

Comprehensive Systems, Inc.

Community Housing

2010

Community Housing Outcome Report 2010

Many individuals who were able to move from Group Homes out into apartments have done so. All individuals living in our RCF/MR programs are accessing the Home and Community Based Services program. This allows individuals to remain in their homes and receive less restrictive services in that setting. For 2010, 7 individuals moved to a less restrictive setting at Comprehensive Systems, Inc. There have been individuals who live in a RCF/MR that would have liked to move out into a 2-3 person home, but the county has said that this is not less restrictive and that the expense associated with this is greater.

The staff turnover rate shows a slight increase above last year from 31% to 33%. Due to the nature of our business, shifts are shorter in length. We currently do not have health insurance benefits available for Direct Support Staff, as negotiated in the union contract. Some staff have left us to go to other businesses that offer health insurance benefits. The highest rates of staff turnover appear to be in the college towns, where staff tend to move on when they have completed their education.

Occupancy continues to remain very high for 2010 at 97.5% for Community Housing. This continues to be a priority, as it has great financial impact on the organization.

Parent/Guardian Satisfaction with the Community Housing remains high at 99.8%. Consumer Satisfaction is very high as well at 99.7%. Satisfaction is important to Comprehensive Systems, Inc. Satisfaction results are reviewed and used for future planning of the organization.

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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 Directors	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	21.5	ICF-15 RCF-14.5
Maximize Positive Outcomes	Service Access: <ul style="list-style-type: none"> • 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	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.