

Comprehensive Systems, Inc.

Organizational Employment

2016

**Organizational Employment Services
Outcome Report
2016**

Objective	Indicator	Applied to	Time of Measure	Data Source	Obtained by	Goal	Previous Outcome	Outcome 2016
Effectiveness								
	Average Hourly Wage	CI-CC#1 CI-NH CI-CC#3 CI-BH CI-MC	Annual	Consumer Payroll	Program Manager	\$1.50	\$1.20 \$2.61 \$1.94 \$2.40 \$2.10	\$1.22 \$2.61 \$1.75 \$1.22 \$2.08
	% of Persons Served that increased their Productivity/Wages	CI-CC#1 CI-NH CI-CC#3 CI-BH CI-MC	Annual	Consumer Payroll and Production Records	Program Manager	37%	40% 57% 36% 17% 30%	37% 57% 21% 10% 31%
Efficiency								
	Average Number of Direct Contact Hours/Person Served in two week period	CI-CC#1 CI-NH CI-CC#3 CI-BH CI-MC	Annual	Time Sheets	Program Manager	25	20.95 12.5 21.5 24.38 28.1	18.75 19.04 23.26 20.15 21.5
Service Access								
	Working Days from Pre-Admission to Admission	All Areas of Organizational Employment	Annual	Tracking Sheet	Admissions Director/ Program Managers	30	12	17.9
Stakeholder Input / Satisfaction								
	Person served	All Persons Served in Organizational Employment	Annual	Satisfaction Survey	Program Managers and QA	95%	100%	98.89%
	Other Stakeholder-Parents	Parents	Annual	Satisfaction Survey	QA Director	95%	98.9	99.33%

Extent, Timing and Influencing Factors or Considerations

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

Barriers to Successful Outcomes-The economy still continues to be very slow and cautious.

Challenges- Funding and the trend for Persons Served to move from Organizational Employment to Community Integration over the last couple of years. 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

Minimum wage has remained at \$7.25 per hour for 2016. Prevailing wages increased significantly this last year. Contract work has remained consistent in all areas. We have less consumers doing the work as many of them have switched to Day Hab. The TriMark Enclave in New Hampton has increased CI-NH's average wage. The average hourly wage that consumers earned increased in CI-CC1. The decrease was minimal in the other areas. CI-CC#3 had a significant drop in Day Only consumers receiving services and referrals for services. TriMark work crew added additional hours to the budget without adding additional consumers because they were already working. Wages and productivity are lower due to a decline in consumer ability. Many have transitioned to Day Hab.

Training requirements have changed for Pre-Voc services and additional mandated staff training hours were completed this last year. They also have made Pre-Voc services time limited to two years and then these individuals need to be transitioned to Community Employment. Comp. Systems has made a business decision to not do Pre-Voc services effective 06/30/17. Many of our individuals are not able to transition to Community Employment and will start Day Habilitation services. We also do not receive that many new referrals in a year's time. Speculation about sub-minimum wage going away also has played a role in the decision.

The number of staff direct contact hours has increased over the past year for CI-CC#3 as they are also helping with the TriMark contract. The average number of days for Service Access remains relatively low at 17.9 days. This is well below our goal of 30 days. It is typically the request of the individual served or the family as far as when the individual will start. We believe many of our individuals have transitioned into Community Integration as funding has dictated and we are seeing a plateau in the Organizational Employment programs over the last few years.

Satisfaction in this area was high at 98.89% for the consumers and 99.33% for Parents/Guardians. Pre-Vocational Services are offered under the Home and Community Based Services and Habilitation Programs in each community. This allows individuals more options for work alternatives.

Definition of Terms and Acronyms

QA-Quality Assurance