

Comprehensive Systems, Inc.

Community Housing

2016

**Community Housing
Outcome Report
2016**

Objective	Indicator	Applied to	Time of Measure	Data Source	Obtained by	Goal	Previous Outcome	Outcome 2016
Effectiveness								
	Effectiveness: # Of consumers moving to lesser Restrictive settings	All Residential Consumers	Annual	Tracking Sheets	Admissions Director	5	5	5
Efficiency								
	Staff Turnover Rate	All Direct Support Staff	Annual	Tracking Sheet	Program Director	30%	34%	40%
	Occupancy Rate	All Residential Beds	Annual	Tracking Sheet	Admissions Director/Area Managers	98%	97.1%	97.9%
Service Access								
	Working Days from Pre-Admission to Admission	All Residential Consumers	Annual	Tracking Sheet	Admissions Director/Area Manger	14.5	16.5	14.3
Stakeholder Satisfaction								
	Person served	All Persons Receiving Services	Annual	Satisfaction Surveys ICF & RCF	Designated Manager	95%	99.45%	98.17%
	Other Stakeholders-Parents	Parents	Annual	Satisfaction Surveys ICF & RCF	QA Director	95%	98.85%	99.50%

Externalizing and Influencing Factors or Considerations

Demographic Characteristics- We serve mostly Caucasian individuals from the local area. We also serve some of the most medically fragile individuals in the whole state.

Barriers to Successful Outcomes-The economy is still very slow.

Challenges-Funding and Managed Care Organizations have taken over much of IME's responsibilities and it has been a year of transitioning and learning the MCO culture.

Other-

Business Function and/or Administrative Functions

Most individuals who were able to move from the Group Homes out into apartments have done so already. All individuals living in our RCF/IID programs are accessing Home and Community Based Services program. This allows individuals to remain in their homes and receive less restrictive services in that setting. For 2016, 5 individuals moved to a less restrictive setting.

The staff turnover rate shows a slight increase from last year from 34% to 40%. Due to the nature of our business, shifts are shorter in length and some of these shifts were left open for longer periods of time. Health insurance benefits are available for those Direct Support Staff averaging 30 hours or more. This has not had an impact on staff turnover. The highest staff turnover rates appear to be in Black Hawk County where staff tend to move on when they have completed their college education. Crestview also has a high turnover rate we feel due to the greater number of high school aged people working here and the dynamics of the workforce in this community. The dynamics of the population we provide services to at Crestview are the most challenging in the organization likely resulting in the higher turnover rate.

Occupancy continues to remain high for 2016 at 97.9% for Community Housing. This continues to be a priority, as it has great financial impact on the organization. We are reducing our double occupancy rooms to come into compliance with the 2019 HCBS guideline changes so this could account for the slight decrease. Service access went from 16.5 days to 14.3 days which is closer to the goal of 14.5 days. It is usually per the individuals request on which day they want to start.

Parent/Guardian Satisfaction with Community Housing remains high at 99.50%. Consumer satisfaction is very high as well at 98.17%

Definition of Terms and Acronyms

QA-Quality Assurance

Notes:

Community housing includes all of our ICF/IID's and RCF/IID's.