

ComServ Inc. Performance Report Card FY 25-26

Performance Report Card

ComServ is committed to continually improving its organization and service delivery to individuals served and therefore sets targets for measuring its performance for the year. This performance report card serves as an at-a-glance snapshot or summary of the results of the established FY 25-26 performance indicators, outcomes measures expected of individuals receiving services and those established as business performance indicators.

Scoring

- ▶ The performance score is based on tallying the number of targets “met” vs “not met.”
- ▶ Targets scored as N/A were excluded when totaling results.

Overall Results

- ▶ 38 of 39 targets were “met” (97%)
97% of indicators met. This is an improvement as compared to last FY (92%).
- ▶ 1 of 39 targets were “not met” (3%)



97%

OUTCOMES – SERVICES: PERFORMANCE INDICATORS		
RESPITE SERVICES	GOAL	RESULTS
1a. 75% of caregivers indicate feeling less stressed & better able to care for individual with use of respite service	75%	100%  Met
1b. 80% of individuals receiving respite are satisfied with their respite experience(s)	80%	100%  Met
1c. 75% of caregivers/LRPs feel respite services meet need for alternative care for their individual.	75%	100%  Met
1d. Average overall utilization rate of authorized respite services exceeds 25%	>25%	42%  Met
1e. 75% of individuals/caregivers indicate respite services were provided when/where needed	75%	100%  Met
HOST FAMILY (AFL-Alternative Family Living) SERVICES	GOAL	RESULTS
2a. 100% completion of required initial & annual home inspections by MCO	100%	100%  Met
2b. 90% completion of health/safety home inspections by AFL Supervising QP	90%	94%  Met
2c. 90% of individuals receiving AFL services indicate they are satisfied with their AFL placement	90%	100%  Met
2d. 80% of LRPs/guardians (of individual) are satisfied with AFL placement	80%	100%  Met
2e. 30% of individuals receiving AFL services have resided with same AFL Provider more than 5 years.	30%	100%  Met
2f. 75% of individuals & LRPs/guardians agree services are available in desired geographical area	75%	100%  Met
EMPLOYMENT SUPPORTS (ES) SERVICES	GOAL	RESULTS
3a. ≥30% of individuals in employment supports (employed) will maintain employment or transition to other employment without service disruptions	≥30%	100%  Met
3b. 75% of individuals indicate they are satisfied with their job and/or employment services	75%	100%  Met
3c. 75% of LRPs/guardians are satisfied with employment services received by individual	75%	100%  Met
3d. Develop (employment) relationship during the year with at least 2 new employers for potential new job options	2 new employers	100%  Met
3e. 80% of individuals in employment support services indicate services are provided when/where services are needed.	80%	100%  Met
COMMUNITY INTEGRATION SERVICES	GOAL	RESULTS
4a. 90% of individuals (in Innovation Services) participate in health-related activities	90%	100%  Met
4b. 85% of individuals report they like their day services	85%	95%  Met
4c. 85% of LRPs/guardians report satisfaction with day services received by individual	85%	100%  Met
4d. A minimum of 20 health activities provided during year for individuals participating in health related activities (Creative Opportunities)	20 activities	100%  Met
4e. 80% of individuals, LRPs/guardians agree service is accessible & available when/where needed	80%	100%  Met

OUTCOMES – SERVICES: PERFORMANCE INDICATORS		
COMMUNITY HOUSING SERVICES	GOAL	RESULTS
5a. 75% of individuals agree their life is better because of housing services received from ComServ	75%	100%  Met
5b. 100% of individuals served (for whom ComServ takes to medical appts) see a primary care physician at least annually.	100%	100%  Met
5c. 80% of individuals served in housing services with ComServ agree they like where they live.	80%	97%  Met
5d. 80% of LRPs/guardians indicate their family member's life is better because of housing services received from ComServ.	80%	100%  Met
5e. List of primary Medicaid medical & dental providers maintained will include those located in residential areas of (50% of) individuals living in residential homes.	50%	100%  Met
5f. 80% of individuals, LRPs/guardians agree service is accessible & available when & where needed	80%	100%  Met
OUTCOMES – BUSINESS: PERFORMANCE INDICATORS		
BUSINESS: PERFORMANCE INDICATORS	GOAL	RESULTS
1a. *100% of Level I incidents reported, responded to timely & per policy <i>Though not met, outcome is still very good. 103 of 108 incident reports were reported, responded to & in a timely manner.</i>	100%	98%  Not Met
1b. *85% of Level II incidents reported, responded to timely & per policy <i>With all 15 reports, incidents were reported, responded to & in a timely manner.</i>	85%	100%  Met
1c. *85% of Level III incidents reported, responded to timely & per policy <i>10 of 12 incidents were reported, responded to & in a timely manner. With 2 reports, initial HCPR notification did not occur within 24 hour timeline. Additional training provided with staff. Remaining reports were reported to all persons/authorities timely.</i>	85%	94%  Met
2. 95% compliance with (unannounced) tests of emergency procedures per policy/requirements	95%	99%  Met
3. 95% compliance with comprehensive health & safety inspections per policy/requirements	95%	100%  Met
4. 95% overall compliance with completing van maintenance inspections of ComServ vans	95%	100%  Met
5a. ≥90% satisfaction with services received (individuals served)	≥90%	98%  Met
5b. ≥90% satisfaction with services received (LRPs/Guardians)	≥90%	99%  Met
5c. ≥90% satisfaction with services exchanged with ComServ (Community Stakeholders). <i>Revisit survey process to determine why no surveys were returned.</i>	≥90%	N/A None received
5d. ≥90% satisfaction with services exchanged with ComServ (Business Stakeholders) <i>99% satisfaction when excluding not applicable survey answers.</i>	≥90%	95%  Met
6. ≥90% of complaints/grievances of individuals/LRPs responded to, documented & resolved. <i>There were no complaints/grievances during the year.</i>	≥90%	N/A None received
7. ≥90% of grievances of employees responded to, documented & resolved <i>There were no employee grievances during the year.</i>	≥90%	N/A None received
8. ≥90% overall satisfaction with employment with ComServ	≥90%	90%  Met
9. ≥90% of corporate compliance reports responded to, investigated as applicable & Resolved. <i>There was 1 corporate compliance report/investigation during the year.</i>	≥90%	100%  Met
10. *100% participation in MCO audits & submission of required correction action plans (when applicable).	100%	100%  Met