/Low Cost	2. By 7/1/07	2. Transportation Committee	<p>2. I</p> <ul style="list-style-type: none"> A defensive driving course was held in Dec. 2006 by the Insurance carrier. Additional training will be planned in the future. 6/2010 Defensive Driving class was completed by staff May/June 2010. Effective 7/2010 - state requirement of classroom training, employees attended classes - this should assist with comfort of obtaining CDL 12/2010 - this requirement to this date has not been implemented by the state. CSI continues to promote defensive driving, manager's accompany new drivers during practice drives, daily checklist are completed before drives. On going training continued.
---------------------------------	--	------------------	--------------	-----------------------------	--

Update - 2006

- Transportation in communities for persons in community employment are reviewed as need arises. The transit service is accessed most of the time for persons.
- Large vehicles providing transportation in the community have been evaluated, smaller vehicles were placed at Elma Group Home, Osage Group Home, two vehicles in Black Hawk county and CI-New Hampton received a mini van.
- Vehicle accommodating wheelchairs continues to be evaluated, areas will evaluate w/c size and accommodate accordingly to assigned vehicles.
- Nov. 06 & Dec. 06 our insurance carrier provided a defensive driving training course in Cedar Falls & Charles City.

Update - 2007

- Training for driving large vehicles implemented. Regular schedules training has been scheduled.
- Rewards System in place to encourage employees to obtain CDL.

- Plans are being made to invite our insurance carrier back to provided a defensive driving training course in Cedar Falls & Charles City for employees.

Update - 2008

- Reward program for those obtaining CDL chauffeur's license completed. May / 08

Update - 2009

- Continue with training for drivers of larger vehicles.
 - Training expanded and is being offered for all chauffeur/CDL drivers - March /April 2010.
- Update - 2010
- Effective 7/10 classroom training was required for CDL, completed.
 - 12/2010 - this requirement to this date has not been implemented by the state. CSI continues to promote defensive driving, manager's accompany new drivers during practice drives, daily checklist are completed before drives. On going training continued.

Environmental Barriers

<p>1. Noisy Environment</p>	<p>1. Increase and apply meaningful training for staff</p>	<p>1. High / Minimal cost</p>	<p>1. Training to be completed 9/01/06 & annual there after.</p>	<p>1. Program Directors</p>	<p>1. O/C</p> <ul style="list-style-type: none"> • Training committee has been reinstated, this will be one of many areas of training to implement. Sheryl Heyenga will be active on training committee and report back. • Committee has been determined and will schedule first meeting. • Training committee has been working on sensitivity training scenarios (3/1/07). • The training committee continues to review materials and have sent these out to managers for annual training. • Additional space being utilized at the Labor Center (west end of Bldg.) To zone small groups. Completed 3/2009 - Ongoing 12-2010
-----------------------------	--	-------------------------------	--	-----------------------------	---

2006 - Update

- Environmental - temperatures of building continues to be evaluated, regular training scenarios are being developed and will be used for training to bring awareness to staff attention to consumer comfort needs.
- Cordless phones have been put in homes to ensure consumers have private phone conversations. This need will be addresses through consumer interviews, on-going evaluation of the needs and rights of individuals we served.
- The training committee continues to review materials and sent have these out to managers for annual training.
 - 2007 - Update
- Continued training occurs to review materials and sent have these out to managers for annual training, during review of consumer satisfaction this past year, concerns of noisy environment decreased. 12/2008
 - 2008 - Update
 - 2009 - Update
 - 2010 - Update
- Noisy environment have decreased, managers continue staff training of awareness of the consumers environment.
- Noisy environment continues to be monitored and decreasing. Ongoing 2010.

Attitudi. Barriers

Barrier	Solution	Priority/Funding	Time lines to remove barrier	Responsible Person	Status of Plan - Progress
1. Staff need to be more sensitive to consumer needs as identified in focus groups. Consumers want caring & long term staff.	1. Sensitivity training materials were developed by this committee to assist managers with this training in their areas.	1. High / Staff development budgets	1. Sensitivity training materials will be completed by 9/01/06.	1. Training Committee Chair - Sheryl Heyenga	1. C/O <ul style="list-style-type: none"> • Training committee reinstated and will look at adding this topic to annual training calendar. Sheryl Heyenga will report back to committee. • The training committee continues to review materials and have sent these out to managers for annual training. Continue to meet: noted 12/2008 • Ongoing - training committee will send memo to continue ongoing training. 12-2010
2. Job stress	2. Develop a committee to look at well ness options.	2. High / Minimal	2. A committee will be developed by 9/01/06 and research options.	2. Wellness Committee - Jean Shannon	2. C / O <ul style="list-style-type: none"> • Well ness program options will be discussed with Executive Director. Will ask for committee to be appointed. • Director appointed Laura Wilde & Marianne Bill to co-chair committee. They will be assigning committee members. • Iowa Wellness, asked committee to check into this program. • Additional programs are being brain stormed for events through out the year. • A committee has been assigned. The committee has been raising funds to sponsor a wellness day.
					<ul style="list-style-type: none"> • Committee activities have been on-going. Noted 12/2008 • Continue to expand wellness program to promote good health. 6/2010

- Housing - rental issues have resolved themselves, rentals have been obtained for persons looking for housing. Program Directors and managers review needs monthly.

2007 - Update

- A Wellness committee has been developed and is active in promoting good health and good health events.
- The Team building committee continues to brainstorm and offer new incentives. Reward methods are continually looked at. Rewards are being issued to personnel with CDL's when they drive during their shifts.

2008 - Update

- Satisfaction Survey indicates staff feel valued, a trend indicated an increase over the past 3 years. Percentages moving from 89% to 94%.
- Wellness committee continues to developed activities to promoting good health and good health events.
- The Team building committee continues to brainstorm and offer new incentives. Reward methods are continually looked at. Rewards are being issued to personnel with CDL's when they drive during their shifts. Incentive implemented May 2008.

2009 - Update

- Satisfaction Survey indicates staff feel valued, a trend indicated an increase over the past year.
- Sensitivity training continues annually with staff.

2010 - Update

- Wellness committee continues to sponsor events, expand and promote good health, 2010

Financial Barriers

Barrier	Solution	Priority/Funding	Time Lines to remove barrier	Responsible Person	Status of Plan - Progress
<p>1. Additional benefits to attract quality staff.</p>	<p>1. Financial - Human Resources committees will evaluate and assess opportunities.</p>	<p>1. High / Utilize Program Directors / Personnel / Business Office for assessment.</p>	<p>1. Evaluation of this will be completed by 9/01/06.</p>	<p>1. Leadership / Business Office Director</p>	<p>1. I / C</p> <ul style="list-style-type: none"> • 1/15/06 the sign on recruitment bonus was reinstated - applications and recruitment has increased. • Benefits are still scheduled to be evaluated by Business Office Director. • Menu plan for staff benefit will be reviewed, for options of staff to chose where benefit dollars may be placed. • Flex moneys - This has been offered / expanded for Direct Support staff, opportunities for sign up are each Oct. • Additional health care benefits at this time is not fiscally possible. • CDL-Chauffeur license incentives have been added. • Wage Increase negotiated with union contract. 7/01/08 • Continue to evaluate resources to evaluated and attract quality staff. On line sources available July 2010. Training - research on CARF web by committee to be completed bu 9/2010.
<p>2. Audits / Medicaid Pay Backs</p>	<p>2. Audits have been ongoing - Comp Systems is organizing a program.</p>	<p>2. High / High, salary position.</p>	<p>2. By May 30, 2007 a program will be implemented</p>	<p>2. Leadership / Business Office Director / Quality Assurance</p>	<p>2. C / I</p> <ul style="list-style-type: none"> • A staff placed in Audit position, working on a plan that tailored for Comp Systems. • Plans / policies will be in place by May 30, 2007. • Policies are in-place, on-going monitoring system as in development. The Q I committee will review areas, quarterly. Noted 12/2008, 12/2009 • Will evaluate again by 12/2010. • Policies and monitoring mechanisms are in place to monitor and review billings, staff narratives and other service requirement. QI trends indicate system is working. 12/10

2006 - Update

- Recreation budgets were adjusted according to area and size and community outing opportunities. 3/06

2007 - Update

- November 1, 2007 CDL-Chauffeur incentives were added by offering rewards for each shift an employee drives.
- A Quality Improvement position was added in April 2007. Policy and monitoring programs were implemented, on going updates will continue to occur, due to the HCBS standards and regulations continued change.

2008 - Update

- Audits continue to be a threat / barrier, policy is in place and on-going monitoring is being developed. The Quality Improvement committee will review identified areas, quarterly. 12/08.
- Due to funding threats the Quality Improvement position was absorbed by Area Managers. Policy and monitoring of programs will be continue. Ongoing updates will continue to occur thru the Quality Improvement Committee actions.
- Additional benefits to attract quality staff continue to be on-going, wage incentives were negotiated with the Union Contract 7/08.

2009 - Update

- On going log reviews occur through out the year. Committee members complete monthly samples and report findings to area managers and management. 12/09

2010 - Update

- Quality Assurance continues to monitor log reviews with committee members, the electronic documentation systems has simplified the monitoring of the HCBS standards. Monthly reviews of narrative logs are conducted and reported to management. QI reviews and identifies trends annually. 12/10

Employment Barriers

Barrier	Solution	Priority/Funding	Time lines to remove barrier	Responsible Person	Status of Plan - Progress
1. Contract Work - wanting additional / variety of work	1. Work with communities to obtain contract work for consumers.	1. High / Low	1. May / 2010	1. Staff / Board / Community	1. C / O <ul style="list-style-type: none"> Work is being awarded from area businesses. Variety of work the past year has been good. May 2010

Update - 2006

- Resource books were compiled for each community and distributed, committee will continue to work on resource books to bring new ideas to group and to keep information up to date.
- Contract opportunities have been increased in 2006, contract work from businesses in Mason City business, this work has been distributed between several communities. Additional work opportunities have been due to the networking of managers and associations from business after hours events.
- Volunteer opportunities and giving back to our community continue to occur, volunteering at the Cedar Valley Food bank , Paper/Pen/Pencil drives, Meals on wheels are a few volunteer actions that have happen during 2006.
- Employee satisfaction surveys indicate that staff are able to pick up hours to obtain 40 hour weeks plus if they want. Positions will continue to be evaluated annually.
Update - 2007
- The safety/ergonomics expert from the work comp insurance company has evaluated various work sites. The use of stress mats and raising the work tables for employees standing at their job are two of the recommendations that have been put in place.
2008 - Update
- Risk Manager / Safety Director has reviewed with the safety/ergonomics expert from the work comp insurance company has evaluated various work sites. The use of stress mats and raising the work tables for employees standing at their job are two of the recommendations that have been put in place. There were no OSHA recordable repetitive injury or ergonomic related injuries in the work sites in 2008.
2009 - Update
- There were no OSHA recordable repetitive injury or ergonomic related injuries in the work site in 2009.
2010 - Update
- Contract work continues to be good for the consumers, work is being provided in all communities. 11/10

Policy & Practice Barriers

Barrier	Solution	Priority/Funding	Time lines to remove barrier	Responsible Person	Status of Plan - Progress
<p>1. Develop guidelines to review policy/forms.</p>	<p>1. The policy committee will develop guidelines to review forms and policies.</p>	<p>1. Medium / Minimal</p>	<p>1. 7/30/07</p>	<p>1. Policy Committee - Sheryl Heyenga Representative</p>	<p>1. C / O</p> <ul style="list-style-type: none"> • The policy committee will be meeting & discussing option to document review of policies during 7/07. • Policy committee will be developing a calendar to identify when policies will reviewed. • An electronic system was developed and implemented for all CSI-policies and forms 11/2007. System continues to be monitored, utilization and regular updates are occurring. • Ongoing - policies/forms are reviewed and sent to the policy committee. Updates are posted on internet. 12/08 • Policy committee is meeting twice a month and reviews a section of the policy manual each month. • Efficiency of Box.net for policies evaluated. 6/2010
<p>2. Documentation System - error rate</p>	<p>2. An electronic documentation system will be implemented for select services to decrease errors in log documentation, ie: date, time, signature, repetitive entries</p>	<p>2. High / Minimal</p>	<p>2. 7/1/2010</p>	<p>2. Program Manager, Quality Improvement, Quality Assurance</p>	<p>2. C / O</p> <ul style="list-style-type: none"> • An electronic Documentation system - EDoc has been implemented for select areas, this system was piloted in Mason City and has expanded to the Charles City Work Sites, and 9th Street Group Home. Additional sites will be added as confidence grows with initiated areas. Targets for New Hampton, Black Hawk, Osage will be addressed in 2009. • EDoc - Implemented in 2008 for 9th Street, Mason City G. Home, CI-Mason City, CI-CC locations, and Hourly Services in Charles City. Training for each location was conducted at NIACC by Williams & Associates. Noted 12/08 • Additional form documentation will be reviewed in 2009 - Incident report forms to start with. This is under review at this time. Noted: 3/2009 • Additional - areas are being added to EDoc to improve legibility of documents. • QA assessments have been added to EDoc, this will improve the review and in turn the content of logs.

- Emergency communication implemented.
 - Comprehensive Systems Policy and Forms may be accessed by employees via the internet.
 - Policy and Forms committee continues to meet monthly to review, revise and develop needed policies.
- Update - 2008
- Electronic documentation system is in place to access policy and forms through out the agency. Regular monthly meetings are held by committee to review policies and update.
 - EDOC - was implemented in 2008 for 9th Street, Mason City G. Home, CI-Mason City, CI-CC locations, and Hourly Services in Charles City training for each location was conducted at NIACC by Williams & Associates. .
 - Additional form documentation will be reviewed in 2009 - Incident report forms to start with. This is under review at this time.
- Update - 2009
- E-doc - continues to be expanded through out the organization.
- Update - 2010
- Efficiency of Box.net for policies evaluated. 6/2010

Technology Barriers

Barrier	Solution	Priority/Funding	Time lines to remove barrier	Responsible Person	Status of Plan - Progress
1. A data base where forms are current at all times.	1. Creating a data base where forms can be accessed.	1. High /Funds need evaluating	1. 8/30/06	1. Technology Committee	<p>1. C</p> <ul style="list-style-type: none"> This action is underway, data base will be implemented for staff usage by 5/08 Data base for policy and forms operational 11/07. An electronic system was developed and implemented for all CSI - policies and forms 11/2007. System continues to be monitored, utilization and regular updates are occurring. An electronic documentation system is in place to access policy and forms through out the agency. Regular monthly meetings are held by committee to review policies and update. 12/2008 Policy committee will evaluate how policies are placed on web. Completed - 12/09
2. Emergency back up plan to protect pertinent data.	2. Committees will develop an emergency back up plan to protect pertinent data and written procedures will be developed.	2. High / Minimal	2. 4/30/06	2. Technology Committee	<p>2. C</p> <ul style="list-style-type: none"> Plans and policies have been developed these will be distributed and trained by 4/30/07. Plan and phones were re-evaluated. Policy was implemented to assure emergency communication could occur. Ongoing back ups occur. Evaluated 5/2010. Technology Committee will evaluate annually.
3. Documentation System - error rate	3. An electronic documentation system will be implemented for select services to decrease errors in log documentation, ie: date, time, signature, repetitive entries	3. High / Minimal	3. 7/01/2010	3. Program Manager, Quality Improvement, Quality Assurance	<p>3. C</p> <ul style="list-style-type: none"> An electronic Documentation system - EDoc has be implemented for select areas, this system was piloted in Mason City and has expanded to the Charles City Work Sites, and 9th Street Group Home. Additional sites will be added as confidence grows with initiated areas. Targets for New Hampton, Black Hawk, Osage will be addressed in 2009. EDoc - Implemented in 2008 for 9th Street, Mason City G. Home, CI-Mason City, CI-CC locations, and Hourly Services in Charles City. Training for each location was conducted at NIACC by Williams & Associates. Noted 12/08

3. Documentation System - error rate	3. An electronic documentation system will be implemented for select services to decrease errors in log documentation, ie: date, time, signature, repetitive entries	3. High / Minimal	3. 7/10	3. C (continued) Additional form documentation will be reviewed in 2009 (Incident report forms) This is under review. Noted: 3/2009 EDoc expand through out RCF-MRs. Plans are in place to expand usage of electronic documentation through out organization by 9/2010
4. Expand electronic documentation system to and Nurses Notes	4. An electronic documentation system will be implemented for select services to decrease errors	4. High / Minimal	4. 12/2010	C Nursing notes introduced in Mason City services. Plans in process to expand usage of nursing note through out organization by 12/2010
5. Expand usage to all areas for the incident reporting and attendance records	5. An electronic documentation system will be implemented for select services to communicate injuries, reporting more efficiently	5. High / minimal	5. 9/2009	C 09/2009

- Update - 2006
Emergency communication has been placed in all communities, the use of cell phones are used in the event of an emergency while in a vehicle.
- Update - 2007
Emergency communication implemented.
- Comprehensive Systems Policy and Forms may be accessed by employees via the internet.
- Policy and Forms committee continues to meet monthly to review, revise and develop needed policies.
Update - 2008
An electronic documentation system is in place to access policy and forms through out the agency. Regular monthly meetings are held by committee to review policies and update.
- EDoc - was implemented in 2008 for 9th Street, Mason City G. Home, CI-Mason City, CI-CC locations, and Hourly Services in Charles City, training for each location was conducted at NIACC by Williams & Associates.
- Additional form documentation will be reviewed in 2009 - Incident report forms to start with. This is under review at this time.
Update - 2009
EDoc continues to be expanded through out Comprehensive Systems. Error reviews indicate error rate is decreasing as more staff are trained and utilizing e-doc. Suspect this is contributed to quicker review of electronic documents vs locating and reviewing paper documents.
- Update - 2010
Ongoing back ups occur. Evaluated 5/2010. Technology Committee will evaluate annually.
- EDoc has expanded through out agency. The usage of electronic documentation through out organization by 9/2010 has been completed.
- Plans in process to expand usage of nursing note through out organization by 12/2010 was completed.

Community Barriers

Barrier	Solution	Priority/Funding	Time lines to remove barrier	Responsible Person	Status of Plan - Progress
<p>1. More community outing's</p>	<p>1. Recruiting and training qualified drivers will help promote more community outings along with an increase in recreation funds.</p>	<p>1. High / Annual Budget</p>	<p>1. By 9/01/06 additional drivers will be obtaining CDL</p>	<p>1. Program Directors - Transportation Committee</p>	<p>1. C / O</p> <ul style="list-style-type: none"> • 3/31/06 Committee members will research and establish training curriculum. Connie Niemeyer is on committee she will report back to accessibility progress. 9/1/06 is target date. • Committee met and will contact NIACOG for training of the committee. • Committee has developed an in-house class, a check list/pretest has been developed to review prior to written test. Staff then are ready to take written test at DOT, once they pass they receive their permit to practice drive. A licenced CDL employee will practice with potential driver. Once this is completed staff will go to DOT to drive to obtain licence. • Classes at NIACC have been scheduled June 25-27, Met 2008 • A defensive driving course was held in Dec. 2006 by the Insurance carrier. Additional training will be planned. Course goal/ training are in place. Currently teaching class.
<p>2. Evaluate security / lighting at Labor Center</p>	<p>2. Lighting is needed on outside of building, resent break ins concern staff and safety.</p>	<p>2. High / Medium</p>	<p>2. 10/2010 Annual Budget</p>	<p>2. Safety Committee</p>	<ul style="list-style-type: none"> • Staff incentive was put in place 11/07 to attract staff to obtain CDL Rewards will be issued each shift staff drives. The agency is using this method to encourage staff to obtain their CDL. • Ongoing review - training • Existing managers are required to obtain CDL to promote community outing opportunities. <p>2. I</p> <ul style="list-style-type: none"> • Security and Safety of Bldg. will be evaluated by 10/2010

Up - 2006

- Community and Citizenship opportunities were expanded upon in 2006 - community outing books were completed and sent to Comp. Systems residential and vocational sites. Completed 6/30/06
- Recreation funds - Moneys were evaluated and increased per location to increase community outing opportunities. Completed 3/1/06
- Update - 2007
- Quality Drivers has been promoted at Comprehensive Systems, Program Directors and Transportation committee have implemented a training course. Incentives are being offered to employees that drive on there shifts also. This is also an incentive for other employees to obtain their CDL.
- Update - 2008
- Staff incentive was put in place 11/07 to attract staff to obtain CDL Rewards will be issued each shift staff drives. The agency is using this method to encourage staff to obtain their CDL. This continues to be implemented.
- Update - 2010
- Security and Safety of Blding. will be evaluated by 10/2010, completed.
- Managers are required to obtain CDL's to promote community outing opportunities 12-2010.

Mobility Barriers

Barrier	Solution	Priority/Funding	Time lines to remove barrier	Responsible Person	Status of Plan - Progress
<p>1. Assess options to improve wheelchair repair - purchase services.</p>	<p>1. Committee will explore options and report to Program Directors.</p>	<p>1. High/Cost</p>	<p>1. 6/30/06</p>	<p>1. Program Directors</p>	<p>1. C / O</p> <ul style="list-style-type: none"> • Advance Rehab Tech. has been working with staff. The OT & PT are currently visiting Harmony House to evaluate their service received from Advance Rehab. Tech. as well as the w/c seating systems that have been placed her. They will follow up to committee. • Advance Rehab. Technology recently completed a w/c clinic in Charles City 4/25/06. A clinic is scheduled for 4/27/06 in Black Hawk. • This is improving but with so many needs, the vendor still has difficulty completing everything in a timely manner, will continue to monitor progress. 3/01/06 • Work with Advance Rehab. continues to improve, Sheryl H. has been active in following through with the w/c needs of individuals we support. • W/C evaluations are being coordinated with vendor, QMRP, Program Director and therapies, this process has been effective - promoting positive communications and effective results. 5/2008 • Improvement noted with repairs, area manager follows repair person and completed contact form to communicate needs and repairs. Will continue 5/2010.

Update - 2007

- Sheryl Heyenaga has been actively working with Advance Rehab. this past year to improve the quality of consumers w/c positioning and service. This activity will continue, improvement has been noticeable.
- W/C evaluations are being coordinated with vendor, QMRP, Program Director and therapies, this process has been effective - promoting positive communications and effective results. 5/2008
- W/C evaluations continue to be coordinated with vendor and staff.
- Improvement noted with repairs, an area manager follows repair person and completed contact form to communicate needs and repairs. 5/2010 completed

CODE

I - Incomplete

N/A - Non applicable

O - Ongoing

R - Risk

C - Completed

- updated: 5/31/06
- revised: 6/19/06
- revised: 3/01/07
- revised: 4/4/07
- revised: 4/18/07
- revised: 5/09/07
- revised: 8/17/07
- revised: 12/5/07
- revised: 5/2008
- revised: 12/2008
- revised: 3/25/09
- revised: 5/2010
- revised: 8/2010
- revised: 12/2010