

Comprehensive Systems, Inc.

Satisfaction

2010

Satisfaction Data 2010

As Comprehensive Systems, Inc. Continues to strive to meet the needs of the individuals served and the Mission of the organization, it is important to survey our various stakeholders. We designed two satisfaction surveys, one being for personnel and another for other stakeholders, as we believe employees would have a different perspective than the other stakeholders.

We wanted all stakeholders to know both that their input was essential to our strategic planning, and that individual's responses would be anonymous. In addition to the individual responses, we determined it would be important to know three more pieces of information: (1) how long the stakeholder had been familiar with/employed by Comprehensive Systems., Inc., (2) to which major group a survey response belonged and (3) how many stakeholders would recommend Comprehensive Systems services to others. We were able to accomplish the anonymity of individual responses with specific directives (see following pages). The length of familiarity with Comprehensive Systems, Inc. was achieved by individuals checking an appropriate response. We were able to track the major groups by color coding the surveys, by group, before distributing them. Service recommendation was asked in a question form.

All stakeholder satisfaction surveys were reviewed. There were no trends that were identified. A letter was sent to staff and parent/guardians providing follow up action steps to their overall comments. To increase performance, individual comments were taken to Personnel or individual managers for follow-up. Comments/suggestions are reviewed annually by the Strategic Planning Committee for future planning.

Comprehensive Systems Inc.
Consumer Satisfaction
3 Year Review
(2010)

	2008	2009	2010
Rights	99%	99%	99%
Community Involvement	99%	100%	100%
Relationships	98%	100%	100%
Opportunities / Choices	99%	99%	99%
Communication	100%	100%	100%
Skill Training / Services	100%	100%	100%
Safety	99%	99%	100%
Staff Availability	100%	100%	100%
Accessibility / Service	100%	99%	99%
Referral of Service			100%
Overall Satisfaction	99%	99.5%	99.8%

Comprehensive Systems Inc.

Consumer Satisfaction

2010

Rights	100%
Opportunity / Choice	99%
Skill Training Services	100%
Safety	100%
Community Involvement	100%
Staff / Availability	100%
Accessibility / Service	99%
Relationships	100%
Communication	100%
Referral of Service	100%
Overall Satisfaction	99.8%

Two hundred eight (208) consumer satisfaction surveys were collected through the 2010 year. The following are areas addressed that Comp. Systems does well and suggestions for improvement.

What does Comprehensive Systems do well?

- Taking care of me.
- Able to do things that interest me, out in the community and play games.
- Staff very good.
- Like the workshop and want to stay here and not move.
- I like my friends at Cedar Falls.
- I like it here, I am working hard.
- They do a good job taking care of me.
- A lot of stuff.
- Play basketball at the workshop, DVD's, Go to McDonalds.
- They help me with my goals.
- Excellent staff and communication.
- Easy accessibility.
- Always there to help with something serious.
- I have opportunities to do things and receive help when needed.
- Good cooks – I like the food.
- Have staff teach me new skills.
- Make sure I do my chores.
- I am learning to do laundry and clean my room – I need staff to prompt me or I would not do it.
- I am happy and like my apartment.
- Good worksite.
- Provides supports to me to get resources in community.
- Love my roommate.

Comprehensive Systems Inc.

Consumer Satisfaction

2010

- Makes me safe.
- Helps me be independent.
- I want to go to Day-Hab every day.
- I like Day-Hab.
- I like it.
- I like cleaning the sheds out.
- Take good care of me.
- Give support and encouragement to me.
- Comp. Systems cares for all their consumers needs very well.
- When I am sick they help me.
- They help me with college.
- Fun staff, good communication.
- Everything.
- I like working here.
- I like the stuff I do.
- Keep me safe.
- Everything, I haven't said one bad thing and never will.
- Help me with my goals, keep me safe, and help with any problems or needs.
- Help me stay on task and independents, talk and take interest in my life.
- Gave me a home to live in.
- I want to go to California.
- Keep me in line – try to assist me with my goals.
- Help me meet my goals cleaning programs, money saving.
- Everyone is happy and fun to be around.
- First step is reaching my social goals.
- They do the work well.
- Help me manage my money.
- Helps me do better.
- Like to go swimming with staff.
- Activities help me pay my bills.
- Help me make good choices.
- Work hard to get me out in the community.

What can Comprehensive Systems do to improve services?

- Flexibility as to what serves the consumer best.
- Cook.

Comprehensive Systems Inc.

Consumer Satisfaction

2010

- Do a better job with misc. on how to get the gaylords out of the truck.
- Yes, watch TV, go to K-mart, go to Saloli's
- Find apartment.
- Satisfied with everything.
- I like everything about your services.
- I do not feel I have time to myself without staff supervision. (HCBS)
- Like living with the guys, but ready for place of my own.
- Would like to be more involved more things to do in Osage.
- Respect – consumers always bother me.
- Have the right to have money, tell staff what I need and want.
- Work on not talking with strangers.
- Roommate keeps me up at night.
- Would like choice in meal.
- Choice in roommate.
- Have landlord make repairs in home a little faster.
- Would like more male staff.
- Transportation.
- Help me get a job at Comp. Systems.
- I am working on a raise, other than that everything is good.
- Build a pool.
- To go out more often, independently.
- Someday want to be own payee.
- Right on the ball.
- Get more cardboard boxes.
- More snacks.
- Let me pick time with staff.
- More jobs and contract work.
- Pay better, would like to transfer to Charles City.
- Have paid vacation and sick time.

Comments:

- More social activities with peers
- I like living where I live.

Comprehensive Systems Inc.
Employee Satisfaction
4 Year Review
(2010)

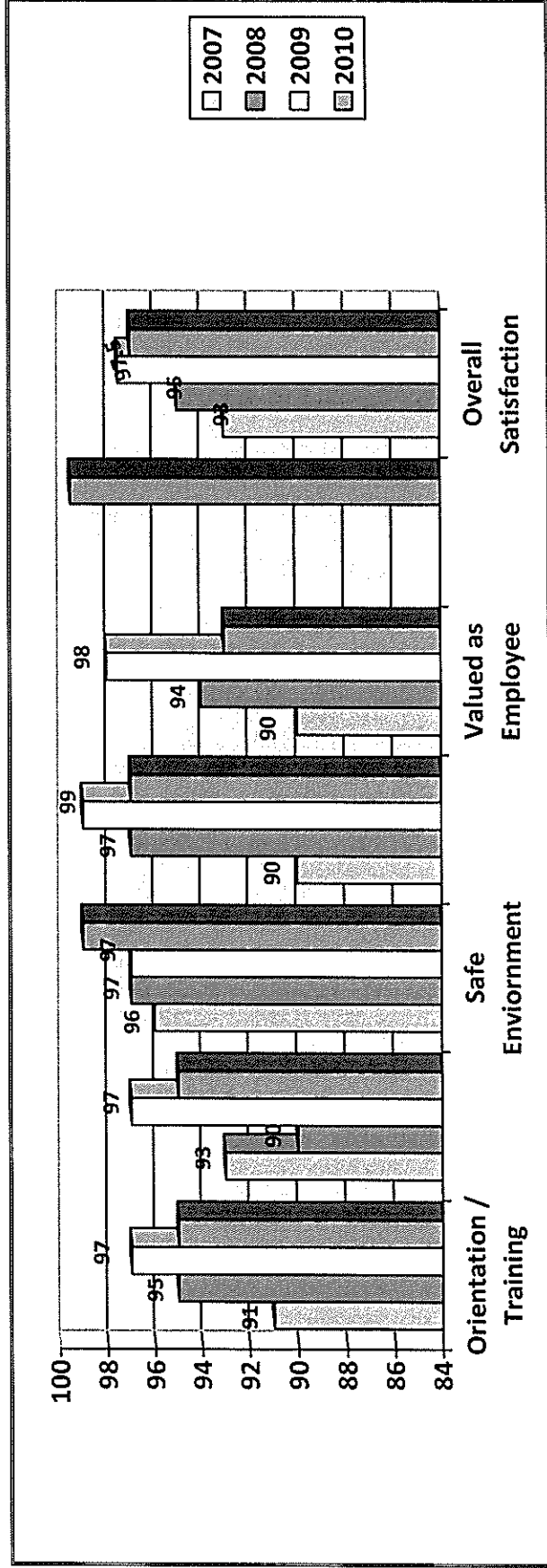
	2007	2008	2009	2010
Orientation / Training	91%	95%	97%	95%
Opportunity for Growth	93%	90%	97%	95%
Safe Environment	96%	97%	97%	99%
Supportive Supervisor	90%	97%	99%	97%
Teamwork / Input on Job / Valued as Employee	90%	94%	98%	97%
Referral of Service				99.5%
Overall Satisfaction	93%	95%	97.5%	97.1%

Comprehensive Systems Inc.
Employee Satisfaction
(2010)

	Administrative	HCBS	RCF-MR	ICF-MR	Vocational	Nursing	Overall Satisfaction
Orientation / Training	97%	96%	96%	93%	89%	96%	94.5%
Opportunity for Growth	96%	96%	98%	92%	90%	100%	95.3%
Safe Environment	100%	100%	98%	98%	97%	100%	98.5%
Supportive Supervisor	100%	100%	98%	89%	95%	100%	97.1%
Teamwork / Input on Job	100%	98%	99%	93%	94%	100%	97.3%
Valued as Employee	100%	100%	100%	97%	100%	100%	99.5%
Referral of Service							
Overall Satisfaction	98.8%	98.3%	98.1%	93.6%	94.0%	100%	97.1%

Employees are surveyed annually. Employee satisfaction is collected annually at staff meetings. Topics for input include training, evaluations / growth opportunities, team work and feeling valued at their job. Five hundred seventy eight (578) satisfaction surveys were sent out to each area, for managers to collect satisfaction from their staff. Three hundred seventeen (317) satisfaction surveys returned, overall staff satisfaction was 97.1%.

Comprehensive Systems Inc.
 Employee Satisfaction
 4 Year Review
 (2010)



**Comprehensive Systems Inc.
Parent Satisfaction
2010**

2010	HCBS	ICF-MR	Vocational	Day Services	RCF-MR	Respite	Overall Satisfaction
Service	100%	100%	100%	100%	100%	92%	98.6%
Safety	100%	100%	100%	100%	100%	100%	100%
Staff	100%	100%	100%	100%	100%	92%	98.6%
Management of Services	100%	100%	100%	100%	100%	88%	98%
Communication	96%	100%	96%	100%	100%	100%	98.6%
Rights / Respect	100%	100%	100%	100%	100%	100%	100%
Skill Development	97%	99%	100%	100%	100%	100%	99.3%
Transportation	87%	100%	96%	100%	97%	100%	96.6%
Referral of Service	100%	100%	100%	100%	100%	100%	100%
Overall Satisfaction	97.7%	99.8%	99.11	100%	99.6%	96.8%	98.8%

All parents and guardians are surveyed annually. Parents / Legal Guardians Input and Satisfaction is collected and compiled annually. Topics for input include Satisfaction of Service, Staff, Skill Development, Communication, Environment – Safety, Community Involvement, Rights / Respect, and Transportation. Overall satisfaction for parents / legal guardians was high. Five hundred thirty one (531) parent satisfaction surveys were mailed. Two hundred eight (208) were returned. Because of our desire to improve services, we also look at trends in the comments provided.

Comprehensive Systems Inc.
Parent Satisfaction

3 Year Review

	2008	2009	2010
Service	99%	99%	98.6%
Safety	99%	100%	100%
Staff	98%	99%	98.6%
Management of Service	99%	100%	98%
Communication	99%	99%	98.6%
Rights / Respect	99%	100%	100%
Skill Development	98%	99%	99.3%
Transportation	99%	98%	96.6%
Referral of Service	100%	100%	100%
Overall Satisfaction	99%	99%	98.8%

Comprehensive Systems Inc.
Stakeholders Satisfaction
3 Year Review
(2010)

	2008	2009	2010
Board Of Directors	100%	100%	100%
Care Review / Human Rights	100%	100%	100%
CPC / Case Managers	100%	99%	96%
Schools	100%	100%	100%
Businesses	100%	97%	100%
Businesses / Contract Work	100%	98%	100%
Overall Satisfaction	100%	99%	99.5%

**Comprehensive Systems Stakeholders
Board
2010**

Meeting needs of persons served	Timely Communication	Dignity / Respect	Cooperation between Comp. / Stakeholders	Recommend services to others	Overall Satisfaction
100%	100%	100%	100%	100%	100%

Satisfaction surveys were sent to 5 of our Board Members. We received 4 satisfaction surveys back, the following were their comments:

**Stakeholders Comments:
Board
2010**

What Comp. Systems does Best:	What Comp. Can do to Improve Services:
<ul style="list-style-type: none"> • Keeping us informed of situations • Provide a safe environment • Advocates for the consumer. 	<ul style="list-style-type: none"> • Being a leader in the industry. • Higher visibility to agencies working with mutual clients

What Comp. Systems can do differently:	Potential growth / development ideas:
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Higher visibility to agencies working with mutual clients

**Comprehensive Systems Stakeholders
Businesses**

2010

Meeting needs of persons served	Timely Communication	Dignity / Respect	Cooperation between Comp. / Stakeholders	Recommend services to others	Overall Satisfaction
100%	100%	100%	100%	100%	100%

Satisfaction surveys were sent to fourteen (14) of our area businesses we work with. We received four (4) of their responses back, which are summarized as follows:

Stakeholders Comments:

Businesses

2010

What Comp. Systems does Best:	What Comp. Can do to Improve Services:
<ul style="list-style-type: none"> • Caring, Security and Safety • Getting jobs for individuals who need them • Work with the community and clients 	<ul style="list-style-type: none"> • Pay attention to detail • Check on occasion to see that the consumer is on task

What Comp. Systems can do differently:	Potential growth / development ideas:
<ul style="list-style-type: none"> • 	

**Comprehensive Systems Stakeholders
Businesses – Contract Jobs**

2010

Meeting Deadlines	Quality of Work Provided	Cost Effective Services	Prompt Response	Timely Communication	Recommend Services	Overall Satisfaction
100%	100%	100%	100%	100%	100%	100%

Satisfaction surveys were sent to eight (8) of our area businesses which we provide services for, we believe their input is important for us to provide good customer services. We received two (2) responses back, which are summarized as follows:

**Stakeholders Comments:
Businesses - Contract Jobs
2010**

What Comp. Systems does Best:	What Comp. Can do to Improve Services:
<ul style="list-style-type: none"> • Keep up the good work • Great Job 	

What Comp. Systems can do differently:	Potential growth / development ideas:

**Comprehensive Systems Stakeholders
Case Management / CPC**

2010

Meeting needs of Persons Served	Timely Communication	Dignity / Respect	Cooperation between Comp. / Stakeholders	Recommend Services to Others	Overall Satisfaction
100%	89%	95%	95%	100%	96%

Satisfaction surveys were sent to twenty seven (27) Case Managers and CPC. We received nineteen (19) of these satisfaction surveys back, these were their comments:

Stakeholders Comments: Case Management / CPC

2010

What Comp. Systems does Best:	What Comp. Can do to Improve Service:
<ul style="list-style-type: none"> • Taking care of people in 24 hour setting • Accommodate the client's needs • Good Advocates • Provide clients with nice living situations • Provide home like settings. • Identifying needs of the consumer • Following the treatment plan • Very caring about their clients, nice facilities • Communication of needs of individuals • How staff treat consumers has been with concern and respect. Consumers very comfortable with staff. • Residential • Very Supportive of consumers • Respectful to others served • A lot of opportunities for community activities for community activities in the Day-Hab program. • Willingness to look at difficult clients 	<ul style="list-style-type: none"> • Expand services – supported employment, activities (funded) for clients in evening without SCL services • Clients do not have opportunity to stay in their home during the day if they choose • Response when case manager asks for an update, calls are not always returned, e-mails not answered, some months no reports when asked for many times • Too much of a case load for some workers to effectively do their job. You have some great workers but they have too much on their plate. • Communication on regular basis with all team members • Sometimes find out information after the fact, would like to know as things happen / reasonable to intensify of information / event. • Have HCBS waiver homes instead of RCF-certified homes. • Hire more staff to serve 2-3 individuals in their own apt.

What Comp. Systems can do differently:

- **Expand services to individuals in community / children**
- **Expand services – limiting opportunities**
- **Provide more independence for Hrly. SCL**
- **Would be nice to get copy of written quarterly reports**
- **Would be nice to only have to call one person to get vocational and residential reports**
- **Would like to receive more detailed quarterly information. When I need it. More concrete data for PA'S that we now have to complete for SCL and Pre-Voc**
- **No suggestions**
- **When you move programs to different buildings please advise workers.**
- **As a case manger monthly updates on goals are needed, it is difficult to get updates or return telephone calls from staff.**
- **Provide progress reports on quarterly or at least semi-annual basis. Call team members with concerns on changes with clients**
- **Residential provides very warm and homey place for person to live, family like.**

Potential growth / development ideas:

- **Push to move people into restrictive settings**
- **SES (2 responses)**
- **Evening activities for ID waiver who live on own without SCL services**
- **Staff Group Home during the day.**
- **Adding Day – Hab for higher functioning consumers**
- **Placement services for individuals looking for community jobs. Volunteer opportunities for those in pre-vocational to progress toward community jobs. Day Habilitation activities in the community.**
- **Expand BI services to include volunteer opportunities with community resources, to maximize the use of BI waiver supports. The BI waiver training requirement can now be met on-line.**
- **Decrease 5 bed waivers to 4 so you could serve MFP folks.**
- **More employment services – “community based”**

**Comprehensive Systems Stakeholders
Human Rights / Care Review**

2010

Meeting needs of persons served	Timely communication	Dignity / Respect	Cooperation between Comp. / Stakeholders	Recommend our Services	Overall Satisfaction
100%	100%	100%	100%	100%	100%

Satisfaction surveys were sent to eighteen (18) of our Care Review and Human Rights Committee Members. Eight (8) satisfaction responses from Human Rights and Care Review Committee Members were returned, their comments are summarized as follows.

**Stakeholders Comments:
Human Rights / Care Review**

2010

Things that Comp. Systems does Best:	How Comp. could Improve Services:
<ul style="list-style-type: none"> • Treat persons served with respect and dignity • Care • Finds work for clients and treats everyone with respect and dignity • Meeting health needs and grooming needs of people with disabilities • Focus on individual needs of each person and attempt to accommodate consumers 	
What Comp Systems can do differently:	Potential growth / development ideas:
<ul style="list-style-type: none"> • More involvement in community (parades, gardening, bake sales) • With time and money considerations, you do a very good job • Training staff related to behavior of individuals 	<ul style="list-style-type: none"> • Have programs and projects in the community • Continue to look for ways to develop each individuals potential...clients and staff...all deserve to advance in their lives and careers. • The only connection I have with Comp. Systems now is serving on Human Rights Committee, but I never hesitate to say good things about the organization if the subject arises. • Community based employment in Mason City, I have students involved/working at Comp. Systems and I have a child who receives services (non-employment, SCL services). I am very satisfied / impressed personally and professionally. Amie Marken works with my child in Mason City and I just need to tell you how incredible she is! She is professional, instructive, creative, and very caring and nurturing. She is a huge asset to Comprehensive Systems.

**Comprehensive Systems Stakeholders
Schools**

2010

Meeting needs of persons served	Timely Communication	Dignity / Respect	Cooperation between Comp. / Stakeholders	Recommend services to others	Overall Satisfaction
100%	100%	100%	100%	100%	100%

Satisfaction surveys were sent to nine (9) of our area schools we work with. We received four (4) satisfaction surveys back, the following were their comments:

**Stakeholders Comments:
Schools
2009**

Things that Comp. Systems does Best:	How Comp. could Improve Services:
<ul style="list-style-type: none"> • Communication 	<ul style="list-style-type: none"> • Teaching staff to be more compassionate • Review communication book daily • Improve communication

What Comp. Systems can do differently:	Potential growth / development ideas:
<ul style="list-style-type: none"> • Push clients to excel and reach full potential, not just maintain 	<ul style="list-style-type: none"> • Smaller group homes in Charles City •

November 1, 2010

Dear Parents and Guardians:

This letter is intended to update you on what Comprehensive Systems has completed this past year. It is important that you realize how valuable your input is. We have included results from the past years satisfaction surveys and are asking for your input again this year. Results from the 2009 surveys were the following percentages:

Services	99%
Safety	100%
Staff	99%
Management of Services	100%
Communication	99%
Rights / Respect	100%
New Skill Development	99%
Transportation	98%
Overall Satisfaction	99%

These percentages indicate parents/guardians are very satisfied with the services provided at Comprehensive Systems. Five hundred and forty five (545) satisfaction surveys were sent out last year. Two hundred and eight (208) satisfaction surveys were returned. We value your comments and opinions, as we reviewed your comments on how we could improve our service, extra compiling of these notes were taken.

The areas most frequently noted for improvement were:

1. Communication
2. Activities
3. Transportation

1.) Communication:

Your suggestions for improvement	What has been done
<ul style="list-style-type: none"> • More communication is always good: but suggestions to use e-mail, phone calls, were suggested to improve communication regarding medical appointments, outings, and or consumer needs 	<ul style="list-style-type: none"> • All managers and nursing personnel have been issued e-mail addresses to assist with communication barriers, we believe e-mail is the preferred choice of communication. E-mails have increased between managers and families. • Quarterly PACE newsletters are being sent to parents/guardians and are also available through the Comprehensive Systems web page. • Discussion on your satisfaction of services is occurring during the annual IPP staffing of your son or daughter • Program Managers are evaluating ways to gather parent/guardians e-mail addresses and entering these on our information sheet • Managers that prepare monthly activity schedules are looking into ways to e-mail materials to parents

2.) Activities:

Your suggestions for improvement	What has been done
<ul style="list-style-type: none"> • Would like to see more community activities • Expand activities in the home • More information on what the monthly activities are 	<ul style="list-style-type: none"> • Activities are being planned monthly, community outings are always a part of the monthly calendar. Suggestions, recommendations are always listened to by the area managers. Financial limits are always barriers, managers are frugal with the rec moneys spending. They try not to let this become a barrier. • Activities in the community have been increased this past year, some activities include, picnics, library outings, parades, public pool, sporting events etc. • Managers that prepare monthly activity schedules are looking into ways to e-mail materials to parents.

3.) Transportation:

Your suggestions for improvement	What has been done
<ul style="list-style-type: none"> • Shortage of vehicles, drivers 	<ul style="list-style-type: none"> • An emphasis on purchasing new vehicles was implemented • Employees continue to be encouraged to obtain their CDL, special training is received to promote confidence while chauffeuring the consumers.

It is important for Comprehensive Systems Inc., to meet the needs of the persons we serve. Your input assists us with providing quality services and is essential to successful planning. Please complete the enclosed surveys for each service your son/daughter receives and return these to me in the enclosed self-addressed envelop by December 15, 2010.

Thank you in advance for you continuous support.

Sincerely,

Julie Funk
Quality Assurance Director

To: All Staff
From: Outcome Management Team
RE: Response and Outcome from 2009 Satisfaction Data
Date: November 19, 2010

Listed below are the major areas compiled from your responses to the 2009 Satisfaction Surveys. These areas were tabulated and evaluated. Actions to address some of the areas on the survey are as follows:

- 1.) Wages/Benefits/Rewards/Appreication
- 2.) Communication
- 3.) Training & Education

1.) Wages / Benefits / Rewards / Appreciation

Your suggestions for improvement:	What has been done:
Increase wages, compensation, and other benefits	<ul style="list-style-type: none"> • Pay increases are scheduled to be awarded in 2011 and 2012 • Benefits include: Life Insurance, vacation time & sick time • Additional Benefits offered in 2010 were flu vaccinations at a reduced price for employees and annual recognition gatherings
Rewards Program/Offer more staff appreciation	<ul style="list-style-type: none"> • We continue to use the rewards program. Criteria to receive rewards has been set and is reviewed monthly by the Team Building Committee • Annual Recognition gatherings continue for all areas • Awards: <ol style="list-style-type: none"> 1 Perfect Attendance Bonus of \$50 every three months for perfect attendance 2 Rewards for perfect monthly attendance 3 Rewards for obtaining CDL/Chauffers Lic. 4 Sign on Bonus of \$200.00 5 Recruitment Bonus of \$100.00

2.) Communication

Your suggestions for improvement:	What has been done:
Increase Communication	<ul style="list-style-type: none"> • We continue to hold staff meetings in each area monthly for communication regarding consumer needs and issues specific to the area • Mandatory Training/Inservices are scheduled each month • Training occurs as consumer programs are revised • The PACE Newsletter is developed quarterly and distributed to all Areas, Parents and Guardians • Staff are involved in the consumers programming. DSS are invited to attend consumers annual staffings

3.) Training and Education

Your Suggestions for Improvement:	What as been done:
Increase trainings and conferences	<ul style="list-style-type: none">• The majority of the areas have completed Electronic Documentation training and are utilizing E-doc. Special training sessions were developed with the creators of E-doc for staff and managers• Additional software has been purchased to include Training Records on E-doc to help keep yearly staff training up- to- date and easily accessible• DSS and managers continue to attend TEACCH training annually as needed• Managers and staff have attended conferences within Comp. Systems and outside the agency this past year• CMA training is completed as needed in each area
Professional training for Managers	<ul style="list-style-type: none">• Administrative meetings are held in house throughout the year. Managers attend other conferences when available• Training programs are available on-line through CARF• Comp. Systems hosted a Statewide I-PART training that many of our managers attended

This memo is intended to update you on what Comp. Systems has accomplished this past year. Your input is essential for the continued success at Comp. Systems to provide quality services.

Please complete the attached 2010 Satisfaction Survey and
Return to Julie Funk by December 20th, 2010.

Comprehensive Systems, Inc.
Vocational Organizational Employment Consumer Satisfaction Interview

Name of Person Served _____ Area _____

(This interview should be conducted privately prior to consumer's Annual Staffing. The interviewer should explain questions in a manner understandable to the individual and obtain as much input as possible.)

	Please check the box to indicate your satisfaction with services.	Y e s	N o	N / A	Consumer Response
Rights	Do you know your rights? (Break time, how you are paid, etc.)				
Opportunities/Choices	Did you or your guardian choose where you work?				
Skill Training/Services	Do you attend your staffing and plan your programs?				
	Are you satisfied with your current services?				
	Are you working toward your employment goals?				
Safety	Do you feel safe at work?				
	Are you learning how to handle emergency situations? (Fire, tornados, if you are lost, strangers, etc.)				
	Do you know what to do if someone hurts you?				
Staff Availability	Are you satisfied with the staff who assist you?				
Accessibility/Barriers	Are you given enough privacy?				
	Are there barriers in your vocational area? (Locked doors, narrow doors, clear work lanes, etc.)				
	Are you satisfied with your pay?				
	Is your work area comfortable? (Warm enough in winter, cool in summer, quiet environment?)				
	Are your communication needs met? (Is special communication equipment available?)				
	Are your transportation needs met? (Limitations on when - where available?)				
Relationships	Do you have friends at work?				
Communication	Do you receive communication from your manager/staff regarding your goals/training needs/meetings/inservices?				

What does Comprehensive Systems do well? _____

What can Comprehensive Systems do to improve services? _____

Comments _____

Interviewer _____

Date _____

cc: Consumer Primary File
 Director of Quality Assurance

Comprehensive Systems, Inc.
Vocational Evaluation and Work Adjustment Consumer Satisfaction Interview
(Employee Planning Services) (Employee Development Services)

Instructions: This survey should be conducted at the end of the voc eval and/or the work adjustment period.

Name of Person Served _____ Work Site(s) Attended _____

How did you come to use our services?

- Referred by Voc Rehab Personal reference
 Sought out personally Referred by Case Management

	Please indicate your satisfaction by checking the appropriate response:	Yes	No	Consumer Response
Communication	Did you find communication with staff/supervisor easy? (Explain)			
	Are you happy with services at this time? If not, what other assistance do you desire? (Explain)			
	If any issues came up, were they resolved to your satisfaction? (Explain)			
Opportunities/ Choice	Did you choose the work site(s) you attended? (Explain)			
	Were you satisfied with the length of time of the evaluation/adjustment? (Explain)			
Skill Training Services	Were you pleased with training you received at the work site(s)? (Explain)			
	Did you feel the evaluation/adjustment training you received helped meet your vocational goals? (Explain)			
Accessibility/ Barriers	Were accommodations made to meet your accessibility needs?			

What does Comprehensive Systems do well? _____

What can Comprehensive Systems do to improve services? _____

Other Comments: _____

c.c. Consumer Primary File
 Director of Quality Assurance

 Interviewer Signature (Date)

 Consumer/Guardian Signature (Date)

Comprehensive Systems, Inc.
Day Hab/Community Integration Consumer Satisfaction Interview

Name of Person Served _____ Area: _____

(This interview should be conducted privately prior to consumer's Annual Staffing. The interviewer should explain questions in a manner understandable to the individual and obtain as much input as possible.)

	Please check the box to indicate your satisfaction with services.	Y e s	N o	N / A	Consumer Response
Rights	Do you know your rights?				
Opportunities/Choices	Did you or your guardian choose your day program?				
	Do you choose the type of activity you do?				
	Are you provided a variety of opportunities?				
Skill Training/ Services	Do you attend your staffing and plan your services?				
	Are you satisfied with your current services?				
Safety	Do you feel safe at the day program?				
	Are you learning how to handle emergency situations? (Fire, tornados, if you are lost, strangers, etc.)				
	Do you know what to do if someone hurts you?				
Staff Availability	Are you satisfied with the staff who assist you?				
Accessibility/Barriers	Are you given enough privacy?				
	Are there barriers in your area? (Locked doors, narrow doors, etc.)				
	Is your area comfortable?				
	Are your communication needs met?				
	Are your transportation needs met? (Limitations on when - where available?)				
Relationships	Do you have friends at the day program?				
Communication	Do you receive communication from your manager/staff regarding your services/ meetings/in services, etc?				

What does Comprehensive Systems do well? _____

What can Comprehensive Systems do to improve services? _____

Comments _____

Interviewer _____

Date

cc: Consumer Primary File
 Director of Quality Assurance

Comprehensive Systems, Inc.
Community/Supported Employment
Consumer Satisfaction Interview

Name of Person Served _____ Date _____

Employment Specialist (Job Coach) Serving You _____

JOB SEEKING: (If employed, skip to next section.)

1. How did you come to use our services?
 _____ Referred by Case Management _____ Personal Reference

_____ Referred by Voc Rehab _____ Sought by self

2. Would you recommend Comprehensive Systems, Inc. Services to others?
 _____ Yes _____ NO

	Please indicate your satisfaction by checking the appropriate response.	Yes	No	Consumer Response
Skill Training Services	Is it easy to use these services?			
	Do you feel you are working toward desired job goals?			
	Are you happy with the services provided at this time? If not, what other assistance to you desire? Explain.			
Job Readiness	Do you feel you are preparing for the job you want (i.e. resume, interviewing, etc.)?			
Staff Availability	Do you feel you see your job coach often enough to get the help you want in getting your job?			
Communication	Does your job coach communicate with you on job development?			
Opportunities/ Choices	Does your job coach offer you choices for job opportunities?			
Accessibility/Barriers	Were accommodations made to meet your accessibility needs?			

Employed:

	Please indicate your satisfaction by checking the appropriate response.	Yes	No	N/A
Opportunities/Choices	Did you choose your job?			
Skill Training Services	Were you satisfied with the time period in which you got your job?			
	Were you happy with the initial training you received?			
	Would you use our Employment Services again and/or refer us to a friend?			

From: Teri Freeman <tfreeman@iowaproviders.org>
Bcc: jfunk8828@aol.com
Subject: IACP FW: new HCBS rules effective 5/1/11
Date: Wed, Apr 13, 2011 1:33 pm
Attachments: 9403b.pdf (240K)

attached is information on new HCBS waiver and HCBS habilitation rules that go into effect on 5/1/11. Please pass this on to the appropriate staff within your respective agency. Contact Jim Aberg with questions.

Some key changes include the following (This does not include all changes):

1. Require service workers and case managers to sign and date service plans for the habilitation program (Item 1).
2. Limit respite care provided when the usual caregiver is working to care in a 24-hour residential camp and clarify that respite care shall not be used as a substitute for a child's day care (Items 4, 12, 16, 22, 31, and 44).
3. Clarify for consumer-directed attendant care that meal preparation may only occur in the member's home (Items 5, 15, 19, 26, 37, and 39).
4. Clarify the use of Form 470-4389, Consumer-Directed Attendant Care (CDAC) Service Record, and Form 470-3372, HCBS Consumer-Directed Attendant Care Agreement (Items 5, 15, 19, 26, 37, and 39). The provider shall complete one Form 470-4389 for each date that CDAC service is provided.
5. Add coverage of a portable locator system as a type of personal emergency response system (PERS) (Items 8, 11, 23, 33, 41, and 45).
6. Remove limits on four-person supported community living units and allow a mix of waiver and nonwaiver residents (Items 21 and 30).
7. Clarify the definition of "physiological treatment" for supported community living services (Items 21 and 30). Physiological treatment includes medication regimens carried out under the supervision of a health professional.
8. Specify that the unit of ID and BI waiver supported community living services is a calendar day when the member's service plan reflects a need for on-site staff supervision for an average of 8 or more hours per day over a calendar month (Items 21 and 30). Only providers whose service to a member does not meet this threshold may bill using an hourly unit. The current threshold is an average of 14 hours of service per day over a week for the intellectual disability waiver and 19 hours per day for the brain injury waiver.
9. Specify the possible units for purchase of prevocational services (Items 29 and 36). Full day 4 to 8 hours, half a day 1 to 4 hours, and hourly.
10. Raise the upper limit for prevocational services under the brain injury waiver to the same amount as allowed under the intellectual disability waiver (\$47.01 per day) and add rate limits for half-day and hourly units (Item 45).
11. The proposed rule regarding SCL for children that intermittent services may be provided from one to three hours a day for not more than four days a week was withdrawn as a rule. The purpose of the rule was to act as a guide in determining what is age-appropriate to an individual to learn these tasks and to provide a time frame that does not exceed what the attention span of the individual could accommodate. SCL services are not allowed to provide supervision of children. However, this change will be withdrawn to allow the interdisciplinary teams determine the frequency of this service.

Comprehensive Systems, Inc.
HCBS/SCL Consumer Satisfaction Interview

Name of Person Served _____ Date _____

This interview should be conducted privately prior to consumer's annual staffing. Explain questions in a manner understandable to the individual and obtain as much input as possible.

	Circle location where you receive services: Mason City Charles City New Hampton Black Hawk (Check appropriate box to indicate your satisfaction of services.)	Yes	No	N/A	Consumer Response
Staff Availability	Are you satisfied with the staff who work with you?				
Skill Training	Are you happy with SCL services?				
Services	Have you gained new skills?				
	Are you satisfied with the management of SCL services?				
Communication	Are you satisfied with communication?				
Safety	Do you feel you live in a safe environment?				
Community Involvement	Are you satisfied with your community involvement?				
Rights	Do you feel your rights are respected?				
Opportunities/ Choices	Did you choose the decor of your home?				
	Are you satisfied with opportunities given to make choices? (i.e. spiritual, social and cultural activities)				
	Are your transportation needs met?				
Accessibility/ Barriers	Are there barriers in your housing?				
Relationships	Do you have friend relationships?				
	Do you have input on whom you live with?				

Would you recommend Comprehensive Systems, Inc. services to others? _____

Can Comprehensive Systems do anything to improve services? _____

What does Comprehensive Systems do well? _____

Comments _____

cc: Consumer Primary File
 Director of Quality Assurance

 Interviewer Signature

ICF/MR - RCF/MR Community Housing/Residential Consumer Satisfaction Interview

Name of Person Served		Area			Consumer Response
	Question	Y E S	N O	N / A	
Rights	Do you feel respected?				
	Does anyone ask you to buy things for them or make you feel like you have to buy things for them?				
	Do you know your rights? (Give example) Do you get mail and who opens it? Do you receive phone calls? Do you help out around your home?				
Opportunity/ Choices	Do you have free time? What do you do? Are you able to attend church of your choice?				
	Did you have a choice on who your roommate is or was?				
	Do you have choices during meal times?				
Skill Training Services	Do you have money here at home? Do you write your own checks? Do you balance your checkbook?				
	Do you get to choose your goals? What personal goal are you working on?				
Safety	Do you feel safe? If you are hurt, whom do you ask for help or whom do you go to for help?				
	Do you know whom to call in an emergency situation? (fire, tornado, etc.)				
Community Involvement	Are you satisfied with your community involvement? (parties, exercise, walks, movies, shopping)				

Staff/ Availability	Are you satisfied with the staff who assist you?	Y E S	N O	N / A	
Accessibility/ Services	Are you given enough privacy?				
	Are there barriers in your residential area? (Locked doors, narrow doors, halls are clear)				
	Is your living area comfortable? (warm enough in winter, cool enough in summer, quiet enough?)				
Relationships	Do you have friends outside of your home?				
	Do you feel like you can have a personal relationship outside your home?				
Communication	Do you receive communication from your manager/staff (i.e. goals, training needs, inservices, etc.).				

What does Comprehensive Systems do well? _____

What can Comprehensive Systems do to improve services? _____

COMMENTS _____

Consumer Signature

Interviewer (Date)

Adopted 02/05, Revised 12/06, Reviewed 10/07, Revised 08/08, Revised 04/09, Revised 03/10

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Comprehensive Systems, Inc.
Vocational Evaluation and Work Adjustment Consumer Satisfaction Interview
(Employee Planning Services) (Employee Development Services)

Instructions: This survey should be conducted at the end of the voc eval and/or the work adjustment period.

Name of Person Served _____ **Work Site(s) Attended** _____

How did you come to use our services?

____ Referred by Voc Rehab

____ Personal reference

____ Sought out personally

____ Referred by Case Management

	Please indicate your satisfaction by checking the appropriate response:	Yes	No	Consumer Response
Communication	Did you find communication with staff/supervisor easy? (Explain)			
	Are you happy with services at this time? If not, what other assistance do you desire? (Explain)			
	If any issues came up, were they resolved to your satisfaction? (Explain)			
Opportunities/ Choice	Did you choose the work site(s) you attended? (Explain)			
	Were you satisfied with the length of time of the evaluation/adjustment? (Explain)			
Skill Training Services	Were you pleased with training you received at the work site(s)? (Explain)			
	Did you feel the evaluation/adjustment training you received helped meet your vocational goals? (Explain)			
Accessibility/ Barriers	Were accommodations made to meet your accessibility needs?			

What does Comprehensive Systems do well? _____

What can Comprehensive Systems do to improve services? _____

Other Comments: _____

c.c. Consumer Primary File
 Director of Quality Assurance

 Interviewer Signature (Date)

 Consumer/Guardian Signature (Date)

Comprehensive Systems, Inc
ICF/MR & RCF/MR Community Housing/Residential
Parent/Advocate Satisfaction

Name of Person Served _____ Date _____

		Circle location where the above named individual receives services. Mason City Charles City New Hampton Osage Black Hawk Elma	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
		Please check the appropriate indication of your satisfaction of services provided by Comprehensive Systems, Inc.					
Effectiveness	Services	Do you feel that he/she is happy with services?					
		Are you satisfied with his/her residential environment?					
	Safety	Do you feel he/she lives in a safe environment?					
	Staff	Are you satisfied with the staff who work with him/her?					
	Management of Services	Are you satisfied with the management of the residential settings?					
	Communication	Are you satisfied with the communication?					
	Rights/Respect	Do you feel his/her rights are respected?					
	Skill Development	Has he/she gained appropriate skills?					
		Are you satisfied with his/her opportunities to make choices?					
		Are you satisfied with his/her community involvement?					
	Transportation	Are his/her transportation needs met?					

Would you recommend our services to others? _____

What does Comprehensive Systems do well? _____

What can Comprehensive Systems do to improve services? _____

Comments _____

Signature

Return to: Comprehensive Systems, Inc
 Director of Quality Assurance
 1700 Clark Street, PO Box 457
 Charles City IA 50616

Revised 07/08, 04/09, 11/09

**Comprehensive Systems, Inc
HCBS/SCL
Parent/Advocate Satisfaction**

Name of Person Served _____ Date _____

		Circle location where the above named individual receives services. Mason City Charles City New Hampton Black Hawk Please check the appropriate indication of your satisfaction of services provided by Comprehensive Systems, Inc.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Effectiveness	Services	Do you feel that he/she is happy with services?					
	Safety	Are you satisfied with his/her home environment?					
		Do you feel he/she is provided services in a safe environment?					
	Staff	Are you satisfied with the staff who work with him/her?					
	Management of Services	Are you satisfied with the management of HCBS/SCL services?					
	Communication	Are you satisfied with the communication?					
	Rights/Respect	Do you feel his/her rights are respected?					
	Skill Development	Has he/she gained appropriate skills?					
		Are you satisfied with his/her opportunities to make choices?					
		Are you satisfied with his/her community involvement?					
	Transportation	Are his/her transportation needs met?					

Would you recommend our services to others? _____

What does Comprehensive Systems do well? _____

What can Comprehensive Systems do to improve services? _____

Comments _____

Signature

Return to: Comprehensive Systems, Inc
Director of Quality Assurance
1700 Clark Street, PO Box 457
Charles City IA 50616

Respite

Consumer/Parent/Guardian Satisfaction Interview

Name of Person Served _____

Date _____

		Circle location where the above named individual receives services. Mason City Charles City Black Hawk New Hampton Elma	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
		Please check the appropriate indication of your satisfaction of services provided by Comprehensive Systems, Inc.					
Effectiveness	Services	Do you feel that he/she is happy with services?					
		Are the Respite Services that you receive meeting your needs?					
		Do the Respite Services meet your family's living routine?					
	Safety	Are you satisfied with his/her Safety Plan?					
		Do you feel "safe practiced" are demonstrated during time of services provided for your son/daughter?					
	Staff	Are you satisfied with the staff who work with him/her?					
	Management of Services	Are you satisfied with the management of Respite Services?					
		Are the services flexible when needed?					
	Communication	Are you satisfied with the communication?					
		Did you receive a response in adequate time as to whether Respite Services could be provided by Comprehensive Systems?					
		If staff were unable to provide the usual respite, was an alternate plan made to meet your needs?					
Rights/Respect	Do you feel his/her rights are respected?						

Would you recommend our services to others? _____

What does Comprehensive Systems do well? _____

What can Comprehensive Systems do to improve services? _____

Comments _____

Signature

Return to: Comprehensive Systems, Inc.
Director of Quality Assurance
1700 Clark Street, PO Box 457
Charles City IA 50616

**Comprehensive Systems, Inc
Vocational (Organizational Employment)
Parent/Advocate Satisfaction**

Name of Person Served _____ Date _____

		Circle location where the above named individual receives services. Mason City Charles City New Hampton Black Hawk Please check the appropriate indication of your satisfaction of services provided by Comprehensive Systems, Inc.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Effectiveness	Services	Do you feel he/she is happy with services?					
		Are you satisfied with his/her vocational environment?					
	Safety	Do you feel he/she works in a safe environment?					
	Staff	Are you satisfied with the staff who work with him/her?					
	Management of Services	Are you satisfied with the management of the vocational setting?					
	Communication	Are you satisfied with the communication?					
	Rights/Respect	Do you feel his/her rights are respected?					
	Skill Development	Has he/she gained appropriate skills?					
		Is he/she offered a choice in the jobs that he/she does?					
	Transportation	Are his/her transportation needs met?					

Would you recommend our services to others? _____

What does Comprehensive Systems do well? _____

What can Comprehensive Systems do to improve services? _____

Comments _____

Signature

Return to: Comprehensive Systems, Inc
Director of Quality Assurance
1700 Clark Street, PO Box 457
Charles City IA 50616

**Comprehensive Systems, Inc
Day Hab (Community Integration) Services
Parent/Advocate Satisfaction**

Name of Person Served _____ Date _____

		Circle location where the above named individual receives services. Mason City Charles City New Hampton Black Hawk Please check the appropriate indication of your satisfaction of services provided by Comprehensive Systems, Inc.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Effectiveness	Services	Do you feel that he/she is happy with services?					
	Safety	Are you satisfied with his/her day services environment?					
		Do you feel he/she is in a safe environment?					
	Staff	Are you satisfied with the staff who work with him/her?					
	Management of Services	Are you satisfied with the management of the day service setting?					
	Communication	Are you satisfied with the communication?					
	Rights/Respect	Do you feel his/her rights are respected?					
	Skill Development	Has he/she been exposed to a variety of opportunities?					
		Do you feel he/she has choices offered through their day? (Recreation/leisure activities/music played during the day, etc.)					
		Are you satisfied with his/her community involvement?					
	Transportation	Are his/her transportation needs met?					

Would you recommend our services to others? _____

What does Comprehensive Systems do well? _____

What can Comprehensive Systems do to improve services? _____

Comments _____

Signature

Return to: Comprehensive Systems, Inc
Director of Quality Assurance
1700 Clark Street, PO Box 457
Charles City IA 50616

Comprehensive Systems, Inc.
Stakeholder Survey

- 1) How long have you been associated with Comprehensive Systems, Inc.?
 - a) Less than 6 months
 - b) 6 to 12 months
 - c) 1 to 3 years
 - d) 3 to 5 years
 - e) More than 5 years

- 2) Please indicate your *Level of Satisfaction* with each of the following areas. If an area does not pertain to you, please check in the column Not Applicable.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Comprehensive Systems is responsive and meets the needs of persons served.						
Important information is communicated in a timely manner.						
Consumers are treated with dignity and respect.						
The degree of cooperation between Comprehensive Systems and you as a stakeholder.						

- 3) Would you recommend our services to others?

- 4) In your opinion, some of the things that Comprehensive Systems does **best** are:

- 5) If you marked a less than positive response to any item(s) above, how do you feel Comprehensive Systems could **improve this**?

- 6) Suggestions for ways that Comprehensive Systems **could do things differently**:

- 7) Suggestions for potential opportunities for growth and development of programs and services at Comprehensive Systems, Inc:

Revised 12/08, 11/09

f2016

Comprehensive Systems, Inc.
Stakeholder Survey

- 1) How long have you been associated with Comprehensive Systems, Inc.?
 - a) Less than 6 months
 - b) 6 to 12 months
 - c) 1 to 3 years
 - d) 3 to 5 years
 - e) More than 5 years

- 2) Please indicate your *Level of Satisfaction* with each of the following areas. If an area does not pertain to you, please check in the column Not Applicable.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Does Comprehensive Systems meet your deadlines?						
Are you satisfied with the quality of work provided by Comprehensive Systems?						
Do you find Comprehensive Systems services cost effective?						
Does Comprehensive Systems respond promptly back to you to address your questions and concerns?						
Do you know whom to communicate with when you have questions and concerns?						

- 3) Would you recommend our services to others?
- 4) In your opinion, some of the things that Comprehensive Systems does **best** are:
- 5) Do you have ideas of how Comprehensive Systems could improve services?
- 6) If you marked a less than positive response to any item(s) above, how do you feel Comprehensive Systems could **improve this**?

Revised 11/09

f2015

Comprehensive Systems, Inc.

Employee Satisfaction Survey

- 1) How long have you been working for Comprehensive Systems, Inc.?
 a) Less than 6 months
 b) 6 to 12 months
 c) 1 to 3 years
 d) 3 to 5 years
 e) More than 5 years

- 2) Please indicate your *Level of Satisfaction* with each of the following:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Training	Orientation and training are adequate to do my job well.					
	Resources are available for additional education & training.					
Opportunity for growth	Performance evaluations promote professional growth.					
Safe Environment	The area/areas I work in are safe environments.					
Supports	My supervisor(s) is/are supportive.					
	My supervisor considers my suggestions.					
Teamwork	Teamwork is an important part of my job, my supervisor promotes this in our area.					
	I believe My "Team" values me as an employee.					

- 3) Would you recommend Comprehensive Systems, Inc. services to others?
- 4) In my opinion, some of the things that Comprehensive Systems does **the best** are:
- 5) If I marked a less than positive response to any item(s) above, I think Comprehensive Systems could **improve this/these by doing:**