

Comprehensive Systems, Inc.

Organizational Employment

2008

**Organizational Employment Services
Outcome Report
2008**

In January, minimum wage went up to \$7.25 per hour. Some areas saw an increase in average hourly wages while others saw a decrease. This can, in part, be attributed to the slowing of the contract jobs requested due to the slowing of the economy. At CI-Mason City, contracts remain steady. At CI-Charles City I, the average hourly wage decreased from \$1.70 last year to \$1.17 this year. These numbers were reflective of 12 consumers in 2007 and 53 consumers in 2008 due to the closing of CI-Elma.

The percentage of consumers that increased their productivity/ wages increased for CI-Charles City I and III. There was a decrease noted in productivity/wages for CI-Black Hawk, CI-Mason City, and CI-New Hampton. This data may be lower due to the increased number of individuals in our Day Habilitation program. Another contributing factor is that we are seeing more medically involved individuals at all of our sites.

The number of staff direct contact hours has remained steady over the past year. A slight decrease in a couple of areas can be noted for consumers areas who had individuals move into at least part-time Day Habilitation Services.

Satisfaction in this area was high at 99%. Pre-Vocational and Day Habilitation Services were offered under the Home and Community Based Services program at our workshops. This allowed individuals more options at our worksites.

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Outcome Objectives	Categories of Measures	Applies to	Time of Measure	Data Source	Obtained By	Goals	Outcomes	Previous Outcome
Maximize Earnings	Effectiveness: Average hourly wage	CI-CC#1 CI-NH CI-CC#3 CI-BH CI-MC	Annual	Consumer Payroll Records	Program Manager	\$1.50	\$1.17 \$1.59 \$1.70 \$0.48 \$2.02	\$1.70 \$1.40 \$1.70 \$0.60 \$1.79
Maximize Productivity and Earnings	% of individuals 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%	74% 48% 44% 19% 29%	63% 68% 30% 27% 54%
Maximize Staff Hours	Efficiency: Average number of direct contact hours / individuals served in two week period	CI-CC#1 CI-NH CI-CC#3 CI-BH CI-MC	Annual	Time Sheets	Program Manager	35	39.20 37.11 34.74 13.57 29.35	33.40 36.15 37.86 18.18 29.35
Maintain Consumer Satisfaction with Services	Satisfaction	All Persons Receiving Services	Annual	Individual Consumer Satisfaction Surveys	Designated Support Staff	95%	99%	99%
Maximize Positive Outcomes	Service Access: <ul style="list-style-type: none"> • Average number of working days from Pre-adm. to Admission 	All areas of Organizational Employment	Annual	Tracking Sheet	Admissions Director/ Area Managers	30	11	9.7

Notes:

- In 2007 we started tracking service access.