

## Comprehensive Systems, Inc. 2019 Organizational Profile

Comprehensive Systems, Inc. is a 49-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)

Comprehensive Systems, Inc. Mission Statement 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. Efforts are made to maintain gender balance. Members can serve unlimited 3 - year terms.

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 contract revenues through our small group employment programs and 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. The Annual Comprehensive Systems, Inc. - Benefit Golf Outing and Tree of Lights Campaign have been beneficial and allowed funds for completion of several projects during 2019.

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 monitoring 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 Disaster Recovery Plan, which identified strategies for recovery and continuity of operation, was added in 2016, and the Emergency Preparedness plan was 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 keeps in mind the unique needs and vulnerabilities of individuals with developmental disabilities during difficult or emergency situations. (See Risk Management Plan)

## **Employee Participation**

Comprehensive Systems, Inc. has more than 450 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, small group supported employment staff and dietary staff (Attachment: 3: b.1). 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 arranged 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 and allows for better time management for staff.

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 delivered 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 by potential employees, depend on the type of position that is available. Job descriptions 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). Many employee referrals are obtained by word of mouth.

## **Residential, Vocational, and Day Services**

Residential supports include: Intermediate Care Facility for Individuals with Intellectually 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 determined.

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 consumer. 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, Community Employment Services and Day Habilitation (Day Hab).

SCL services are provided according to the individualized consumer needs as identified in his/her 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 or legal representative 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 consumer's home environment and vehicle. These are necessary to provide for the health, welfare, and safety of the consumer, and enable the consumer 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 consumer in developing or maintaining life skills and community integration.

These services enable and enhance the consumer'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 a 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, Small Group Employment Services and Supported Employment.

For employment services, Comprehensive Systems, Inc. provides Community Employment Services (job supports for Small Group Employment and Individual Employment).

Small Group Employment Services are provided for individuals at the Treasure Chest Stores or on a group cleaning crew. This service gives individuals supervision as they continue to work toward individual community employment. Individual Employment- Job Supports are provided in the community of New Hampton.

(Attachments: 5: a – 6: a)

### **Focus of Person's Served**

Comprehensive Systems, Inc. provides a wide variety of residential and vocational service. Because of our success with diverse customer groups, Comprehensive Systems, Inc. has become 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.- 7: b.1) Because of the size and variety of services, Comprehensive Systems, Inc. is able to match residential, vocational 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.

Persons 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)

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. To the extent possible, 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 consumers 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. Formal ways for individuals to voice concerns and complaints include meetings, staffings, and day-to-day conversations with staff. This is documented in meeting minutes and daily logs to ensure that follow-up occurs.

The Accessibility Plan is 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 applied to staff and other stakeholders. Comprehensive Systems, Inc. has assessed the diversity amongst our consumer group. There is limited cultural diversity within our individual base; however, 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 70 volunteers throughout the organization. Approximately 50 of these individuals volunteer at our Treasure Chest stores. The remainder of the volunteers assist in various committees, as well as an art therapy leader.

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 needed. 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.

## 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, Consumer 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.

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 among service providers in each of these communities. Collaboration with these agencies is an essential component of Comprehensive Systems' Inc., 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, as well as many other agencies and organizations.

Our service system has been under the MCO's (Managed Care Organizations) since the beginning of 2017. Comprehensive Systems Inc. staff has been making the managed care transition. 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's and billing. Effective 12.1.2017 our largest MCO funder pulled out of Iowa. A new MCO will be available in Iowa in 2019 (Centen – Iowa Total Care).

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).

## **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).

## 2019 Review

Comprehensive Systems, Inc. celebrated its 49th year of service in 2019. The organization was opened with 11 consumers in 1970 at the Crestview building by a group of parents. The Crestview building had been a former county hospital. Crestview has been through several remodeling projects and looks much different than it did 48 years ago. Today Crestview provides services for 46 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 in Comprehensive Systems, Inc. Day Programs and Employment Services.

We continue to evaluate Edoc usage for our electronic documentation. This system helps to meet our need for program documentation and billing.

On March 26-28, 2018, Comprehensive Systems, Inc. participated in a CARF Survey. CARF accreditation assists service providers to improve services by meeting internationally recognized standards for quality. As part of this survey, CARF surveyors reviewed our business practices as well as all of our service areas. The outcome of this serve received a Three-year accreditation with no recommendations. This accomplishment is achieved on only 3 percent of CARF surveys. This was our twelfth consecutive Three-Year Accreditation. The survey report noted that Comprehensive Systems, Inc. is committed to incorporating the CARF standards in its administrative systems and day-to-day service delivery practices. The dynamic leadership and its long history provide stability and growth for the organization. It also stated that services provided are well coordinated, integrated and individualized. The organization demonstrates its respect for the consumers in the beautiful, well-maintained homes and program sites it provided. The consumers, funding sources and other stakeholders expressed a high level of satisfaction with Comprehensive Systems, Inc. and its well-qualified and committed personnel.

Throughout the year, individuals participated in various events such as Challenge Day, Unified Sports Day, Special Olympics and State Special Olympics. Individuals always have a great time at these events. They brought back many ribbons this year.

On June 10, 2019, we hosted our annual Comprehensive Systems, Inc. Benefit Golf Outing. One hundred forty-three (143) individuals participated in this event held at Cedar Ridge Golf Course in Charles City. This event was a success! The proceeds (\$34,500), were used for adaptive equipment requests throughout the organization.

Several locations were surveyed through the Department of Inspections and Appeals during 2019. Surveyor comments have included: the staff interactions were very good, medical follow-up was good, great involvement with meal preparation, clean and home-like environment, and personalized bedrooms.

Comprehensive Systems recognized employees with a CSI cooler bag with goodies for Caregiver's month in June in an effort to thank them for everything they do for individuals we serve.

The Wellness Committee offers an event each quarter to promote health and wellness. The event was held in these communities Mason City, Black Hawk and New Hampton. It was not possible for Charles City this year due to high waters.

Comprehensive Systems, Inc. continues its efforts to educate the community about its services and recruit quality employees. These efforts include attendance at career fairs and promotional events in various communities, adding signage, and advertising on website locations. A committee was developed to work with an independent website contractor to enhance Comprehensive Systems, Inc. website in October 2018. The website will continue to be updated, as needed. You can view website at [www.comprehensivesystems.org](http://www.comprehensivesystems.org).

Comprehensive Systems, Inc. hosted its annual Volunteer Recognition Luncheon in New Hampton in November. Seventy (70) volunteers donated approximately nine thousand one hundred (9100) hours of their time to Comprehensive Systems, Inc. in 2019.

Many individuals served were involved in their communities through various volunteer efforts. Some individuals volunteered for the local food bank, picked up litter through the Adopt a Highway program or delivered Meals-on-Wheels. Several individuals and staff volunteered to ring the bell for the Salvation Army during the holiday season. Persons served visit local humane societies and donate homemade pet treats. These individuals show a sense of pride as they give back to their community through many volunteer efforts.

Comprehensive Systems, Inc. continues to focus efforts on identifying and applying for grants and explore additional funding sources. These funds are of tremendous financial assistance to the agency and have made it possible to purchase equipment or to renovate areas. Specific projects for these funds included: pal lifts throughout the agency, stander devices and adaptive equipment to mention a few.

With the Medicaid budget being turned over to private companies (Amerigroup and United Healthcare). Struggles with MCO's and getting paid accordingly continues. On 6/30/2019 United Health Care left Iowa and Iowa Total Care started providing coverage. Making sure authorizations are current and follow up on denials has required a lot of time to research once again with the change of MCO's. Several agencies are having similar issues. We continue to strive to be diligent in receiving payments.

We continue to serve 23 individuals in Small Group Employment. The Small Group Employment services have been operating smoothly within our stores. This transition has gone well. We also enhanced and improved our Day Habilitation services. An in-house expert is involved and provides meaningful suggestions in all of our Day Hab. programs. This collaboration has been working well. The Day Habilitation Programs spend a lot of time giving back to their local communities. Some outings and supports for the community consist of: Participating in the Cedar Valley Blue Zone, visited local Kindergarten class rooms to deliver valentines, contributed to "Coats for a Cause" by donating coats-scarfs-gloves-hats, volunteered at the Relay for Life, made dog treats for S.N.A.P., rang the bell for the Salvation Army, and held several bake sales to raise money for various causes in our communities we serve.

Compliance and HIPAA has been at the forefront of the agency. An On-Site Review committee completes semi-annual audits during QA reviews. An effectiveness survey was completed to help determine if the training on compliance and our privacy practices are effective. The survey showed that the majority of the employees knew who the Compliance Officer and HIPAA Privacy Officer are. Comprehensive Systems Inc., has a goal for Compliance and HIPAA to ensure all employees "Do the Right Thing".

In 2017, the Compliance Committee developed a Disaster Recovery Plan to assure the safety and privacy of electronic communications through encrypted email and document storage. The committee also practiced a Table Top Disaster Exercise. This process helped all Administration think about how we would prepare in the event of a disaster. The Risk Manager participated in a community disaster plan and brought information back to our agency.

Planning is on-going due to the lack of qualified applicants. A variety of premiums were put into place in an attempt to attract qualified applicants and to incentivize current employees to pick up additional staff hours. Even with the incentives, staffing continues to be a challenge in Charles City and in Black Hawk County. A committee monitors efforts and recommends possible staffing solutions.

The CareSuite by QuickMAR is an eMAR (Electronic Medication Administration Record) Software system designed to integrate the use of eMARs throughout Comprehensive Systems, Inc. and our agency's current pharmacy, Long Term Care Pharmacy. It is intended to provide more confidence for those administering medication, in turn increasing the overall safety of medication administration to our individuals that we serve. The eMAR system is designed to help reduce medication error, paperwork insufficiency and administrative duties. Ordering of medications, charting, and communication will increase efficiency, overall.

Several grants were written which covered the cost of the computer equipment needed to support the new eMAR system.

On December 2, 2019, three areas within the Comprehensive Systems agency implemented the test pilot project. Initially, there was an adjustment to the new software system and its capabilities. As Nurses/CMAs are becoming more familiar with the technology, efficiency and accuracy of medication administration increased. Nurses/CMAs continue to provide active involvement of hands on teaching with the electronic medication administration system.