



**Humboldt  
Community  
Access &  
Resource  
Center**



**Annual Report  
2000**



## Executive Director's Message

The end of the year, the end of the century and the end of the millennium. This year marks several significant endings. But endings also mark beginnings. The end of the Board's formal strategic planning process ushers in the beginning of the process of implementing their vision of the agency's future. Over a decade of inadequate funding, rate freezes, and challenges to the ability of community based service providers to provide services shows some promise of finally being addressed by the State. Under intense pressure from the community and faced with unanimous support for our plight by the Legislature, the Governor allowed a small increase in rates last year. The process of fighting for these modest gains has resulted in better communication, unprecedented solidarity and more effective lobbying by vendors throughout the state. In addition, the Sanchez vs. Johnson lawsuit, with its promise of mandating fair and reasonable salaries for community workers, is moving forward despite challenges by the Developmental Center parents group. The staff frustration that culminated in unionization has turned into a positive force in the agency. The interest based bargaining process requested by the Board of Directors has already shown that management and staff can not only talk about issues, but that we all share a common vision of the purpose and goals of the agency and a commitment to providing meaningful, quality services. The challenges in the coming years are daunting - increasing expectations of consumers, the continuing fight for adequate wages, the move toward self-determination and customized services - but as always, it will be the people of HCAR who will ensure that the agency will survive, grow, and continue to improve.

The strategic planning process has been an exciting, albeit time consuming, process. The things that had been identified in the past as important to the agency were reaffirmed, but with a better understanding of their history, impact, and our ability to make positive changes. As a result of the process, the Board of Directors has identified four strategic issues and proposed strategies for addressing them. They are:

- ! ***Improve operating capital*** through entrepreneurial activity, increased public support, divestiture/acquisition, and political action;
- ! ***Meeting local, state, and national expectations regarding consumer self-determination*** through decentralization of services;
- ! ***Redwood Coast Regional Center relationship*** through communication and the vendor consortium; and
- ! ***Providing outcome data related to quality of service*** through Total Quality Management.

The Board is in the process of refining their proposed strategies and implementing policies to assure that the process is an important part of normal HCAR operations. I look forward to reporting on our progress in these areas next year.

Donna Shipley  
Executive Director

Connecting people who have disabilities with the community by providing opportunities for learning, living, and employment.

## **The HCAR Board of Directors**

Carole Farlan, President  
Leonard McLaughlin, Vice-President  
Marina Duncan, Treasurer  
Ron Bricker, Secretary  
Richard Hendry  
Thomas Coriell  
Sharon Peterson  
Sara Richards  
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## **2000 Donors**

Amulet Manufacturing Company	Barbara Malloy
Arcata Kiwanis Club	Loretta Mattson
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Florence Cunningham	Delores Michael
Doug Dick	Robert Mill
R. Degutis	Harold & Lucille Miller
Eureka Police Officers Association	Corine Moen
Eureka Women's Club	North Coast Repertory Theatre
Betty Fahringer	Vi Painter
Carole Farlan	Pierson's Building Center
Ferndale Repertory Theatre	Ray's Food Place Eureka
Angelina Fincher	Rockin' R Packing Company
Walter Hubensack	Donald & Merribeth Rush
Humboldt County Deputy Sheriff's Org.	Safeway Arcata
Humboldt Creamery Association	Sherwood Forest Nursery
Julia Jacobs	Lucille Sisto
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Larry Johnson	Tour of the Unknown Coast
Margaret Johnson	J. Walsh, M.D.
Theresa Kimari	Gracie Ward
Louisiana Pacific	Cara C. Wildman

***Thank you for your support of HCAR's services!***

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## Baybridge Employment and Work Services

### HCAR Strategic Planning Task Force

The Task Force recently completed its series of fact gathering meetings. The Task Force looked at both short term and long term issues including the survivability of Baybridge. Many possibilities were considered, from maintaining the status quo to the closing of all of Baybridge programs. At the present time only the Spruce Custodial Crew has been closed. HCAR Board members, at their last meeting, voted to keep Baybridge programs open until January 31, 2001. At that time the HCAR Board will revisit their decision.



Ray Dice, Program Director

### A Strengths and Weaknesses Analysis of Baybridge Programs

#### Strengths:

##### BWS

1. The program has a good reputation for quality training among consumers and stakeholders.
2. The program provides choice for the consumers and competition for other facilities in the area.
3. The program is small, with an experienced and committed staff.
4. The work crews have a good word of mouth reputation for excellent cleaning.
5. The majority of the program consumers live in the city of Eureka.
6. New rate almost covers costs.
7. New production product "Fire Seeds." (See comments under Fire Seeds)

#### Baybridge Employment Service:

1. Program has more than 10 years of experience placing and training consumers in community jobs.
2. Dedicated staff.

#### Weaknesses:

##### BWS

1. Major method of advertising services is word of mouth.
2. Hourly cost for work crews have risen to over \$32 per hour.
3. Staff is paid just above minimum wage.
4. Short work day limits production. (5.5 hrs., minus lunch, travel and clean-up time leaves less than 4 hours for work and training).
5. Has operated in a deficit for several years.

#### Baybridge Employment Services

1. Competition: There are currently 28 job developers operating in the Eureka area
2. Periodic freezes on new consumers from the Department of Rehabilitation
3. Economy of local area is declining, even while the general economy is robust.
4. Low wages for staff.
5. Although Baybridge Employment Services had a surplus of more than \$25,000 for the 98-99 fiscal year the program lost over \$5000 in the 99-00 fiscal year.

### Fire Seeds

At this time we are about to start production of a new Baybridge Work Services product: "Fire Seeds." We have worked out most of the production bugs and we think that we can produce a consistent product. We will be fine tuning as we go. We are now trying a mixture of fir, maple, and redwood chips and sawdust. We are discovering that the temperature of the wax is the important element in penetrating the sawdust mixture. The wax melter purchased with

money from the Revenue Enhancement Committee of the HCAR Board works well at maintaining the required temperature.

Sources for the raw material we need to produce fire seeds appears to be secure. We have recently purchased sufficient recycled wax to manufacture hundreds of units. Paul Kinsey, woodshop teacher at Eureka High School is only one of several suppliers of sawdust, and Stanton's Restaurant and the Chalet are supplying us with used egg cartons.

At this time we have orders from Ray's Food Place in McKinleyville, Eureka, Arcata and Fortuna, and Pierson's Hardware in Eureka. Safeway is considering our product at their corporate offices in Pleasanton, Ca. We are waiting to hear from the United Product Code Council on our request for a product code for fire seed packaging.



JoAnn Diaz, Program Director

## **HCAR Center**

### **PHILOSOPHY OF THE HCAR CENTER**

*Mission:*

*We support, challenge, and maximize personal choices for a better quality of life.*

*Vision:*

*We envision communities where all people have equal access to the same opportunities.*

*We envision a system of individualized services and support that allow each person to meet their personal goals for the future.*

*We envision a world where people mutually share respect, build self-esteem, and provide the support that each needs to assume responsibility for their own lives.*

*Values:*

*We believe that people with disabilities are entitled to a safe, healthy, and nurturing environment.*

*We believe in the right of all people to improve their quality of life, and in our responsibility to provide experiences that can enhance the quality of life of the people we serve.*

*We believe people with disabilities should have access to any community service, activity, job, or publication which will enable them to successfully integrate into their community and in our responsibility to foster that integration.*

*We believe the people we serve can become active and responsible community members.*

*We believe in empowering people with disabilities to express their hopes, dreams, and fears, and we believe in our role as advocates for their growth, independence, and self-respect.*

### **PROGRAM HIGHLIGHTS/ACHIEVEMENTS**

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November, 1999. The Center closes for half a day on November 1, because the City of Eureka has to turn off the water to fix a water line. Staff and consumers begin a process of numerous meetings to develop a series of Performance Based Incentives to replace consumer benefits. Michael Fles performs at the second Music Club Concert on November 19 with a music and light show.

December, 1999. Donna Landry puts on a fabulous concert on December 17, to the delight of the Music Club audience. On December 22, the Center has a wonderful Christmas Party and celebration that includes a gift exchange and pizza. The New Year's Eve Party is a smash on December 31. The Consumer Advisory Committee meets again in December to discuss plans for the upcoming move. Once a plan is developed by the Board's Site Planning Committee, the Consumer Advisory will meet again.

January, 2000. On January 12, we have our annual visit from Community Care Licensing with a no-deficiency outcome.

February, 2000. Eureka City School Adult Education Teacher Joanne Tomlin begins a new program raising Salmon Eggs. They will be released at the Blue Lake Fish Hatchery in the near future. The February 17 Music Club Concert welcomes the Barbershop Quartet!

March, 2000. Technical Support Program Analyst Dick Gowen, with Community Care Licensing, does an HCAR review with recommendations. He states that he was very impressed with the Center and the forms the agency has developed.

April, 2000. On April 20, the Music Club puts on a captivating performance by juggler Ross McKinney.

May, 2000. The Cinco de Mayo Dance is held at HCAR Center. Staff and consumers create many colorful decorations for the celebration dance. The baby Salmon are finally ready for their release at the Blue Lake Fish Hatchery. Some consumers and staff assist in this final process. The Maroon Girls give an outstanding Music Club performance on May 18, and the Dell' Arte Players put on a delightful show for consumers on May 21.

June, 2000. Leisure Companion Studio Director, and HCAR Center Program Director attend and take consumers to the People First Conference in Sacramento on the 9<sup>th</sup>, 10<sup>th</sup>, and 11<sup>th</sup> of June. Another performance, by the Eureka String Quartet, is presented by the Music Club. Everyone has a wonderful time at Camp Bauer on June 21.

July, 2000. On July 28, Baybridge and HCAR Center staff and consumers enjoy our annual Camp Bauer Barbeque. Theresa Hughes and Teresa Carey (TNT) sing melodic melodies on July 27 through the Music Club. We are notified by Butler Valley, Inc. that they will be opening a new day program to begin in September or October. Five consumers from HCAR Center will be going to this Carol Sund Day Program. Program Director continues to have a difficult time filling positions. Due to the low wages, it is difficult to compete for quality staff.

August, 2000. Captain Sullivan, of the Eureka Fire Department, comes to the Center on August 4 to discuss Fire and Earthquake Safety to consumers and staff. On August 18, consumers and staff attend the Humboldt County Fair. Regional Center Consumer Advocate Alina Marquardt visits the Center to talk about consumer's rights. Everyone enjoys the Bill Spenceley and Ken Tinkham Music Club performance on August 17.

September, 2000. We enjoy our last Camp Bauer outing on September 5. The Music Club presents a melodic duo, starring our own John Meyers and his wife Sheryl. Jackie Glenn is presented with a certificate at this concert for all of her time and efforts in keeping the Music Club running smoothly with these great performances. The Board of Directors puts on a picnic in September at Freshwater Park that is really fun for everyone.

## **SUMMIT SUPPORT SERVICES**

Supported Living Services & Ongoing Support

### **PROGRAM HIGHLIGHTS & ACHIEVEMENTS**

#### *Staff Development*

The staff training component of the staff meetings and the consumer-staff meetings may be summarized as follows with the topic and corresponding guest speaker:

October, '99, '*Behavior Management*', Shirley Morales, behavior specialist, and '*Behavior Issues*', Ken Tinkham, support staff

November, '*Proper Body Mechanics & Lifting & Transferring*', Nan Hardy, physical therapist, and video: '*Back Injury Prevention*'

December, '*Person-Centered Cards*' activity, and video, '*Uncle Joe*'

January, 2000, '*Competency-based Training*', and video: '*Attitudes*'

February, '*Adult Abuse Reporting Law*', Marilyn Cottrell, Adult Protective Services

March, '*Rights & Responsibilities of Consumers*', Cindy Sullivan, supervisor, Redwood Coast Regional Center, and video: '*The Road You Take is Yours*'

April, '*Communication & Other Topics*', Gail Pascoe, licensed therapist, and video: personal consumer story

May, video: *Supported Living Panel*, and discussion, '*Likes & Dislikes*' of being a support worker

June, '*Person-Centered Planning brainstorming*' (hand-outs from Allen, Shea & Associates)

July, no meeting

August, '*Nutrition Curriculum*', Debbie Carpenter

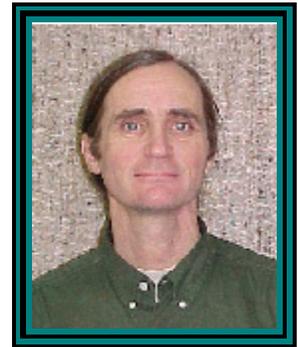
September, '*Nutrition Discussion*' & hand-out, and group activity - food prep stations

Note: The third meeting of each quarter is a combined staff and consumer meeting, a quarterly meeting.

*Fifteen* support workers were hired during the last the year to meet the ever-increasing need for consumer support. This represented the largest recruiting and hiring of support staff in the history of the support services programs.

#### *Program Development*

The past year has experienced tremendous growth in direct service hours, both in the Supported Living Services (SLS) and Ongoing Support (OGS) programs. To accommodate this growth, the program director accelerated efforts in staff recruitment, hiring, and training. Over the past quarter direct service hours averaged between 2500 & 3000 hours per month. Compared to a year ago, total hours were averaging only about 1000 hours per month.



Bill Spenceley, Program Director

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Two new supported living arrangements required around-the-clock staffing, as well as specific accommodations related to each consumer's particular needs. Considerable time was spent by the program director and the program assistant in the planning and the implementing of these living arrangements. Numerous meetings, interviewing, personnel screening, and acquiring adaptations have contributed to making these individual living arrangements as independent and successful as possible.

## **RESPIRE SERVICES PROGRAM**

### **PROGRAM HIGHLIGHTS/ACHIEVEMENTS**

- < November, 1999 - The Southern Humboldt Fall Workshop was held on November 6, 1999. There were 5 home visits this month. The Quarterly Newsletter was sent out.
- < December, 1999 - Planning for the Spring Workshop was initiated this month. The Annual Holiday letter was composed and mailed in December.
- < January, 2000 - A New Hire orientation was held at the Adorni Center on January 24, 2000. Information for the Quarterly Report was compiled and prepared for distribution at the end of the month.
- < February, 2000 - The Spring Workshops presenters were selected and confirmed. Flyers regarding the Spring Workshop were mailed in the middle of the month. The Annual Spring Satisfaction Survey was completed and mailed to consumer families and Redwood Coast Regional Center this month.
- < March, 2000 - There were seven new workers hired and five new consumers added to Respite Services. The Spring Workshop was held March 10<sup>th</sup> and 11<sup>th</sup> at the Adorni Center.
- < April/May, 2000 - Several respite forms were updated in April. The Newsletter was created and prepared for mailing. The 3<sup>rd</sup> Quarter Report was completed and submitted. The Respite Director attended an In-Service on Traumatic Brain Injury and an Employment Law Workshop. Six Home Visits were completed during April and May.
- < June, 2000 - The Respite Director attended a seminar on Alzheimer's Disease. Ten worker interviews were conducted in June and the interview process for an Assistant began. One home visit was completed during June.
- < July, 2000 - Work began on the Utilization Report for the Fourth Quarter. The Respite Director attended an open house at Humboldt Child Care Council and had a meeting regarding the implementation of a Support Group for consumer families. Two home visits were completed in July.
- < August, 2000 - The Respite Director attended an In-Service meeting at Redwood Coast Regional Center. The quarterly news letter was completed and mailed out. A New Hire Orientation for 9 employees was held at the Adorni Center on August 17.
- < September, 2000 - The Respite Director attended an Employment Law Workshop and a Supervision Workshop.



Anne Dennis, Program Director

## **Leisure Companion Program & The Studio**

At The Studio, we continue to do well at selling our hand-painted silk scarves. In July there was a feature article in the Times Standard about our scarves, which has really increased our sales. They are still being sold at Terrapin Treasures as well as at the Jacoby Storehouse in Arcata. Thanks to the Redwood Empire Textile Guild we were able to place some scarves in their booth at the North Country Fair, and we'll have our own booth at the Ink People Holiday Fair in December. We also continue to have a steady stream of special orders from people in our community. The artists have been learning the techniques of painting canvas floor cloths that we hope to sell in the future. Next year we will be adding toss pillows and greeting cards to our list of marketable and functional artwork.



Kristi Patterson, Program Director

The Studio continues to offer the artists who attend new and different experiences in the fine arts. Projects over this year have included drawing, painting with watercolors and acrylics, oil pastels, clay sculpture, ceramics, sculpture with various materials such as wire, wood, plaster and found items, mosaic, wearable art, collage, papier-mâché and papermaking. We have also read several books together including *The Wizard of Oz* and *Harry Potter and the Sorcerer's Stone*, which have inspired numerous works in various media.

The month of June was spent preparing for our first public art show in the Truchas Gallery at Los Bagels. The artists and teachers selected fifteen works including watercolor paintings, acrylic paintings and silk scarves to hang in the show. We were fortunate to have the labor for making the needed frames donated which cut our costs for the show significantly. The opening reception was on July 1 and was part of Arts Alive night in Old Town. Many people came out for the event, and we have received a lot of positive feedback as well as general interest in the program. Many of the artists were able to attend the opening. It was wonderful to watch them as people raved about their work. Several scarves at \$20.00 each and two paintings at \$100.00 each were sold through this show. Profits from these sales went directly to the artists. The show at Los Bagels definitely validated our belief that the dignified and professional marketing of artwork instills pride and feelings of self-worth in the artists who attend The Studio.

While our classroom at the Manila Community Center has been a great place for The Studio for the past three years, I felt that we needed to be in a place where we could be more accessible to our artists and to the community. On October 1 we moved to our new studio in Old Town, Eureka. We have a very light and clean space at 139 3rd Street. It is more expensive than our old studio, but Redwood Coast Regional Center approved a rate increase in order to cover these additional expenses. Although it has been an adjustment for everyone, we love being in Eureka where we can walk to galleries and where people can easily come to see us. I am hoping that next year we'll be able to be a part of the first Saturday Arts Alive night every month where we will have group shows as well as shows where the work of one Studio artist is showcased.

The Studio has continued to expand over the last year. We now have full enrollment on both Fridays and Saturdays. We have also added Thursday as a program day and expect to be full very soon. My hope is that this will become a full-time program during the next few years.

In October I was notified that we would be receiving a \$2,000.00 grant from the Simpson Fund. This money will be used strictly for supplies, which are always greatly needed. During the next year I will continue to research more grant opportunities for The Studio.

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## HIGHLIGHTS AND ACHIEVEMENTS

The group activity to start out the year in the Leisure Companion Program was a corned beef and cabbage dinner. HCAR Center allowed us to use their kitchen and multipurpose room for our St. Patrick's Day Feast. After dinner we all went to the Eureka High School theater to watch a performance of Laser Vaudeville. Tickets were generously donated by Gold Coast Productions, and everyone enjoyed this fun evening.

Several consumers in the Leisure Companion Program attended the annual Self-Advocacy Conference in June. The conference was in Sacramento and there were many inspirational speakers and informative classes to attend. There was also swimming at the pool, a dance, a dating game and many other events strictly for fun. It was great to see several of our consumers participate in the dating game and win coupons for ice cream sundaes at the hotel's restaurant.

Many consumers in the program also enjoy attending the HCAR dances. Two volunteers and their companions often come to the dances together. It's a great way for the volunteers to meet their companions' friends and to see more of the people involved with HCAR.

The annual rafting trip on the Trinity River in July was another big success. I am very thankful to Wayne Wood for leading this activity for the past two years. He, as well as the tour group Redwoods and Rivers, has made it so that it is a wonderful experience for everyone who participates.

This year there have been two new volunteers recruited, trained, and who are now matched with consumers. Recruitment of volunteers remains the program's most difficult aspect, especially when we cannot even offer simple reimbursement for mileage or inexpensive activities. The Regional Center has been approached with these concerns but have so far been unresponsive to these very basic needs of the program.

Fortunately we are able to acquire some tickets to plays, movies, bowling, etc. through donations from the community. Our receptionist Dale Perry has been very successful at obtaining these for the program.

All of the matches in the Leisure Companion Program continue to do well. The volunteers and their companions spend time together doing the things that they both enjoy. Reported activities this year have included:

- Biking the Hammond Trail
- Shopping at the mall
- Going out for ice cream
- Playing pool
- Swimming at the Arcata Pool
- Going to dinner and a play
- Watching movies and making popcorn at volunteer's home

## SUMMARY AND RECOMMENDATIONS

Having recreational and leisure opportunities, as well as opportunities to meet people and make new friends, enhances the quality of living of everyone's life. The Leisure Companion Program is very successful in providing these opportunities to the people we serve with the group activities and individual matches.

The biggest concern is the lack of volunteers the program is able to recruit. One way to improve this is to be able to offer volunteers mileage reimbursement at the very least. So far Regional Center has not been responsive to requests for this. I am hoping that in 2001 we are able to offer this small compensation to our volunteers.

The Studio continues to be successful at providing creative opportunities for our consumers. In the coming year I hope that we are able to keep expanding and to be a bigger part of the local art community.

Finally, while I have greatly enjoyed being the Coordinator of Volunteers for the past two years, I will no longer be able to because of the expansion of The Studio. The new Coordinator will be Michael McClimon. I'm sure he will bring a lot of energy, enthusiasm and fresh ideas to the Leisure Companion Program.

## **ADVANCED TRANSPORTATION SYSTEMS**

### Program Highlights:

Transportation has had another interesting year. In March, Van 19 along with vans 3,4,7,11 and 18 were used for the Ninth Annual Redwood Coast Dixieland Jazz Festival. This was the ninth year that we were asked to provide the Shuttle service.

This is the second year that we have transported a teen group from Orick, run by Camp Fire Girls and Boys. The group has received a grant to pay for transportation, once a quarter, to their outings, which so far have been going bowling, swimming and to Crescent City for a trip to Undersea World and the Battery Point Lighthouse.

On May 6, 2000, Van 19 had a makeover into HCAR's Whale which, thanks to Ross and Richard and all the people who gave us rhodies, won the Grand Marshall's Trophy for best representation of the theme of the parade.

The Ferndale Repertory Theater has hired us to transport senior citizens to the last matinee of each play. We are starting the second contract year with this group.

In September, we added a new program to the list of stops. The Carole Sund program opened its doors, starting with just one consumer, then adding a new consumer each week.

Transportation has lost four drivers this year, three in just the last couple of months. Danelle Radcliffe and Deldean Lamb left at the end of October, and Don Tiley will leave us on the 15<sup>th</sup> of November. Three drivers have been hired to replace them. Cindy Fosdick replaces Deldean on Van 19, Tracy Delozier replaces Danelle on Van 16, and Donna Lawson will replace Brenda on Van 9 when she gets her Class B license, and Brenda will take over Van 11 for Don Tiley, who is moving to Arizona.



Carolyn Swift, Transportation Director

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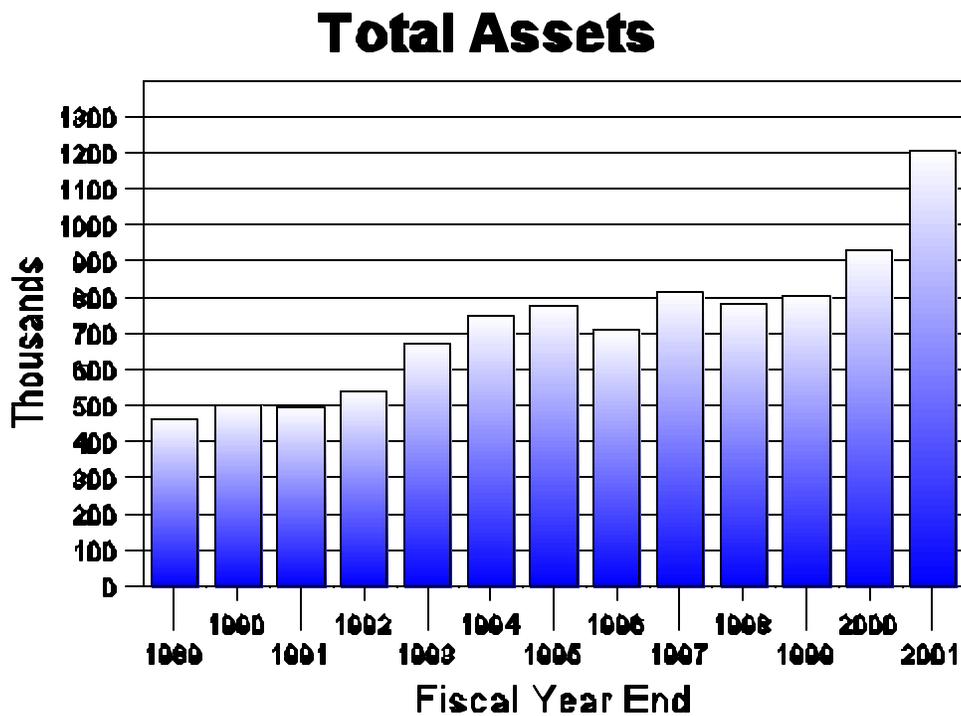


David Walkley, Fiscal Director

## Financial Summary

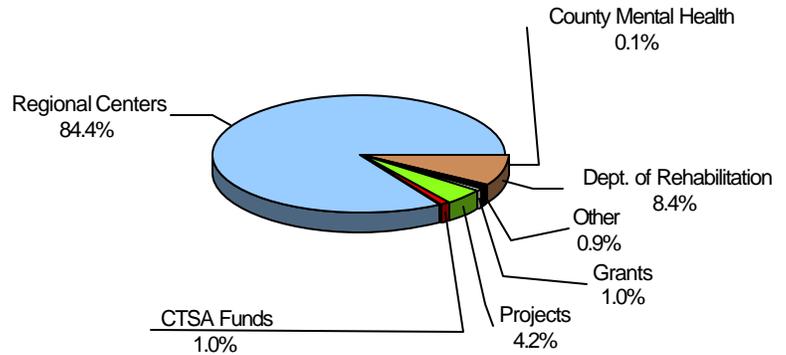
The financial statements of the Humboldt Community Access and Resource Center for the fiscal year ended June 30, 2000, have been audited by Philip R. Aycock and Stacey Edgmon, Certified Public Accountants. They have issued an unqualified opinion, stating that the audited financial statements present fairly, in all material respects, the financial position of the Humboldt Community Access and Resource Center. The complete report is available for review at the administration office.

The chart below tracks the growth of our total assets over the past twelve years. Over this time total assets have increased approximately 6.9% per year.



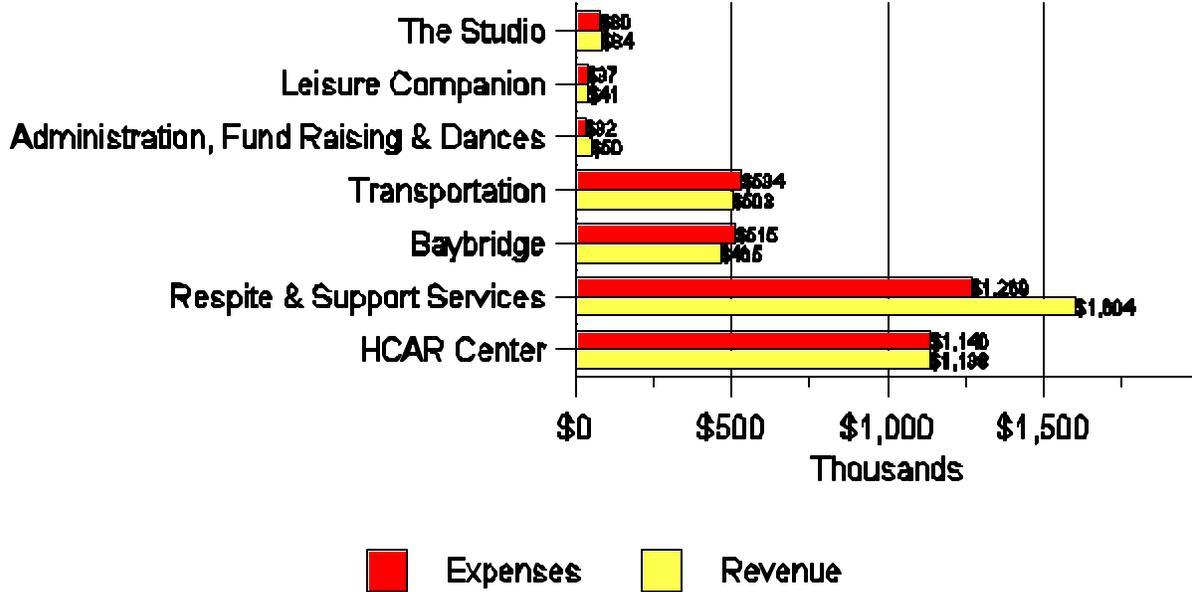
The pie chart at right shows the extent to which our different funding sources support our programs.

### Revenue by Source



The chart below shows how our different program groups share revenue and expenses.

### Comparison of Revenue and Expenses by Program



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