

**Comprehensive Systems, Inc.**

# **Satisfaction**

**2023**

## **Satisfaction Data 2023**

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.

**Comprehensive Systems, Inc.  
Parent Satisfaction**

**2023**

**5 Year Review**

	2019	2020	2021	2022	2023
Service	99.89%	100%	100%	100%	95.4%
Safety	100%	100%	100%	100%	99.74%
Staff	100%	100%	99.6%	99.6%	100%
Management of Service	100%	100%	99.6%	99.6%	100%
Communication	99.68%	100%	100%	100%	99.12%
Rights / Respect	100%	100%	100%	100%	100%
Skill Development	100%	99.83%	100%	100%	100%
Cultural Diversity		100%	100%	100%	100%
Technology			100%	100%	100%
Transportation	100%	100%	96%	99%	99.74%
Recommend Services	99.67%	98.75%	100%	100%	100%
Overall Satisfaction	99.85%	99.84%	99.5%	99.8%	99%

**One hundred sixty-two (162) 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 2024 will be implemented.**

# Comprehensive Systems, Inc. Parent Satisfaction

**2023**

	ICF- IID	RCF- IID	HCBS	Day Services	SGSE	Overall Satisfaction
Service	100%	100%	100%	100%	77.8%	95.4%
Safety	100%	100%	100%	98.7%	100%	99.74%
Staff	100%	100%	100%	100%	100%	100%
Management of Services	100%	100%	100%	100%	100%	100%
Communication	98.8%	96.8%	100%	100%	100%	99.12%
Rights / Respect	100%	100%	100%	100%	100%	100%
Skill Development	100%	100%	100%	100%	100%	100%
Cultural Diversity	100%	100%	100%	100%	100%	100%
Technology	100%	100%	100%	100%	100%	100%
Transportation	100%	100%	100%	98.7%	100%	99.74%
Recommend Services	100%	100%	100%	100%	100%	100%
Overall Satisfaction	99.89%	99.7%	100%	99.7%	97.9%	99%

All Parents / Legal Guardians Input and Satisfaction are collected and compiled annually. Topics for input include Satisfaction of Service, Staff, Skill Development, Communication, Environment – Safety, Community Involvement, Rights / Respect, Cultural Diversity, Technology and Transportation. Overall satisfaction for parents / legal guardians was high. Three Hundred (300) parent satisfaction surveys were mailed. One hundred sixty-two (162) were returned. Because of our desire to improve services, we also will look at trends with comments provided.

**Comprehensive Systems Inc.**  
**Employee Satisfaction**  
**5 Year Review**  
**(2023)**

	2017	2018	2019	2020	2021	2022	2023
<b>Services</b>	99.13%	99.37%	99.22%	98.52%	97.7%	99.25%	100%
<b>Safety</b>	99.00%	99.25%	96.80%	96.43%	95%	97.88%	99%
<b>Training</b>	94.38%	96.37%	92.94%	95.74%	96%	97.38%	99%
<b>Opportunity for Growth</b>	93.50%	92.75%	92.25%	92.04%	83%	95%	95%
<b>Communication</b>	90.88%	91.75%	91.08%	84.00%	87%	91.14%	90%
<b>Teamwork</b>	95.75%	94.37%	86.62%	83.44%	85%	83.5%	87%
<b>Technology</b>	94.63%	97.12%	94.46%	92.80%	98%	98.63%	98%
<b>Cultural Diversity</b>					98%	99.25%	99%
<b>Referral of Service</b>	93.38%	93.62%	93.75%	94.27%	91%	96.5%	97%
<b>Overall Satisfaction</b>	95.75%	95.50%	94.36%	91.40%	93%	95.25%	96%

## Comprehensive Systems Inc. Employee Satisfaction (2023)

	ICF-IID	RCF-IID	HCBS	Day Services	Retail	Admin.	Nursing	Dietary	Overall
Service	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety	100%	94%	100%	100%	100%	100%	96%	100%	99%
Training	92%	100%	100%	100%	100%	94%	100%	100%	99%
Opportunity for Growth	89%	92%	100%	94%	100%	96%	100%	86%	95%
Communication	87%	89%	63%	87%	100%	93%	100%	100%	90%
Teamwork	58%	89%	75%	96%	100%	92%	100%	86%	87%
Technology	96%	97%	100%	100%	100%	98%	96%	100%	98%
Cultural Diversity	92%	100%	100%	100%	100%	100%	100%	100%	99%
Referral of Service	92%	100%	100%	96%	88%	96%	100%	100%	97%
Overall Satisfaction	90%	96%	93%	97%	99%	97%	99%	97%	96%

Employees are surveyed annually and collected at staff meetings. Two hundred ninety-five (295) satisfaction surveys were sent out to each area, for managers to collect satisfaction from their staff. One hundred fifty-eight (158) satisfaction surveys were returned. Making overall staff satisfaction 96%.

**Comprehensive Systems, Inc.  
Stakeholders Satisfaction**

**3 Year Review  
2023**

**Board of Directors**

	2021	2022	2023
<b>Services</b>	100%	100%	100%
<b>Communication</b>	100%	100%	100%
<b>Rights</b>	100%	100%	100%
<b>Staff</b>	100%	100%	100%
<b>Diversity</b>	100%	100%	100%
<b>Technology</b>	100%	100%	100%
<b>Overall Satisfaction</b>	100%	100%	100%

**Comprehensive Systems Stakeholders  
Board  
2023**

<b>Services</b>	<b>100%</b>
<b>Communication</b>	<b>100%</b>
<b>Rights</b>	<b>100%</b>
<b>Staff</b>	<b>100%</b>
<b>Diversity</b>	<b>100%</b>
<b>Technology</b>	<b>100%</b>
<b>Overall Satisfaction</b>	<b>100%</b>

Satisfaction surveys were sent to five (5) of our Board Members. We received four (4) 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:**

- Very Compassionate
- Excellent job

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

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**Comprehensive Systems, Inc.  
Stakeholders Satisfaction**

**3 Year Review  
2023**

**Human Rights**

	2021	2022	2023
Services	100%	100%	100%
Communication	100%	100%	100%
Rights	100%	100%	100%
Staff	100%	100%	100%
Diversity	100%	100%	100%
Technology	100%	100%	100%
Overall Satisfaction	100%	100%	100%

**Comprehensive Systems Stakeholders  
Human Rights/Care Review  
2023**

<b>Services</b>	<b>100%</b>
<b>Communication Safety</b>	<b>100%</b>
<b>Rights</b>	<b>100%</b>
<b>Staff</b>	<b>100%</b>
<b>Diversity</b>	<b>100%</b>
<b>Technology</b>	<b>100%</b>
<b>Overall Satisfaction</b>	<b>100%</b>

Satisfaction surveys were sent to twelve (12) of our Care Review and Human Rights Committee Members. Six (6) satisfaction responses from Human Rights and Care Review 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:**

- Very dedicated staff
- Ensuring safety
- Cares for the individuals
- Serves with quality care
- Appreciative of opinions of others
- Respectful of employees and volunteers
- Very caring Direct Support Professionals and Administrative Staff

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

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