

Comprehensive Systems, Inc.

Respite Services

2016

**Respite Services
Outcome Report
2016**

Objective	Indicator	Applied to	Time of Measure	Data Source	Obtained by	Goal	Previous Outcome	Outcome 2016
Efficiency								
	Response Time to Meet the Requests of Families	All Persons Receiving Respite Services	Annual	Contact Forms & Service Logs	Program Manager	95%	100%	100%
	Meeting the Needs of the Family	All Persons Receiving Respite Services	Annual	Contact Forms & Service Logs	Area Managers	95	100%	100%
	Working Days from Pre-Admission to Admission	All Persons Receiving Respite Services	Annual	Tracking Sheet	Admissions Director/ Program Managers	30	0	0
	Person served	All consumers in Respite Services	Annual	Satisfaction Survey	Program Managers and QA	95%	100%	100%
	Other Stakeholder-Parents	Parents	Annual	Satisfaction Survey	QA Director	95%	100%	100%

Extending and Influencing Factors or Considerations

Demographic Characteristics-We mostly serve Caucasian individuals from the local area.

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

Challenges-Funding and the low amount of referrals. Also the respite reimbursement rate is low. 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

In 2016, all Respite Services were provided in each individuals home and in their communities. Comp. Systems, Inc. found they were able to meet the needs of the families 100% of the time. Satisfaction with the services and overall response time was 100%. To the extent possible, we schedule respite services in advance to give time for the proper coordination of services. Staff availability has recently been a concern and continues to be agency wide. We have been able to meet the needs of our current respite families but have not increased services. There were no new admissions into respite services for 2016. Satisfaction remains high at 100% for parents and 100% for person's served.

Definition of Terms and Acronyms

QA-Quality Assurance