

Comprehensive Systems, Inc. 2020 Organizational Profile

Comprehensive Systems, Inc. is a 50-year-old, private, nonprofit, community-based corporation whose mission is to support individuals with special needs in north Iowa. The organization was developed in 1970, by parents, to meet the needs and desires of individuals served, and continues today to maintain that priority. A wide range of services are provided in Charles City, Osage, Mason City, New Hampton, Cedar Falls, and Waterloo. Our consumer base comes mainly from local counties. Comprehensive Systems provides services for all age groups. The primary services delivered are to individuals with intellectual disabilities, but services are also provided to individuals with other needs. (Attachments: 1:a - 1:a.4)

The Mission Statement of Comprehensive Systems, Inc. is: “We Support Individuals with Special Needs” and the Logo for Comprehensive Systems, Inc. is: “Supporting Success.” As we review the mission and logo of the organization, we have determined that this mission statement continues to keep us focused on the overall goal of our organization. Our Vision Statement is: “A Recognized Leader in Providing Quality Services and Supports.” Comprehensive Systems, Inc. continues to strive to be a leader within our industry in providing quality services and supports. Collaboration with our provider association continues to be of importance to our organization. We maintain a high level of satisfaction with parents and consumers, as well as other stakeholders. We strive throughout all of our programs to implement and encourage best practice.

The leadership team consists of the Executive Director, Jack Brown, and the Management Team. This team meets regularly with the Board of Directors to set the mission and the direction for the organization. The Board of Directors consists of five individuals representing a variety of professions and geographic communities. Members can serve unlimited 3 - year terms and efforts are made to maintain gender balance.

In order to stay on the cutting edge of service provision and current trends, Comprehensive Systems, Inc. does networking with similar agencies, as well as participating in local, state, and national organizations. The agency continuously evaluates management structure and committee structure to ensure efficiency.

Comprehensive Systems, Inc., is accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities. In March of 2018, a three-year accreditation was earned in the following:

- Community Employment Services: Employment Supports
- Community Housing
- Community Integration
- Respite Services
- Supported Living

Comprehensive Systems, Inc. owns facilities that are licensed and operated under the Iowa Department of Inspections and Appeals (DIA), and the Iowa Department of Health. In addition to licensing requirements, one facility is also governed by the requirements of the U.S. Department of Housing and Urban Development.

Comprehensive Systems, Inc. has a \$18,000,000 operating budget, which is funded primarily with federal dollars, but also receives dollars through MCO's. In addition, the agency receives sales revenues through our "used goods" stores. Our expenses are controlled through a purchase order system and monthly budgets are monitored by management. (Attachment: 2:a - 2:b.1)

Management staff lead the fund-raising efforts and public relations for the organization. Presentations to service groups and businesses promote public awareness and serve as possible fund-raising opportunities. Due to the pandemic, the Tree of Lights Campaign was our only fundraiser in 2020.

The Corporate Compliance program focuses on the Code of Ethics in financial management, quality of care and HIPAA privacy. Comprehensive Systems, Inc. has an active compliance committee. The Corporate Compliance Committee consists of the Corporate Compliance Director, the Executive Director, the Associate Director, Program Directors, the Human Resource Director, the Quality Assurance Director, the Admissions Director, the Chief Financial Officer, the Security Officer and the HIPAA Privacy Officer. A HIPAA On-Site review team was also established in 2014. This team monitors and provides guidance on HIPAA and confidentiality practices through bi-annual inspections of each service area.

Corporate Compliance training and monitoring are done to ensure conformance with all legal and regulatory requirements for staff members, the Board of Directors, volunteers, business associates, business and financial practices and marketing activities. Direct Support Staff contribute to Corporate Compliance through the quality of care and HIPAA Privacy that they provide to individuals within their everyday job duties.

The Corporate Compliance team identifies risk to the organization on an all hazards risk approach specific to the geographic location, and an examination of incident trends. The Risk Management Plan identifies steps to mitigate these risks. The Emergency Preparedness plan has been integrated into the Risk Management/Disaster Recovery Plan. This unified plan is designed to meet the health, safety and security needs of individuals served and employees. The Emergency Preparedness plan addresses the unique needs and vulnerabilities of individuals with developmental disabilities during difficult or emergency situations.

Employee Participation

Comprehensive Systems, Inc. has more than 400 staff members throughout the organization. Approximately 100 of these work in an administrative capacity with positions including executive, management, nursing, clerical and maintenance (Attachment: 3: a. - 3: b). The balance of employees are Direct Support Staff (DSS), who provide the hands-on supports and training with the individuals who receive services throughout the organization. These positions include residential DSS, day services staff and dietary staff (Attachment: 3: b.1 – 3.c). Administrative positions are primarily full-time. DSS positions consist of full and part-time shifts. Full-time positions are desirable to some while others prefer part-time employment. Staff have an opportunity to pick up extra hours in their primary work areas or other areas where trained. DSS have the option of joining the United Food and Commercial Workers International Union (UFCW) and are covered under the Collective Bargaining Agreement. Comprehensive Systems is an equal opportunity employer and complies with all ADA and OSHA regulations.

Females comprise a majority of the workforce. Administrative positions have a range of qualifications depending on the position. Staff holding these positions have qualifications ranging from a GED or high school diploma with background experience, to a Master's Degree. Requirements for employment at Comprehensive Systems, Inc. include successfully passing a background check for criminal and abuse history, a lift test, a physical examination and a TB test. Employees must be able to speak, read and write the English language, meet the essential functions of the job, and abide by the organization's mission, policies, procedures and code of conduct. All staff employed by Comprehensive Systems, Inc. are provided initial orientation and on-going training. Training is based on the position requirements and may include, but is not limited to: Compliance, Physical Intervention Alternatives (PIA), CPR, Child and Dependent Adult Abuse for Mandatory Reporters, Sanitation, Blood Borne Pathogens, Safety Data Sheets (SDS), Back Safety, Basic First Aid and Health Assessment Guidelines. In an effort to meet training requirements, the organization is enrolled in the College of Direct Support and other online training sources.

Providing quality services is of utmost importance to the organization. Maintaining appropriate numbers of quality staff is vital, but continues to be a challenge. Recruitment efforts and incentives periodically are changed to meet the needs of the current employment climate. (Attachment: 3:c) Comprehensive Systems, Inc. trains quality staff, promotes from within, provides benefits and focuses on employee satisfaction. Comprehensive Systems, Inc. provides services 24 hours a day, seven days a week and 365 days a year. The design of work schedules and jobs are critical; when designing jobs, input is gathered from all stakeholders involved. This allows for creativity and flexibility for employees. Comprehensive Systems, Inc. makes it a priority to assure employees feel valued. All of these practices encourage initiative and innovation.

Employees attend various conferences, committees, and association meetings, both state wide and nationally, in order to stay current with changes in regulations, standards, and other trends that may be occurring in the health-care field. Comprehensive Systems, Inc. staff members communicate with other service providers, and develop relationships with the regulatory agencies. The use of webinar training has been instrumental in eliminating travel expenses, allowing for better time management for staff and keeping employees safe during a pandemic year.

Key performance measures reviewed include, but are not limited to, open shifts, staff retention, staff turnover, staff recruitment and employment data. (Attachment: 3:d – 3:g.1) To ensure that services meet key performance requirements, staff implement program plans and maintain a safe and comfortable learning environment for the consumers. Management staff monitor service delivery through supervision, observation, and review of documentation to determine whether services delivered reflect the agency's mission, policies and procedures, along with the licensing regulations and standards. The Directors of Nursing and Risk Manager coordinate health services and ensure staff follow-up on medical needs. (Attachment: 4: a – 4: c.2) Maintenance department staff assist with safety, housekeeping and accessibility needs as they arise in each area.

Comprehensive Systems Inc. has a very thorough orientation and training program for new employees. Managers and supervisors encourage and motivate employees to develop and utilize their full potential through various methods, including direct supervision, classroom training, and online, interactive learning systems. A wage premium is in place to recognize and reward staff for picking up extra hours. Staff have the opportunity to earn an attendance bonus monthly. (Attachment: 4: d) Annual staff evaluations provide feedback on performance as well as establish personal goals for the next year. Staff have many opportunities to belong to provider organizations and attend various workshops. Financial incentives are provided for staff with five years and more of service. Managers and supervisors allow for staff input in the decision-making process.

Specific characteristics and skills needed depend on the type of position that is available. Job description have been developed for each position. Descriptions include essential functions of the job, education, experience, training requirements, and other job requirements. Recruiting new employees is done through advertising on various websites, on the Facebook page, on the payroll program, through job fairs, in the newspaper, and on the radio. (Attachment: 4: e). Most employee referrals are obtained by word of mouth.

Residential, Vocational, and Day Services

Residential supports include: Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID), Residential Care Facility for Individuals with Intellectual Disabilities (RCF/IID), Supported Community Living (SCL), Respite, and Home Based Habilitation. Each individual served has an annual program-plan meeting with the interdisciplinary team. Goals that the individual would like to work on are discussed and identified.

ICF/IID was developed for children and adults who need ongoing, high-levels of care with 24-hour supervision. Social skills and daily living skills are taught in a homelike environment and medical supports are provided. The total number of ICF/IID licensed beds is 97.

RCF/IID services provide a structured environment for adults, who require minimal support and supervision, to complete activities of daily living. Nursing and other professional services are provided based on the individual needs of the persons served. SCL and Home Based Habilitation are service components, for individuals living in our RCF/IID programs.

Comprehensive Systems, Inc. provides an array of services to children and adults in their homes and communities under the Home and Community Based Services (HCBS) program. These services include SCL, Respite, Home and Vehicle Modification, Small Group Employment Services and Day Habilitation (Day Hab).

SCL services are provided according to the individualized consumer needs as identified in their Individualized Comprehensive Plan (ICP). The basic components of the services include, but are not limited to, personal and home skills training services, individual advocacy services, and community skills training services.

Respite services are those services provided to consumers living with other caretakers. Respite is short-term relief service provided in the absence of the family who normally provides the care. These services are generally provided when the primary caretaker needs a break.

Home and Vehicle Modification is a service that allows physical modifications to the individual's home environment and vehicle. These are necessary to provide for the health, welfare, and safety of the individual and enable them to function with greater independence in their home or vehicle. Comprehensive Systems, Inc. contracts with other providers to coordinate these services.

Day Habilitation services are available to individuals as an alternative to work. Day Hab services provide assistance and help to support the individual in developing or maintaining life skills and community integration.

These services enable and enhance the individual's intellectual functioning, physical and emotional health and development, language and communication development, cognitive functioning, socialization and community integration, functional skill development, behavior management, responsibility and self-direction, daily living activities, self-advocacy skills, and mobility. Habilitation services are provided to adults with chronic mental illness. These services are provided to individuals in their homes, communities or work settings to assist with the acquisition, retention and improvement of skills. Habilitation Services offered by Comprehensive Systems are Day-Habilitation, Home Based Habilitation, and Small Group Employment Services.

Small Group Employment Services are provided for individuals at the Treasure Chest Stores or in other areas providing cleaning services within the company. This service gives individuals supervision as they continue to work toward individual community employment.

In 2020, COVID-19 has impacted all of our services. Some of these services have changed locations. Services for individuals not in Comprehensive Systems, Inc. residential programs have been put on hold. Day Habilitation Services were able to continue at the residential locations for individuals receiving 24-hour supports through Comprehensive Systems, Inc. To decrease the risk of exposure of COVID-19, Day Hab. Service programs did not go into the community. Small Group Employment Services have been put on hold. Our Treasure Chest was closed for most of the year. COVID-19 has impacted the revenues for all of these services.

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Focus of Person's Served

Comprehensive Systems, Inc. provides a wide variety of residential and day services. Because of our success with diverse customer groups, Comprehensive Systems, Inc. is known in the state as a premier provider. Referrals for services are received from across the state due to our reputation for providing high-quality services. (Attachment: 7: a.1- 7: b.1) Because of the size and variety of services, Comprehensive Systems, Inc. is able to match residential and day service supports for individuals ranging from infants to adults of retirement age. Comprehensive Systems, Inc. continues to design services which are tailored to meet each individual's desires and needs.

In 2020, our focus had to change with regard to maintaining relationships with family and friends. Due to the pandemic, visits from family and friends happened through alternate ways, such as window visits, Facetime, Zoom, telephone calls, etc. More iPads were made available throughout the organization for these visits.

Individuals receive services in a very home-like and comfortable atmosphere. All of the facilities are well-maintained, safe, and tastefully decorated. Well-qualified and dedicated staff provide training and supports in a nurturing environment. This environment helps to attract referrals for services.

The service delivery processes at Comprehensive Systems, Inc. are based on the needs and requirements of the various stakeholders. It begins with a thorough pre-admission process where information about the person referred is obtained. The team assesses this information to determine if the agency can provide services to meet the individual's needs through existing services or by planning for future services. Admission packets and the agency's website provide information about Comprehensive Systems, Inc. Tours are provided and pre-admission meetings are held to enable a potential individual to learn about services (Attachment: 7:c). During 2020, pre-admission meetings and tours were put on hold due to the pandemic. No new admissions from outside of the agency were brought in after March.

The Interdisciplinary Team (IDT) approach is used in order to develop and implement each person's Individual Program Plan (IPP). All members have the opportunity to review and discuss information, to give input, to make recommendations relevant to strengths, needs, abilities and preferences, and to reach a decision as a team on how the individual needs can best be met. If the individual served or parent would like something changed in the IPP, a "special staffing" is held to do so. Consultants are available to assist in the program plan as needed. Physical Therapy, Occupational Therapy, Speech Therapy, Psychology, Pharmacy and Dietary are some of these consultative services. Staff work toward each individual's desires or long range goals.

Our goal is to have individuals receive services in the least restrictive environment. Sometimes this involves moving to appropriate sites either within or outside of Comprehensive Systems, Inc. Reasons for discharge from Comprehensive Systems, Inc. residential services may include choosing another provider, the need for greater medical support, or behavioral challenges. (Attachment: 7: d)

All individuals are treated with dignity and respect. Each individual, parent, or legal guardian, supported by Comprehensive Systems, Inc., is informed of his/her rights upon admission and annually thereafter. Comprehensive Systems, Inc. posts Rights Statements for Persons Served in each area.

Comprehensive Systems, Inc. has a formal grievance procedure that is reviewed and acknowledged annually through a signature by the individual and the guardian. Most complaints are resolved at lower levels of the grievance procedure (Attachment 7: e). Satisfaction surveys are distributed on a regular basis. This input is aggregated by the Quality Assurance Director and disseminated to the Program Directors, who ensure that follow-up is done. There are many ways for individuals to voice concerns and complaints, include meetings, staffings, and day-to-day conversations with staff, and through the formalized complaint process. This is documented in meeting minutes and daily logs to ensure that follow-up occurs.

The Accessibility Plan is reviewed quarterly and evaluated annually. This document identifies barriers and includes a plan for correction. Barriers are identified in the following areas: Architectural, Environmental, Attitudinal, Financial, Employment, Communication, Technology, Policy and Practice, Community, and Transportation (See Accessibility Plan).

Cultural awareness requires us to first look at ourselves and become aware of our own cultural values, beliefs and perceptions. We not only look at our obvious cultural identity, but also consider age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language. We have developed a plan with a focus on our services and programs for children and adults. We also have considered how this applies to staff and other stakeholders. We are sensitive to cultural considerations within each individual's program plan. We complete annual inservices on Cultural Diversity and Awareness (See Cultural Diversity Plan).

Volunteer Participation

Comprehensive Systems, Inc. has approximately 60 volunteers throughout the organization. Approximately 50 of these individuals volunteer at our Treasure Chest stores. The remainder of the volunteers assist in various committees.

Comprehensive Systems, Inc. is governed by a board of volunteer leaders who help shape the organization's direction. Volunteer positions are available from one hour per month and up. Treasure Chest volunteers typically work at least one, four hour shift per week. Committee volunteers may meet for an hour biweekly, monthly or quarterly (Attachment: 8:a).

Females comprise a majority of the volunteer pool. Volunteers are required to successfully pass a background check for criminal and abuse history. Volunteers must be able to speak, read and write the English language, meet the essential functions of the position, and abide by the organization's mission, policies and procedures. All volunteers of Comprehensive Systems, Inc. are provided initial orientation and on-going training as appropriate. Training is based on the requirements for the position.

Comprehensive Systems, Inc. volunteers provide a very important service to the organization and the individuals we support. Whether it is serving on the Board of Directors, providing coverage at the Treasure Chest, or offering input on various committees, the contributions of volunteers are essential to meeting the mission of Comprehensive Systems, Inc.

The pandemic had an impact on our volunteer participation in 2020. The Treasure Chest Stores were closed for much of the year. Volunteers on committees met in alternative formats, such as telephone and Zoom meetings. This allowed volunteers to remain active with committees without the need to come on-site.

Quality Improvement

At Comprehensive Systems, Inc., we strive to continuously improve the quality of services that we provide to persons with special needs. The Quality Assurance process, under the direction of the Quality Assurance Director and the Quality Assurance Teams includes discovery, remediation, and improvement to assure quality services.

The Quality Assurance team is responsible for maintaining a schedule of Quality Assurance Reviews. There are reviews conducted for each service within Comprehensive Systems at least annually. Quality Assurance utilizes random sampling of activities which include, but are not limited to, the following: Primary Book Reviews, Discharge/Closed File Reviews, Data Book Reviews, Consumer Satisfaction, Electronic Document Reviews, Staffing Minutes Reviews, Personnel File Review, Nursing Book Reviews, Med Pass Observations, Interviews, Investigation Checklist Reviews, Financial Audit Reviews, On-Site Compliance Reviews and Staff Inservice and Meeting Reviews. The Quality Assurance compiles the data, analyzes information and routes the outcome reports to the Area Managers, Program Directors, Associate Director and Executive Director. If concerns exist, a plan of correction is developed and implemented. Follow-up will occur. (See Quality Improvement Plan)

Other measures which help provide quality improvement include the following:

- CARF Standards and the CARF Accreditation Process
- Information and results of surveys completed by the Department of Inspection and Appeals, Iowa Medicaid Enterprise (IME), and the MCO's
- Satisfaction Surveys from all Comprehensive Systems, Inc. stakeholders
- The Policy and Forms Committee review standards, policies and regulations
- Iowa Association of Community Providers (IACP) - QA Meetings
- SWOT Analysis with input from all stakeholders
- The Strategic Plan is developed from the results of SWOT and stakeholders input
- An internal auditing system designed to ensure accuracy with billing and documentation for all services
- Organizational data is shared with the Board of Directors, all staff and stakeholders
- HCBS Self-Assessment / HCBS Periodic Review and Certification

Strategic Challenges

An on-going challenge in the human service field is to create a capacity for the rapid change and flexibility of funding and referral sources. Comprehensive Systems, Inc. has demonstrated versatility and is often on the leading edge of change in the state. The leadership of the organization collaborates with state and national policy makers, as well as with other providers.

Additional challenges with HCBS are to provide validation of services through proper documentation to reflect accuracy within billing. Comprehensive Systems, Inc. has developed an internal audit process for discovery, remediation and continuous improvement. Our electronic documentation system (E-Doc) has helped with this process.

There are competitors that provide similar services in many of the communities where Comprehensive Systems, Inc. provides services. These organizations are seen as partners rather than as competitors. There are numerous collaborative efforts amongst service providers in each of these communities. Collaboration with these agencies is an essential component of our agency's success in providing community-based services. The organization has good working relationships and communication with Case Management/MCO's, Department of Human Services (DHS), school systems, Department of Inspections and Appeals (DIA), Iowa Association of Community Providers (IACP), Mayo Clinic, University of Iowa Hospitals and Clinics, Iowa Developmental Disabilities Nurses Association (IDDNA), the Home and Community Based Services (HCBS) Technical Assistant, etc.

Our service system has been under the MCO's (Managed Care Organizations) since the beginning of 2017. Managed Care has impacted how we bill and are paid for all services provided; our billing department has worked tirelessly to coordinate information for MCO billing.

One of the biggest challenges this past year has been the shortage of employment applicants in various communities. Comprehensive Systems, Inc. is continually assessing options to increase recruitment efforts and make adjustments within our services to continue to provide quality care.

It is important for Comprehensive Systems, Inc. to maintain positive and collaborative relationships with suppliers and partners (See Satisfaction Data).

The COVID-19 Pandemic impacted our agency in several ways, beginning in March. Additional training was needed to ensure staff were up-to-date on the cleaning, sanitation, and the many changing rules related to the Coronavirus. There were additional expenses for PPE, cleaning supplies, and sanitation equipment. There was a loss of revenues in our day services programs. Some individuals in our residential programs went to temporarily stay with their family members, creating a loss in revenues as well.

Strategic Planning

The Strategic Plan is the basis for all the planning activities within Comprehensive Systems, Inc. The activities associated with the strategic plan benefit the organization.

Strategic Planning is the ongoing and continuous process that Comprehensive Systems, Inc. uses to set direction, measure performance, and monitor improvement. This process takes place through an analysis of SWOT activities, satisfaction surveys, and input from stakeholders. The plan is monitored and strategies are implemented. Data is then analyzed and recommendations are made for improvement. The status of each goal helps set the direction.

All stakeholders, board members, individuals and employees formally review the plan a minimum of annually. Parts of the strategic plan are also made available to the public and other stakeholders through the outcome management report, via the company website (See Strategic Plan).

2020 Review

The year, 2020, marks 50 years of services for Comprehensive Systems, Inc. Our organization was looking forward to having a big celebration, but the pandemic halted that celebration. In fact, it is impossible to mention the year 2020, without terms such as the pandemic, COVID-19, and Coronavirus. The year has been marked with isolations, quarantines, services being put on hold, no community outings, family visits happening in alternative ways, some sick staff members and individuals, as well as the unfortunate loss of a few beloved individuals. However, we would be remiss if we didn't mention that within this pandemic, we have also seen a lot of positives; families working right alongside us to keep individuals safe, administration working diligently to get training materials and policy changes out as quickly as possible, individuals being amazing and taking the pandemic in stride, staff putting in great efforts to be here for the individuals and keep up on the ever-changing requirements for PPE, sanitation, and cleaning, and working with groups of other agencies to stay abreast of all the changes and to collaborate and share ideas.

A group of parents orchestrated the opening of our Crestview building in 1970, with 11 individuals receiving services there. The Crestview building had been a former county hospital. Crestview has been through several remodeling projects and looks much different than it did 50 years ago.

Today, Crestview provides services for 41 individuals. There are one hundred seventy-four (174) individuals that Comprehensive Systems provides residential services for throughout the organization. One hundred ninety-eight (198) persons with disabilities are being served through Comprehensive Systems, Inc. Day Programs and Employment Services.

We continue to use Edoc for our electronic documentation system. This system helps to meet our need for service documentation and billing.

On March 26-28, 2018, Comprehensive Systems, Inc. participated in a CARF Survey. The outcome was a three-year accreditation with no recommendations. Our organization is preparing for our next survey, which will be in 2021. This will be a virtual survey and will be conducted over the Teams Program. This format is as a result of the COVID-19 Pandemic, which has affected our organization in many ways. Our organization has worked fervently to keep the staff and individuals we support safe during this pandemic. Fortunately, we have been able to keep our supply of PPE up. We increased our wages by 10% to retain our employees. 100% of our employees received some sort of premium to sustain a sufficient work force throughout the year 2020. Managers and nursing have been working toward the vaccination process with individuals served and staff. The projected completion of the first dose is Feb. 2021. We have had a lot of contact and communication throughout 2020 at local, state and federal levels, to ensure that we are on the cutting edge of safety practices, to ensure an adequate supply of PPE, and to engage in mitigation strategies for potential staff shortages. (9:a)

Due to the Pandemic, our organization was not able to hold a couple of our annual fundraisers, the Grain Raffle Drawing or the Annual Golf Outing. We were able to take advantage of some of the dollars designated for the pandemic through a PPP loan and other grants. This especially helped to purchase needed supplies, equipment, and to provide incentives to staff to work during these unprecedented times.

All of our licensed facilities had an Infection Control Survey in 2020. Everything went well for these surveys, as we had done some great planning and collaboration with the local public health agencies and stayed on top of the ever-changing guidelines from the governor, as well as the health department. There were very few annual DIA Surveys in 2020.

Crestview had experienced additional laundry needs. It was determined that an industrial washer and dryer should be purchased to meet those needs. Through a generous donation from the Kenny Lindstrom Foundation, an industrial washer and dryer were purchased. It was evaluated and there were space and hook-up limitations at Crestview. The industrial washer and dryer were placed out at our South Grand building, as the hookups were already available there. There are supports there to help with the laundry, and that process has gone well.

Compliance and HIPAA has been at the forefront of the agency. Comprehensive Systems Inc., has a goal for Compliance and HIPAA to ensure all employees “Do the Right Thing.” With the pandemic, on-site reviews were put on hold to limit the exposure of individuals and to keep them safe.

Much planning was done due to the need for qualified applicants. Additionally, a variety of premiums were put in place in an attempt to attract qualified applicants and to incentivize current employees to pick up additional staff hours. COVID-19 brought about additional staffing challenges. Hero bonuses were put in place to help with staffing challenges during the pandemic. Superhero bonuses were also put in place for areas affected by COVID-19. A wage increase was put into place for staff members who have a regular shift. We have noticed that this is slowly helping to get shifts filled. We are hoping that this trend toward a decrease in open shifts continues.

During the fiscal year ending June 30, 2020, Comprehensive Systems, Inc. received federal grant monies from the Coronavirus Aid, Relief and Economic Security (CARES) Act and the Paycheck Protection Program. These grants were used to offset the additional cost associated with the COVID-19 pandemic.

Grants monies have also been obtained for the implementation of the eMar system. The eMar system is designed to help reduce medication errors, paperwork insufficiency and administrative duties and it will increase our overall efficiency with related to medication. The eMAR system will eventually be implemented throughout our residential areas.

The Mandatory Abuse Training is completed online. This helps to ensure that training in this area is consistent. We have seen a shift from in-person trainings, meetings and staffings to on-line and virtual formats. It is suspected that this trend may continue, as it is viewed as more efficient in our busy world. In-house, we have been holding administrative meetings through Zoom. This has helped our organization meet regularly and has assisted with the efficiency of getting information and new training procedures out quickly.