

Comprehensive Systems, Inc.

Satisfaction

2019

Satisfaction Data 2019

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., and (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 later 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.

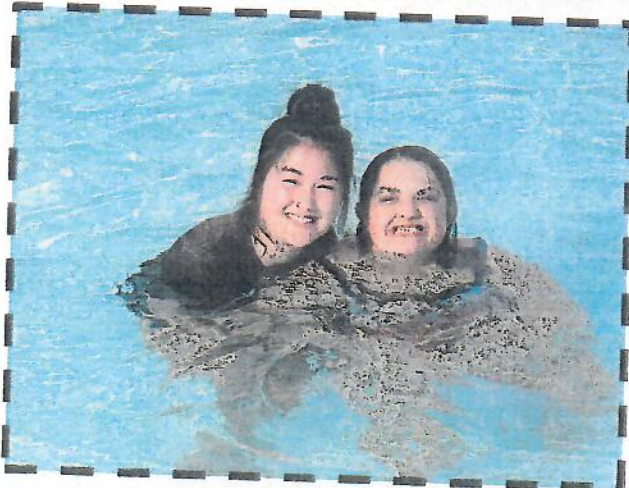
est. 1970

Like us on
Facebook



Comprehensive Systems INC.

Supporting Success



Comprehensive Systems Inc.
 Consumer Satisfaction
 5 Year Review
 (2019)

	2014	2015	2016	2017	2018	2019
Rights	99.80%	99.83%	98.67%	99.00%	99.34%	98%
Community Involvement	100%	99.83%	99.60%	100%	100%	99%
Relationships	100%	99.67%	97.50%	99.20%	98.2%	99%
Opportunities / Choices	100%	99.67%	99.00%	98.40%	95.00%	96%
Communication	100%	99.83%	100%	100%	99.83%	99%
Skill Training	100%	99.50%	98.60%	99.40%	98.67%	98%
Safety	100%	99.67%	98.67%	99.17%	99.67%	96%
Staff Availability	100%	100%	99.84%	99.83%	100%	100%
Accessibility	99.86%	99.67%	99.43%	98.20%	99.50%	98%
Referral of Service	100%	100%	100%	100%	100%	95.5%
Technology				100%	97.17%	97%
Transportation					100%	100%
Overall Satisfaction	99.97%	99.77%	99.24%	99.38%	98.85%	97.96%

Four hundred fifty-eight (458) satisfaction surveys were collected by Quality Assurance during 2019. The overall satisfaction from consumers continues to remain high, with 97.96% being the overall satisfaction for 2019.

**Comprehensive Systems, Inc.
Consumer Satisfaction**

2019

	ICF-IID	RCF-IID	HCBS	Respite	Day Services	Small Group Employment	Overall Satisfaction
Rights	99%	99%	100%	100%	99%	100%	99.5%
Opportunities/Choices	82%	95%	100%		100%		94.5%
Transportation			100%		100%		100%
Skill Training	98%	100%	89%		99%	100%	97.2%
Safety	98%	98%	100%	100%	96%	100%	98.66%
Community Involvement	100%	98%	100%		100%		99.5%
Staff Availability	100%	100%	100%	100%	100%	100%	100%
Accessibilities/Services	99%	99%	100%		99%	100%	99.4%
Relationships	98%	98%	87%		100%	100%	96.6%
Communication	99%	99%	100%	100%	100%	100%	99.67%
Technology	87%	98%	100%	100%	97%		96.4%
Overall Satisfaction	99%	98.4%	99%	100%	99%	100%	98.31%

ICF/IID –Consumer Satisfaction

2019

Rights	99%
Opportunity/Choices	82%
Skill Training	98%
Safety	98%
Community Involvement	100%
Staff Availability	100%
Accessibilities/Services	99%
Relationships	98%
Communication	99%
Technology	87%
Overall Satisfaction	99%

Ninety-two (92) satisfaction surveys were collected from consumers receiving residential services and parents/guardians when consumer needed assistance with responding. Their comments are summarized as follows:

ICF/IID:

Would you recommend our services to others: (Scale 1-10)

Yes*

10*****

9****

8***

7*

6

5**

What does CSI do well?

- Help me a lot with everything
- Getting around, spend time with her
- Activities *
- Appreciate staff compassion
- Care for residence
- Shook head yes
- They do a good job helping pick out things I enjoy
- They don't boss me around either
- Pop
- Nursing- I appreciate the communication concerning NH health communication between staff and administration
- Takes care of me and helps me achieve goals
- They are really nice
- Pretty good
- Painting on the wall
- Supports NT individuals needs in a dignified manner
- Cassette tape player
- Crackers
- Helps me

ICF/IID –Consumer Satisfaction

2019

- The buses
- Points to her room
- Eat
- Furniture
- I like Carolyn the cook
- Bake, good movies
- Pointed to the paintings on the wall
- Like when staff take her home
- Brother of an individual feels that the care Richard receives is exemplary. Very pleased.

What can CSI do to improve services?

- Nothing
- Shook head yes
- Nothing they can leave it alone
- Make more popcorn
- More community involvement
- Better communications with parents
- Get out more
- I don't care
- More fun activities outside
- Lists
- Points to her room
- Shut the door
- Car, more staff

Comments:

I am happy with staff, though I wish they would be more careful w/NH possessions and clean his room and wheelchair. I see too much sitting around when they could be cleaning, especially when NH is resting in his room. (noted by NH mother)

RCF/IID – Consumer Satisfaction

2019

Rights	99%
Opportunity/Choices	95%
Skill Training Services	100%
Safety	98%
Community Involvement	98%
Staff Availability	100%
Accessibility/Services	99%
Relationships	98%
Communication	99%
Technology	98%
Overall Satisfaction	98.4%

One Hundred thirteen (113) satisfaction surveys were collected from consumers receiving residential services and parents/guardians when consumer needed assistance with responding. Their comments are summarized as follows:

Would you recommend our services to others: (Scale 1-10)

10*****

9*****

8*

7**

6

What does CSI do well?

- Let's me go out with my family
- Don't know
- Help make sure up and ready
- I like the activities
- Cook good food
- Clean room
- Help me
- Help me out*
- The care is terrific
- Staff are awesome
- They help me do laundry and other stuff
- My room, my staff, I am retired
- Everything
- Make sure I get to day hab and work
- Takes me out and I get to go places
- It is ok
- Give me a home to live in
- Give me choices
- Keep everything organized and going
- Clean cheerful home
- Help me with my money
- I like it here
- They protect me

RCF/IID – Consumer Satisfaction

2019

- Gives me a safe home
- It is all good
- That is a hard question, can't think
- Everything
- Yep, I do, I like my room
- Make sure consumers are safe and taken care of
- Help keep me safe
- Enjoy people around me
- Don't let people go in my room
- Comp helps us a lot
- They do a good job
- Get all kinds of food

What can CSI do to improve services?

- Helps us get a job
- Don't know
- I can't think of anything*
- Nothing***
- Game
- I don't know*
- I really don't know
- Shrugs shoulders, smiles say I like it here
- I would like to be in an apartment
- I don't know
- Nothing
- Not really sure
- Make sure staff is attentive to special needs.
- PT –getting it all done
- Peer interruptions
- Help me
- Nothing at this moment
- I don't know, everyone helps me
- Nothing
- I think everything is up to standard
- I would like to sleep in more on the weekends
- They help me
- Listen
- Everything is ok

Comments:

SP enjoys living at the group home. She loves the interaction with clients and staff.

HCBS / SCL Consumer Satisfaction

2019

Rights	100%
Opportunities/Choices	100%
Transportation	100%
Skill Training/Services	89%
Safety	100%
Community Involvement	100%
Staff Availability	100%
Accessibility/Barriers	100%
Relationships	87%
Communication	100%
Technology	100%
Overall Satisfaction	99%

Twenty-three (23) satisfaction surveys were collected from consumers receiving HCBS/SCL services. Their comments are summarized as follows:

HCBS/SCL:

Would you recommend our services to others:

- 10*****
- 8
- 6*
- 5

What does CSI do well?

- Provide Shelter
- Help with laundry, work on my cooking
- Help me find a job
- Helps with groceries
- I have a good staff
- Don't know
- Can't think of anything
- Help me be involved in the community.
- Help me
- Go on outings
- Help People
- Food

Can CSI do anything to improve services:

- No***
- Can't think of anything
- No
- Don't know
- I don't know

HCBS / SCL Consumer Satisfaction

2019

Comments:

- Parent comment- Address needs of individuals served according unique personalities and specific preferences. Tries to accommodate people as much as possible.
- Parent comment- I believe staff and management try very hard to consider the consumers wants, needs and interest. We are fortunate to have CSI in our community helping us (parents) meet the needs of the disabled. Thank you for all you do for the consumers and their families. Some of these questions were difficult for me to answer due to Dony's inability to communicate his feelings.

Respite Consumer Satisfaction

2019

Services	100%
Safety	100%
Staff	100%
Management of Services	100%
Communication	100%
Rights/Respect	100%
Technology	100%
Overall Satisfaction	100%

One (1) satisfaction surveys were collected from consumers receiving HCBS services. The comments are summarized as follows:

Would you recommend our services to others?

- No response

What does CSI do well?

- No response

Improvements:

- No response

Day Hab Consumer Satisfaction

2019

Rights	99%
Opportunities/Choices	100%
Skill Training/ Services	99%
Safety	96%
Staff Availability	100%
Accessibility/Barriers	99%
Transportation	100%
Relationships	100%
Communication	100%
Community Involvement	100%
Technology	97%
Overall Satisfaction	99%

Two Hundred three (203) satisfaction surveys were collected from consumers receiving Day Hab services. Their comments are summarized as follows:

Would you recommend CSI to a friend?

- Yes*****
- No*
- 10*****
- 9***
- 8****
- 8.5*
- 7****
- 6**
- 1

What does CSI do well:

- Comp. Systems, go!
- I don't know*****
- Keep me safe
- Takes us on outings
- You
- Nice buildings
- Like to play games and activities
- PM's parents stated that CSI is flexible w/PM. Parents were at Day Hab and they said they are pleased with how flexible everyone has been with their daughter & meeting her needs.
- Make sure I get out in the community
- Day Hab Staff
- Helps me get out and do things
- Not sure
- Helps me out
- Going out into the community*
- I like the food, staff, activities and getting out into the community
- Make great juice

Day Hab Consumer Satisfaction

2019

- Provide Activities
- Everything
- Takes me to the YMCA
- Go on outings *****
- I get to go a lot of places
- Ring the doorbell
- Can't think of anything
- Keep consumers safe, monitor consumers and support them.
- Individual signed that he was happy
- They provide a nice home for me and I like doing crafts and going on trips
- Have a lot of people and things to do.
- Doing paintings and lots of activities
- Help me*
- CSI is the best-can't go wrong
- I like CSI a lot. The staff treat me well and remind me and support me
- I like changing staff groups week
- Help me meet a lot of new people with disorders like mine
- The activities, outings and big trips are good
- Help me with anything I need assistance with
- Talk with Ms. Sue
- They take care of me*
- Day Hab does fun things
- Getting to know others, have fun with others, they communicate with me
- Take me on outings
- All around good attitude towards special needs people
- The outings, the crafts
- They help you out the best they can
- Mom said that job Dustin is happy with working (NIVC), Day Hab at CSI, and Job Link & SCL services
- Very good meals- get healthy meals
- I like shading
- Provide opportunity to have friends
- Programs
- Outings that we help people
- Crafts
- Cooking

What can CSI do to improve services?

- Communicate better with me. Work on staff better, ask staff to have a good attitude when coming to work.
- I don't know*****
- JH feels day is a good place to go
- No idea
- Not sure
- Get more markers
- Nothing
- More consistency, more help out of my wheelchair, more equipment
- Computer

Day Hab Consumer Satisfaction

2019

- They do everything great
- Signed: party and eat
- Can't think of anything
- Talk to me if a problem comes up, instead of waiting for me to ask for specifics.
- They can help me out with things I need help with
- KL can take care of me in the morning and in the evening
- Everything is good
- Get different things/activities**
- Nothing they are good to me
- Can't think of anything
- Get new games
- Baking more and taking it out into the community
- Be happy
- More outings

Comment:

- It is a nice facility
- I've been here 23 years all the staff treats me well.
- Parent comment: Stephanie Stover states she is so happy they found CCMC and John can attend. He is so much happier and talkative.
- Parent said she come home every night very happy
- Mom said she is Thankful for everything CSI does
- Carolyn said she wants to quit ABE-she was working on computer- so at her staffing team agreed to evaluate it and look at two days a week.

Small Group Employment Satisfaction

2019

Rights	100%
Skills Training/Services	100%
Safety	100%
Staff Availability	100%
Accessibility/Barriers	100%
Relationships	100%
Communication	100%
Overall Satisfaction	100%

Twenty-six (26) satisfaction surveys were collected from consumers receiving Small Group services. Their comments are summarized as follows:

Would you recommend our serves to others:

- 10****
- 9

What does CSI do well?

- Good Jobs for me
- I want to work retail in the store and I love my job
- Tyler loves everything about CSI
- People are friendly
- Get a paycheck, clean stuff for the store
- I like it here
- I don't know
- Gives me a good place to live
- Work
- Keep my work area safe

Can CSI do anything do to improve services:

- I don't know
- Not that I know of
- Know idea
- I don't know
- I can't really think of anything at this time
- I would like to hang up clothes sometimes

Comments:

- I would be sad if I had to leave this place, I really would.

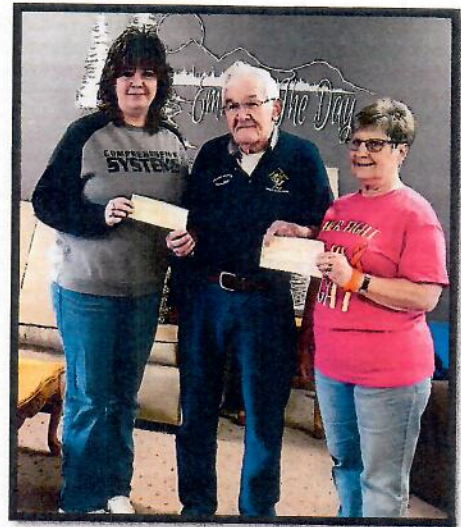
est. 1970

Like us on Facebook



Comprehensive Systems INC.

Supporting Success



Outcome Management Report 2019

**Comprehensive Systems, Inc.
Parent Satisfaction**

2019

5 Year Review

	2014	2015	2016	2017	2018	2019
Service	100%	98.8%	98.71%	94%	100%	98.67%
Safety	100%	97.5%	98.54%	100%	100%	100%
Staff	98.8%	98.8%	98.72%	100%	100%	100%
Management of Service	98.8%	97.8%	98.08%	100%	100%	100%
Communication	97%	98.5%	98.30%	99.5%	99%	99.75%
Rights / Respect	100%	98.8%	100%	100%	100%	100%
Skill Development	99.5%	98.8%	98.61%	99.3%	100%	100%
Transportation	99.6%	100%	99.06%	100%	100%	100%
Recommend Services	98.6%	92.4%	100%	100%	100%	100%
Overall Satisfaction	98.7%	97.9%	98.88%	99.11%	99.83%	99.77%

One hundred and fifty-six (156) satisfaction surveys were returned during this year's satisfaction mailing. The overall satisfaction from parents continues to be high. Comments will be trended and planning for improvement during 2020 will be implemented.

Comprehensive Systems, Inc. Parent Satisfaction

2019

	ICF-IID	RCF-IID	HCBS	Respite	Day Services	Small Group Employment	Overall Satisfaction
Service	100%	100%	100%	93%	99.35%	100%	98.67%
Safety	100%	100%	100%	100%	100%	100%	100%
Staff	100%	100%	100%	100%	100%	100%	100%
Management of Services	100%	100%	100%	100%	100%	100%	100%
Communication	98.5%	100%	100%	100%	99.57%	100%	99.75%
Rights / Respect	100%	100%	100%	100%	100%	100%	100%
Skill Development	100%	100%	100%	100%	100%	100%	100%
Transportation	100%	100%	100%	100%	100%	100%	100%
Recommend Services	100%	100%	100%	100%	100%	100%	100%
Overall Satisfaction	99.81%	100%	100%	99%	99.87%	100%	99.77%

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. Three hundred eighty-six (386) parent satisfaction surveys were mailed. One hundred fifty-six (156) were returned. Because of our desire to improve services, we also will look at trends with comments provided.

ICF-IID - Parent 2019 Satisfaction Survey

Service	100%
Safety	100%
Staff	100%
Management of Services	100%
Communication	98.5%
Rights/Respect	100%
Skill Development	100%
Transportation	100%
Recommend Services	100%
Overall Satisfaction	99.81%

Satisfaction Surveys were sent to one hundred one (103) parents and guardians. Forty-five (45) parent satisfaction surveys were returned. Their comments are summarized as follows:

Would you recommend our services to other's:

- Yes – 98%

What Comp. Systems does well:

- Safe homes
- Works with my son to watch him and take care of his needs
- Always ready to listen and suggest what is best for my daughter
- Everything
- No complaints very considerate of clients wishes thank you I am very satisfied with your service
- Everything
- Compassionate caregivers, great communication
- Communication
- They take time to listen and try to understand what my son is saying
- Keep in the facility up-to-date, staff trained well etc.
- Respectful
- Attention to maintaining property, providing respectful and safe homes, and engaged positive care provided
- Staff and management go well beyond what was expected this year I can't thank them enough
- Kind and caring staff
- Medical needs are well taken care of care
- The residents like their staff

What Comp. Systems can do to improve services:

- Communication of home with school
- Retain quality staff
- Need to open more HCBS homes

ICF-IID - Parent 2019 Satisfaction Survey

- We would like to receive the Activity calendars before halfway through the month. There is comfort in knowing the plans of the group home
- Communication about appointments and changes
- Communication can always be more
- To be more flexible with staffing's as I work and wasn't able to be at my daughters staffing
- Staff should announce their name when answering the phone

Comments:

- I am happy that a placement at CSI I was available for my daughter when the need arose I feel comfortable calling anytime I have questions
- Very pleased with fast effective action to address any medical conditions that develop, thank you
- Best decision we made was to choose Comp. Systems
- Tricia Baxter is excellent
- Thanks for all you do for caring for my brother
- We continue to be very pleased with the services that our daughter received
- I am not sure my daughter or I would have made it through the past summer without CSI
- I believe CSI does everything humanly possible
- Keep doing what you do continue to serve the community
- Thank you for giving parents that assurance that their loved one is well cared for and protected from harm

RCF-IID - Parent 2019 Satisfaction Survey

Service	100%
Safety	100%
Staff	100%
Management of Services	100%
Communication	100%
Rights/Respect	100%
Skill Development	100%
Transportation	100%
Recommend Services	100%
Overall Satisfaction	100%

Satisfaction Surveys were sent to forty-five (45) parents and guardians. Twenty (20) parent satisfaction surveys were returned. Their comments are summarized as follows:

Would you recommend our services to other's:
100%

What Comp. System's does well:

- The Mason City Group Home is kept very clean
- Safe clean activities for the residents
- Very friendly and have amazing teamwork
- Exceptional care and concern for my sister
- Staff are so patient and understanding
- Communication with my brother seems to be very kind and are able to make sure he is safe and happy
- Provide safety and consistency of treatment
- My daughter is very happy living at Ninth Street we feel very blessed
- Meeting the needs of the clients
- My daughter is content and happy
- Staff are caring
- The schedule works well for chores and outings
- Staff seem to genuinely enjoy their jobs
- The home is very pretty and well-maintained

What Comp. Systems can do to improve services:

- Continue to give clients opportunity for physical activity
- I appreciate has that they keep me up to date with my daughter.
- Communication with guardian about issues that arise
- My daughter is in a wheelchair and she doesn't get out to shop very often. The home would really benefit from a handicap accessible van
- Communication could be improved seems like messages are not getting to the right people when my son is getting picked up
- It seems like there's a lot of turnover with staff

RCF-IID - Parent
2019 Satisfaction Survey

Comments:

- Jan, Stephanie and Julie are just great!
- We could not be happier with your service thanks so much
- My daughter loves her home in Osage very satisfied with my sons' care

HCBS / SCL - Parent 2019 Satisfaction Survey

Service	100%
Safety	100%
Staff	100%
Management of Services	100%
Communication	100%
Rights/Respect	100%
Skill Development	100%
Transportation	100%
Recommend Services	100%
Overall Satisfaction	100%

Satisfaction Surveys were sent to nineteen (19) parents and guardians. Eight (8) parent satisfaction surveys were returned. Their comments are summarized as follows:

Would you recommend our services to others?
100%

What Comp. Systems does well:

- Staff is fantastic. Communication is very good
- Job well done
- They do an awesome job
- Communication and Safety
-

What Comp. Systems can do to improve services:

- Same

Comments:

- The management of the Meadows is slow to respond to complaints

Respite - Parent 2019 Satisfaction Survey

Service	93%
Safety	100%
Staff	100%
Management of Services	100%
Communication	100%
Rights/Respect	100%
Skill Development	100%
Transportation	100%
Recommend Services	
Overall Satisfaction	99%

Satisfaction Surveys were sent to one (1) parent and guardian. One (1) parent satisfaction surveys were returned.

Comments:

- Be consistent with services.

Day Services – Parent (Community Integration) 2019 Satisfaction Survey

Service	99.35%
Safety	100%
Staff	100%
Management of Services	100%
Communication	99.57%
Rights/Respect	100%
Skill Development	100%
Transportation	100%
Recommend Services	100%
Overall Satisfaction	99.87%

Satisfaction Surveys were sent to One hundred ninety-five (195) parents and guardians. Seventy-seven (77) parent satisfaction surveys were returned. Their comments are summarized as follows:

Would you recommend our services to other's:
100%

What Comp System's does well:

- They do a good job communicating
- No complaints
- Everyone is very considerate of my clients' wishes
- They do a very good job taking care of my daughter
- Always ready to listen and suggest what is best for my daughter
- Very caring staff
- Activities that are educational and inclusive
- Takes very good care of my son
- Communication
- Care tailored to specific needs
- Communication and safety
- Communication is well between Charles City and Osage
- Love the amount of things they can get out and do
- Staff is excellent
- Communication and respect
- The consumers are busy and safe
- They have is a good change of gathering at Day Hab instead of being home all day
- Encourage them to try new things or ideas and they appreciate each client
- You are A+ to us
- Provide ample, interesting and exciting activities
- My son does well with her
- My daughter is happy and loves the staff
- Stay true and keep caring
- They have been exceptional this year
- Attention to facilities and communication and availability
- Get my son good things to do and allow him to make many of his Own decisions
- Great teamwork with the staff and managers

Day Services – Parent (Community Integration) 2019 Satisfaction Survey

- You have many good people working for you
- Maintains a daily journal of activities
- Takes good care of our daughter
- Provides a warm roomie setting
- My son likes his staff he also loves the community outings and experiences are wonderful
- Medical is great

What Comp. Systems can do to improve services?

- Staff, management and nurses need more appreciation because your staff are amazing
- Continue to offer a means of physical exercise
- Retain quality staff
- Offer supported employment
- Keep respect towards your residents and keep smiles upon every face
- Retain quality staff
- Encourage more communication skills with the residents
- Clean the wheelchairs
- Put out a newsletter each month
- Would like to see more workshop type opportunities available for those who are unable to work independently
- Maybe consider a warm meal brought in at noon from Hy-Vee if financially feasible
- Communication about appointments and changes

Comments:

- My daughter especially likes the Day Hab program
- Thank you for your kindness and appreciation for each client
- My son loves Comp. Systems and I am so please with all the activity and social interaction
- Vicky and staff do an A+ job
- Thank you if I don't tell you enough
- Staff went above and beyond to treat my daughter like family
- Appreciate the clean well-suited environment. You are doing a great job
- Love the purpose of Day Hab to balance recreation and leisure activities
- My daughter talks positively about her outings and Day Hab
- Thanks for all you do for my daughter
- Tricia Baxter is excellent
- Excellent job well done
- Best decision we ever made was to choose Comp. Systems I know my daughter is happy and enjoys Day Hab
- Appreciate taking my brother to Day Hab on the days the weather permits and not when the weather is bad
- You are doing an excellent job keep up the good work
- Vicky Johnson is wonderful, I can call and talk to her anytime

**Small Group Employment - Parent
(Community Employment Services)
2019 Satisfaction Survey**

Service	100%
Safety	100%
Staff	100%
Management of Services	100%
Communication	100%
Rights/Respect	100%
Skill Development	100%
Transportation	100%
Recommend Services	100%
Overall Satisfaction	100%

Satisfaction Surveys were sent to Twenty-three (23) parents and guardians. Five (5) parent satisfaction surveys were returned. Their comments are summarized as follows:

Would you recommend our services to others?
100%

What Comp. Systems does well:

- Staff is exceptional
- Works well with NIVC
- Staff have designed a plan that works for my sister
-

What Comp. Systems can do to improve services:

- Continue to be flexible with Adam's Work schedule
-

Comments:

- I hope the staff is well compensated and appreciated, I praise the work they perform each day
- Thank you for the great care and consideration



Charles City
 Cedar Falls
 Waterloo
 New Hampton
 Osage
 Mason City

November 14th, 2019

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 2018 surveys were the following percentages:

Services	100%
Safety	100%
Staff	100%
Management of Services	100%
Communication	99%
Rights/Respect	100%
New Skill Development	100%
Transportation	100%
Overall Satisfaction	99.83%

These percentages indicate parents/guardians are very satisfied with the services provided at Comprehensive Systems, Inc. Three hundred ninety two (392) satisfaction surveys were sent out last year. One Hundred fifty seven (157) satisfaction surveys were returned. We valued your comments and opinions, as we reviewed the satisfaction surveys.

A few suggestions for improvement were:

1. Increase Communication
2. Retain Quality Staff

Your Suggestions for improvement:	What we've done:
<ul style="list-style-type: none"> • Increase Communication 	<ul style="list-style-type: none"> • CSI uses Facebook to post pictures and events. • Employee Satisfaction surveys are distributed annually allowing for opportunities for communication. • Our CSI company newsletter is distributed and published on the website. • The CSI company website is available at www.comprehensivesystems.org • CSI updated the company website. • Name and Phone numbers of the management team are handed out annually at the staffing. • Managers have used emails to communicate with families more quickly.

Your suggestion for improvement:	What has been done:
<ul style="list-style-type: none"> ● Retain Quality Staff 	<ul style="list-style-type: none"> ● We are using Facebook to post jobs and help wanted signs. This has proven to be beneficial. ● We have a manager designated to train staff so training is consistent. We have also implemented internet based training modules. ● We give annual anniversary bonuses and have staff appreciations several times throughout the year. ● We always look to promote from within. ● We are working with the local high school to do tours and informational panels with various classes. ● We continue to do job fairs with local colleges and community colleges. ● Each area has a staff appreciation party in the month of June for Caregivers week. ● New employees are receiving a CSI T-Shirt. ● Recruitment bonus continues to be \$200 for the 1st person, \$200 for the 2nd person, \$300 for the 3rd person etc. ● Attendance bonuses are given every four weeks for perfect attendance. ● Quarterly team Event Tracker incentives are in place. ● We have promoted DSS to lead workers in areas to help with training. ● Monetary Incentives have been implemented in areas where shifts have been difficult to fill. ● Bonus Incentives have been given at various times throughout the year based on scheduled hours. ● A Retention and Recruitment Committee has been established.

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 in the enclosed self-addressed stamped envelope by December 15th, 2019 .

Thank you in advance for you continued support.

Sincerely,

Amy Hillegas
Quality Improvement Manager

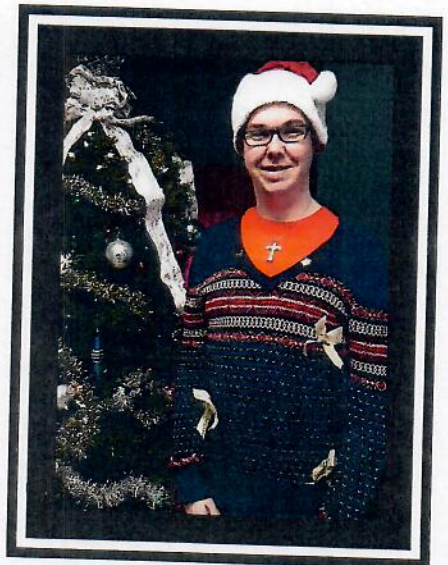
est. 1970

Like us on Facebook



Comprehensive Systems INC.

Supporting Success



Comprehensive Systems Inc.
Employee Satisfaction
5 Year Review
(2019)

	2014	2015	2016	2017	2018	2019
Services						
Safety	98.50%	97.38%	97.22%	99.13%	99.37%	99.22%
Training	97.60%	96.75%	95.69%	94.38%	96.37%	92.94%
Opportunity for Growth	97.30%	88.13%	94.30%	93.50%	92.75%	92.25%
Communication				90.88%	91.75%	91.08%
Teamwork	96.60%	95.25%	95.25%	95.75%	94.37%	86.62%
Technology				94.63%	97.12%	94.46%
Referral of Service	99.20%	95.00%	92.47%	93.38%	93.62%	93.75%
Overall Satisfaction	97.80%	94.59%	95.00%	95.75%	95.50%	94.36%

**Comprehensive Systems Inc.
Employee Satisfaction
(2019)**

	Day										Overall
	ICF-IID	RCF-IID	HCBS	Employment	Admin.	Nursing	Dietary	Retail			
Safety	98.76%	100%	100%	95%	100%	100%	100%	100%			99.22%
Training	86.41%	100%	100%	95%	98%	95%	100%	100%			96.80%
Opportunity for Growth	80.24%	98%	100%	86%	96%	100%	83.33%	100%			92.94%
	80.24%	99%	100%	88.5%	96%	97.5%	83.33%	93.5%			92.25%
Communication	81.48%	100%	100%	86.5%	97%	93%	91.66%	79%			91.08%
Teamwork	79.01%	100%	100%	80%	100%	77%	100%	57%			86.62%
Technology	92.57%	100%	86%	95%	100%	100%	83.33%	100%			94.46%
Referral of Service	81%	100%	86%	89%	100%	94%	100%	100%			93.75%
Overall Satisfaction	94.78%	99%	97%	89%	98%	95%	93%	89%			94.36%

Employees are surveyed annually. Employee satisfaction is collected annually at staff meetings. Topics for input include service, services provided, safety, training, opportunities for growth, teamwork and technology provided. Four hundred sixty-seven (467) satisfaction surveys were sent out to each area, for managers to collect satisfaction from their staff. Two hundred thirty-five (235) satisfaction surveys were returned making overall staff satisfaction was 94.36%.



Charles City
 Cedar Falls
 Waterloo
 New Hampton
 Osage
 Mason City

November 14th, 2019

Dear Employee of Comprehensive Systems, Inc.:

This memo 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 2018 surveys were as follows:

Services	99.37%
Safety	99.25%
Training	94.37%
Opportunity for Growth	92.75%
Communication	91.75%
Teamwork	94.37%
Technology	97.12%
Overall	95.50%

These percentages indicate employees are very satisfied with their employment at Comprehensive Systems, Inc. Five hundred twenty four (524) satisfaction surveys were sent out last year. Two hundred forty seven (247) satisfaction surveys were returned. We valued your comments and opinions as we reviewed the satisfaction surveys.

A few suggestions for improvement were:

1. Raises/Staff Appreciation
2. Staff Recruitment and Retention

Your suggestion for improvement:	What has been done:
<ul style="list-style-type: none"> • Raises/Staff Appreciation 	<ul style="list-style-type: none"> • Each area has a staff appreciation party in the month of June for Caregivers week. Staff receive a gift. • Each area has staff appreciation parties annually. • New employees receive a CSI T-Shirt. • Recruitment bonus continues to be \$200 for the 1st person, \$200 for the 2nd person, \$300 for the 3rd person etc. • Attendance bonuses are given every 4 weeks for perfect attendance. • Quarterly team Event Tracker incentives are in place. • Mentoring employees has been trained with Administrative staff. These efforts will continue on an on-going basis, to include all CSI employees.

	<ul style="list-style-type: none"> • Bonuses are given based upon financial feasibility throughout the agency.
--	---

Your Suggestions for improvement:	What we've done:
<ul style="list-style-type: none"> • Staff Recruitment and Retention 	<ul style="list-style-type: none"> • Compliance Committee monitors the culture of compliance within the organization. Areas of compliance have improved through evaluation, training and providing employees with communication options. • Exit interviews are completed as appropriate to obtain input from employees leaving the organization. • We continue to advertise in various ways including websites, Facebook, College job boards, and various signage. Employee recruitment is the most effective recruiting tool. • We continue to attend various career fairs, meetings and events in partnership with Iowa Workforce Development, high schools, colleges, and our Iowa Association. • The team building committee is focusing on recruiting and retaining staff. The committee will continue to meet on these issues. • Weekend, regular scheduled, unscheduled hours and med pass premiums have been implemented.

Your input is essential for continued success at Comprehensive Systems, Inc. in order to provide quality services. Please complete the attached 2019 Satisfaction Survey.

Thank you in advance for your continuous support.

Sincerely,

Amy Hillegas,
Quality Improvement Manager

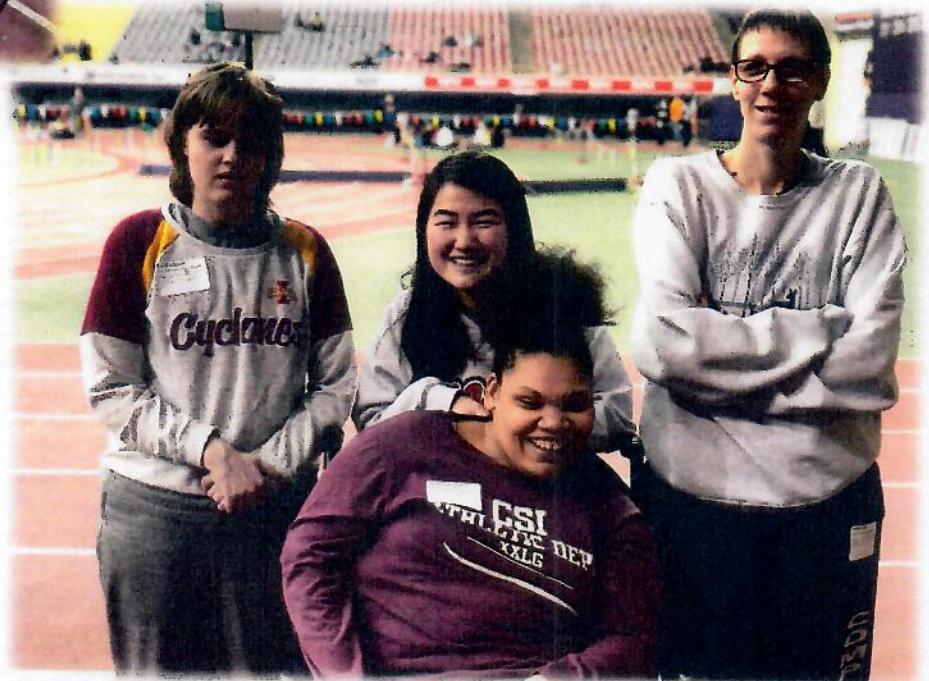
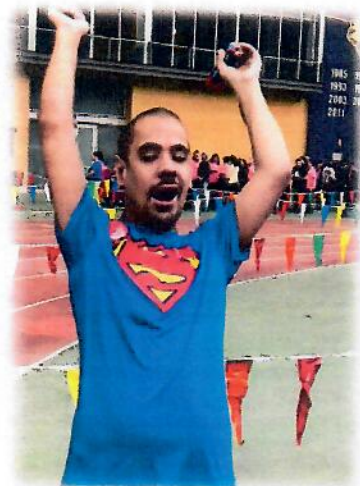
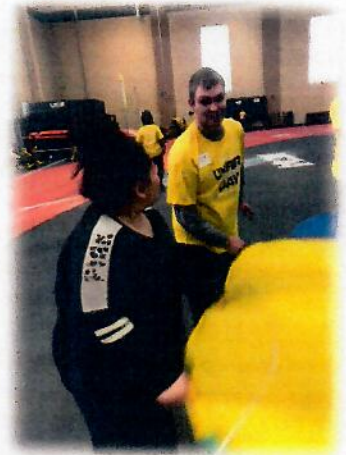
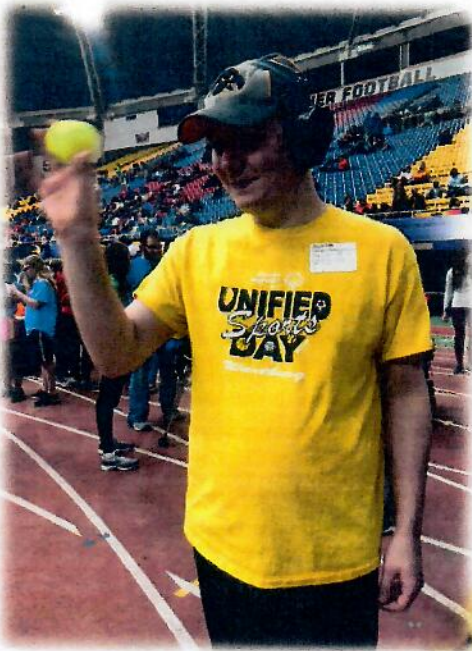
est. 1970

Like us on Facebook



Comprehensive Systems INC.

Supporting Success



**Comprehensive Systems, Inc.
Stakeholders Satisfaction**

**3 Year Review
2019**

Board of Directors

	2016	2017	2018	2019
Services	100%	100%	100%	100%
Safety	100%	100%	100%	100%
Staff	100%	100%	100%	100%
Management of Services	100%	100%	100%	100%
Communication	100%	100%	100%	100%
Rights/Respect	100%	100%	100%	100%
Skills Development	100%	100%	100%	100%
Overall Satisfaction	100%	100%	100%	100%

**Comprehensive Systems, Inc.
Stakeholders Satisfaction**

**3 Year Review
2019**

Case Management / MCO

	2016	2017	2018	2019
Meeting Needs of Person Served	100%	100%	100%	100%
Timely Communication	100%	100%	100%	100%
Dignity / Respect	100%	100%	100%	100%
Cooperation between Comp. / Stakeholders	100%	100%	100%	100%
Recommend Services to Others	100%	83.33%	100%	100%
Overall Satisfaction	100%	96.80%	100%	100%

**Comprehensive Systems, Inc.
Stakeholders Satisfaction**

**3 Year Review
2019**

Human Rights

	2016	2017	2018	2019
Meeting Needs of Person Served	100%	100%	100%	100%
Timely Communication	100%	100%	100%	100%
Dignity / Respect	100%	100%	100%	100%
Cooperation between Comp. / Stakeholders	100%	100%	100%	100%
Recommend Services to Others	100%	100%	100%	100%
Overall Satisfaction	100%	100%	100%	100%

Comprehensive Systems Stakeholders

Board

2019

Services	100%
Safety	100%
Staff	100%
Management of Services	100%
Communication	100%
Rights	100%
Skill Development	100%
Overall Satisfaction	100%

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

Would you recommend Comprehensive Systems residential, employment and day services to others needing services?

100%

Some of the things that Comprehensive Systems does the best are:

- Skill training services
- Absolutely everything

I think Comprehensive Systems could improve this/these areas by doing:

- More staff incentives and pay raises

**Comprehensive Systems Stakeholders
MCO Case Management
2019**

Services	100%
Safety	100%
Training	100%
Opportunity for growth	100%
Communication	100%
Teamwork	100%
Technology	100%
Overall Satisfaction	100%

Satisfaction surveys were sent to nine (9) MCO Case Managers. We received three (3) of these satisfaction surveys returned, these were their comments:

Would you recommend Comprehensive Systems residential, employment and day services to others needing services?

100%

Some of the things that Comprehensive Systems does the best are:

- Provide a healthy and safe learning environment
- Comp Systems does an excellent job communicating any concerns

I think Comprehensive Systems could improve this/these areas by doing:

- Respond to emails within 24 hours

Suggestions for potential opportunities for growth and development of programs and services at Comprehensive Systems, Inc.

- Job coaching

**Comprehensive Systems Stakeholders
Human Rights
2019**

Services	100%
Safety	100%
Staff	100%
Management of Services	100%
Communication	100%
Rights	100%
Skill Development	100%
Overall Satisfaction	100%

Satisfaction surveys were sent to fourteen (14) of our Human Rights Committee Members. Five (5) satisfaction responses from Human Rights Committee Members were returned, their comments are summarized as follows.

Would you recommend Comprehensive Systems residential, employment and day services to others needing services?

100%

Some of the things that Comprehensive Systems does the best are:

- Good service for the intellectual disabled community
- Respecting the consumers

I think Comprehensive Systems could improve this/these areas by doing:

- Doing great, I know staffing is a challenge



Charles City
Cedar Falls
Waterloo
New Hampton
Osage
Mason City

November 14th, 2019

Dear Stakeholder,

Comprehensive Systems, Inc. values your opinion. We believe your input is important in assisting in meeting the needs of the individuals we serve, as well as providing better customer service to you.

Once again, we are asking you to take the time and complete the enclosed Stakeholder Satisfaction Survey and return it to Comprehensive Systems, Inc. in the self-addressed stamped envelope provided.

In advance, thank you for your continued support.

Respectfully,

Amy Hillegas
Quality Improvement Manager