

**Comprehensive Systems, Inc.**

**Accreditation  
Opportunities**

**2008**

## **Accreditation Areas 2008**

Webster defines accreditation 1 : to consider or recognize as outstanding 2 : to give official authorization to or approval 3 : to recognize or vouch for as conforming with a standard

To be accredited by CARF, an organization must satisfy each of the CARF Accreditation Conditions and demonstrate, through a site survey, that it meets the standards established by CARF. After an organization is surveyed, it will receive either Nonaccreditation, Provisional Accreditation, One-Year Accreditation, or Three-Year Accreditation. A Three-Year Accreditation is the highest level of accreditation. This level indicates that an organization satisfies each of the CARF Accreditation Conditions and demonstrates substantial conformance to the standards. It means the company is designed and operated to benefit the persons served. It also signifies that the current method of operation appears likely to be maintained and/or improved in the foreseeable future. And, the organization demonstrates ongoing quality improvement and continuous conformance from any previous periods of CARF accreditation. A Three-Year Accreditation is what Comprehensive Systems earned, not only on the most recent survey, but also since 1984 Comprehensive Systems has been CARF Accredited.

Comprehensive Systems is accredited in the following areas:

- Organizational Employment
- Employment Planning Services
- Employee Development Services
- Community Integration
- Respite Services
- Community Housing
- Supported Living Services
- Community Employment Services

## Employment Planning Services 2008

### Top Stakeholders:

- Consumer
- Family (parent, guardian, etc.)
- IVRS
- County - Case Manager
- Staff
- Business

### Three outcome expectations for each stakeholder:

#### Consumer:

1. Having training helpful/beneficial.
2. A variety of job opportunities.
3. A job that provides a paycheck in the community.

#### Family:

1. Explore other job opportunities.
2. To know that consumer is safe.
3. Timely communication - keep well-informed of family members progress.

#### IVRS:

1. Accurate report of areas evaluated completed in a timely manner.
2. Enough data to support recommendations for the next step.
3. A move into community employment.

#### County:

1. Encourage individuals to progress toward community employment.
2. Community placement as the intended outcome.
3. Communication and reporting completed in a timely manner.

#### Staff:

1. Improve evaluation performance system.
2. Evaluate wage increases and benefits for long term employees.
3. Continue to improve communication and teamwork activities.

#### Business:

1. Communicate with the employer and consumer.
2. Briefing about the consumers skills and what they want from the work experience.
3. An employee who is prepared for the job.

#### Note:

- Due to the limited number of referrals stakeholders expectations were limited. We referred to last years outcome expectations

## Employee Development

2008

### Top Stakeholders:

- Consumer
- Family (parent, guardian, etc.)
- IVRS
- County - Case Manager
- Staff
- Regulators - CARF, etc.

### Three outcome expectations for each stakeholder:

#### Consumer:

1. A job that offers an opportunity to learn different skills.
2. Caring staff that listen to me and support me.
3. A job that provides a meaningful paycheck and different opportunities.

#### Family:

1. Meaningful work, explore different jobs.
2. Know that their wants and needs are heard and being addressed.
3. More frequent communication.

#### IVRS:

1. Follow through on specific goals set.
2. Increased employability for consumer.
3. Timely feedback and reporting of consumer results.

#### Funder:

1. Allow individuals to be more independent.
2. Encourage consumers to explore community employment.
3. Communication and reporting completed a timely manner by professional staff.

#### Staff:

1. Improve evaluation performance system.
2. Evaluate wage increases and benefits for long term employees.
3. Continue to improve communication and teamwork activities.

#### Regulators:

1. Compliance with regulations and standards.
2. Safe and satisfied consumers and families.
3. Follow-through, cooperation and communication.

#### Note:

- Due to the limited number of referrals stakeholders expectations were limited. We referred to last years outcome expectations.

## Community Housing - Supported Living 2008

### Top Stakeholders:

- Consumer
- Family (parent, guardians, etc.)
- Funder - County - Case Manager
- Staff
- Regulators - DIA, DHS, HUD, CARF, HCBS, IME, etc.

### Outcome expectations for each stakeholder:

#### Consumer:

1. Caring staff who like their jobs and listen to me.
2. House mates that respect my privacy and rights.
3. Employees who will stay employed at Comp. System.

#### Family:

1. Well trained staff who will stay with the agency.
2. Good care and services provided for loved ones in a safe environment.
3. Caring dedicated, loving staff brings families together.
4. Continue timely communication - keeping us well informed.
5. Well maintained, safe environment - nice homes.

#### Funder:

1. Maintain communication and reports that are completed in timely manner.
2. Offer opportunities to promote growth in communities.
3. Continue to explore service opportunities.

#### Staff:

1. Provide the best possible services to meeting the need of consumers.
2. Keeping the consumers environment safe and home like.
3. Continue to improve communication and improve team building.

#### Regulators:

1. Compliance with regulations and standards.
2. Safe and satisfied consumers and families.
3. Continue to comply with regulations and standards.

## Community Employment Services 2008

### Top Stakeholders:

- Consumer
- Family (parent, guardian, etc.)
- IVRS
- County
- Staff
- Employers

### Three outcome expectations for each stakeholder:

#### Consumer:

1. A job that matches interests and abilities.
2. Training and support to obtain and maintain employment.

#### Family:

1. Communication regarding their family member on a regular basis, including e-mail.
2. Opportunities for community work settings; gaining skills to work in the community.
3. Continue to create safe / pleasant work environment.

#### IVRS:

1. Results - a good job match in a timely manner.
2. Problem solving - assistive technology, accommodations, natural supports.
3. Monthly reports, accurate billing and on-going communication.

#### County:

1. Allow individuals to be independent.
2. Follow up on all consumers needs/issues to obtain/maintain jobs.
3. More community based assessments.

#### Staff:

1. Good communication and feedback from family, IVRS, employer, and case management.
2. Develop strategies to be effective and consistent with services for consumers.
3. Training on individual consumers we serve including work history.

#### Employers:

1. Work with each employee until he/she is ready to work independently.
2. Maintain follow-through, cooperation and communication from job coach.
3. Keep in close contact with the consumer and employer.

## Community Integration 2008

### Top Stakeholders:

- Consumer
- Family (parent, guardians, etc.)
- Funder - County - Case Manager
- Staff
- Regulators - DIA, CARF, IME, HCBS, etc.

### Three outcome expectations for each stakeholder:

#### Consumer:

1. Variety of opportunities to be involved in the community.
2. Safe and pleasant environment.
3. Caring staff who like their jobs, listen to me and who will stay at Comp. Systems.

#### Family:

1. Well trained, caring, staff who will stay with the agency and bring a sense of family.
2. Would like to know activities, outings, and trips that are planned.
3. Communicate information regarding son or daughter.
4. Well maintained, safe environment.

#### Funder:

1. Offer more variety of activities in the day-hab program especially out in the community.
2. Continue to explore services opportunities.
3. Continue to communication and reporting completed in timely manner.

#### Staff:

1. Care provided to consumers.
2. Respect and recognition for a job well-done, teamwork to involve all, consider staff suggestions.
3. Maintain safe environment.

#### Regulators:

1. Compliance with regulations and standards.
2. Monies are spent appropriately and program matching standards.
3. Document adequately, to justify services.

## Respite Services 2008

### Top Stakeholders:

- Consumers
- Family (parent, guardian, etc.)
- Funder - County - Case Manager
- Staff
- Regulators - CARF, HCBS, IME, DHS, etc.

### Three outcome expectations for each stakeholder:

#### Consumer:

1. Long term staff who are available when services are needed.
2. Honest communication.
3. Staff who are flexible to my schedule.

#### Family:

1. Caring and considerate staff who take care of our family members.
2. Continue good communication.
3. Meet the staffing needs.

#### Funder:

1. A variety of quality community opportunities.
2. Staffing to meet the needs of families served.
3. Keep the child out of placement by relieving care giver.

#### Staff:

1. Support consumers / staff with respect, considerations and fairness.
2. Continue to promote fun rewarding work environment.
3. Personal concern toward consumers, and a good relationship with consumers.

#### Regulators:

1. Compliance with regulations and standards.
2. Safe and satisfied consumers and families.
3. Document adequately to justify services.

## **Organizational Employment**

2008

### Top Six Stakeholders:

- Consumer
- Family ( parent, guardian, etc.)
- Businesses - Sub-contractors
- Funder - County - Case Manager
- Staff
- Regulators - DOL, CARF, HCBS, IME, etc.

### Three outcome expectations for each stakeholder:

#### Consumer:

1. Opportunity to be productive and earn a paycheck.
2. Variety of work to help me gain skills to be able to get a job in the community.
3. Promote safe work environment. The work floor is crowded at times.

#### Family:

1. Communication regarding their family member on a regular basis, including e-mail.
2. Opportunities for community work settings; gaining skills to work in the community.
3. Well maintained, safe environments.

#### Business:

1. Market to the community services that are provided at Comprehensive Systems.
2. Maintain level of communication with businesses.
3. Complete work in a timely manner and accurately.

#### Funder:

1. Maintain communication and complete reports in a timely manner.
2. Offer work and day options to promote growth in communities.
3. Continue to explore service opportunities.

#### Staff:

1. Improve evaluation performance system.
2. Evaluate wage increases and benefits for long term employees.
3. Continue to improve communication and teamwork activities.

#### Regulators:

1. Compliance with regulations and standards.
2. Safe and satisfied consumers and families.
3. Document adequately to justify services.