

**Comprehensive Systems, Inc.**

# **Community Housing**

**2008**

## **Community Housing Outcome Report 2008**

Many individuals who were able to move from Group Homes out into apartments have done so. All individuals living in our RCF/MR programs are accessing the Home and Community Based Services program. This allows individuals to remain in their homes and receive less restrictive services in that setting. For 2008, 3 individuals moved to a less restrictive setting at Comprehensive Systems, Inc. This is a decrease from the previous outcome of 8. There have been individuals who live in a RCF/MR that would have liked to move out into a 2-3 person home, but the county has said that this is not less restrictive and that the expense associated with this is greater.

The staff turnover rate shows a slight decrease over the last year from 42% to 38%. Due to the nature of our business, shifts are shorter in length. We currently do not have health insurance benefits available for Direct Support Staff, as negotiated in the union contract. Some staff have left us to go to other businesses that offer health insurance benefits. The highest rates of staff turnover appear to be in the college towns, where staff tend to move on when they have completed their education.

Occupancy continues to remain very high for 2008 at 99% for Community Housing. This continues to be a priority, as it has great financial impact on the organization.

Parent/Guardian Satisfaction with the Community Housing remains high at 99%. Consumer Satisfaction is very high as well at 99%. Satisfaction is important to Comprehensive Systems, Inc. Satisfaction results are reviewed and used for future planning of the organization.

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Outcome Report  
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<b>Outcome Objectives</b>	<b>Categories of Measures</b>	<b>Applies to</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Goals</b>	<b>Outcomes</b>	<b>Previous Outcome</b>
Maximize Skill Development	Effectiveness: # Of consumers moving to lesser restrictive settings	All Residential Consumers	Annual	Tracking Sheets	Admissions Director	10	3	8
Maintain Consistency And Quality of Services	Efficiency: Staff turnover rate	All Direct Support Staff	Annual	Tracking Sheets	Program Directors	30%	38%	42%
Maximize Positive Outcomes	Service Access: Average # of working days from Pre-adm. to Admission	All Residential Consumers	Annual	Tracking Sheet	Admissions Director/ Area Managers	30	ICF- 12 RCF- 0	ICF 13.83 RCF 18
Maximize Positive Outcomes	Service Access: <ul style="list-style-type: none"> <li>• Waiting List</li> <li>• Does not meet criteria</li> </ul>	All Residential Consumers	Annual	Tracking Sheet	Admissions Director/ Area Managers	5	ICF - 3 RCF- 2  ICF -1	ICF - 4 RCF - 0  ICF - 1
Maximize Income from Service Fees	Occupancy rate	All Residential "beds"	Annual	Tracking Sheets	Admissions Director / Business Office	98%	99%	99%
Maintain Positive Outcomes	Satisfaction	All Persons Receiving Services	Annual	Individual Consumer Satisfaction Surveys	Designated Support Staff	95%	99%	99%

Notes:

- Community housing includes all of our ICF/MR's and RCF/MR's