

Comprehensive Systems, Inc.

Supported Living

2010

Supported Living Services Outcome Report 2010

Many of the individuals who were able to move from Group Homes out into apartments have done so. Individuals living in our RCF/ID programs are able to access the Home and Community Based Services as well. This allows individuals to remain living in their home and receive less restrictive services in that setting.

The staff turnover rate has remained constant at 23% from 2009. Our RCF/ID/HCBS homes rarely have staff turnover, which helps for consistency. As negotiated in the union contract, we do not have health insurance benefits available for direct support staff. Some staff have quit to obtain jobs that did offer health insurance benefits. The highest rate of staff turnover seems to be in the college towns, where they tend to move on when they have completed their education.

The number of persons receiving services decreased from 72 to 66 in 2010. Comprehensive Systems, Inc. evaluates each referral individually to determine if we can meet their needs. The average number of days from pre-admission to admission was 9 days. Many individuals that want our services tell us when they would like the services to start. Services are usually not held up by staff availability.

Four individuals decreased the number of service hours. Six individuals were on a waiting list for Supported Living Services in 2010.

Satisfaction with services, staff, environment and community and safety are high at 99.8%.

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Outcome Report
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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 Persons who Decreased their Hours	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	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: <ul style="list-style-type: none"> • Working days from Pre-Adm. to Admission 	All Persons Seeking Supported Living	Annual	Tracking Sheet	Admissions Director/ Area Managers	30	9	12

Notes:

- In 2007 we started tracking service access.