

Comprehensive Systems, Inc.

Supported Living

2016

**Supported Living Services
Outcome Report
2016**

Objective	Indicator	Applied to	Time of Measure	Data Source	Obtained by	Goal	Previous Outcome	Outcome 2016
Effectiveness								
	Number of Persons who Decreased their Hours	All Persons Receiving SCL Services	Annual	Billing Journals/ Trends Report	Program Director/ Accts. Receivable	5	5	2
Efficiency								
	Staff Turnover Rate	All Direct Support Staff	Annual	Trend Tracking Sheet	Human Resource Director & Program Directors	20%	30%	32%
	Number of Persons Receiving Services	All person receiving SCL Services	Annual	Trend Tracking Sheet	Admissions Director & Program Directors	50	51	48
Stakeholder Input/Satisfaction								
	Person served	All Persons Receiving SCL Services	Annual	Satisfaction Survey	Program Managers and QA Director	95%	99.67%	99.16%
	Other Stakeholder-Parents	Parents	Annual	Satisfaction Survey	QA Director	95%	92.4%	96.80%
Service Access								
	Working days from Pre-Admission to Admission	All Persons Receiving SCL Services	Annual	Tracking Sheet	Admissions Director	30	0	0

External and Influencing Factors or Considerations

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

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

Challenges-Funding and Budgets are tight. 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

Many of the individuals who were able to move from Group Homes out into apartments have done so. Individuals living in our RCF/ID programs are able to access the Home and Community Based Services as well. This allows individuals to remain living in their home and receive less restrictive services in that setting.

The staff turnover rate has increased slightly from 30% to 32% for 2016. The management structure has changed a little in the Mason City area but staff have adjusted. Staff that average over 30 hours per week are offered insurance with ACA requirements. This does not appear to have an impact on the turnover rate.

The number of persons receiving services decreased from 51 to 48 in 2016. We evaluate each referral individually to determine if we can meet their needs. There were no new admissions into the Supported Community Living Services this year. We have staffing needs and continue to utilize the internet, newspaper, radio and job fairs.

Two individuals decreased their number of service hours. Most individuals are receiving the minimal amount of hours due to budget constraints.

Satisfaction with Supported Living Services is high at 99.16% for persons served and 96.80% for Parents/Guardians.

Definition of Terms and Acronyms

SCL-Supported Community Living, QA-Quality Assurance