



ComServ Inc.
Report Card
FY 24-25

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 report card serves as an at-a-glance snapshot or summary of the results of the established FY 24-25 performance indicators, outcomes measures expected of individuals receiving services and those established as business performance indicators.

Scoring

- The report card 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

- 33 of 36 targets were “met” (92%)
92% of indicators met. This is an improvement as compared to last FY (85%).
- 3 of 36 targets were “not met” (8%)



92%

OUTCOMES – SERVICES: PERFORMANCE INDICATORS		
RESPITE SERVICES	GOAL	RESULTS
1a. 25% of individuals authorized to receive respite services utilized service	25%	53%  Met
1b. 80% of respite recipients indicate they are satisfied with their respite experience(s)	80%	100%  Met
1c. 75% of Families/Care Providers indicate respite services meet their needs for alternate care for their individual	75%	100%  Met
1d. Average utilization rate (overall) of authorized respite services exceeds 25%	>25%	19%  Not Met
1e. 75% of respite recipients indicate respite services 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 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 guardians, families (of individual) are satisfied with AFL placement	80%	100%  Met
2e. At least 2 families interviewed prior to placement of individual with AFL <i>Revisit indicator in new year; unable to meet as written.</i>	2 families	N/A <i>(revise survey form)</i>
2f. 75% of individuals & families 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 Families/Care Providers are satisfied with employment services received by individual	75%	100%  Met
3d. Every 6 months will develop a relationship with a potential employer for new job options	every 6 mos	100%  Met
3e. 80% of individuals in employment support services indicate services are provided when/where services are needed. <i>Revisit indicator in new year; unable to meet as written.</i>	80%	N/A <i>(revise survey form)</i>
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%	97%  Met
4c. 85% of families & guardians report satisfaction with day services	85%	100%  Met
4d. A minimum of 5 health activities provided per quarter for individuals participating in health activities (Creative Opportunities)	25 activities	100%  Met
4e. 80% of individuals/families (/LRP) agree service is accessible 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%	100%  Met
5d. 80% of families (LRP)/guardians indicate their family member's life is better because of housing services received from ComServ. <i>Revisit indicator in new year; unable to meet as written.</i>	80%	N/A (revise survey form)
5e. List of primary Medicaid medical & dental providers maintained will include those located in residential areas of individuals (50%)	50%	100%  Met
5f. 80% of individuals/families (LRP) 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 still very good. 140 of 142 incident reports were reported, responded to & timely.</i>	100%	98%  Not Met
1b. *85% of Level II incidents reported, responded to timely & per policy <i>29 of 32 incident reports were reported, responded to & timely.</i>	85%	91%  Met
1c. *85% of Level III incidents <u>reported, responded to timely</u> & per policy <i>Incidents (2 of 3) were not immediately reported internally; however, once notifications made, state reports were appropriately reported and in a timely manner.</i>	85%	77%  Not Met
2. 95% compliance with (unannounced) tests of emergency procedures per policy/ requirements	95%	98%  Met
3. 95% compliance with comprehensive health & safety inspections per policy/ requirements	95%	99%  Met
4. 95% overall compliance with completing van maintenance inspections of ComServ vans	95%	100%  Met
5a. $\geq 90\%$ satisfaction with services received (individuals served)	$\geq 90\%$	95%  Met
5b. $\geq 90\%$ satisfaction with services received (LRP/Guardian)	$\geq 90\%$	97%  Met
5c. $\geq 90\%$ satisfaction with services exchanged with ComServ (Community Stakeholders) <i>99% satisfaction when excluding not applicable survey answers.</i>	$\geq 90\%$	99%  Met
5d. $\geq 90\%$ satisfaction with services exchanged with ComServ (Business Stakeholders) <i>99% satisfaction when excluding not applicable survey answers.</i>	$\geq 90\%$	99%  Met
6. $\geq 90\%$ of complaints/grievances of individuals/LRPs responded to, documented & resolved. <i>There were no complaints/grievances during the year.</i>	$\geq 90\%$	N/A None received
7. $\geq 90\%$ of grievances of employees responded to, documented & resolved <i>There were no employee grievances during the year.</i>	$\geq 90\%$	N/A None received
8. $\geq 90\%$ overall satisfaction with employment with ComServ	$\geq 90\%$	90%  Met
9. $\geq 90\%$ of corporate compliance reports responded to, investigated as applicable & Resolved. <i>There were no complaints/grievances during the year.</i>	$\geq 90\%$	N/A None received
10. *100% participation in MCO audits & submission of required correction action plans (when applicable)	100%	100%  Met