

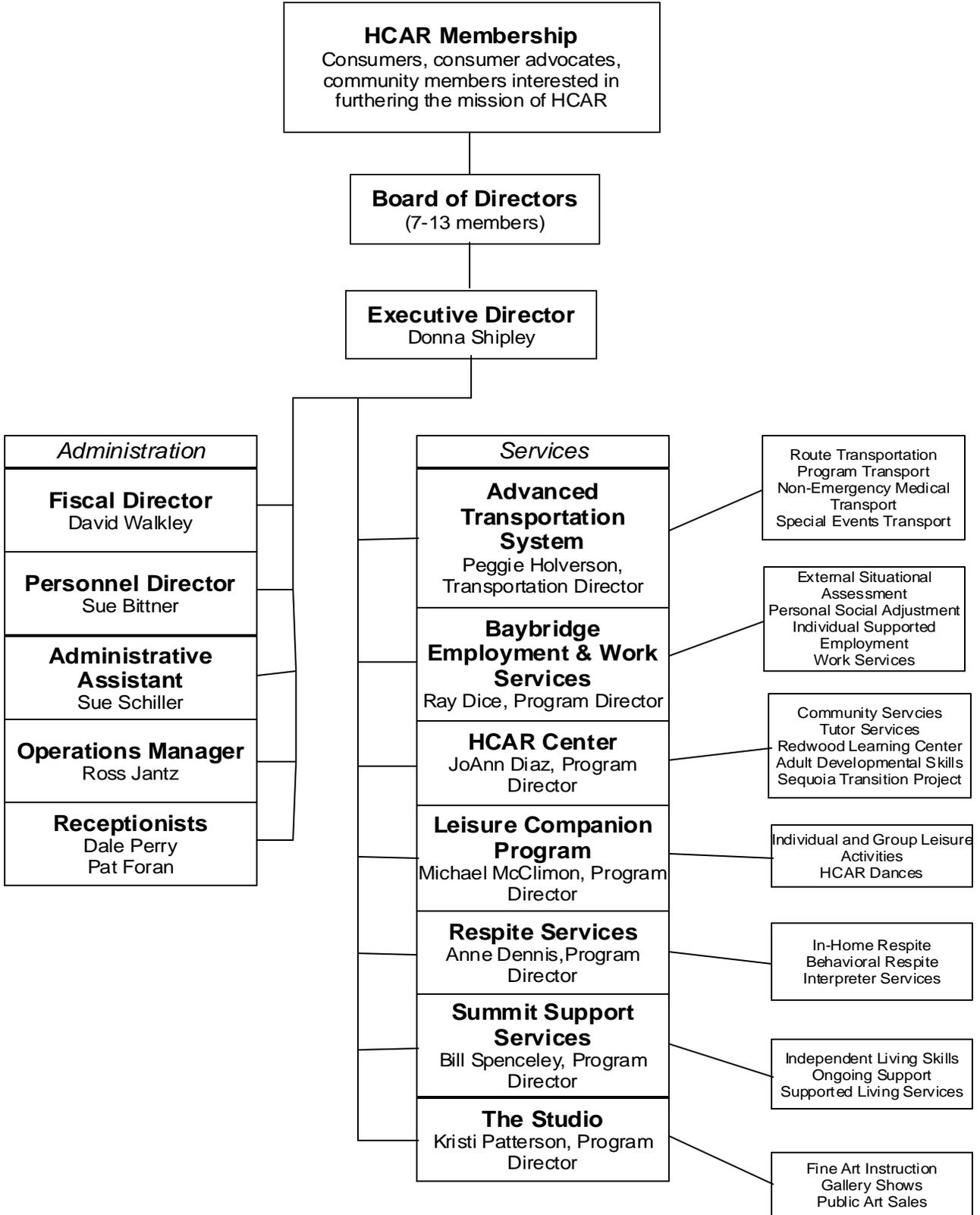
# **Humboldt Community Access & Resource Center**



**2001 Annual Outcome Measurement Report**

# Humboldt Community Access & Resource Center

## ORGANIZATIONAL CHART



## Executive Director's Message

Through the strategic planning process, HCAR has determined the following to be its long range goals:

### Improvement of operating capital

During the last year HCAR has investigated several potential opportunities to improve operating capital. Baybridge Work Services has begun the manufacture and sale of "Fire Seeds" and is currently seeking an equipment grant to expand this business. They have also started Baybridge Balloon Expressions, which specializes in custom balloon bouquets for sale and delivery. HCAR's board investigated the possibilities of acquisition of its closest competitor and divestiture of its work services program. Neither possibility was determined to be feasible. Our agency is supporting the passage of AB 896. It is a piece of system unification legislation the is particularly important to the fiscal stability of the system that supports people with developmental disabilities statewide. Through our membership in the California Rehabilitation Association (our lobbying group), we maintain a presence in Sacramento and are party to an important class action suit that would support system equity.

### Meeting local, state and national expectations regarding consumer self-determination

Through the decentralization of our day program services, we are taking the next step in supporting consumer self-determination by providing neighborhood services.

### Improvement of our relationships with major funding agencies

HCAR staff serve on several committees that involve our funding sources. These committees are designed to engage in a pro-active approach to problem solving and improvement of communication and service delivery. In addition, HCAR is a participating member of at least two vendor consortiums. The Executive Director is serving as vendor representative on the board of our primary funding source.

### Collection of outcome data related to quality of service for the purpose of continuous quality improvement

Through its various programs, HCAR continues to refine its outcome measurement system. The data produced by this system is used for constant quality improvement in the services we provide.

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

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## **The HCAR Board of Directors**

Leonard McLaughlin, President  
Carole Farlan, Vice-President  
Sharon Peterson, Treasurer  
Sara Richards, Secretary  
Richard Hendry  
Thomas Coriell  
Marina Duncan  
Ron Bricker  
Rod Edgmon  
Nanette Harvey

## **2001 Donors**

American Clean Sweep	Albert Knapp
Amulet Manufacturing Company	Sandy Kyle
Anna Antonsen	Charles Lindgren
Marjorie Ball	Loretta Mattson
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Laverne Costa	Harold & Lucille Miller
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Jason Holcombe	Gen Tornroth
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Humboldt County Deputy Sheriff's Org.	Betty Walker
Dorothy Huntley	Jean Wellington
Marge Britt	
Kenneth and Theresa Kimari	

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

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**HCAR CENTER** - JoAnn Diaz, Program Director

Redwood Training Center • Adult Developmental Skills • Community Skills • Tutor Service

**PROGRAM HIGHLIGHTS/ACHIEVEMENTS**

- October 2000**      On the 19<sup>th</sup>, the Music Club performed for the consumers, and on the 20<sup>th</sup>, Andy Anderson did a poetry reading for the consumers.
- November 2000**      The Center enjoyed a performance by the String Ensemble on the 16<sup>th</sup>.
- December 2000**      On the 21<sup>st</sup>, Donna Landry put on a performance entitled 'Holiday Music.' The next day, the Center had its annual Christmas party. The party was a wonderful success and consisted of a gift exchange, pizza and a sing-along led by Center staff members.
- January 2001**      In January, the Center began a Consumer Recognition program. On the 18<sup>th</sup>, the Music Club presented a performance by O.C. & Company.
- February 2001**      Gay Miller, our Licensing agent, visited on the 23<sup>rd</sup> to perform our annual Licensing inspection. Program Director is proud to announce that the Center had no deficiencies.
- March 2001**      The Center continued to meet with staff and consumers in regards to decentralization of the Center.
- April 2001**      The Music Club performed a Bluegrass concert on the 19<sup>th</sup>.
- May 2001**      On the 17<sup>th</sup>, the Music Club put on a Big Band music and dance performance. The Dell' Arte performers came on May 18 and put on their wonderful show for the everyone at the Center. On the 24<sup>th</sup>, HCAR Center had an Open House.
- June 2001**      The Music Club performed a Dixieland concert on the 21<sup>st</sup>. Everyone went to Camp Bauer on the 29<sup>th</sup> and had a wonderful time.
- July 2001**      On the 19<sup>th</sup>, the Music Club sponsored a performance by the Delta Nationals. The Studio and Baybridge joined the Center at Camp Bauer on the 27<sup>th</sup> for the annual picnic and barbecue.

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- August 2001** HCAR Center Program Director received the David Isom Award. This award is presented through nominations by consumers throughout Humboldt County. The Music Club put on a magic show on the 16<sup>th</sup>. The 24<sup>th</sup> was our last visit to Camp Bauer for the summer. The Center began a new program called the Consumer Incentive Award in August, based on work and meeting goals. A consumer from each base room will be nominated, and each winner receives a ten dollar gift certificate from the Bayshore Mall.
- September 2001** Consumers were preparing for the Halloween Dance. Staff continued working toward decentralization of the Center and gearing up for the move to the Bay Center on Searles Street.
- October 2001** The Consumer Advisory Committee chose the colors for the walls, linoleum and trim for the Searles Street site.

## **Baybridge Employment/ Work Services - Ray Dice, Program Director**

### Hi-lights of the Past Year

1. Baybridge receives three year CARF accreditation.
2. The Revenue Enhancement Committee of the HCAR Board purchases a wax melter for Baybridge.

### Hi-lights of Fourth Quarter

1. Business in the last quarter has been good. We have seen an increase in our bulk mail program. The response from our flyer in the Eureka Chamber of Commerce mailing has been strong. Most calls for our price list have resulted in work for the mail room.
2. Staff intervention hours (time spent coaching consumers in community placements) has more than doubled over the last four quarters.

### Outcome Measurement Summary

Individual Placement: # of consumers working is highest in more than a year. # of hours worked increased by 15%, but the average monthly income is down by 6.5%. Retention is at 99%.

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Baybridge Work Services: Attendance was up 10% from the third quarter 2001 to 96%. Individual productivity remains the same at 53%. Paid work is up to 54% just above the goal of 50%.

**SUMMIT SUPPORT SERVICES** - Bill Spenceley, Program Director  
Supported Living Services & OnGoing Support

**PROGRAM HIGHLIGHTS & ACHIEVEMENTS**

**Staff Development**

The staff training and meetings may be summarized as follows:

- 'Active Listening & Communication'* by Judy Clement, therapist- October, 2000
- 'Lifting & Transferring, Proper Body Mechanics'* by Nan Hardy, physical therapist - November
- Holiday party for staff & consumers - December
- 'DAN 2000, Autism'* conference by Sara Pfeiffer, support worker - January, 2001
- 'Assistive Technology & Communication'* by Virginia Snodgrass - February
- 'Person-Centered Planning'* by Bill Spenceley with consumers and staff - March
- 'Clients' Rights & Confidentiality'* by Elizabeth Thompson - April
- 'Report Forms' and 'Self-actualization'* by Bill Spenceley - May



- 'Time Sheets, Special Incident Reports, APS & CWS Reports'* by Bill Spenceley and Susanne Brown - June
- 'Nutrition'* by Bill Spenceley - July
- 'Adult Abuse Reporting Law'* by Mike Finamore, Adult Protective Services - September



New support workers hired over the past year include the following:

- Kathleen Palmer, Melissa Taylor, Linda O'Boyle, Paul Humphrey, Julia Donhost, Emily Warren, Gisela MacGuish, Wes Patterson, Thorn Hartsfield, Frank Chapman, Hilary Wakefield, Kim Battuello, Aaron Vorell, Stacey Isaacs, Colleen O'Rourke, and Angela Lipanovich.

***Program Development***

Both the SLS (Supported Living Services) and OGS (OnGoing Support) services saw high growth over the past year. By May direct service hours for OGS peaked at over 2800 hours. After that time there was a very slight decline. Beginning in July we lost one of our busy supported living arrangements to another vendor. This was actually a positive change as this was what the consumer wanted. By September our hours had dropped to 2275 hours. Hours will drop a little as another high needs consumer moves to the Sacramento area in October. The support services still have two very busy supported living arrangements, and these keep 10-15 support workers quite involved.



***Quality Assurance***

An issue involving a consumer's right to privacy was resolved through a couple of meetings between the support services program director, the consumer, and Regional Center staff in December and January. The Regional Center staff included the service coordinator, the community resource developer, and the clients' rights advocate.

The program quality consumer satisfaction survey was sent out in late October, 2001. The final results, raw data, and analysis can be found in the supplement to this report.

**LEISURE COMPANION PROGRAM** - Michael McClimon, Program Director

In the following narrative I will describe and discuss the following components of the program:

- Consumers
- Volunteers
- Publicity and Networking
- Satisfaction Survey
- Group activities
- Volunteer Recognition

**Consumers**

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In January of 2001, there were 85 consumers referred to the Leisure Companion Program. There were very few additions or cancellations made during the first six months, but on June 26<sup>th</sup> (our annual rollover time), the number of referrals dropped to 68. Since June there has been two cancellations which put the total number of referrals at 66. Of these 66 consumers 8 are now matched with a community volunteer. I have made a considerable effort to get to know all of the consumers in the program by calling and visiting them, doing intakes, and by talking with them at our group activities and HCAR Dances. I regularly eat lunch with the consumers at Baybridge Employment and Work Services and have become very acquainted with many of the program consumers. In addition I have established a computer data file in order to sort through and quickly find consumer information. Jennifer Feeney, our social work intern, has been very helpful in connecting with our consumers, especially on their birthdays.

### **Volunteers**

In January 2001, there were 5 active matches in the program and three volunteers who were not active. During my first six months with the program, I received 10 inquiries from interested persons. Upon receiving more information about the program, several of these persons felt that the program was not what they had expected. Several others seemed to lose interest during the intake process. Six of these ten made it through the intake process and were successfully matched. I spend a significant amount of time keeping in touch with these active volunteers and feel that being involved with the matches is the best way to ensure successful relationships. I have found that it is also essential to keep checking in with volunteers who are going through the intake process. Currently there are 7 active matches in the Leisure Companion Program.

This year I have been fortunate to have two volunteers who work with me in the LCP office. Andrea Brown is a Eureka High School student who volunteered two hours a week throughout her summer vacation. She was very helpful with sorting through and organizing consumer files. Shayna Geiger is an adult community member who volunteers several hours per month helping to get out public service announcements to local radio, TV, newspapers, and churches.

Several of our active matches are HSU Social Work majors. One of these HSU students, Jennifer Feeney, asked to do her senior year internship with the Leisure Companion Program. Her internship has gone very well. She has experienced a wide range of program activities and has continued with her leisure companion match. Jennifer has contributed in many ways to the program.

### **Publicity & Networking**

The Leisure Companion matches have been featured in nearly every local newspaper this year. Tim and Paul were featured in a February issue of the Times-Standard. Laura and Rosemary were featured in a May issue

of the Humboldt Beacon and in a July issue of the McKinleyville Press. In September Michael and Tom were featured in the Arcata Eye and as part of an October article in the HSU Lumberjack.

We have been fortunate to get many public service announcements on local radio and TV stations, and free listings in the want ads of both the North Coast Journal and the Times-Standard. The Times-Standard has also included us several times this year in their "wish list" column. We have also expanded our monthly PSA mailings to local churches. We have asked that they announce the need for HCAR volunteers from the pulpit, include an article or announcement in their bulletin, and/or hang a flyer on the social hall bulletin board.

We have purchased some advertising this year. In September we ran a series of three advertisements in the HSU Lumberjack. In November and December we ran a series of six advertisements in the Times-Standard. The two inch by three inch ads included a photo of an active volunteer, a quote about helping to make a difference, the LCP office phone number and the HCAR logo. We also purchased an eighth page ad in the Area Agency on Aging *Senior Resource Directory* which came out in December.

The *Leisure Letter* was published in July, October and December this year. These issues help to announce group activities, spotlight people, and advertise for volunteers.

The Leisure Companion Program has been present at both volunteer fairs put on by Humboldt State University's Service Learning Center. At the February fair I was able to introduce the LCP to many HSU students and made contact with representatives from many other Humboldt agencies. At the October 1<sup>st</sup> fair, Jennifer Feeney and I were able to make many more contacts.

I have made an effort to get flyers up on C/R and HSU bulletin boards, I spoke to two HSU Social Work classes, and since agreeing to supervise a Social Work Department intern, I have attended two Social Work Department meetings.

In addition to all of the above, I have regularly attended Volunteer of the Redwoods Volunteer Managers Forums. These meeting have given me a chance to meet and talk with many other volunteer coordinators from Humboldt and Del Norte counties. The forum offers discussion of relevant topics which have been very helpful to me in the LCP. I was a guest panelist at one of the meetings in which we discussed some of the successful VCOR projects.

### **Satisfaction Survey**

The Leisure Companion Program satisfaction survey was mailed out on November 9, 2001. There was a total of 94 surveys mailed out to all of the participants of HCAR's Leisure Companion Program. We had 21 surveys returned.

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The overwhelming response from all surveys was that it takes too long to get a Leisure Companion match. Many commented that it is nice to be able to participate in the group activities even when a person is not matched. Most respondents reported that the LCP has helped them become more active and involved in community activities. All respondents reported that they felt safe with their match and that their match treated them with respect.

### **Group Activities**

We organized 7 Leisure Companion Program group activities this year. The first activity was in conjunction with Volunteer Center of the Redwoods. We matched several of our consumers with AmeriCorps workers for a one day event which took place on April 21<sup>st</sup>. For many of our consumers, this was a first chance to participate as a community volunteer. The event was on Earth Day and we participated in the peninsula cleanup.

On July 14<sup>th</sup> we went on a guided tour of the world famous Arcata Marsh and Wildlife Sanctuary. Richard Roybal, our guide, pointed out many plants and animals which live in and around the marsh.

On August 4<sup>th</sup> we went on an exciting river rafting trip down the Trinity River and on September 8<sup>th</sup> we had our annual LCP Picnic and Barbeque. I met many of my program referrals for the first time.

On September 23<sup>rd</sup> Humboldt State University Center Activities helped us with a wonderful canoeing trip at Stone Lagoon State Park. We rowed across the lagoon and ate lunch in the park.

In November 3<sup>rd</sup> we toured the Ferndale Historical Museum and the Kinetic Sculpture Race Museum. We also saw some interesting art in Hobart Brown's museum and even went upstairs to view Hobart's outrageous apartment. We finished off the day with some pizza and ice cream.

Next year I am proposing that we visit Fort Humboldt, the Blue Ox Mill Works and Historic Park, Fern Canyon, the Hammond trail, sail on the Madaket, and volunteer on Peninsula Clean-up Day.

The Leisure Companion director is also involved with organizing the HCAR dances. We expect to do five dance again in the coming year.

In addition to the activities listed above, the LCP receives complementary tickets to many programs throughout the year. This year LCP participants have attended several Sheriff's Posse concerts, Ferndale Theater productions, Center Arts performances and even the Humboldt Light Opera Company musical *King and I*.

### **Volunteer Recognition**

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Connecting people who have disabilities with the community

Good, dependable volunteers are the heart of this program and I try to support and encourage all those who have become leisure companions. I regularly phone my volunteers to see how their match is going. I send thank you cards to those who have helped with group activities and also send birthday cards. Whenever a volunteer gets his/her photo in the newspaper, I cut out the photo and attach it to a magnet. Everyone is delighted to get this little gift and when friends and neighbors stop by to visit, the conversation almost always gets to the photo stuck to the refrigerator.

We had two volunteer recognition brunches this year. The April one was held at my home in Fortuna. The December one was held at the Waterfront Cafe in Eureka.

### **Conclusion**

My success this year is largely due to the encouragement and support of our great staff here at HCAR. Kristi Patterson and Donna Shipley have been especially helpful.

*the studio*

- Kristi Patterson, Program Director

*“Only through art can we emerge from ourselves and know what another person sees.”*

*- Marcel Proust*



### **HIGHLIGHTS AND ACHIEVEMENTS**

#### **WINTER**

The Studio added silk toss pillows and t-shirts to our line of marketable items.

Art teacher Robin Higgs displayed her oil paintings at The Vista in January.

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In February, Redwood Coast Regional Center began displaying silk scarves and pillows in their lobby. To date we have made over \$1500.00 from purchases at RCRC. Dr. Labue, RCRC psychiatrist, has been our greatest supporter, buying scarves as gifts for his friends and family around the world.

Studio artists had a wonderful time at the HCAR Hillbilly Dance.

In March we painted a vibrant and colorful mural on our windows in the spirit of the annual Jazz Festival.

Special projects during this quarter included sculpture with wire and sumi ink painting.

### **SPRING**

The Humboldt Arts Council began selling hand-painted silk scarves from The Studio in their museum gift shop.

Works of art from The Studio were on display at Fieldbrook General Store. Our opening on May 5 gave the artists a chance to have a party to celebrate their artwork and to meet people from the general public who came out to see the show. Almost all artists were able to participate in this show. Three paintings and three scarves were sold, and Fieldbrook General Store generously donated their usual commission to The Studio.

Artists and teachers enjoyed the annual Del Arte' performance at HCAR Center.

Our web site went up on the internet. It features several artists and their work which will change quarterly. It also tells about The Studio and gives contact information. Our address is: [www.thestudioonline.org](http://www.thestudioonline.org) .

New projects this quarter included painting on acetate and printmaking.

### **SUMMER**

The Studio had an information booth and sold t-shirts, silk scarves and pillows at the Summer Arts and Music Festival at Benbow Lake.

Program Director and several artists attended the annual People First conference in Sacramento.

We had a wonderful time at the picnics with everyone from HCAR Center at Camp Bauer. We really appreciate that JoAnn Diaz extends invitations to The Studio for all their fun activities!

The Studio and Leisure Companion offices moved to a new roomier and lighter space in the same building. There is a counter with a place for a storefront, and a separate room with a storage area.

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We had a booth at the Fieldbrook Art and Wine Festival and made over \$400.00 in scarf and pillow sales.

New projects this quarter included special effects with clay and decoupage.

### **AUTUMN**

We have really enjoyed going to the monthly music committee performances at HCAR Center throughout this year.

Art teacher John Bensch displayed his drawings and paintings at the Fieldbrook General Store in September.

Studio artists made a lot of scary decorations for the Halloween Dance and Haunted House.

Staff had a great time at the picnic given by HCAR's Board of Directors.

The Studio web site was added as a link to the Art Centers for Persons with Disabilities Resource Listing at the National Arts and Disability Center/UCLA web site. Since being added, traffic has improved on our site, and we have received several e-mails from people who are interested in our program. The address is <http://nadc.ucla.edu>

Our show, Self-Portraits and Alter-Egos, was on display through the end of November. The reception for the artists was during Arts Alive on November 3, and it was a huge success. We had a great live band called Cumulus, a lot of food and spiced apple cider, and everyone had a fabulous time dancing the night away and celebrating the amazing artwork. Six paintings and many scarves and pillows were sold at the reception.

We have had several visits from Regional Center case managers, our licensing agent and others who have come by to purchase scarves and pillows as holiday gifts for their friends and family.

In December we had a booth at The Ink People Holiday Arts Fair. We sold many scarves and pillows, and our seconds basket was a big hit with shoppers. Since 25% of the proceeds from sales goes to The Ink People, it is our chance to support another arts agency as well as other artists in our community.

Special projects included mosaic and painting with palette knives.

### **SUMMARY AND RECOMMENDATIONS**

Because we believe that by engaging in the arts, people with developmental disabilities are able to greatly contribute to our communities and help destroy stereotypes about disability, "getting our art out there" will be my major focus for the upcoming year. I will be working on writing grants that will allow individual artists and

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small groups to have their own shows in The Studio Gallery. I will also be focusing on opening our storefront where we will be able to sell our silk items.



We are now at maximum enrollment and have waiting lists for all three days, so I will also be taking a look at how The Studio can possibly expand and serve more people.

At The Studio we believe that art is a universal language beyond words, and every day we are fortunate enough to witness people with developmental disabilities expressing themselves without physical, social or attitudinal barriers. For many of the artists, communication with words is one of their biggest challenges. But a painting or sculpture full of life and color can say more and express more complicated messages than any sentence ever could.

*“Art happens. No hovel is safe from it, no prince can depend on it, the vastest intelligence cannot bring it about.”*

*- James A.M. Whistler*

## **RESPIRE SERVICES PROGRAM - Anne Dennis, Program Director**

### **Program Highlights/Achievements**

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Connecting people who have disabilities with the community

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- < **November, 2000.** The first meeting of the Parent Support Group was held on November 2, 2000. The Respite Director and assistant attended a Latino workshop in Fortuna. A newspaper advertisement for respite workers brought 31 responses. (Note: An advertisement for respite workers in October 2001 brought just three responses.)
  - < **December, 2000.** In October, November, and December, 2000 a total of 11 new workers were hired. The Respite Director attended the Annual California Respite Association meeting in San Diego.
  - < **January, 2001.** An Intent to Bid Letter for the Caregiver Grant was submitted to the Area on Aging the first week of January. New Hire Orientation Training for 11 respite workers was held at the Adorni Center on January 18. The 2<sup>nd</sup> Quarter Progress and Utilization Report was completed and submitted on January 31.
  - < **February, 2001.** Lyn Parnell began as the new Job Share Program Assistant. Revisions to the Respite Responsibility Manual were mailed out February 8. Planning and organization was initiated for the Spring 2001 Workshop during the second week of February. The Annual Satisfaction Survey was composed, copied and mailed during the third and fourth weeks of February.
  - < **March, 2001.** Planning and organizing for the Spring 2001 Workshop continued through March. New Hire Orientation Training for respite workers was held at the Adorni Center on March 8. Respite Program Assistant interviews for the second job share position were conducted during the third and fourth weeks of March. Carole Hendricks was hired on March 28. Decisions regarding selections of presenters for the Spring 2001 Workshop were made.
  - < **April, 2001.** The Respite Director attended a Labor Law workshop at River Lodge in Fortuna on April 18. A Challenging Behavior/Crisis Intervention Workshop was attended on April 25 and 26 at RCRC. The quarterly newsletter was mailed. The 3<sup>rd</sup> Quarter Report was completed and submitted to the Executive Director on April 30.
  - < **May, 2001.** The Spring 2001 Workshop with 29 attendees was held on May 10, 11, and 12. Nineteen workshop evaluations were received, all were favorable. One interpreter and two respite workers were hired. An update of all office consumer files was initiated.
  - < **June, 2001.** A foundation Funding Workshop was attended by the Respite Director on June 14. Also during June, the Respite Director participated in a Substance Abuse Workshop and a Video Conference Workshop with service providers in the Ukiah and Eureka areas sponsored by RCRC. Work on the Fiscal Year Rollover was completed with the mailing of new coupons in the last week of June.

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- < **July, 2001.** The Respite Director attended a Grants Workshop for the Women's Foundation of San Francisco on July 12. The Respite Director also attended the National Autism Society's Annual Conference in San Diego. Three respite workers and one interpreter were hired during the month. The 4<sup>th</sup> Quarter Report was completed and submitted to the Executive Director the end of the month.
  - < **August, 2001.** The Respite Director attended a Working With Challenging Employees Workshop in Eureka on August 9 and the National Respite Society Conference in Sacramento August 22-25. The quarterly newsletter was mailed. Three respite workers, one behavior worker, and one interpreter were hired. CPR, First Aid, and auto insurance information on workers were updated.
  - < **September, 2001.** A support group for workers and family members was facilitated by the Respite Director this month. Planning and preparation for the First Annual Respite and Support Workers recognition event was initiated. Two respite workers, one behavior worker, and one interpreter were hired this month.

## **ADVANCED TRANSPORTATION SYSTEM** - Peggie Holverson, Program Director

### **Program Highlights:**

Transportation has had a busy year. In March, van 19 along with vans 3,4,7,11 and 18 were used for the Eleventh Redwood Coast Dixieland Jazz Festival. This was the Tenth year that we were asked to provide the shuttle service. In October, we received the contract for the 2002 festival.

We just finished our second year of transporting senior citizens to the Ferndale Repertory Theater to see the last matinee of each play. In September we signed a contract for the third year. There were some changes in the contract this year due to the availability of grant funds. We lowered our price and in return the Ferndale Repertory donated six tickets to each of their plays this year. These tickets went to the Leisure Companion Program.

We have provided transportation for two of the Leisure Companion Program's outings. In the spring, we took a group out to the sand dunes in Manila, so they could participate in the Day of Caring clean up project. In August we took another group up to Burnt Ranch so that they could go rafting.

In October, Cal Trans held a workshop in Redding for groups interested in applying for a new grant program. The Rural Transit System Grant Program is a new program sponsored by State Senator Wes Chesbro set up to help rural transit. The money from this grant can be used for anything except operating costs. After attending this workshop, I feel that is a grant worth pursuing.

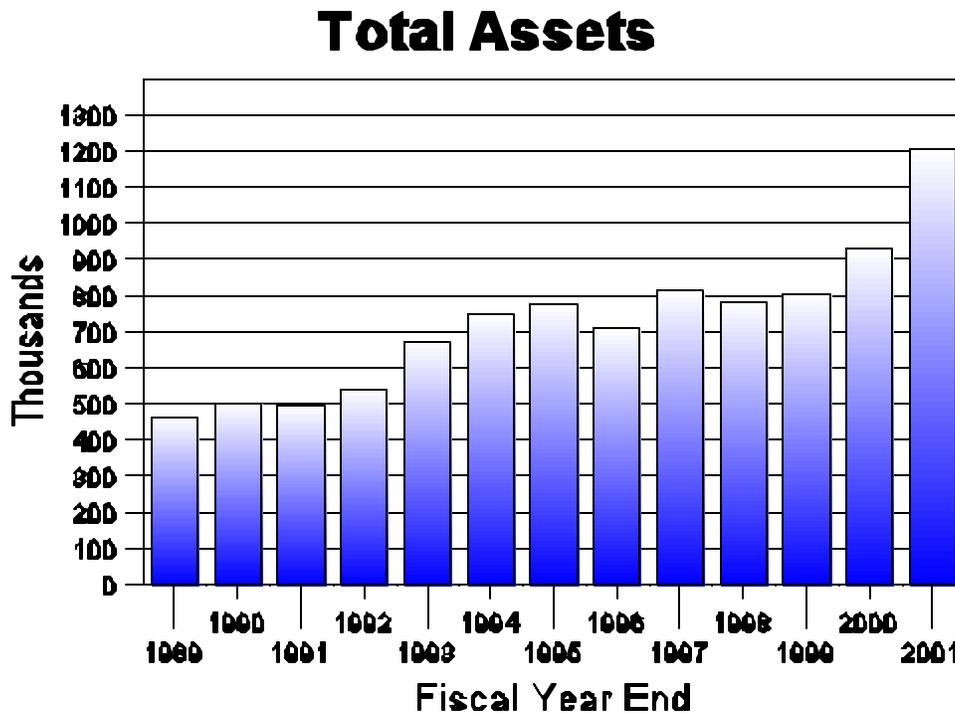
There have been many staffing changes in Transportation. Richard Farfan is the new Dispatcher. In April, Donna Lawson left to go work at a bank. In June, Tracy Deloizer moved to South Carolina. In July

Cindy Fosdick relocated to Southern California. These departures gave some of the remaining drivers an opportunity to change routes. In June we hired Stan Susavilla to replace Donna Lawson. Stan took over the north route. We are also in the process of training two new drivers, Rina Ellsworth and Tracy Kirkpatrick. Rina is currently training to get her class B License. Tracy will start a route as soon as she gets her passenger endorsement.

**Financial Summary** - David Walkley, Fiscal Director

The financial statements of the Humboldt Community Access and Resource Center for the fiscal year ended June 30, 2001, 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.

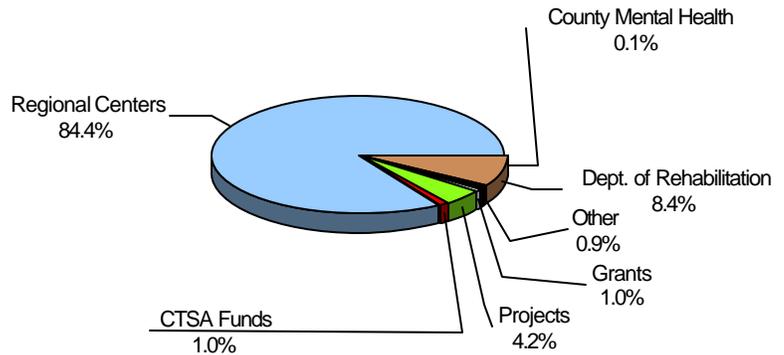
The chart below tracks the growth of our total assets over the past twelve years. Over this time total assets have increased approximately 6.9% per year.



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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

