

Comprehensive Systems, Inc.

**Organizational
Employment**

2010

**Organizational Employment Services
Outcome Report
2010**

Minimum wage remained at \$7.25 per hour. The contracts remained pretty steady in all service areas. The average hourly wage that consumers earned increased in all service areas, except CI-BH and CI-CC#3. This is likely due to a shift in consumers to Day Hab, thus leaving the higher wage earners in the vocational program.

The number of staff direct contact hours has remained pretty steady over the past year. A slight decrease in a couple of areas can be noted for consumers areas who had individuals move into at least part day Day Habilitation Services. The average number of days from the time of the Pre-Admission to the time of admission remains relatively low at 15.6 days. This is well below our goal of 30 days. We believe as funding gets tighter for vocational programs, more individuals will transition out of vocational programs and into community integration programs.

Satisfaction in this area was high at 99.8%. Pre-Vocational and Day Habilitation Services were offered under the Home and Community Based Services and Habilitation Programs at or work areas. This allowed individuals more options at out worksites.

**Organizational Employment Services
Outcome Report
2010**

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	\$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	Efficiency: 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	Program Manager	35	33.15 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	15.6	12.7

Notes:

- In 2007 we started tracking service access.