

Comprehensive Systems, Inc. 2025 Organizational Profile

Comprehensive Systems, Inc. is a 55-year-old, private, nonprofit, community-based organization 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. 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.

Comprehensive Systems' Mission Statement is: "We Support Individuals with Special Needs" and our Logo 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. is well known as a quality provider in our industry. Collaboration with our provider association continues to be of importance to our organization. We maintain a high level of satisfaction with parents and individuals served, 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 three-year terms.

Comprehensive Systems, Inc. networks with similar agencies and participates in state, and national organizations. The agency continuously evaluates management structure and committee structure to ensure efficiency.

Comprehensive Systems, Inc. is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). In June of 2024, a three-year accreditation was earned in the following:

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

Comprehensive Systems, Inc. owns facilities that are licensed and operated under the Iowa Department of Inspections, Appeals and Licensing (DIAL), and the Iowa Department of Health and Human Services. 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 \$20,250,000 operating budget, which is funded primarily by the federal Medicaid program. In the state of Iowa, the Medicaid program is administered by Managed Care Organizations who oversee the program and disburse Medicaid funds. In addition, the agency receives sales revenues through the operation of two thrift stores. Our expenses are controlled through a purchase order system and monthly budgets are monitored by management through the preparation of monthly financial statements which includes a comparison of actual budgeted amounts.

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 Benefit Golf Outing and the Tree of Lights Campaign were successful fundraisers in 2025.

The Corporate Compliance program at Comprehensive Systems, Inc. focuses on the Code of Ethical Conduct in financial management, quality of care and HIPAA privacy. An active compliance committee oversees the Compliance program, identifies risks to the organization and provides direction to mitigate risks. The Corporate Compliance Committee consists of key administrative employees and legal counsel. A HIPAA review team monitors and provides guidance on HIPAA and confidentiality practices through bi-annual inspections of each service area and reports findings to the committee. To ensure conformance with all legal and regulatory requirements, a system is in place to monitor and train staff members, volunteers and the board.

Risks to the organization are not only identified by the Corporate Compliance Committee but also by the Safety Committee. These committees oversee the Risk Management/Disaster Recovery/Emergency Preparedness Plan. Steps to mitigate identified risks ensure the health and safety of individuals served and employees, as well as, the security of the organization.

Workforce

Comprehensive Systems, Inc. has more than 360 staff members throughout the organization. Approximately 100 of these work in an administrative capacity with positions including executive, management, nursing, clerical and maintenance. The remainder of employees are Direct Support Professionals (DSP's), who provide the hands-on supports and training with the individuals who receive services. Comprehensive Systems is an equal opportunity employer and complies with all ADA and OSHA regulations.

Providing quality services is of utmost importance to the organization. Maintaining appropriate numbers of quality staff is vital, and continues to be a challenge with workforce shortages. Recruitment and retention efforts and incentives are updated periodically to meet the needs of the current employment climate. Recruiting new employees is done through advertising on various websites including Hireclick and Facebook, through job fairs and through staff recruitment.

Based on the type of employee position, specific characteristics and skills are needed. Job descriptions have been developed for each position which include essential functions of the job, education, experience, training requirements, and other job requirements. Comprehensive Systems Inc. has a very thorough orientation and training program for employees to ensure each employee has the tools to meet the expectation of the job. Employee performance is evaluated after probation and annually to provide feedback and to establish goals for the next year.

Residential 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), 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 95.

RCF/IID services provide a structured environment for adults who require less support and supervision to complete activities of daily living. Nursing and other professional services are provided based on the needs of the individuals served. SCL and Home Based Habilitation are service components for individuals living in our RCF/IID programs. The total number of licensed RCF/IID beds is 54.

SCL services are provided according to the individual 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.

Day Habilitation services are available to individuals as an alternative to work. Day Hab services provide assistance and support to 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.

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. This service gives individuals supervision as they continue to work toward individual community employment.

Individuals Served

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.

Individuals receive services in a very home-like and comfortable atmosphere. All of the facilities are well-maintained, safe, and tastefully decorated. Staff provide training and supports in a nurturing environment.

The Interdisciplinary Team (IDT) approach is used in order to develop and implement the Individual Program Plan (IPP) for each person served. The individual and their team members have the opportunity to review and discuss information, give input, make recommendations relevant to strengths, needs, abilities and preferences, and to reach a decision as a team on how the individual's needs can best be met. Our goal is to have individuals receive services in the least restrictive environment. 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. has a formal grievance procedure that is reviewed and acknowledged annually by the individual and the guardian. We are sensitive to cultural considerations within each individual's program plan.

Volunteers

Comprehensive Systems, Inc. is governed by a volunteer Board of Directors who help shape the organization's direction. Volunteers provide a very important service to the organization and the individuals we support. Their contributions are essential to meeting our mission. Comprehensive Systems, Inc. has over 50 volunteers with approximately 35 volunteers assisting at the Treasure Chest stores. The remainder of the volunteers serve on various committees in the organization.

Quality Improvement

At Comprehensive Systems, Inc. we strive to continuously improve the quality of services that we provide to individuals. The Quality Assurance process includes discovery, remediation, and improvement to assure quality services. Input is gathered from all stakeholders through satisfaction surveys, SWOT Analysis and identified trends. This input is used to develop a Strategic Plan, Business Function Plan and Accessibility Plan. The Accessibility Plan identifies barriers in the areas of Architectural, Environmental, Attitudinal, Financial, Employment, Communication, Technology, Policy and Practice, Community, and Transportation.

The organization works to adapt to challenges in the human services field as it relates to funding, staffing shortages, referral sources and other areas. The leadership of the organization collaborates with state and national policy makers, as well as with other providers.