

Comprehensive Systems, Inc.

**Accreditation
Opportunities**

2010

Accreditation Areas 2010

To be accredited by CARF, an organization must satisfy each of the CARF Accreditation Conditions and demonstrate, through a site survey, that it meets the standards established by CARF. After an organization is surveyed, it will receive either Nonaccreditation, Provisional Accreditation, One-Year Accreditation, or Three-Year Accreditation. A Three-Year Accreditation is the highest level of accreditation. This level indicates that an organization satisfies each of the CARF Accreditation Conditions and demonstrates substantial conformance to the standards. It means the company is designed and operated to benefit the persons served. It also signifies that the current method of operation appears likely to be maintained and/or improved in the foreseeable future. And, the organization demonstrates ongoing quality improvement and continuous conformance from any previous periods of CARF accreditation. A Three-Year Accreditation is what Comprehensive Systems earned, during our 2009 CARF Survey, as well as every year since 1984, when Comprehensive Systems Inc. Received it's initial accreditation.

Comprehensive Systems is accredited in the following areas:

- Community Integration
- Community Housing
- Respite Services
- Supported Living Services
- Community Employment Services
- Employee Development Services
- Employment Planning Services
- Organizational Employment

*In-feeding
 2010 to 2011
 to add these
 in the
 work
 if we
 need*

**Employee Development Services
 (Work Adjustment)
 Outcome Report
 2010 2011**

Outcome Objectives	Categories of Measures	Applies to	Time of Measure	Data Source	Obtained By	Goal	Outcomes	Previous Outcome
Maximize Positive Outcomes	Efficiency % of individuals that completed the work adjustment	CI-NH CI-MC CI-CC	Annual	Tracking Sheet	Employment Training Specialist	80%	NA	NA
Maximize Positive Outcomes	Service Access: • Average number of Working days from Pre-Admission to Admission	All areas of Work Adjustments	Annual	Tracking Sheet	Admissions Director/ Area Managers	30	NA	NA
Maintain Positive Outcomes	Satisfaction	CI-NH CI-MC CI-CC	Annual	Satisfaction Survey	Employment Specialist	80%	NA	NA
Maximize Positive Outcomes	% of Persons referred to community employment	CI-NH CI-MC CI-CC	Annual	Tracking Sheets	Vocational Managers	33%	NA	NA

• In 2009 there were no Work Adjustments
 • No Evaluation were completed in 2010

**Employment Planning Services
(Vocational Evaluation)
Outcome Report**

2010 2011

Outcome Objectives	Categories of Measures	Applies to	Time of Measure	Data Source	Obtained By	Goals	Outcomes	Previous Outcome
Maximize Positive Outcomes	Efficiency % of individuals that completed their evaluation	CI-CC#1 CI-NH CI-CC#3 CI-DH CI-MC	Annual	Tracking Sheet	Vocational Managers	80%	NA NA NA NA NA	NA 100% NA NA NA
Maximize Positive Outcomes	Effectiveness: % that resulted in referrals to 1. Community Employment Services 2. Work Adjustment Services 3. Organizational Employment 4. Other	All completed Vocational Evaluations	Annual	Tracking Sheet	Employment Training Specialist	1. 34% 2. 33% 3. 33% 4. NA	1. NA 2. NA 3. NA 4. NA	100% NA NA NA
Maintain Positive Outcomes	Satisfaction	All Completed Vocational Evaluations	Annual	Satisfaction Survey	Employment Specialist	100%	NA	99.5%
Maximize Positive Outcomes	# of Persons referred to Work Adjustments.	CI-CC#1 CI-NH CI-CC#3 CI-DH CI-MC	Annual	Tracking Sheets	Vocational Managers	5	NA	NA NA NA NA NA
Maximize Positive Outcomes	Service Access: • Average number of Working days from Pre-Admission to Admission	All areas of Work Adjustments	Annual	Tracking Sheet	Admissions Director/ Area Managers	30	0	19

Notes:

- In 2009 we only completed one Vocational Evaluation
- No Evaluations were completed in 2010.

Community Employment Outcome Report

2010
2011

Outcome Objectives	Categories of Measures	Applies to	Time of Measure	Data Source	Obtained By	Goal	Outcomes	Previous Outcome
Maximize Positive Outcomes	Effectiveness: Average hourly earnings	SE-NH SE-MC	Annual	Tracking Sheet	Employment Training Specialist	\$7.25	\$8.57 \$7.50	\$9.57 \$7.50
Maximize Positive Outcomes	Average # of hours per week	SE-NH SE-MC	Annual	Tracking Sheet	Employment Training Specialist	20	6.5 0	11 25
Maximize Positive Outcomes	Efficiency: # of ^{individuals} of persons Average number of days that supported from referral to placement	SE-NH SE-MC	Annual	Tracking Sheet NOD DeJana	Employment Training Specialist	10 persons	0	NA
Maximize Positive Outcomes	Service Access: Working Days from Pre-admission to Admission	SE-NH SE-MC	Annual	Tracking Sheet	Employment Training Specialist and Admissions	30	0 NA	NA NA
Maximize Positive Outcomes	# of Placements	SE-NH SE-MC	Annual	Tracking Sheet	Employment Training Specialist	5	0	0
Maximize Positive Outcomes	# of Referrals	SE-NH SE-MC	Annual	Tracking Sheet	Employment Training Specialist	3	0	0
Maximize Positive Outcomes	# of Follow Along	SE-NH SE-MC	Annual	Tracking Sheet	Employment Training Specialist	10	7 0	8 2
Maintain Positive Outcomes	Satisfaction	All Persons in Supported Employment	Annual	Satisfaction Surveys	Employment Training Specialist	100%	99.8%	99.5%

Notes:

Effectiveness
of objectives
Not derived.

Organizational Employment Services
Outcome Report
2010-2011

Outcome Objectives	Categories of Measures	Applies to	Time of Measure	Data Source	Obtained By	Goals	Outcomes	Previous Outcome
Maximize Earnings	Effectiveness: Average hourly wage	CI-CC#1 CI-NH CI-CC#3 CI-BH CI-MC	Annual	Consumer Payroll Records	Program Manager Managers.	\$1.50	\$1.36 \$1.94 \$2.10 \$0.27 \$2.01	\$1.25 \$1.75 \$2.10 \$0.87 \$1.97
Maximize Productivity and Earnings	% of individuals that increased their productivity/wages	CI-CC#1 CI-NH CI-CC#3 CI-BH CI-MC	Annual	Consumer Payroll and Production Records	Program Manager	37%	43% 14% 54% 0% 34%	88% 30% 54% 46% 28%
Maximize Staff Hours Maintain consistency + Quality of Service	Efficiency: Step turnover Average number of direct contact hours / individuals served in two week period	CI-CC#1 CI-NH CI-CC#3 CI-BH CI-MC	Annual	Time-Sheets Trading Sheet	Program Manager Personnel Dept.	35 10%	33.17 39.00 36.20 39.00 24.66	37.44 42.60 36.24 17.76 21.88
Maintain Consumer Satisfaction with Services	Satisfaction	All Persons Receiving Services	Annual	Individual Consumer Satisfaction Surveys	Designated Support Staff	95%	99.8%	99.5%
Maximize Positive Outcomes	Service Access: • Average number of Working days from Pre-adm. to Admission	All areas of Organizational Employment	Annual	Tracking Sheet	Admissions Director/ Area Managers	30 days	15.6 days	12.7 days.

Notes:
• In 2007 we started tracking service access.

**Community Integration
Outcome Report
2010-2011**

*Effectiveness
of objectives
met during yr.*

Outcome Objectives	Categories of Measures	Applies to	Time of Measure	Data Source	Obtained By	Goal	Outcomes	Previous Outcome
Increase Choice	Effectiveness: # of individuals that chose alternative to work program	CI-BH #1 CI-BH #2 CI-NH CI-MC Learning Center CI-CC #1 CI-CC #3	Annual	Program Plans	Program Managers	10	14 24 0 8 31 6 0	73
Increase Choice	Part Work/Part Day Program	CI-BH #1 CI-BH #2 CI-NH CI-MC Learning Center CI-CC #1 CI-CC #3	Annual	Program Plans	Program Managers	10	0 10 0 5 0 15 0	17
Maximize Staff Hours <i>Maintain consistency + quality of service</i>	Efficiency: Shared Staff with Residential Areas <i>STAFF TAKE HOME</i>	CI-BH #1 CI-BH #2 CI-NH CI-MC Learning Center CI-CC #1 CI-CC #3	Annual	Hours-Report <i>Trend Tracking</i>	Program Managers <i>Personnel Dept.</i>	10/6	0 0 0 0 0 0 8 staff/44hrs	44hrs <i>5 days</i>
Maximize Positive Outcomes	Service Access: • Average number of Working days from Pre-Admission to Admission	All Day Hab areas	Annual	Tracking Sheet	Admissions Director/ Area Managers	30 <i>days</i>	20 <i>days</i>	5 <i>days</i>
Maintain Positive Outcomes	Satisfaction	All Consumers In Day Hab	Annual	Satisfaction Survey	Program Managers And QA	95%	99.8%	99.5%

Notes:
• Day Hab Programs are broke down by area.

Respite Services Outcome Report

2010-2011

Outcome Objective	Categories of Measures	Applies to	Time of Measure	Data Source	Obtained By	Goals	Outcomes	Previous Outcome
Meeting needs of families	Effectiveness: Meeting needs of family	All Persons Receiving Respite Services	Annual	Contact Forms & Service Logs	Managers	95%	100%	99%
Maintain Positive Outcomes	Satisfaction	All Persons Receiving Respite Services	Annual	Satisfaction Surveys	Managers/ Quality Assurance	95%	99.8%	99.5%
Placement	Efficiency: Response time to meet the requests of family	All Persons Receiving Respite Services	Annual	Satisfaction Surveys	Managers	95%	96.8%	100%
Maximize Positive Outcomes	Service Access: • Average number of days from pre-admission to admission	All Persons Seeking Respite Services	Annual	Tracking sheet	Admissions Director/ Area Managers	30 days	0 days	20 days

Notes:

- In 2007 we started tracking service access.
- In 2009, we will no longer be doing respite in Elma



Effectiveness
 by objectives
 met during yr.

Supports Supported Living Services

Outcome Report

2010 Annual
 (Pre-Adm. Dept.)

Program Director

Outcome Objectives	Categories of Measures	Applies to	Time of Measure	Data Source	Obtained By	Goals	Outcomes	Previous Outcome
Maximize Skill Development	Effectiveness: # Of Persons who Decreased their Hours of Service	Supported Living Hourly Consumers	Annual	Billing Journals / Trends Report	Program Director / Accounts Receivable Clerk	5	4	5
Maintain Consistency And Quality of Services	Efficiency: Staff Turnover Rate	All Direct Support Staff	Annual	Trend Tracking Sheet	Program Directors Personnel Dept.	20%	23%	23%
Maximize Income from Service Fees	# of Persons Receiving Services	All HCBS Service Consumers	Annual	Tracking Sheet	Admissions Director / Program Directors	70	66	72
Maintain Positive Outcomes	Satisfaction	All Persons Receiving Services	Annual	Satisfaction Surveys	Designated Support Staff/ QA Director	80%	99.8%	99.5%
Maximize Positive Outcomes	Service Access: • Working days from Pre-Adm. to Admission	All Persons Seeking Supported Living	Annual	Tracking Sheet	Admissions Director/ Area Managers	30 days	9 days	12 days

Notes:

- In 2007 we started tracking service access.

→ more satisfaction to last yr.

Effective new
of objectives
Met during yr.

Community Housing
Outcome Report
2010-2011

Managers

%

success
opportunities

Pr. set. n/c
↓

Outcome Objectives	Categories of Measures	Applies to	Time of Measure	Data Source	Obtained By	Goals	Outcomes	Previous Outcome
Maximize Skill Development	Effectiveness: # Of consumers moving to lesser Restrictive settings	All Residential Consumers	Annual	Tracking Sheets	Admissions Director	5	7	3
Maintain Consistency And Quality of Services	Efficiency: Staff turnover rate	All Direct Support Staff	Annual	Tracking Sheets	Program Director Personnel Dept.	30%	33%	31%
Maximize Positive Outcomes	Service Access: Working days from Pre-adm. to Admission	All Residential Consumers	Annual	Tracking Sheet	Admissions Director/ Area Managers	14.5 days	21.5 days	ICF-15 days RCF-14.5 days
Maximize Positive Outcomes	Service Access: • Waiting List • Does not meet Criteria/Chg's Mind	All Residential Consumers	Annual	Tracking Sheet	Admissions Director/ Area Managers	5	ICF-7 RCF-0 ICF-4	ICF-1 RCF-0 ICF-2
Maximize Income from Service Fees	Occupancy rate	All Residential "beds"	Annual	Tracking Sheets	Admissions Director / Business Office	98%	98%	99%
Maintain Positive Outcomes	Satisfaction	All Persons Receiving Services	Annual	Individual Consumer Satisfaction Surveys	Designated Support Staff QA Director	95%	99.7%	99.5%

Notes:

- Community housing includes all of our ICF/MR's and RCF/MR's
- In 2007 we started tracking service access.

Employment Planning Services
2010

Top Stakeholders:

- Consumer
- Family (parent, guardian, etc.)
- IVRS
- County - Case Manager
- Staff
- Business

Three outcome expectations for each stakeholder:

Consumer:

1. Having training helpful/beneficial.
2. A variety of job opportunities.
3. A job that provides a paycheck in the community.

Family:

1. Continue to communicate between family / service.
2. To know that consumer is safe.

IVRS:

1. Accurate report of areas evaluated completed in a timely manner.
2. Enough data to support recommendations for the next step.
3. A move into community employment.

County:

1. Encourage individuals to progress toward community employment.
2. Community placement as the intended outcome.
3. Communication and reporting completed in a timely manner.

Staff:

1. Evaluate wage increases and benefits for long term employees.
2. Continue to improve communication and teamwork activities.
3. Offer classes to promote knowledge of consumer needs / staff growth opportunities.

Business:

1. Communicate with the employer and consumer.
2. Briefing about the consumers skills and what they want from the work experience.
3. An employee who is prepared for the job.

Note:

- Due to the limited number of referrals stakeholders expectations were limited. We referred to last years outcome expectations

Employee Development 2010

Top Stakeholders:

- Consumer
- Family (parent, guardian, etc.)
- IVRS
- County - Case Manager
- Staff
- Regulators - CARF, etc.

Three outcome expectations for each stakeholder:

Consumer:

1. A job that offers an opportunity to learn different skills.
2. Caring staff that listen to me and support me.
3. A job that provides a meaningful paycheck and different opportunities.

Family:

1. Continue with communication.
2. Meaningful work, explore different jobs.
3. Know that their wants and needs are heard and being addressed.

IVRS:

1. Follow through on specific goals set.
2. Increased employability for consumer.
3. Timely feedback and reporting of consumer results.

Funder:

1. Allow individuals to be more independent.
2. Encourage consumers to explore community employment.
3. Communication and reporting completed a timely manner by professional staff.

Staff:

1. Improve evaluation performance system.
2. Evaluate wage increases and benefits for long term employees.
3. Continue to improve communication and teamwork activities.

Regulators:

1. Compliance with regulations and standards.
2. Safe and satisfied consumers and families.
3. Follow-through, cooperation and communication.

Note:

- Due to the limited number of referrals stakeholders expectations were limited. We referred to last years outcome expectations.

Community Housing - Supported Living
2010

Top Stakeholders:

- Consumer
- Family (parent, guardians, etc.)
- Funder - County - Case Manager
- Staff
- Regulators - DIA, DHS, HUD, CARF, HCBS, IME, etc.

Outcome expectations for each stakeholder:

Consumer:

1. Caring staff who like their jobs and listen to me.
2. House mates that respect my privacy and rights.
3. Employees who will stay employed at Comp. System.

Family:

1. Continue timely communication - keeping us well informed.
2. Increase activities in home and community outings.
3. Good care and services provided for loved ones in a safe environment.
4. Caring dedicated, loving staff brings families together.

Funder:

1. Maintain communication and reports that are completed in timely manner.
2. Continue to explore service opportunities.
3. Evaluate size of homes, HCBS waivers vs RCF.

Staff:

1. Offer classes to promote knowledge of consumer needs / and staff growth opportunities.
2. Evaluate wages, benefits for employees.
3. Continue to improve communication and improve team building.

Regulators:

1. Compliance with regulations and standards.
2. Safe and satisfied consumers and families.
3. Continue to comply with regulations and standards.

Community Employment Services
2010

Top Stakeholders:

- Consumer
- Family (parent, guardian, etc.)
- IVRS
- County
- Staff
- Employers

Three outcome expectations for each stakeholder:

Consumer:

1. A job that matches interests and abilities.
2. Training and support to obtain and maintain employment.

Family:

1. Communication regarding their family member on a regular basis, including e-mail.
2. Continue to create safe / work environment.

IVRS:

1. Problem solving - assistive technology, accommodations, natural supports.
2. Monthly reports, accurate billing and on-going communication.

County:

1. Expand services.
2. Follow up on all consumers needs/issues to obtain/maintain jobs.

Staff:

1. Good communication and feedback from family, IVRS, employer, and case management.
2. Develop strategies to be effective and consistent with services for consumers.
3. Training on individual consumers we serve including work history.

Employers:

1. Work with each employee until he/she is ready to work independently.
2. Maintain follow-through, cooperation and communication from job coach.
3. Keep in close contact with the consumer and employer.

Note:

- Due to the limited number of referrals stakeholders expectations were limited. We referred to last years outcome expectations.

Community Integration 2010

Top Stakeholders:

- Consumer
- Family (parent, guardians, etc.)
- Funder - County - Case Manager
- Staff
- Regulators - DIA, CARF, IME, HCBS, etc.

Three outcome expectations for each stakeholder:

Consumer:

1. Variety of opportunities to be involved in the community.
2. Safe and pleasant environment.
3. Caring staff who like their jobs, listen to me and who will stay at Comp. Systems.

Family:

1. Continue with services, keeping up your standards.
2. Would like to see more opportunities, activities, outings, and trips that are planned.
3. Communicate information regarding son or daughter.

Funder:

1. Continue to explore services opportunities, for higher functioning Day Hab participants.
2. More Day Hab activities / volunteering in community.
3. Continue to communication and reporting completed in timely manner.

Staff:

1. Evaluate wage increases and benefits for long term employees.
2. Continue to improve communication between teamwork activities.
3. Offer classes to promote knowledge of consumer needs and opportunities for staff growth.

Regulators:

1. Compliance with regulations and standards.
2. Monies are spent appropriately and program matching standards.
3. Document adequately, to justify services.

Respite Services 2010

Top Stakeholders:

- Consumers
- Family (parent, guardian, etc.)
- Funder - County - Case Manager
- Staff
- Regulators - CARF, HCBS, IME, DHS, etc.

Three outcome expectations for each stakeholder:

Consumer:

1. Long term staff who are available when services are needed.
2. Honest communication.
3. Staff who are flexible to my schedule.

Family:

1. Have more staff available for coverage.
2. Caring and considerate staff who take care of our family members.
3. Continue good communication.

Funder:

1. A variety of quality community opportunities.
2. Staffing to meet the needs of families served.
3. Keep the child out of placement by relieving care giver.

Staff:

1. Support consumers / staff with respect, considerations and fairness.
2. Continue to promote fun rewarding work environment.
3. Personal concern toward consumers, and a good relationship with consumers.

Regulators:

1. Compliance with regulations and standards.
2. Safe and satisfied consumers and families.
3. Document adequately to justify services.

Organizational Employment 2010

Top Six Stakeholders:

- Consumer
- Family (parent, guardian, etc.)
- Businesses - Sub-contractors
- Funder - County - Case Manager
- Staff
- Regulators - DOL, CARF, HCBS, IME, etc.

Three outcome expectations for each stakeholder:

Consumer:

1. Opportunity to be productive and earn a paycheck.
2. Variety of work to help me gain skills to be able to get a job in the community.
3. Promote safe work environment. The work floor is crowded at times.

Family:

1. Communication regarding their family member on a regular basis, including e-mail.
2. Continue to create safe / structured work environment.
3. Continue with partnering with community to promote a variety of contract job options into work program.

Business:

1. Market to the community services that are provided at Comprehensive Systems.
2. Maintain level of communication with businesses.
3. Complete work in a timely manner and accurately.

Funder:

1. Continue to expand service opportunities into the community.
2. Maintain communication and complete reports in a timely manner.

Staff:

1. Evaluate wage increases and benefits for long term employees.
2. Continue to improve communication and teamwork activities.
3. Offer classes to promote knowledge of consumer needs / staff growth.

Regulators:

1. Compliance with regulations and standards.
2. Safe and satisfied consumers and families.
3. Document adequately to justify services.