

**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 |
|---------------------------------------|--|------------------------------------|-----------------|------------------------------------|---|------|------------------|--------------|
| <b>Effectiveness</b>                  |  |                                    |                 |                                    |   |      |                  |              |
|                                       | Number of Persons who Decreased their Hours  | All Persons Receiving SCL Services | Annual          | Billing Journals/<br>Trends Report | Program Director/<br>Accts. Receivable      | 5    | 5                | 2            |
| <b>Efficiency</b>                     |  |                                    |                 |                                    |   |      |                  |              |
|                                       | 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           |
| <b>Stakeholder Input/Satisfaction</b> |  |                                    |                 |                                    |   |      |                  |              |
|                                       | 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%       |
| <b>Service Access</b>                 |  |                                    |                 |                                    |   |      |                  |              |
|                                       | 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