

# **Humboldt Community Access & Resource Center**

**Annual Report Supplement  
2001  
Quality Assurance Review and Statistics**

# HCAR Center

## Review of Service Outcome Measurements

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### EFFECTIVENESS

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**Goal #1****Start Date:** October 2000**Objective:** Based on the Program Quality Review Survey, HCAR Center will improve communication between parents and care providers.**Baseline:** The 2000 Satisfaction Survey indicated a weakness in the areas of Communication and Knowledge of Services provided by the HCAR Center.**Criteria:** By the next survey results, we will show at least a 60% positive response.

- Plan:**
1. The Client Services Coordinator, with the help of the Support Staff, will develop a one-page Support Team letter.
  2. This one-page letter will contain information about how the team works together to assist individual consumers to learn to make choices for themselves.
  3. A letter will be mailed out to parents, care providers, and Case Managers prior to each consumer's ISP Meeting.
  4. Program Director will include Program Highlights in the HCAR Newsletter.
  5. The Program Director, with the help of the Support Staff, will organize an evening Open House.

**Status:** A letter was developed and sent to each consumer's support staff prior to the ISP meeting. The letter served as a reminder about the ISP meeting and also contained information about why it is important for the support team to attend the ISP meeting. 32% of the surveys were returned this year. Of those responding, 72% gave overall positive responses to the total questions asked. Specifically, in the area of communication, 100% of parents, 67% of care providers, 44% of conservators, 100% of case managers and 100% of unidentified respondents indicated that they understand their role as a "Support Team Member." 83% of parents, 33% of care providers, 22% of conservators, 67% of case managers and 25% of unidentified respondents said that communication between themselves and HCAR Center is "Excellent." 17% of parents, 33% of care providers, 11% of conservators, 33% of case managers, 100% of support team members and 25% of unidentified respondents answered "Good Enough," and 11% of conservators said "Not Very Good."

The Program Director provided highlights for the quarterly HCAR newsletter.

The Center hosted an Open House on May 24 for HCAR's annual Membership Meeting.

This Objective has been met.

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## INDIVIDUAL PROGRESS

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**Goal #1**

- Start Date:** November 2000 (Revised December 2001)
- Objective:** Based on Person-Centered Planning, HCAR Center will maintain or increase the number of consumers involved in self-tracking of at least one of their own ISP objectives.
- Baseline:** Twelve consumers track one or more of their own ISP objectives.
- Criteria:** By September 1, 2001, HCAR Center will maintain at least twelve consumers who self-track ISP objectives.
- Plan:**
1. The Client Services Coordinator, through the ISP process, will ask consumers if they would like to track an ISP objective.
  2. The Behavior Trainers or Lead Trainers will assist consumers in tracking their ISP objective.
- Status:** Twenty-five consumers currently self-track one of their own Objectives. This is more than double the number from one year ago. This Objective will be revised as follows:

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### GOAL #1 REVISION

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- Start Date:** December 2001
- Objective:** Based on Person-Centered Planning, HCAR Center will maintain or increase the number of consumers involved in self-tracking of at least one of their own ISP objectives.
- Baseline:** 25 consumers track one or more of their own ISP objectives.
- Criteria:** By September 1, 2002, HCAR Center will maintain at least 34 consumers who self-track ISP objectives.
- Plan:**
1. The Client Services Coordinator, through the ISP process, will ask consumers if they would like to track an ISP objective.
  2. The Behavior Trainers or Lead Trainers will assist consumers in tracking their ISP objective.

**Goal #2**

- Start Date:** October 2000
- Objective:** HCAR Center will offer senior consumers a variety of activities geared toward senior adults.
- Baseline:** HCAR Center currently has a base room with seniors.
- Criteria:** By September 1, 2001, HCAR Center will offer at least one additional community-based activity through the ISP process.
- Plan:**
1. The HCAR Center Resource Specialist will explore community resources.
  2. The Client Service Coordinator will take the opportunity to offer senior consumers program activities designed to enhance their quality of life during ISP Meetings.

3. HCAR Center will monitor satisfaction of the number and type of activities offered through a survey sent to consumers and care providers.

**Status:** HCAR Center now subscribes to the Senior Resource Center Newsletter. It lists activities available to seniors, lunch menus and other services available through the Senior Resource Center. Throughout the year, we have provided many short-time activities. This Objective has been met.

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## CONSUMER SATISFACTION

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**Goal #1**

**Start Date:** October 2000

**Objective:** A Work Incentives Program for consumers will be developed by staff and consumers.

**Baseline:** The current Consumer Employer Benefits Package is not understood nor utilized by consumers, and it will be unavailable after January 1, 2000 due to reclassification of 89 consumers from employees to trainees.

**Criteria:** Development, approval, and implementation of a new Work Incentives Program.

- Plan:**
1. Develop a committee made up of consumers and staff to develop meaningful, tangible, and immediate rewards for participating in work training activities.
  2. Review and approval by Fiscal and Executive Directors will be done before implementation.
  3. Staff will be trained and the program implemented with HCAR Center consumers.

**Status:** The Incentives program that was described in the last quarterly report did not meet the criteria and was not approved by HCAR's Operations Manager. A new Incentives program was then developed by the Work Incentive Committee at HCAR Center for a consumer Trainee of the Month award and a Team Achievement Award. The program was reviewed and approved by the Fiscal Director and the Operations Manager and implemented in August of 2001.

Each room, as a group, decides on the individual that is awarded the Trainee of the Month award based on their performance in either paid or volunteer work. At the consumer meeting on the fourth Friday of each month, the winner from each room is announced and awarded a ten-dollar gift certificate for the Bayshore Mall. A picture of each winner and a certificate is placed on the wall in the consumers' base rooms.

For the Team Achievement Award, each room as a group determines a work-related goal and sets a time limit for that goal to be achieved. The room as a group then receives the agreed-upon reward if the goal is met within the time limit.

This Objective is met.

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**Goal #2**

**Start Date:** October 2000 (Revised December 2001)

**Objective:** Based on responses from the Annual 2000 Survey, HCAR Center will assist consumers to understand that they are the most important person at their ISP Meeting.

**Baseline:** According to the last survey, 49% of consumers believe that they are the most important person at their ISP meeting.

**Criteria:** The next survey results will show at least 60% of the consumers having a better understanding of their importance at their ISP meeting.

- Plan:**
1. The Resource Specialist will develop a Self-Advocacy Training curriculum to include the consumer's importance at an ISP meeting.
  2. Lead trainers in each base room will establish a Self-Advocacy Training session.
  3. Client Services Coordinator will develop an in-house training for staff on ways to empower consumers to understand the importance of their ISP meeting.

**Status:** Based on the Program Quarterly Review Survey, 32% of responding consumers said that they are the most important person at their ISP meeting. This is down from 49% the previous year, and in spite of a concerted effort to help each consumer understand that they are the most important person at their ISP meeting. 29% said their staff person is most important. This may be a reflection of the fact that staff are the ones assisting the consumers in preparing for their meetings and, in many cases, assisting in filling out the surveys. Consumers may be giving the answer they think staff want to hear.

A "Self-Advocacy" training program was developed to emphasize to the consumers that they are the most important person at their ISP meeting. The Lead Trainers were trained and began to implement this training, though not all Lead Trainers have been applying this information to their base rooms at this time. We need to continue making sure the Lead Trainers utilize the training.

This Objective is revised as follows:

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#### GOAL #2 REVISION

**Start Date:** December 2001

**Objective:** Based on responses from the Annual 2001 Survey, HCAR Center will assist consumers to understand that they are the most important person at their ISP Meeting.

**Baseline:** According to the last survey, 32% of consumers believe that they are the most important person at their ISP meeting.

**Criteria:** The next survey results will show at least 60% of the consumers having a better understanding of their importance at their ISP meeting.

**Plan:** Lead Trainers in each base room will use the newly developed ISP form before the consumer's ISP meeting.

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#### EFFICIENCY

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**Goal #1**

**Start Date:** October 1998

**Objective:** Based on staff review of existing surveys, HCAR Center will modify the existing Consumer Support Team and ISP Meeting Survey Questions to more accurately determine levels of satisfaction. In addition, modifications will provide more meaningful information.

**Baseline:** The existing survey was developed five years ago with minimal modifications since that time.

**Criteria:** By June 1, 2001, the survey will be developed and modified to be available for the next survey mailing.

- Plan:**
1. The Client Services Coordinator will develop prototypes with input from staff.
  2. The Client Services Coordinator will implement ISP Questions and modify them as needed.
  3. The Program Director will review and approve changes prior to implementation.

**Status:** The questionnaires have been in use since November 2000. The questionnaire is designed to draw each consumer into the discussion of their progress and dreams for their new Long Range Goals. Success is reflected by the wording of the new Long Range articulated by the consumers themselves. 63% of consumers acknowledged that they were asked to choose their own Long Range Goals during their meeting. In actuality, 100% of verbal consumers are asked to come up with their own goals, and non-verbal consumers are assisted by their Support Team members.

Significant in the questionnaire is that 100% of the consumers say they get to make choices in their daily schedules. Consumer ISP meetings have changed dramatically as consumers become more aware that they can speak their dreams and goals for themselves and not wait for them to be decided by others. This Objective is revised as follows:

### **GOAL #1 REVISION**

**Goal #1**

**Start Date:** December 2001

**Objective:** Based on staff review of existing surveys, HCAR Center will modify the existing Consumer Support Team and ISP Meeting Survey Questions to simplify the format.

**Baseline:** The existing survey was developed one year ago with minimal modifications since that time.

**Criteria:** By June 1, 2002, the survey will be developed and modified to be available for the next survey mailing.

- Plan:**
1. The Client Services Coordinator will develop a simpler format for the survey.
  2. The Client Services Coordinator will implement ISP Questions and modify them as needed.
  3. The Program Director will review and approve changes prior to implementation.

### **SUMMARY & RECOMMENDATIONS**

All the goals, as outlined above, will be revised, with the exception of Effectiveness Goal #1, Individual Progress Goal #2 and Satisfaction Goal #1. These three goals have been met and will be dropped. The Center will add one new goal under Effectiveness, described below:

**Start Date:** December 2001

**Objective:** Based on the 2001 Program Quality Review Survey, HCAR Center will improve communication between parents and care providers.

**Baseline:** The 2001 Satisfaction Survey indicated a weakness in the areas of Communication and Knowledge of Services provided by HCAR Center.

**Criteria:** By the next survey results, we will show at least a 60% positive response.

- Plan:**
1. The Client Services Coordinator will revise the Support Team letter to include the phrase “person-centered planning.”
  2. This one-page letter will contain information about how the team works together to assist individual consumers to learn to make choices for themselves.
  3. A letter will be mailed out to parents, care providers and case managers prior to each consumer’s ISP meeting.

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**PROGRAM DEMOGRAPHICS**

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**The total number of consumers enrolled at the HCAR Center is 106.**

<u>Gender Group</u>	<u>Ethnicity</u>	<u>Primary Diagnosis</u>	<u>Age</u>	
42 Females	98 Caucasian	106 Developmentally Disabled	18-54	86
64 Males	4 Native American		55+	20
	2 African American			
	2 Asian/Pacific Islander			

<b>Total number of consumers enrolled</b>	<b>106</b>
Total number - Redwood Training Center	15
Total number - Community Service	77
Total number - Adult Developmental Skills	7
Total number - Tutor Services	7
Total FTE	88

**SUPPLEMENTAL PROGRAM STATISTICS**

Total number of Objectives reviewed 11/1/00 to 10/31/01	594
Total number of Objectives met and closed	93 (10.23%)
Total number of Objectives met, continue to monitor	141 (15.51%)
Total number of Objectives continued	590 (64.91%)
Total number of Objectives deferred for lack of progress	0
Total number of Objectives deferred by consumer request	7 (0.8%)
Total number of Objectives deferred by ID Team request	2 (0.22%)
Total number of Objectives discontinued by program exit	0
Total number of Objectives discontinued by consumer priority changes	76 (8.36%)
Total number of Objectives discontinued by required resources being unavailable	0
Total number of consumers at start of summary period	107

Total number of consumers referred during summary period	14
Total number of consumers added during summary period	9
Total number of consumers dropped during summary period	10
Total number of consumers at end of summary period	106
Total number of consumers participating in paid work	93
Total number of consumers participating in Volunteer Jobs	27
Total number of Consumer Safety Awards given	8
Total number of consumer center jobs (5 Center-Based jobs, 9 Community-Based jobs)	14
Total number of times consumers access HTA, ETA (public transit) (July: 598, August: 796, September: 328)	2,190
Total number of consumers who access the community (one consumer is sensitive to light)	105

**NARRATIVE FOR CONSUMER SURVEY 2001**

By John Meyers, Client Services Coordinator  
October 2001

41 consumers (40%) responded to the survey this year. 88 surveys were mailed to parents, care providers, case managers, conservators, and others. 28 of those surveys (32%) were returned. 28% of *those* returned surveys were missing the first page or the respondent did not identify themselves as being a parent, care provider, etc. For purposes of tallying results, people who listed themselves as a parent and a conservator, or a care provider and a conservator (or any combination), were tallied as the first group listed and not as both groups. The exact breakdown of groupings is listed in the second section of this report.

Some consumers and some people in the other groups did not answer all the questions, and some gave more than one answer to a single question. Therefore, the numbers and percentages do not always add up to 100%.

The survey consisted of 20 questions for consumers and 18 questions for the other groups. Both surveys included open-ended questions for narrative responses and the opportunity for respondents to speak directly what is on their mind.

The low rate of return for all groups is a concern. The surveys returned by consumers were, in many cases, filled out with the assistance of HCAR staff. There is always the chance of answers being influenced by whomever assists a consumer because the consumer may feel that they need to please the person assisting them, and give answers which they think the person wants to hear. On the other hand, many of the consumers filled out their own surveys and were quite definite in their answers.

**ISP MEETINGS**

32% of consumers feel that they are the most important person at their own ISP meeting. This is down from 49% last year, despite a concerted effort to help the consumer understand that the ISP meeting is where the consumer can speak their mind and share their dreams for the future. This, as 68% of consumers said that they know they can invite whomever they would like to support them at their meeting, and 63% acknowledged that they were asked at their meeting to choose their own Long Range Goals/Dreams for the future.

The parents, care providers, conservators, case managers, support team members, and unidentified groups reflected this same sense of confusion. 67% of parents, 66% of care providers, 33 % of conservators, 100% of case managers, 0% of support team members, and 100% of unidentified people feel that the consumer is the most important person at the consumer's ISP meeting... yet there is general consensus that the meetings are centered around the consumer. 33% of parents, 50% of care providers, 67% of conservators, 100% of case managers, 0% of support team members, and 100% of unidentified people believe that the consumer's Long Range Goals are made by consumer choice. 50% of parents feel that Long Range Goals are picked from a "shopping list" of available programs.

One conservator commented: "What is an ISP? Semi-Annual review?" They also said that "independence should not be the primary goal - sometimes growth depends on assurance of dependence."

ISP (Individual Service Plan) meetings are held annually, during each consumer's birthday month, to review their progress towards their Goals and Objectives from the past year, and to set new Goals and Objectives or change the existing ones to better reflect the progress made by the consumer, and support them in the areas where they still require assistance.

Prior to each meeting a reminder letter is sent to the invited parties. This letter explains when, where, and why the meeting is being held. HCAR staff also sits down with each consumer to explain the upcoming meeting and assist the consumer in thinking in terms of what the consumer wants - and not what others want for them. During each meeting, the Client Services Coordinator asks a prepared set of questions to engage the consumer in the meeting, and asks the consumer directly to "dream a little" and tell those present what their personal dreams for their future are. The support team then discusses possible Objectives that HCAR staff can work on with the consumer to possibly achieve those Goals in the future. If the consumer is non-verbal or cannot make those type of decisions on their own, the support team is then asked to assist by asking themselves, if they were the consumer, what would they say are their dreams? For example, if the consumer could speak, would they tell us that they desperately want to learn to set a table or to be able to express their need to use the restroom?

## **DAILY ACTIVITIES**

90% of consumers said, "yes," they get to make choices regarding their daily schedule. HCAR Center stresses to consumers that they have the right to make choices in their life, and this result is very gratifying. This does not mean that consumers do whatever they want at HCAR and staff just supervises them... it means that consumers are offered a choice of activities each day and the consumers get to make a group decision as to what they will do for the day. For example, a group may be presented with 3 choices of community destinations for the day. The consumers are encouraged to choose one of the destinations on their own.

93% of consumers said that they get help from HCAR staff when needed, and 95% said that they feel that they are learning to do some things for themselves.

83% of parents, 50% of care providers, 33% of conservators, 67% of case managers, 0 support team members, and 63% of unidentified respondents feel that consumer's ISP Objectives and related activities promote consumer independence. The other respondents answered, "sometimes."

93% of consumers feel that the skills they learn at HCAR are transferable to everyday living in their home or in the community (functional). 83% of parents, 50% of care providers, 67% of conservators, 33% of case managers, 0 support team members, and 63% of unidentified respondents feel that the consumer's ISP Objectives and related activities are functional - that the training activities have a logical conclusion and there's a point to doing it. The other respondents answered, "sometimes."

88% of consumers believe that HCAR staff know them and know what they like and don't like. This indicates that consumers believe that HCAR staff listens to them as they express their preferences and opinions. 67% of parents, 67% of care providers, 44% of conservators, 100% of case managers, 0 support team members, and 87% of unidentified respondents believe that consumers are encouraged to express their opinions and preferences at HCAR Center on a regular basis.

One parent commented that consumers are not encouraged to express their opinions and preferences because “in my daughter’s case, she does not communicate.”

## **COMMUNITY-BASED ACTIVITIES**

80% of consumers said they get to go out into the community to work on their skills “just right.” 98% said that they feel safe in the community with HCAR staff. This reflects the emphasis HCAR places on community safety awareness training, such as street safety and stranger awareness. 76% of consumers feel that they get to go to a variety of community settings to work on skills. 39% use public transit, 58% use HCAR vans, and 10% go for walks. The number of consumers who feel that they get to go into the community “just right” is up from 72% last year.

67% of parents, 33% of care providers, 55% of conservators, 100% of case managers, 100% of support team members, and 100% of unidentified respondents feel that community-based activities are offered for consumers “just right.” 17% of care providers feel community based activities are offered “too often,” 33% of parents, 17% of care providers, and 11% of conservators feel community-based activities are offered “not enough.” 67% of parents, 33% of care providers, 55% of conservators, 100% of case managers, 100% of support team members and 100% of unidentified respondents feel that the safety of consumers in community settings are emphasized “just right.” 33% of care providers answered “not enough.”

HCAR Center has an enrollment of 103 consumers (at the time of the survey). Any given day approximately 80 consumers are in attendance. Any given day, approximately 50 to 60 consumers are in the community, using the Center only as a base - a place to meet before going into the community for the day. This goes back to functional training. Pretending to order and buy a drink from a staff person in a Center base room does not always transfer into usable skills in the community. Ordering and buying a drink at McDonalds is a true learned skill.

90% of consumers said that HCAR staff lets them try to do things for themselves instead of doing everything for them. 33% of parents, 17% of care providers, 44% of conservators, 67% of case managers, 100% of support team members, and 75% of unidentified respondents feel the same - that consumers do get to try things for themselves, and that staff does not just do everything for the consumers as opposed to training them to do things for themselves.

## **WORK OPPORTUNITIES**

76% of consumers said that they work at paid or volunteer jobs... then, when asked if they work at jobs in the community, 63% said they don’t work, and when asked if they work at the Center, 36% said they don’t work. It is apparent that the way the answer was worded was confusing on those questions. Even though the questions were worded “I work at jobs in the community:” “Not Enough =” Just Right = “”Too Much = “, “I don’t work = “, perhaps consumers took the answer “I don’t work” to be specific to jobs in the community (and the same for jobs at the Center). The intent was to give those consumers who do not work at all an opportunity to respond to those questions.

As it is, 27% of consumers feel that they work in the community “just right,” and 54% feel that they work at jobs at the Center “just right.”

46% of consumers feel that they can use the basic work skills they learn at HCAR to get a job in the community someday. 7% were not sure, 7% said “no”, and again, confusingly, 36% said that they don’t work.

50% of parents, 17% of care providers, 22% of conservators, 33% of case managers, 100% of support team members, and 100% of unidentified respondents said that community work training activities are offered “just right.” 67% of case managers said “not enough.” 50% of parents, 33% of care providers, 33% of conservators, 100% of case managers, 100% of support team members, and 87% of unidentified respondents said Center based work activities are offered “just right.”

50% of parents, 17% of care providers, 22% of conservators, 33% of case managers, no support team members, and 50% of unidentified respondents feel that the basic job skills learned by consumers are relevant to community-based employment. 17% of parents and 13% of unidentified respondents said “no,” and the rest said “sometimes.”

This may mean that many people believe that HCAR Center offers entry level job preparation instead of basic job skills, such as showing up for work on time, and following simple multi-task instructions. Baybridge offers entry level job preparation.

One unidentified respondent commented that “HCAR staff needs to help consumer watch video so they are not paid 33¢ for their hard work.” They added that “staff needs to make sure consumer is making more than 33¢.” HCAR staff do not determine how much each consumer earns... the consumer participates in a Productivity Rating to determine their individual commensurate wage. Currently, for consumers working in our Confidential Document Disposal job (what we refer to as “Work Production”), the average wage paid to consumers is \$1.53 per hour. For the Tri City job, the average wage paid to consumers is \$1.86 per hour.

67% of parents, 50% of care providers, 44% of conservators, 100% of case managers, 100% of support team members, and 100% of unidentified respondents answered, “just right,” referring to the balance between work training skills and daily living skills offered to consumers.

## **BEHAVIORAL NEEDS**

93% of consumers feel that HCAR staff supports them when they are having a bad day, helping them through their crisis, and 98% believe that staff supports them by telling them when they are doing a good job. The numbers were more split among the other groups; 100% of parents, 33% of care providers, 55% of conservators, 67% of case managers, no support team members, and 75% of unidentified respondents said that behavioral needs of consumers are addressed in a positive, supportive manner. No parents, 33% of care providers, 11% of conservators, 33% of case managers, 100% of support team members, and 25% of unidentified respondents answered, “sometimes.”

## **QUALITY OF LIFE**

Because of training received at HCAR Center, 66% of consumers, 67% of parents, 83% of care providers, 55% of conservators, 100% of case managers, 100% of support team members, and 100% of unidentified respondents believe that consumer’s quality of life is improved. 27% of consumers and 17% of parents see no change, and 5% of consumers say things are worse.

One parent commented that the consumer’s quality of life is unchanged “from when he attended Glen Paul, and that’s a good thing.”

## **COMMUNICATION**

100% of parents, 67% of care providers, 44% of conservators, 100% of case managers, no support team members, and 100% of unidentified respondents say that they understand their role as a support team member, and the importance of their attending ISP meetings to support the consumers. The single support team respondent said they “sort of” understand. HCAR’s Client Services Coordinator mails a reminder letter to invited ISP participants (except for case managers), which explains that the meeting is the consumer’s meeting and why it is important for invited people to attend.

83% of parents, 33% of care providers, 22% of conservators, 67% of case managers, no support team members, and 25% of unidentified respondents said that communication between them and HCAR Center is “excellent,” 17% of parents, 33% of care providers, 11% of conservators, 33% of case managers, 100% of support team members, and 25% of unidentified respondents said communication is “good enough”, and 11% of conservators said communication is “not very good.”

The 11% of conservators responding “not enough” consists of a single negative response. One conservator commented (but did not check the box) that communication is not very good, but said that it was their fault and not HCAR’s.

Several parents, conservators, and unidentified respondents noted that they weren’t sure of the services and activities that HCAR Center offers, so they did not answer some questions.

## OPEN-ENDED QUESTIONS

The direct quotes are included in the second section of this report. 24% of responding consumers answered the question of “Why do you attend HCAR?” with answers relating to going out into the community, 23% of the answers related to socializing with friends, and 17% spoke of work opportunities. Clearly, the opportunity for social and recreational activities are of great importance to consumers.

When asked “what would you do all day if you didn’t attend HCAR Center?”, 46% of consumers indicated that they would stay at home. Whether this is because they would have no one to take them out into the community (and still do not have the skills to go out independently), or a lack of motivation without staff prompts is unclear.

Other respondents were asked to define Quality of Life for themselves, and then for someone with a disability. An interesting observation is that 7 of those who answered the question of Quality of Life for themselves, see the Quality of Life for someone with a disability as the same as it is for themselves. 7 people did not respond to the question, and the rest see Quality of Life as something different for someone with a disability than it is for themselves.

When consumers were asked “How would things change if you were in charge of the Center?” 18% of the answers had to do with food issues (more of it). When the other respondents were asked “What things would you like to see changed at HCAR Center?”, 14 people had no answer. One respondent asked to “please have the staff stop calling the care homes over minor things that happen at the Center with the clients, we do not call you regarding issues at home, so, please use common sense.”

HCAR staff realizes that care home staff is busy with consumers. We believe, however that working as a team in support of consumers is paramount to the consumer’s success. Staying in communication with all involved parties in a consumer’s life is important. We realize that there is a line between what we believe to be important and what a care provider believes is important. We prefer to err on the side of caution. We also often wish care providers would call us more often, especially if a consumer is being sent to the Center sick, or has had a behavioral incident at home which may affect their day with us.

“Do you think moving into smaller centers will be good for you (the consumers)?” 64% of consumers indicated in their comments that “yes”, they think the move will be good for them. Less noise, less confusion, and closer to home were the majority of comments. 10 of the other respondents did not answer this question, there were 11 indications of “yes”, and 2 “no’s.” Comments seem to indicate that many consumers and others believe that moving into smaller centers will mean more 1:1 support for the consumers. The program does not change, just the physical location. Our Community Services Program is written for a 1:3 ratio. This will not change. There will be times when the ratio is higher due to staff shortages (sickness, etc.), but 1 staff to every 3 consumers is the goal. Consumers with intensive behavioral or specific personal care needs will continue to have 1:1 support available to them.

## SUMMARY

The survey clearly points out some areas of concern:

1. Low return of surveys - only 40% of consumers responded to the survey. Was this consumer choice not to respond, or were the surveys not distributed in a manner which made it clear to the consumers that this was their opportunity to advocate for themselves by telling us their real feelings? Non-consumer respondents only totaled a 32% return.
2. 28% of non-consumer respondents did not return the complete survey. We cannot target information to specific groups if we don’t know which groups are responding to the survey.
3. 32% of consumers believe they are the most important person in their own ISP meeting, and 78% of other respondents believe the consumer is the most important person at the meeting. Clearly, our challenge is to raise awareness among all groups on the concept of Person Centered Planning.

4. The questions regarding work clearly confused the consumers. This is most probably an effect of the phrasing of the questions.

5. There are still a number of parents, care providers, etc. (Support Team members) who admit that they do not understand all of HCAR Center's consumer services, yet we are not deluged with requests for information.

## RECOMMENDATIONS

1. Continue talking with consumers before their ISP meetings about how it is their meeting. This is their chance to advocate for what they want their program to be - not what other people want for them. We need to make more use of the newly developed ISP Advocacy form. This is a form for staff to use when talking to consumers about their ISP meeting prior to the meeting. It explains to the consumers that it is their meeting and they are the most important person in attendance. It also assists them in developing their dreams for their Goals.

2. Continue sending ISP reminders which include the brief description of what a Support Team person is and how it is important to attend the meetings to support the consumer. Revise the letter to include the phrase (and concept of) "Person Centered Planning."

3. Design a simpler format for the survey. Our current format is several pages long and may look intimidating to fill out. Continue to work on phrasing of questions to eliminate confusing or contradictory answers.

4. Continue to be available to answer questions about HCAR Center services and activities for anyone involved in a consumer's life. Keep lines of communication open at all times and let Support Team members know they are welcome to ask questions or even tour the facility at any time.

5. Promote the concept of a "Support Team." We are all working together to support the consumer. Shared knowledge between HCAR Center, parents, care providers, case managers, conservators, and other Support Team members can only enhance the services we all provide in support of each consumer.

## Baybridge Employment and Work Services

### Review of Program Outcome Measurements

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#### Effectiveness

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Objective #1: Maintain average attendance at Baybridge's Work Services program above 1999 record for attendance of 89%.

Status: Met this quarter. Attendance averaged 96% for the fourth quarter of 2001.

Comments: During the fourth quarter of 2001 Baybridge Work Services' attendance improved 10%. Part of the increase came by dropping from the rolls a consumer who was absent primarily because of personal issues. Some of the gain may have been because of the training sessions by staff about the importance of good attendance. A third factor is the gain in paid work. The training sessions on attendance will be repeated through the next quarter. Because of the high level of attendance, the goal will be raised in the first quarter of 2002 to 95%.

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Objective#2: A plan to implement a program of "work incentives" for the participants of Baybridge Work Services will be written.

Status: Met. In the next quarter we will report on the monthly recipients of the work incentive awards.

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**Progress**

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Objective #1: Increase the average consumer's productivity in Baybridge Work Services to 52% by the end of the fourth quarter 2001.

Status: Met. Average Productivity was 53% for the quarter. Although the goal was met this quarter, we will continue to track consumer productivity for at least the next two quarters.

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**Efficiency**

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Objective #1: Increase the percentage of paid work to training time at Baybridge Work Services. The minimum goal is 50% paid work

Status: Met.

July	61%
August	60%
September	41%
Average	54%

Because of its importance, this goal will continue to be reported in subsequent quarterly reports.

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**Consumer Satisfaction**

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Objective#1: Baybridge will maintain statistics and report quarterly on the number of individuals who call on the phone or walk-in to Baybridge and request information on the services we provide (A CARF suggestion).

Month	Total Number of requests		Type of information provided
	Phone	Walk-in	
July	23	12	Baybridge info, addresses of other employment agencies, requests to use bathroom or phone
Aug	28	10	Same as above
Sept	14	9	Same as above, plus directions to another address

Status: Baybridge will continue to gather data on requests for services. Each quarter we will report the number of inquiries.

Objective#2: Baybridge will develop a procedure for informing a referral and the referral source if the referral is ineligible for services. Notification will be by letter and will contain information about alternative services.

Status: The letters and the written procedure will be completed by the end of the first quarter of 2002.

<b>Total Supported Employment placements for Fourth Quarter 2001: 6</b>
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Fourth Quarter 2001 Consumer Service Utilization--a measure of new consumers by Program  
(for period ending Sept, 2001).

Service	Consumers	New	% of Total
Ind. Placement	31	3	10%
BWS	26	0	
ESA	15	10	67%
PSA	2	2	100%
Job Dev.	13	9	69%
On hold	6	0	6%

**Total Program Demographics of Persons Served:**

Ethnicity	Sex	Age	Total
White - 91 Native American - 2	Males - 47 Females -46	18 - 25 =12 26 - 35 =36 36 - 45 =27 46 - 55 =18	93

**SUPPLEMENTAL MEASUREMENTS**

**Total Number of Consumers in Each Program:**

Program Services Name	Developmental Disabilities	Mental Illness	Physical Disabilities	Acquired Brain Injury	Other	Male/Female & Ethnicity	Ages 18-25 26-35 36-45	T O T A L
Supported Empl. Individual Placement (HAB)	26					M - 14 F - 12 White- 25 Nat. Am. - 1	18 - 25 = 6 26 - 35 = 7 36 - 45 = 5 46 - 55 = 2	26
Supported Empl. Individual Placement (Non-HAB)		4		1		M - 4 F - 1 White - 4 Nat. Am.- 1	18 - 25 = 0 26 - 35 = 2 36 - 45 = 1 46 - 55 = 2	5
Supported Empl. Job Development (HAB)	12					M - 6 F - 6 White - 12	18 - 25 = 1 26 - 35 = 4 36 - 45 = 5 46 - 55 = 2	12

Supported Empl. Job Development (Non-HAB)		1				M - 1 F - 0 White - 1	18 - 25 = 0 26 - 35 = 0 36 - 45 = 0	1
Supported Empl. "HOLD"	5	1				M - 3 F - 3 White - 5	18 - 25 = 1 26 - 35 = 1 36 - 45 = 3 46 - 55 = 1	6
Baybridge Work Services	26					M - 17 F - 9 White - 26	18 - 25 = 2 26 - 35 = 14 36 - 45 = 4 46 - 55 = 6	26
Personal, Social Adjustment		2				M - 2 F - 0 White - 2	18 - 25 = 0 26 - 35 = 0 36 - 45 = 2 46 - 55 = 0	2
External Situational Assessment	9	4		2		M - 11 F - 4 White - 15	18 - 25 = 1 26 - 35 = 4 36 - 45 = 7 46 - 55 = 3	15

**INDIVIDUAL PLACEMENT**

- A. Total # of consumers who worked during this Quarter = 33.
- B. # of consumers placed for this quarter = 6.
- C. Total # of consumers working that are working 90+ hrs. per month = 11.
- D. Average monthly income for all consumers working during the quarter = \$ 481.00.
- E. % job retention for this quarter = 98 %.

***Baybridge Program Demographics & Statistics for Individual Placement:***

Measurement	4 <sup>th</sup> Quarter 2001	3 <sup>rd</sup> QTR 2001	2 <sup>nd</sup> QTR 2001	1 <sup>st</sup> Quarter 2001
# of consumers working	31	29	27	23
Total consumer hours worked	6199	5,250	5,351	4,100
Total Staff intervention hours	1224	1,055	934	574
# of consumers with job advancement	2	3	1	3

***Baybridge Work Services:***

Individual Productivity	First Quarter 2001	Second Quarter 2001	Third Quarter 2001	Fourth Quarter 2001
Average	50.4%	51.44%	53%	53%

- A. Total # hours "attended" by all BWS consumers = 6245.
- B. Total # of "available" hours to all BWS consumers = 6630.
- C. Absentee % = 6%.

**HCAR/ BAYBRIDGE**  
Survey of Consumer Satisfaction

Date of survey: May and June 2001  
Surveys returned: 20

1. What services has Baybridge provided you?

Comments:

"Job placement and coaching, resume design, application assistance, and follow-along." "They have given me a place to work at." "Visit job site once a week." "Help getting a job." "A job." "They have helped me get a job." "Job develop with Wayne, Malinda helped me." "Mabel, the job coach is helping me." "A job at Mc Donald's." They helped me get my current job, also in keeping it." "A job for me."

2. Have the services been helpful?

Yes: 19 No: 1

Comments:

"Yes, I have my own job." "Growth, developing, social understanding." "Not so far seems that more work needs to be put into finding jobs for the disabled."

3. Are there any additional services you need?

Yes: 6 No: 14

Comments:

"A job in Fortuna." "Get the next interview."

4. Have Baybridge staff been available to you when you need them?

Yes: 19 No: 1

Comments:

"Make an appointment first to be sure." "I was being laid off, but not now." "Sometimes." "My case I feel lacks direction as far as where we are going."

5. Do you feel that Baybridge staff listen to you about what you want.?

Yes: 19 No: 1

Comments:

"They don't do anything to help." "I'm okay with it." "Yes, however the agency seems to lack the relationships with the type of work I am looking at." "I'm not sure that I want each job." "If I need a little help they give it to me."

6. Please comment on the following:

I would rate Baybridge services:                      Excellent: 11    Good: 8    Fair: 0    Poor: 0

Services were delivered on time:                      Yes: 15    No: 1

as requested:    Yes: 13    No: 1

Services resulted in a positive change for me.                      Yes: 13    No: 1

I would recommend Baybridge services to a friend:    Yes: 15    No: 1

If you are currently employed, please answer the following:

1. Where do you work?

HCAR, Mad River Children's Center, St. Joseph's Hospital, Easter Seals, St. Vincent De Paul, Safeway, Babe's Pizza, McDonald's, Baybridge Work Services, Kokatat, Myrtle Ave Veterinary Clinic, Health Sport.

2. What is your job?

Courtesy Clerk, Small appliance repair, Housekeeping, Sewing, Prep work, Art teacher, Environmental services, Computer lab, Clean Lobby

3. Do you get along well with your supervisor?                      Yes: 16    No: 1

4. What does your job coach do to help you?

Comments:

"Calls and checks in. Makes sure hours are ok."; "Helps. Listens."; "Helps me with new things."; "Find work."; "Good work."; "Lots."; "I am ok on my new job."; "They find a position with pay."; "I'm okay with it."; "Make sure everything is going ok."; "Makes sure things get done."; "Visits, sees how things are going."; "She assists me with things, like details I can't remember, or writing a resume or plan."; "She sees that I do my job right."

5. Do you enjoy working with your co-workers?                      Yes: 15    No: 0

Comments:

"Work alone."; "They are helpful and friendly."; "We have potlucks and special get togethers."; "I get along with my co-workers."; "Co-workers should get along."

6. What do you like about your job?

Comments:

"Everything."; "Help me stay busy and provides income."; "Learning new things."; "The co-workers."; "Good people."; "Home early."; "To get along with people."; "When pay is from full time."; "I love my job."; "That you work with different public."; "Happy with what I'm doing."; "Working with those that who need my help."; "Helping other people get their work done."; "I like the children. I like it when they cooperate. I have to watch what I say because they do anything I say."

7. What would you change about your job?

Comments:

"Nothing at all."; "No change recommended."; "Nothing now, maybe later."; "Not a thing."

Survey Summary and Comments:

The above survey was sent to a randomly selected number of consumers of Baybridge Employment Services.

This survey pointed out the power of the negative comment. Although the vast majority of the survey comments were positive (out of 20 returned surveys, 19 were pleased with the services they received), no one was patting themselves on the back, for throughout the survey each question that asked for an evaluation of Baybridge services there was a negative response. Few pointed out that the ratio of satisfied to unsatisfied consumers was weighted heavily towards the former.

Instead it was the negative answers that generated the most discussion and soul searching. If we were to only listen to those who say nice things about us then few positive changes in service delivery would occur.

## **Baybridge Work Services** Customer Satisfaction Survey

Data gathered from comment cards returned during the fourth quarter 2001  
Cards returned: 12

1. Baybridge provides or has provided you with?

6 Mailing Services 2 Yard Work 6 Cleaning Services      Small Parts Assembly

2. Work was completed in a timely manner?

12 Yes      No

3. Quality of work?

8 Excellent 3 Good 1 Average      Poor

4. The crew was helpful and professional?

12 Yes      No

5. The Supervisor was helpful and professional?

12 Yes      No

6. Would you or have you referred Baybridge Work Services to others?

12 Yes      No

### BWS Survey Summary and Comments:

The above survey comes from comment cards given by staff to Baybridge Work Services customers. The responses that were returned were evenly divided between our bulk mail and cleaning customers with a couple of yard maintenance customers thrown in. This mix is close to our regular work ratio, although mailing services tend to be 55 to 60%.

The responses were very positive. Several customers took the time to add a comment. Here are some examples.

“I really enjoyed having them come.”

“This was a tremendous ‘find’ for us! The service was easy, friendly and efficient.”

“The kitchen is always cleaned so beautifully! Only problem was the missed garbage.”

The comment cards may be a way to counter the criticism we sometimes receive from customers who are tired of surveys that ask them to evaluate a job that may have been done six months to a year earlier.

## Summit Support Services

### Areas of Improvement

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#### EFFECTIVENESS

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##### PEER SUPPORT WORKER TRAINING

**Objective 1:** Experienced support workers will assist in the training of new support workers.

*\*Implementation date 7-1-99 and target ending date 7-1-01.*

**Measure & Source:** The two full-time support workers will assist with follow-along peer training beginning 7-1-99. Other support workers will also assist in this training process so that 25% of all support workers will be involved by 7-1-01.

**Plan & Goal:** The program director will provide the training to peer trainers.

**Progress:** There has been no significant change since last quarter. 10% is still an accurate representation. The number of regular, full-time support workers has increased to ten. This objective is continued.

##### P.A.R.T. Training

**Objective 2:** An increased number of support staff will become certified in Professional Assault Response Training (P.A.R.T.)

*\*Implementation date 4-1-99 and target ending date 4-1-01.*

**Measure & Source:** By December 31, 2000, 50% of all support workers will be P.A.R.T. trained. Currently, two support workers are P.A.R.T. trained.

**Plan & Goal:** A phase-in of P.A.R.T as a required component of support worker training will begin with support workers who work 20 or more hours a week.

**Progress:** The deadline was extended to 12-31-01, and significant progress was made as four support workers took the P.A.R.T. training in June. This increases the percentage of trained workers to about 20% or six workers. This objective is continued.

##### CIRCLE OF SUPPORT INCLUSION

**Objective 3:** To increase attendance and to build consistency in contractor (Regional Center) and contractee (HCAR) development of service delivery during the ISP process.

*\*Implementation date 4-1-97 and amended target ending date 7-1-00.*

**Measure & Source:** Less than one-half of all initial ISP (Individual Support Plan) meetings include a Regional Center case manager in attendance with consumers and support service staff.

**Plan & Goal:** Increase the percentage of RC case managers in attendance to 75% or more in order to increase the consistency in which persons are served in the support plan process by 7-1-00.

**Progress:** This objective exhibited very little change over the past quarter. This is a difficult objective to achieve as the program director can only make limited progress. The rest is up to the regional center case managers. However, some of the new case managers seem more interested in the team approach to services coordination. This objective is continued.

##### EMERGENCY RESPONSE

**Objective 4:** Support workers will be more adequately trained in handling and assisting with emergency situations involving consumers.

*\*Implementation date 10-1-99 and target ending date 10-1-01.*

**Measure & Source:** At the March, 2000 consumer-staff meeting, time will be devoted to training in this area. On-going training will be provided to workers at future staff meetings and training. Based on the past consumer satisfaction surveys, a number of responders felt that this service was poor or lacking.

**Plan & Goal:** By October 1, 2000 the supported living staff handbook will include the procedures and telephone numbers for appropriate emergency response. In the meantime, all new staff will be oriented and trained in this area at the time of hire.

**Progress:** Emphasis on the RC after-hours emergency response telephone number is made available to all new support workers. This information is now contained in the staff supported living handbook. Special emphasis in this area was again made at the January, '01 staff meeting. The program director reviewed the importance of the Regional Center emergency response, and how important it is for support workers and HCAR staff to go through the 441-2157 after-hours telephone number in order to properly document all emergencies, staffing or otherwise. Emphasis was again made at the June staff meeting relating to emergency response. All new support workers are trained in this area at the time of initial orientation. By referring to the 2001 survey it can be seen that confidence in this area dropped from 20 (question #7)/ 2000 survey to 14 (question #8) /2001 survey, by combining the two positive ratings, 'always' and 'sometimes.' This objective continues.

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## CONSUMER SATISFACTION

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### **FLEXIBLE SUPPORT WORKER SCHEDULING**

**Objective 1:** More support workers with flexible schedules will be hired to better meet the needs of consumers.

*\*Implementation date 5-1-00 and target ending date 7-1-02.*

**Measure & Source:** Based on the 1999 consumer satisfaction survey, some consumers felt that not enough support workers were available for flexible scheduling or for providing last minute support needs. By December 31, 2001, a total of six "floater" support workers will be hired to meet the growing consumer need for available support workers at short notice.

**Plan & Goal:** Greater effort will be made to hire new support workers to better meet the needs of consumers that include varied schedules and time frames. Our goal will be to have at least six support workers available for on-call needs, four-five in the Eureka-Arcata area, and one-two in the Fortuna area.

**Progress:** Significant progress was made in this area. At this time approx. 85% of the goal has been achieved. There are currently two workers available in the Fortuna Area, three in the Eureka area, and two in the Arcata area. By referring to the 2001 survey, question #7 it can be seen that consumers are being increasingly satisfied with availability of support workers. The number of 'never' responses dropped from 3 to 1, and the number of 'sometimes' dropped from 7 to 1, by comparing the 2000 survey (question #6) to the 2001 survey (question # 7).

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## EFFICIENCY

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### **SUPPORT SERVICES PROGRAM DIRECTOR AND REGIONAL CENTER SUPERVISOR NETWORKING**

*\*Implementation date 5-1-00 and target ending date 7-1-02.*

**Objective 1:** The program director and the Regional Center supervisor will better coordinate with each other and their respective staff on how to keep hourly usage within the purchase of service authorized number of hours each month.

**Measure & Source:** By July 1, 2002, the RC supervisor and the program director will reduce by 75% the number of discrepancies that arise regarding overages in non-authorized use of service hours. This would decrease discrepancies for 6-8 to less than 1-2.

**Plan & Goal:** Beginning November, 2000, the support services program director will attend the Regional Center adult unit meeting to review the procedure and protocol for increasing consumer hours with the regional center supervisor and staff. In

the future the program director and RC supervisor will meet no less than once a quarter to prevent and trouble-shoot any problems relating to the support service staying within the authorized hours. If the program director is aware of increasing consumer need within a given month, he will E-mail the case manager and RC supervisor by the 10<sup>th</sup> of each month. He will also adopt guidelines with support staff by outlining the procedures for requesting increased support hours through the support services director.

**Progress:** Discrepancies continue to occur. I estimate that discrepancies are down from 6-8 to 4-6 or 20%. Some progress has been made over the past quarter. The program director would like to establish a rapport with the new supervisor. In the mean time, he has been better coordinating communication with case managers. This objective is continued.

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## PROGRESS

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### FOSTERING GREATER INDEPENDENCE

**Objective 1:** The percentage of consumers feeling that they have gained greater independence will increase.

*\*Implementation date 2-1-00, and target ending date 4-1-02.*

**Measure & Source:** Based on the 1999 consumer satisfaction survey results, not all consumers felt that the support service increased their independence.

**Plan & Goal:** Increase the percentage of satisfaction from the current 74% to 90% or more by January 1, 2002. Positive satisfaction is a rating of 'always' or 'usually.'

**Progress:** Based on the 2001 satisfaction survey, more consumers feel that they have increased their independence. The percentage has increased to almost 80%. The positive survey ratings in question #4, 'always' and 'usually' total 76%. This objective is continued.

Consumer Statistics							
	Male	Female	Total				
<b>Gender</b>	53	77	131				
	Caucasian	Black	Asian	Hispanic	Indian	Total	
<b>Ethnicity</b>	111	5	2	4	9	131	
	DD	Mental Illness	Phys. Disability	Brain Injury	Alc./Drug	Other	Total
<b>Disability</b>	113	8	6	3	1	0	131

The total number of consumers represents any consumer that was authorized for support hours and referred for HCAR support services through the Regional Center effective the last year through 9-30-01. Some of these consumers may have been technically inactive consumers who may not have used any support service hours over the past year, but who were referred. What's interesting is the tremendous increase in new female consumers, up 28 from last year! Meanwhile, numbers of male consumers remained identical at 53.

Regarding the disability breakdown, all RC consumers referred to HCAR's support service must have a developmental disability. The disability category in the above table refers to the *overriding* disability beyond or in addition to their developmental disabilities.

## ***2001 Program Quality Satisfaction Survey Analysis***

### **127 SURVEYS SENT - 25 RETURNED; 7 RETURNED FOR WRONG ADDRESS**

After several years of sending out an almost identical program quality assessment and satisfaction survey, this year's survey again represented essentially the same survey. The only change from last year was . . . This year's survey overall emphasis generally mirrored previous surveys. This allows for revealing trends in consumer and service providers' satisfaction, which will be discussed below. 2002's survey will be different. Some changes may include the following: Separate surveys, one for consumers and one for case managers, parents, and others. This way a more specific intent of the survey sent to consumers can focus on specific issues related to consumers, i.e. independence, community access, quality of life, emotional support, housing, and other important issues can be addressed. I think a much more accurate interpretation and analysis of the data from the survey may be reached, especially as relates to the program objectives and the annual report.

This year's survey was sent out later in the year. Instead of the usual May or June mailing, this year's survey was sent out in late October, with final results tallied by November 30.

The continuity of five years of very similar surveys allows an analysis of the results with the following generalizations and assessments:

#### ***NUMBER OF SURVEYS MAILED AND NUMBER RETURNED.***

More surveys were sent out this year, 127, compared to last year's 90. Almost twenty new consumers have been referred and have actively been involved in receiving support services over the past year. Clearly, the program is growing. However, I believe we sent out more surveys to consumers that were not actively receiving service. This accounted for a portion of the increase. Our goal had been that consumers who did not actively use the support services over the past year, supported living services or ongoing support services were not sent a survey. How can a consumer or other service recipient assess the support service if they haven't been involved with it? Since seven surveys were returned for wrong addresses, it is obvious that work needs to be done to better track changes in consumer addresses to minimize the number of returned surveys.

What's notable is that almost the same number as last year, 25, were returned. Last year, 27 surveys were returned. It can be inferred that probably many of the same consumers and other respondents were returning their surveys as did last year. Possibly too, it may be assumed that interest in the survey over the past year waned a little. However, the number returned represents a drop in the percentage of surveys returned. Of the 127 sent, 25 or 20% of the surveys were returned. More accurately, of the 127 surveys sent, 120 were apparently actually received by individuals, 25 or 21% were returned. Last year's percentage was of the 90 surveys sent, 27 or 30% of the surveys were returned. Perhaps a more user-specific survey as mentioned above will increase the percent of returned surveys.

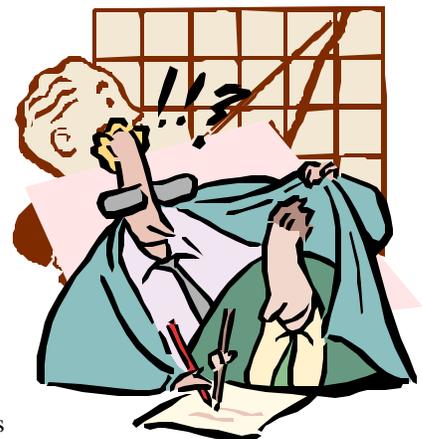
#### ***PERTINENT DATA***

##### ***QUESTION #1: BREAKDOWN OF RESPONDERS TO THE SURVEY***

Of the 25 surveys returned 13 or 52% were consumers, 6 or 24% were case managers, 3 or 12% were parents, 2 or 8% were "others", and one was not marked. Accordingly, 19.7% of the surveys were returned. However, 7 surveys were returned by the postal service with the wrong address. Obviously, more detailed work and research is required to have a more accurate consumer mailing data base.

##### ***QUESTION #2: LENGTH OF TIME ASSOCIATED WITH HCAR'S SUPPORT SERVICE***

To question #2 in the survey, "how long have you been associated with HCAR's support service?", 8 people or 32% responded 0-2 years, 8 or 32% responded 2-4 years, one or 4% responded 4-6 years, and 8 or 32% responded 6 or more years. This level of response indicates that a sizable chunk of consumers and case managers have been associated with HCAR's support service-Supported Living Services (SLS) and OnGoing Support (OGS) for a



considerable period of time. This reinforces the concept that over time responders may feel more at ease with completing and returning their surveys. Seventeen individuals or 68% have been involved for over 2 years, and 9 people or 36% have been involved 4 years or longer. Most strikingly is the fact that 8 or 32% of responders have been involved for 6 years or longer. Perhaps next year's survey will include a question eliciting an exact time frame of 10 years or longer. Remember, the survey questions are kept general enough so that a responder's confidentiality may be preserved if they so desire.

**QUESTION #3: "HAVE YOU BEEN ASSOCIATED WITH ANY PROGRAM SIMILAR TO HCAR'S SUPPORT SERVICE?"**

There were a total of only 24 responses to this question. For some reason one person did not respond. Fourteen (or 58% responded) "Yes" and 10 (or 42%) responded "No". I find it curious that so many people responded "Yes". Perhaps this reflects responses from the newer case managers, or that more RC vendor support services are being started-up to meet the growing consumer need for services similar to the HCAR support services that more consumers are having experience with.

**SUBJECTIVE SURVEY QUESTIONS**

**QUESTION #4: "DOES THE SUPPORT SERVICE DO A GOOD JOB IN ASSISTING PEOPLE TO ATTAIN GREATER INDEPENDENCE?"**

As more services are becoming available, consumers and case managers are increasingly having experience with these other services.

This time all 25 people responded. Of these, 10 (or 40%) responded "always"; 9 (or 36%) responded "usually", 4 (or 16%) responded "sometimes". There was no one who marked "never", and one person marked "don't know". Curiously again, as in question #1 & #3 - one person did not mark anything. Undoubtedly, this was a very favorable and positive overall response to this survey question. Nineteen (or 76%) responded "always" or "usually" to this question. This is obviously a very fundamental question with a none-too-surprising tally. The support service *does* increase independence for people! This question is referenced directly in the program objectives under the last heading, **PROGRESS**, which states, '*Fostering Greater Independence*' - Objective #1. The percentage of consumers feeling that they have gained greater independence increased. Although at the present time, it can't be said that ALL consumers feel their independence has increased, I think it's safe to say that 80% or better feel this way. Because of the anonymity of the survey, such that responders aren't distinguished between consumers and non-consumers, progress can only be fairly estimated. But as can be seen, this objective is well on its way to 90% approval.

**QUESTION #5: "DO YOU THINK THE SUPPORT SERVICE PROVIDES SUPPORT FOR CONSUMERS WITH A WIDE RANGE OF ABILITIES?"**

Of the 25 persons responding, 13 (or 52%) answered "always;" 4 (or 16%) answered "usually;" 4 (or 16%) answered "sometimes;" one answered "never"; and 3 (or 12%) responded "don't know". Combining the favorable responses "always" and "usually," these total 68%, an overall positive response. A significant amount of responders who marked "don't know," may not understand the range of services offered through HCAR's Summit Support Services, or they are merely unfamiliar with any service beyond what they are personally receiving. The one "never" response may be a consumer or other person who has had a negative experience with the support services.

**QUESTION #6: "DOES THE SUPPORT SERVICE PROVIDE A HIGH LEVEL OF ASSISTANCE AND ENCOURAGEMENT?"**

There were 25 total responders with 11 people (or 44%) responding "always"; 6 (or 24%) responding "usually"; 7 (or 28%) responding "sometimes", 0 responding "never"; and one person responding "don't know". Again, these relatively positive responses reflect high satisfaction among the responders. 68% represents the "always" and "usually" positive categories.

**QUESTION #7: "ARE SUPPORT WORKERS AVAILABLE FOR FLEXIBLE SCHEDULING TO HELP MEET A PERSON'S INDIVIDUAL NEEDS?"**

The responses also rated quite high with 9 individuals - 36% responded "always"; 32% - 8 "usually". Together with this total 68% of responses represents a relatively high positive, overall response. "Sometimes" accounted for 24% (6) of the responses, which is a fair assessment. One "never" and one "don't know" round out the balance. Both myself, program

director, and the program coordinator have worked very hard to make available extra staff for last minute support needs. This question is directly referenced in the program objectives under the heading, **CONSUMER SATISFACTION**, sub-heading, *'Flexible Support Worker Scheduling.'* There was marked improvement with this same question from the June 2000 survey. \*If we compare this with last year's responses on this same question, there was one less "never" response this year.

**QUESTION #8: "IS HCAR'S SUPPORT SERVICE HELPFUL IN HANDLING EMERGENCY SITUATIONS?"**



This question is referred to in the Program Objectives under, the heading **EFFECTIVENESS** & subheading, *Emergency Response*. This would seem to represent a fundamental component of the support service, and that is why particular emphasis is now placed on this type of training. Of the 25 respondents, 9 responded "always" - 36%; 5 responded "usually" - 20%; 3 or 12% responded "sometimes"; one person responded "never" - 4%; and 7 answered "don't know" or 28%. The overall favorable responses (always and usually) represent 56% of those responding, which is a sizeable majority. On the other hand, 28% answered "don't know" is curious. Obviously, over a quarter of the respondents have no experience with the support service in this area. Generally, that is a positive thing, but one person clearly had a negative experience with the support service regarding an emergency situation.

As relates to the program objective, "Support workers will be more adequately trained in handling and assisting with emergency situations involving consumers," progress has been made in this area. At the January and June '01 staff meetings, emphasis was made on the after-hours emergency response procedures. The program director worked harder with training the new support workers. The handbook now carries the critical after-hours Regional Center telephone number.

What's interesting is that the seven people who responded 'don't know' is up 4 from the 2000 survey! The 'sometimes' rose 2 from the 2000 survey as well. Further work and education will be done in this area. Perhaps consumers could be polled with their input at a future meeting about to improve emergency response by HCAR's support service.

**QUESTION #9: "ARE SUPPORT WORKERS TRAINED ENOUGH TO MEET DIFFERENT SUPPORT NEEDS?"**

There were very favorable responses to this survey question with 17 (or 68%) providing an "always" or "usually" response. Of these, 11 were "always" - 44%, and 6 were "usually" or 24%. 5 (or 20%) answered "sometimes." No one answered "never," and 3 - 12% answered "don't know." These results speak for themselves. With not one single negative response, it is felt that this area continues to do well. Over the past year the program director can reflect on certain areas that could be emphasized in future and on-going staff training. These could include specific disability training in traumatic brain injuries, house finding, and hygiene management.

**Question #10: "Are support workers helpful in a person's daily life?"**

This question received the second highest positive rating of all with 72%. Of these, 52% - 13 were "always"; 20% - 5 were "usually"; 20% - 5 were "sometimes". There were 0 - "never," and 2 - 8% were "don't know."

**Question #11: "Does having a support worker improve the quality of life and choice for consumers?"**

Twenty-two answered "Yes" (or 88%), and 3 answered "No" (or 12%).

Since this is a either/or, type of question, its effectiveness can't be as accurately gauged as the other questions. None the less, this is a very high or positive rating.

**Question #12: "Do consumers have a say in the hiring of their support worker?"**

48% - 12 answered "always"; 16% - 4 answered "usually"; 12% - 3 answered "sometimes"; 8% - 2 answered "never"; and 16% - 4 answered "don't know."

In the totality of the support services this appears to be a weak area. Although the positive responses totaled 64%, the 2 "never" responses is significant. Typically, a consumer does not "interview" various prospective support workers and then choose one. The choice rests in the fact that if a consumer is not happy with their worker they may get a replacement. The

program director and the RC service coordinator typically assist in this process in order to make it smooth and as much a positive learning experience as possible.

**Question #13: “Are you satisfied with support service being provided by HCAR over the past 12 months?”**

The response to this question was the most positive of the entire survey.

One person did not respond at all, but of the 24 who did - 11 - 46% responded “always”, and 8 - 33% responded “usually”. Together these total 79% of responses for a positive rating. 4 or 17% responded “sometimes.” Two - 8% responded “never,” and no one responded “don’t know.” The two “never” response are troubling. Zero were from case managers’ responses, one was from a consumer, and one was from a parent.

**Question #14 - “How can the support service better meet your needs?”**

1. In-home training of support workers by appropriate specialists knowledgeable about the individual consumer. Consumer would be an active (pro-active) participant in this training. Comments: The Likert-scaled responses needed a “rarely” choice. I would have used it for items 5, 6, 7 and 13.
2. Comment: The format used here may result in a lesser rating of services. I didn’t check “always” very often because I can only speak for myself.
3. They need to make sure to be on time on pay day, too and even work, too. Comment: The HCAR support service is very good too. They always make sure take to grocery shopping on day to day and to doctor appointment, too.
4. Make sure workers are able to do what they go to help do. Be on time. Show up when planned!
5. Need more transportation help. Comment: Please don’t stop dances.
6. Not sure what HCAR is? Thank you, Kerry.
7. I would like to become acquainted with two or three friends. Comment: I do not mark “always” ever, I do not that work. I like to allow for exceptions. It’s too much of an absolute.
8. Being a friend and listening to my needs and dreams. (It can come true) with our helper, helping us reach our goals. Comment on Question #4: It’s mostly in the mind of the consumer to get independence.
9. You are doing a great job.
10. Don’t know.
11. More training. Comments: I like my worker.
12. Before the worker dose the job they should know the consumer says how things are to be done in there home cause my house is not theirs! Comments: I have a trained worker that ask if she could do the job since she wanted to get money for doing the job for someone. Comment on Question #11: Sometimes they wanna do things their way but they’re not at home.
13. I need transportation and I never got that through HCAR. Comments: I never got the services. I’m disabled and I never got the services I needed and desperately need now.
14. By contacting the consumer at least every 4 months to check on thinks. Thanks.
15. By doing what they are doing by helping me out.
16. Need more support workers were I at in Rio Dell.
17. Needs being met.

Responses varied, from ‘needs being met’ to ‘don’t know,’ and to specific problems and needs. Some specific areas in the written responses are listed below, and they appear to be primarily consumer concerns coming from consumers.

1. Punctuality is an issue with some consumers.
2. Training (more) is needed for support workers, i.e. per the approach for each individual consumer.
3. Transportation is a big need; one which support workers can’t always fulfill.
4. Support worker “bossiness” in the consumer’s home is a problem. Sometimes consumers are sensitive to the fact that some support workers appear to tell consumers what to do in their home.

Other specific comments can be found in the written responses. Seventeen of the 25 respondents (or 68%) to the survey included some type of written response, and breaks down with 9 coming from consumers, 3 from case managers, 2 from parents, and 2 from others. One was blank (as to who identified).

Some of the written responses could be a springboard for future program objectives, i.e. transportation, restraining or eliminating support worker “bossiness,” or increasing specific support worker training.

## Leisure Companion Program

### Review of Program Outcome Measurements

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#### EFFECTIVENESS

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Goal # 1

<b>Reason for establishment:</b>	Based on feedback from consumers, care providers, parents, and service coordinators this goal is established to address the need for increased recreational opportunities by increasing the number of volunteers in the LCP.
<b>Outcome Statement:</b>	The Leisure Companion Program will increase the number of volunteers available to match with consumers.
<b>Measure/Criteria:</b>	Goal will be met when number of volunteers recruited is one per quarter; four per year.
<b>Implementation Date:</b>	July 1, 2000
<b>Target Date:</b>	July 1, 2002
<b>Baseline:</b>	Currently the Leisure Companion Program recruits two volunteers per year.
<b>Plan:</b>	Program Director will work closely with Volunteer Center Of The Redwoods to identify effective volunteer recruitment strategies. Program Director will post flyers at Humboldt State University and College of the Redwoods at the beginning of each month to recruit students. Program Director will send monthly Public Service Announcements to the local media to increase community awareness and generate interest.
<b>Progress:</b>	One volunteer has been matched and two others are in the intake process. This objective has not been met.

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#### EFFICIENCY

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Goal #1

<b>Reason for establishment:</b>	Based on feedback from current volunteers, this goal is established to increase volunteer satisfaction by providing reimbursement for transportation expenses.
<b>Outcome Statement:</b>	The Leisure Companion Program will establish a budget line for a monthly mileage allowance for volunteers.
<b>Measure/Criteria:</b>	Success will be achieved when the mileage allowance budget line has been established.
<b>Implementation Date:</b>	July 1, 2000
<b>Target Date:</b>	July 1, 2002
<b>Baseline:</b>	Currently the Leisure Companion Program does not have a mileage allowance budget line for volunteers' transportation expenses. The Program Director will request a mileage allowance budget line from our funding source during contract negotiations for 2001.

**Progress:** A third request was made to the Redwood Coast Regional Center. In our latest contract, a mileage allowance was added to the budget. This objective has been met and the following goal has been established:

Revised Goal # 1

**Reason for establishment:** There is a budget item for mileage, but no procedure for disbursement of monies.

**Outcome Statement:** Establish procedures for determining mileage reimbursement.

**Measure/Criteria:** Success will be achieved when the most effective procedure for disbursing mileage to volunteers has been established.

**Implementation Date:** July 1, 2002

**Target Date:** October 1, 2002

**Baseline:** Volunteers are the transportation for all Leisure Companion outings. Presently, no one is reimbursed for mileage.

**Plan:** The program director will check with Executive Director and Fiscal Director regarding restrictions on line item spending and meet with volunteers for feedback on most effective method for reimbursing for mileage.

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### CUSTOMER SATISFACTION

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Goal # 1

**Reason for Establishment:** Based on the results of our November 9, 2001 Consumer Satisfaction Survey, a revision of the survey is needed in order to more clearly collate the responses.

**Outcome Statement:** A single, simpler Consumer Satisfaction Survey will be developed.

**Measure/Criteria:** Goal will be met when the Consumer Satisfaction Survey is simplified and reduced to one survey.

**Implementation Date:** The new Consumer Satisfaction Survey will be implemented by August, 2002.

**Target Date:** Results from the new survey will be included in the 2002 Annual Report.

**Baseline Summary:** Currently five Consumer Satisfaction Surveys are mail to five different groups of interested parties. The categories are: currently matched consumers, previously matched consumers, never matched consumers, volunteers, and care givers, service coordinators and parents.

**Plan:** The LCP director will study the existing five surveys to determine ways in which to combine questions. Other program surveys will be referred to and other program directors will be consulted.

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**INDIVIDUAL PROGRESS**

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Goal # 1

**Reason for Establishment:** Based on the fact that there is no system for evaluating individual needs or updating consumer information, the Leisure Companion Program director will implement a system of annual home visits and information updates.

**Outcome Statement:** The LCP director will contact all consumers as their birthday approaches in order to make a home visit appointment.

**Measure/Criteria:** Goal will be met when all consumers are contacted and their files are updated in one calendar year.

**Implementation Date:** November 1, 2001

**Target Date:** November 1, 2002

**Baseline Summary:** One third of consumers referred to the Leisure Companion Program are randomly interviewed each year.

**Plan:** The LCP director will work to contact all consumers on their birthday each year.

**Progress:** Nine out of nine consumers have been contacted on their birthday since November 1, 2001.

**Leisure Companion Program Demographics**

Gender	Ethnicity	Primary Diagnosis	Age Group
36 females	65 Caucasian	66 developmental	18-25: 14
30 males	1 Native American	disabilities	26-35: 24
			36-45: 17
			46-55: 7
			56-65: 3
			66-75: 1

Total number of new consumers referred: 0

Total number of consumers not yet receiving services: 59

Total number of consumers exited from program: 19

Total number of consumers presently in the Leisure Companion Program: 66

Number of consumers matched with volunteers: 10

Number of volunteer hours for this year: 911.5

Total value of volunteer hours (at \$6.75/hr.): \$6152

Total number of consumers served this year (including individual matches, special events, and group activities): 36

## 2001 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. Five different surveys were created in order to make filling out the survey more personal and relevant to each individual. The five surveys were aimed at:

- 1) currently matched consumers
- 2) previously matched consumers,
- 3) consumers never matched,
- 4) volunteers,
- 5) care givers, service coordinators and parents.

Enclosed along with our survey was a cover letter explaining our intentions for mailing the survey and the importance of responding promptly. There was also an option to respond via phone which gave our respondents more flexibility. In order to motivate and bring about a higher response percentage we also enclosed a token of our appreciation, a free sandwich from a local restaurant. We feel that this was a major contributor to the above average amount of responses that were returned.

Below are the responses we received from the currently matched consumers survey. We sent 8 surveys and received back 3. That is a response of 38%.

1. How long have you been involved in the LCP?  
100% of the respondents answered "more than 1 year."
2. Have you ever been matched with a leisure companion?  
67% of the respondents answered "Yes, once"  
33% of the respondents answered "Yes, more than once"
3. The Leisure Companion Program has helped me become more active and involved in community activities.  
100% of the respondents answered "Yes"
4. My leisure companion has helped me develop more independence and self-confidence since I became involved.  
67% of the respondents answered "Yes"  
33% of the respondents answered "No"
5. Do you feel that the LCP coordinator of volunteers should be more or less involved once a match and an activity plan has been established?  
67% of the respondents answered "More"  
33% of the respondents answered "Less"
6. Do you feel that your leisure companion treats you with respect?  
100% of the respondents answered "Yes"
7. Do you feel safe with your leisure companion?  
100% of the respondents answered "Yes"
8. Do you feel that your leisure companion respects your privacy?  
100% of the respondents answered "Yes"
9. Do you feel that you can talk to the leisure companion coordinator when problems happen to arise between you and your leisure companion?  
100% of the respondents answered "Yes"
10. Do you feel that the group activities are fun and full of excitement?  
100% of the respondents answered "Yes"
11. Do you feel like you have input into the group activities?  
67% of the respondents answered "Yes"  
33% of the respondents left this question blank.
12. What kind of group activities would you like to be involved in?  
"More boating opportunities; more picnics; bowling. (Kite Flying)"  
Two respondents did not answer this question
13. What do you like best about the LCP?  
"Getting together with other people."

- “Being a part of the community.”  
 “It is so nice of you to be with us.”
14. What do you like least about the LCP? And how would you go about changing it?  
 “I can’t think of anything.”
15. Overall, how would you rate your experience with the Leisure Companion Program?  
 Unsatisfactory                      Average                      Outstanding  
 1            2            3            4            5            6            7            8            9            10  
 33% of the respondents rated us as: 9  
 33% of the respondents rated us both: 2 & 10  
 33% of the respondents left this question blank.
16. Any other comments or suggestions?  
 100% of the respondents left this question blank.

Below are the responses we received from the previously matched consumers survey. We sent 22 surveys and received back 4. That is a response rate of 18%.

1. How long have you been involved with the Leisure Companion Program?  
 75% of the respondents answered “More than 1 year”  
 25% of the respondents answered that they were never in the program.
2. How many times have you been matched with a leisure companion?  
 75% of the respondents answered “Once”  
 25% of the respondents left this question blank.
3. The Leisure Companion Program helped me become more active and involved in community activities.  
 25% of the respondents answered “Yes”  
 25% of the respondents answered “No”  
 25% of the respondents answered “Don’t know”  
 25% of the respondents left this question blank.
4. My leisure companion helped me develop more independence and self-confidence.  
 50% of the respondents answered “Yes”  
 25% of the respondents answered “Don’t know”  
 25% of the respondents left this question blank.
5. Do you feel that the LCP coordinator of volunteers should be more or less involved once a match and an activity plan has been established?  
 50% of the respondents answered “More”  
 25% of the respondents answered “Don’t know”  
 25% of the respondents left this question blank.
6. Do you feel that the LCP coordinator of volunteers is doing every thing in his power to find you a another leisure companion?  
 25% of the respondents answered “Yes”  
 50% of the respondents answered “Don’t know”  
 25% of the respondents left this question blank.
7. Do you feel that your leisure companion treated you with respect?  
 75% of the respondents answered “Yes”  
 25% of the respondents left this question blank.
8. Did you feel safe with your leisure companion?  
 75% of the respondents answered “Yes”  
 25% of the respondents left this question blank
9. Do you feel that your leisure companion respected your privacy?  
 50% of the respondents answered “Yes”  
 25% of the respondents answered “Don’t know”  
 25% of the respondents left this question blank.
10. Did you feel that you could talk to the leisure companion coordinator if any problems happened to arise between you and your leisure companion?

- 50% of the respondents answered "Yes"  
25% of the respondents answered "Don't know"  
25% of the respondents left this question blank.
11. Do you feel that the group activities are fun and full of excitement?  
50% of the respondents answered "Yes"  
25% of the respondents answered "Don't know"  
25% of the respondents left this question blank.
12. Do you feel like you have input into the group activities?  
50% of the respondents answered "Yes"  
50% of the respondents answered "Don't know"
13. What kind of group activities would you like to be involved in?  
"Same as before. Rafting and canoe trip"  
"Would like to do more, but some trips are during special Olympics."  
"I attend Special Olympics events."  
"More rafting."
14. What do you like best about the LCP?  
"That I can come to things even if I don't have a Leisure Companion."  
"More friends to be involved with."
15. What do you like least about the LCP? And how would you go about changing it?  
"That I don't have a Leisure Companion."  
"Not having a Leisure Companion."  
"N/A"  
"I really do not know."
16. Overall, how would you rate your experience with the Leisure Companion program?  
"With the exception of not having a Leisure Companion 10 based on group activities attended"
17. Any other comments or suggestions?  
"Takes too long to get a Leisure Companion."  
"It is good that a person who doesn't yet have a LC can still attend some of the group activities when they have transportation."

Below are the responses we received from the consumers never matched survey: We sent 36 surveys and received back 6. That is a response of 16%.

1. How long have you been involved with the Leisure Companion Program?  
33% of the respondents answered "0 to 6 months"  
33% of the respondents answered "More than one year"  
33% of the respondents left this question blank.
2. Have you ever been matched with a leisure companion?  
83% of the respondents answered "No"  
17% of the respondents left this question blank.
3. The Leisure Companion Program has helped me become more active and involved in community activities.  
33% of the respondents answered "No"  
33% of the respondents answered "Don't know"  
17% of the respondents answered "Sometimes"  
17% of the respondents left this question blank.
4. Do you feel that the Leisure Companion Program coordinator of volunteers is doing everything in his power to help you find a leisure companion?  
33% of the respondents answered "No"  
50% of the respondents answered "Don't know"  
17% of the respondents left this question blank.
5. Do you feel that you can talk to the leisure companion coordinator if any problems happen to arise?  
33% of the respondents answered "Yes"  
50% of the respondents answered "Don't know"

- 17% of the respondents left this question blank.
6. Do you feel that the group activities are fun and full of excitement?
    - 17% of the respondents answered "Yes"
    - 66% of the respondents answered "Don't know"
    - 17% of the respondents left this question blank.
  7. Do you feel like you have input into the group activities?
    - 17% of the respondents answered "Yes"
    - 17% of the respondents answered "No"
    - 50% of the respondents answered "Don't know"
    - 17% of the respondents left this question blank.
  8. What kind of group activities would you like to be involved in?
    - "Picnics. Visit beach/tide pools or Fern Canyon"
    - "Listen to Jazz.
    - Listen to Christmas music events."
    - 66% of the respondents left this question blank.
  9. What do you like best about the LCP?
    - "Have not been called to attend yet."
    - "Haven't used it yet"
    - 66% of the respondents left this question blank.
  10. What do you like least about the LCP? And how would you go about changing it?
    - "They don't provide a ride.
    - "You need to provide a ride."
    - "Congo on Sat once year. Art program can be missed. It won't hurt."
    - 66% of the respondents left this question blank.
  11. Overall, how would you rate your experience with the Leisure Companion program?
 

Unsatisfactory	Average						Outstanding		
1	2	3	4	5	6	7	8	9	10
17% of the respondent rated their overall experience: 1.									
17% of the respondent rated their overall experience: 4.									
66% of the respondents left this question blank.									
  12. Any other comments or suggestions?
    - "Haven't been called to attend."
    - "Get your program to do a better job of finding a companion.
    - Have been waiting too long."
    - 66% of the respondents left this question blank.

Below are the responses we received from the volunteers: We sent 8 surveys and received back 5. That is a response of 62%.

1. How long have been a volunteer with the Leisure Companion Program?
  - 60% of the respondents answered "More than 1 year"
  - 40% of the respondents answered "6 months -1 year"
2. How did you find out about the Leisure Companion Program?
  - 20% of the respondents answered "HSU class"
  - 20% of the respondents answered "C/R class"
  - 20% of the respondents answered "Kiosk @ HSU Library"
  - 20% of the respondents answered "Service Coordinator"
  - 20% of the respondents answered "Friend"
3. Do you feel that you were matched appropriately in that you share similar interests and are able to communicate effectively with your leisure companion?
  - 100% of the respondents answered "Yes"
4. Do you feel that you received sufficient training prior to your participation in the Leisure Companion Program?
  - 80% of the respondents answered "Yes"

- 20% of the respondents answered “Don’t know”
5. Do you feel that the Leisure Companion coordinator of volunteers should be more or less involved once a match and an activity plan has been established?
    - 80% of the respondents answered “Don’t know”
    - 20% of the respondents circled the space between “More” and “Less”
  6. Have you attended any of the group activities associated with the Leisure Companion Program?
    - 100% of the respondents answered “Yes”
  7. How would you rate your experience/experiences with the group activities?
    - 60% of the of the respondents rated their experience: 10
    - 20% of the respondents rated their experience: 9
    - 20% of the respondents rated their experience: 8
  8. Do you feel that there are enough group activities?
    - 80% of the respondents answered “Yes”
    - 20% of the respondents answered “No”
  9. What kind of group activities would you like to see?
    - “More picnics”
    - “I really enjoy the current ones, but perhaps potlucks, just for socializing would be nice.”
    - “Boating, horseback riding, picnics.”
    - “I would like to have the Leisure Companion group get involved in one of the community projects like cleaning the beaches. Something where we can give an example of helping our community. Also a day on the Hammond trail would be fun.”
    - 20% of the respondents left this question blank.
  10. Do you feel that your leisure companion treats you with respect?
    - 100% of the respondents answered “Yes”
  11. Do you feel safe with your leisure companion?
    - 100% of the respondents answered “Yes”
  12. Do you feel your leisure companion respects your privacy?
    - 80% of the respondents answered “Yes”
    - 20% of the respondents answered “No”
  13. Do you feel that you can talk to the Leisure Companion Program coordinator if any problems or concerns arise between you and your match?
    - 100% of the respondents answered “Yes”
  14. What do you like best about the LCP?
    - “I have learned a lot about myself, about people with developmental disabilities, and about the people who help people who are developmentally disabled.”
    - “ . . .personal contact by the coordinator.”
    - “Helping other people out in a small way.”
    - “It gave me the framework (background checks, coordinating) to reach out to someone in the community that I might not otherwise meet.”
    - “ . . . the idea of beginning a friendship, and ending isolation.”
  15. What do you like least about the LCP? And how would you go about changing it?
    - “Time sheets! I basically just stopped doing them after the 2<sup>nd</sup> year.”
    - “ . . . nothing.”
    - “Tough one. I don’t like writing the monthly reports. I need to discipline myself better on keeping a journal or maybe an official sheet to fill out each month with plenty of room to write down activities, dates, & time.”
    - 40% of the respondents left this question blank.
  16. Do you feel that the Leisure Companion Program meets its stated goals of enhancing participant’s lives through increased self-confidence, improved social skills, a greater sense of community belonging, and the joy of friendship?
    - 100% of the respondents answered “Yes.”

17. Overall, how would you rate your experience with the Leisure Companion Program?
- | Unsatisfactory | Average |   |   |   |   | Outstanding |   |   |    |
|----------------|---------|---|---|---|---|-------------|---|---|----|
| 1              | 2       | 3 | 4 | 5 | 6 | 7           | 8 | 9 | 10 |

20% of the respondents rated their experience as : 8.  
 20% of the respondents rated their overall experience as: 9.  
 60% of the respondents rated their overall experience as: 10.

18. Any other comments or suggestions?
- “I need to update my CPR card. It would be nice for the volunteers to hear some information about the different types of disabilities HCAR clients (consumers) have from a professional -books, lectures, or videos. I would also like to update Paul’s medication & a new list of contacts in case of an emergency. Mine is outdated.”
- “I believe that the LCP has a lot to offer to everyone involved. It’s a great experience with little or no regrets.”
- “Keep up the great work.”
- 40% of the respondents left this question blank.

Below are the responses we received from the care givers, service coordinators, and parents. We sent 20 surveys and received back 3. That is a response of 15%.

1. I am a:
  - 33% of the respondents answered “Service Coordinator”
  - 33% of the respondents answered “Resource Manager”
  - 33% of the respondents left this question blank.
2. How did you find out about the Leisure Companion Program?
  - 100% of the respondents left this question blank.
3. How long has your child/consumer been involved with the Leisure Companion Program?
  - 33% of the respondents answered “So far none of my referrals have been matched.”
  - 67% of the respondents left this question blank.
4. I feel that my child/consumer and his/her volunteer companion received sufficient training prior to participation in the Leisure Companion Program.
  - 33% of the respondents answered “Don’t know”
  - 67% of the respondents left this question blank.
5. The Leisure Companion Program has helped my child/consumer become more active and involved in community activities.
  - 33% of the respondents answered “N/A”
  - 67% of the respondents left this question blank.
6. Do you feel that the LCP coordinator of volunteers should be more or less involved once a match and an activity plan has been established?
  - 33% of the respondents answered “Don’t know”
  - 67% of the respondents left this question blank.
7. Do you feel that you can talk to the LCP coordinator of volunteers about questions or problems that arise?
  - 67% of the respondents answered “Yes”
  - 33% of the respondents left this question blank.
8. Do you feel that the group activities you have attended are appropriate?
  - 33% of the respondents answered “N/A”
  - 67% of the respondents left this question blank.
9. Do you feel that there are enough group activities?
  - 33% of the respondents answered “Yes”
  - 33% of the respondents answered “Don’t know”
  - 33% of the respondents left this question blank.
10. Do you feel that you have input into the type of activities ?
  - 33% of the respondents answered “Yes”
  - 67% of the respondents left this question blank.
11. What other kinds of group activities would you like to see?

- 100% of the respondents left this question blank.
12. What do you like best about the LCP?  
 “Its a connection for consumers to like-minded community folks.”  
 66% of the respondents left this question blank.
13. What do you like the least about the LCP? And how would you go about changing those aspects?  
 “. . . waiting list for services”  
 66% of the respondents left this question blank.
14. Do you feel that the Leisure Companion Program meets its stated goals of enhancing participants lives through increased self-confidence, improved social skills, a greater sense of community belonging, and the joy of friendship?  
 33% of the respondents answered “Yes”  
 67% of the respondents left this question blank.
15. How would you rate your overall experience with the Leisure Companion Program?  
 Unsatisfactory                      Average                      Outstanding  
 1      2      3      4      5      6      7      8      9      10  
 33% of the respondents rated their overall experience: 8  
 67% of the respondents left this question blank.
16. Any other comments or suggestions?  
 “. . . increased recruitment for individual companions.”  
 “We don’t have any Leisure Companions. But could possibly use one at Butler Valley - Arcata House.  
 33% of the respondents left this question blank.

Upon reviewing the five surveys, it is apparent that there is a difficulty in correlating the results between the individual surveys. I have set a new goal to combine all surveys into one. However it does seem clear from all of the surveys above that we are meeting the general goals of the program by helping reduce social isolation and promote community inclusion.

## The Studio

### Outcome Measurement

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#### EFFECTIVENESS

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Reason for Establishment: The Studio needs a mission, vision and values statement in order to measure the program’s effectiveness.

Outcome Statement:                      A mission, vision and values statement will be developed with consumer input.

Baseline:                                      Currently The Studio does not have a mission, vision and values statement.

Measure/Criteria:                      Goal will be met when a mission, vision and values statement has been developed.

Plan:    Program Director and Art Teachers will meet with consumers several times to discuss the program, go over drafts and finalize the mission, vision and values statement.

Implementation Date:                      January 1, 2001

Target Date:                                      July 1, 2002

Progress:    Several meetings have been held, and the statement is in the final draft stage. **This objective has not been met.**

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#### EFFICIENCY

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Reason for Establishment: Currently the expenses of The Studio are greater than revenue because of a lack of attendance.

Outcome Statement: The Studio's attendance will be up to full capacity on both Friday and Saturday.

Baseline: Currently The Studio's attendance averages 9 people on Friday and 9 people on Saturday.

Measure/Criteria: Program Director will track attendance weekly. Goal will be met when attendance reaches 10 to 15 consumers per day every week.

Plan: Contact the people and their case managers who have not attended for four weeks to determine if they'd like to continue participating in the program. Admit people from the waiting list to fill current openings on Saturday. Recruit more consumers for Fridays.

Implementation Date: January 1, 2001

Target Date: January 1, 2002

Progress: People with very poor attendance have been exited with proper notification. New consumers have been recruited for Friday. People who were on the waiting list for Saturday have been admitted. Another program day, Thursday, has been added to the program, and new consumers have been recruited. Attendance now averages 15 on Thursday, 14 on Friday and 15 on Saturday. The Studio's expenses no longer exceed its revenue. **This objective has been met.** We will begin tracking a new objective in this category beginning January 1, 2002. Many consumers have determined that their goal on their Individual Service Plan is to participate in art shows. Most consumers in the program would like to be part of an individual or small group show so that more than one piece of their work can be displayed. Currently it is cost-prohibitive for The Studio to have more than two individual/small group shows per year, therefore, the objective will be to obtain additional funding for these. The criteria for success will be when we have obtained enough additional funding to have four individual/small group shows per year.

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**PROGRESS**

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Reason for Establishment: The Studio aims to increase self-esteem and self-reliance by providing opportunities for consumers to show and sell their work to the public.

Outcome Statement: 75% of consumers attending The Studio will participate in an art show open to the public where they show their individual work one time a year.

Baseline: Currently no consumers have participated in an art show open to the public where they've shown their individual work.

Measure/Criteria: Program Director will track consumers' participation in each art show. Goal will be met when 75% of those attending The Studio have shown their work once during the year.

Plan: Program Director and Art Teachers will schedule art shows for The Studio. Consumers will be assisted in selecting and pricing (if choosing to sell) their work for art shows.

Implementation Date: January 1, 2000

Target Date: January 1, 2002

Progress: The studio has had two group shows during this year. Over 75% of consumers in the program have participated in these shows. **This objective has been met.** Because having public art shows is an integral part of The Studio's program design, we will continue to track this objective, but we will raise the percentage of participation to 90% because so many of the artists in the program have this as an individual goal. We will also raise the objective of one group art show per year to two.

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### CUSTOMER SATISFACTION

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Reason for Establishment: There is no customer satisfaction survey for The Studio.

Outcome Statement: A customer satisfaction survey for consumers, care providers, case managers, galleries and other customers of The Studio will be developed.

Baseline: Currently there is no way to measure customer satisfaction with The Studio.

Measure/Criteria: Goal will be met when the survey has been developed.

Plan: Program Director will develop survey.

Implementation Date: July 1, 2000

Target Date: July 1, 2001

Progress: A satisfaction survey has been developed for The Studio. It has been mailed to consumers, care providers, case managers and other customers. When the surveys are returned, a new goal will be established based on the results. **This objective has been met.** We will begin tracking a new objective in this category beginning January, 2002. Many people who responded to the satisfaction survey stated that they would like to see more of The Studio's work at local events and festivals. The new objective will be to participate in three local events and festivals per year.

### SATISFACTION FEEDBACK

Total number of surveys mailed: 60  
 Total number of surveys returned: 15

#### 1. Which of the following are you?

Consumer	4
Family Member of a Consumer	5
Care Provider	2
Case Manager	3
Other	1

#### 2. What do you like best about The Studio?

- The happiness my daughter finds in going there.
- Good projects. Positive social environment.
- The atmosphere for the consumers is excellent. There is no pressure to only do things a certain way like in most other programs.
- Opportunity for consumers to express creativity.
- I like it all.
- Program Director's attitude and professionalism, and that it's a fantastic program for our clients.
- Opportunities for consumers to earn money through their artistic talents.

- It's three days a week!

**3. What do you like least about The Studio?**

- Nothing.
- Sometimes too loud and too busy.
- Not enough spaces available.
- Not enough scarves to fill RCRC's waiting room.
- It's only three days a week. Is Wednesday a possibility?

**4. Do you feel that the staff is helpful and supportive?**

Yes 14  
 No 0  
 Don't Know 1

**5. Do you feel that there are enough choices in art projects?**

Yes 11  
 No 0  
 Sometimes 1  
 Don't know 3

**6. Do you feel there are enough opportunities to have artwork from The Studio shown to the general public?**

Yes 7  
 No 6  
 Don't Know/No Answer 2

**7. Overall, how would you rate your experience with The Studio? (1-10, 1 being unsatisfactory and 10 being outstanding.)**

Score of 7 1  
 Score of 8 2  
 Score of 9 3  
 Score of 10 9

**Additional Comments:**

- The Studio is an excellent addition to HCAR's programs, and it would be nice if more consumers could attend.
- More public space showing at coffee shops, etc. would be great.
- I'd like to see The Studio be part of Arts Alive in Eureka or show at nearby shops.
- The staff is very open and welcoming to visitors and very encouraging to consumers.
- It would be nice to see The Studio have more booths at things like the Fieldbrook Art and Wine Festival, Northcountry Fair, etc.

**PROGRAM DEMOGRAPHICS**

**Total number of consumers in The Studio program: 30**

**Total number of consumers referred during this year: 16**

**Total number of consumers exited during this year: 4**

**Total number of consumers on the waiting list: 9**

<b>GENDER</b>	<b>ETHNICITY</b>	<b>PRIMARY DIAGNOSIS</b>	<b>AGE GROUP</b>
21 Females	27 Caucasian	26 Developmental Disability	28 18-54
9 Males	1 Asian	2 Mental Illness	2 55+
	1 Hispanic	2 Cerebral Palsy	
	1 African American		

# RESPIRE CARE SERVICES AREAS OF IMPROVEMENT

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## EFFICIENCY

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- Objective 1:** *The respite worker job performance evaluation process will be done on a regular annual basis using two new combined forms.*
- Measure:** Progress on this objective will be measured by determining the amount of workers who are active and due for their yearly evaluation. Success will be measured by the number completed each anniversary month. (Completion of 50% of evaluations due in each month will be deemed satisfactory progress.) Objective will be successfully completed when 100% of worker evaluations are completed during the annual anniversary month.
- Plan:** The new evaluation form is a combination of the current employee performance evaluation form and the administration evaluation form. Since respite workers are classified as part-time/on-call employees, the previous evaluation process has been inconsistent and not regularly scheduled. This new evaluation process began on January 1, 1998. Each respite worker will be evaluated on his/her anniversary date. A monthly tickler file has been initiated to ensure evaluations are completed in a timely manner.
- Status:** Starting in March 2001, with a stronger emphasis on timely completion of worker evaluations, a tickler system was initiated. The system consists of a computerized list of monthly worker performance evaluations due and a bulletin board listing of these workers to be checked off on completion. Beginning in March 2001, this revised system also includes information regarding due dates on CPR and first aid certification, along with auto insurance, to ensure workers are current. The success rate to date is at 90%.
- Objective 2:** *To increase the number of family responders to the annual satisfaction survey.*
- Measure:** Progress will be measured when the 2000 Satisfaction Surveys are returned next year. The percentage of families that return the 2000 survey will be compared to the 1999 percentage of responses received. An increase of 15% will be considered successful.
- Plan:** In order to attempt to increase the number of responders to the survey, the 2000 Satisfaction Survey will be modified from a double-sided to a single-sided form, and mailed earlier in the year, in mid-February.
- Status:** The 2000/2001 Satisfaction Survey results were positive with 49 returns this year versus 34 last year (a 44% increase in responses). However the new objective planned for the 4<sup>th</sup> Quarter following the Annual Spring 2001 Workshop was not initiated due to unavailability of staff time. Staff focus during that quarter was largely on worker recruitment as worker numbers were down and there was an increase of consumers.

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## EFFECTIVENESS

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- Objective 3:** *Increase the amount of resources and training for Interpreter Workers.*
- Measure:** This objective will be measured by creating a new training manual and modifying the New Hire packet, then interviewing Interpreters regarding the effectiveness of the resources and training topics provided.

**Plan:** To create additional resources for Interpreters, including a Responsibility Manual, and New Hire Packet, as well as providing Trainings which will cover communication issues among Workers and Consumers.

**Status:** The status of Objective 3 remains the same as reported in the July 2001 Quarterly Report. This objective is complete. Information from telephone and personal interviews indicate that interpreters are satisfied with the resources available. (This was current through Q2.) New interpreters are currently being recruited and interviewed. They will be interviewed during the 1<sup>st</sup> Quarter regarding any perceived need for new training resources.

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### CUSTOMER SATISFACTION

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**Objective 4:** *To determine the level of interest in the establishment of a Support Group for parent/care providers of adult children receiving services from HCAR's Respite program.*

**Measure:** This objective will be measured by tabulating the results from the survey, which will be mailed out and followed up with telephone calls. Success will be attained when one-fourth of total group (care providers of adult/adolescent child) exhibit interest in attending Support Group meetings.

**Plan:** The purpose of the group would be to provide an exchange of information, community resources, social opportunities, and other peer support activities, as needed by group members.

**Status:** The status of Objective 4 remains the same as reported in the July 2001 Quarterly Report. Collection of feedback and one survey has been completed. One-fourth of the care givers called indicated interest for a group. This objective has been met. See below for new objective.

**Objective 4 a:** *To evaluate feasibility of initiating a Support Group for Parents/Care givers of Adult Respite Consumers.*

**Measure:** This objective will be measured by:

1. Response to a telephone survey of all parents/care givers of HCAR's adult respite consumers.
2. Completion of an estimated analysis for: group meeting room once a month for 12 months. (To include meeting room fee, food/refreshments, mailing costs) and fees for speakers and/or facilitator.

**Plan:** To complete phone survey and cost analysis. (Survey indicated an interest in having a joint Family/Worker support group. An initial meeting will be held in September 2001.) Success of this objective will be attained when a survey and cost analysis are completed.

**Status:** This objective is complete. Survey and cost analysis are done. Monthly meetings initiated in November 2000 are continuing. Attendance has been low but steady.

The objective is modified to be a joint Family/Worker support group meeting monthly. (This is due to be implemented in the 1<sup>st</sup> Quarter of 2001-02.)

No change in attendance has been seen during the first quarter. We will continue to evaluate this objective during the second quarter. If there is no increase in attendance, the support group will be discontinued.

**Objective 5:** *To increase the satisfaction of the participants in the HCAR Respite Services Program.*

**Measure:** Increased satisfaction will be measured by the number of positive responses in the telephone survey conducted in the first quarter of 2001/2002. The first telephone survey (to establish a baseline) will be completed during the month following the Spring Workshop in the 4<sup>th</sup> quarter 2001.

**Plan:** To initiate a quarterly telephone survey of at least one-third of consumers, families, and RCRC Service Coordinators actively participating in HCAR's Respite Program. The intent will be to obtain information and suggestions to strengthen the program by interviewing participants. A standardized questionnaire will be used. (See attached survey copy.) Success of this objective will be obtained when one-third of those surveyed have given their input regarding positive changes needed for progress or satisfaction with the program as it now exists.

**Status:** This objective has been continued. Data collection using the already created form will begin in January 2002. Estimated complete date is March 2002.

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### Individual Progress

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**Objective 6:** *To develop a tracking system to evaluate individual consumer progress.*

**Measure:** This objective will be measured by the establishment of a tracking system.

**Plan:** To combine and tabulate the data from worker case notes, Behavior Consultant, Regional case managers, primary care givers and other sources, as appropriate, to create a tracking system. To use the tracking system to track and evaluate individual progress of those consumers with a stated outcome in their Respite Plan. Success of this objective will be attained when the tracking system is established.

**Status:** This objective has been completed. See the attached tracking system form.

**Summary/**

**Recommendation:**

This has been a challenging year. The Respite Program has increased in numbers of consumers but decreased in numbers of workers. A large percent of current workers are Exclusive Hires (EH) and they are either unwilling or unavailable to work with more than one consumer. Adequate funding to attract and retain professional quality workers for the program continues to be a serious concern in today's competitive market. We are aware of this problem and have added new worker supports this year: (1) the Monthly Support Group Meeting which now includes family members and workers; and (2) the First Annual Recognition Dinner Dance for Respite and Support Program workers. This will be on November 17, 2001. Other continuing support systems are the Quarterly Worker Trainings and New Hire Orientations. It is the belief of your Respite staff that HCAR's leadership can be justifiably proud of the amount and caliber of the training offered to workers in this program. We look forward to the new year and the opportunity to strengthen and enlarge the Respite Rainbow Services Program as we enter the 2001-2002 service year.

**PROGRAM DEMOGRAPHICS**

! **Respite** - Total Consumers throughout year: 136

<u>Gender</u>	<u>Age</u>	<u>Ethnicity</u>
59 - Females	66 (0 - 18 yrs.)	109 - Caucasian
77 - Males	67 (19 - 54 yrs.)	2 - African American
	3 (55 yrs. +)	5 - Asian American
		11 - Hispanic
		5 - Native American
		4 - Unavailable

**Diagnosis \***

58 - Developmental Disability	1 - Muscular Distrophy	2 - Spastic Quadriplegic
2 - Traumatic Brain Injury	15 - Cerebral Palsy	2 - Dwarfism
1 - Neurological	1 - Tay Sachs	3 - High Risk Infant
2 - Prader Willi Syndrome	7 - Autism	1 - Gross Motor Delays
1 - Hypotonia	1 - Epilepsy	1 - Rhett's Syndrome
24 - Down's Syndrome	1 - Tuberos Sclerosis	10 - Seizure Disorders
1 - Congenital Developmental Disability	2 - Attention Deficit Disorder	

\* If a consumer had a specific diagnosis (other than just a developmental disability), then only that specific diagnosis was included in the demographics. If a consumer had no specific diagnosis, then the diagnosis was included as a developmental disability.

! **Behavior Respite\*\*** - Total Consumers throughout year: 9

<u>Gender</u>	<u>Age</u>	<u>Ethnicity</u>	<u>Diagnosis</u>
4 - Males	9 (0 - 18 yrs.)	8 - Caucasian	2 - Developmental Disability
5 - Females		1 - Native American	4 - Autism
			1 - Spastic Quadriplegic
			1 - Down's Syndrome
			1 - Aspberger's

\*\* Four Behavior Respite consumers were also included in the respite demographics, since they received both behavioral and standard respite care during the year.

! **Interpreter** - Total Consumers throughout year: 22

<u>Gender</u>	<u>Age</u>	<u>Language</u>	<u>Diagnosis</u>
7 - Females	20 (0 - 18 yrs.)	18 - Spanish	22 - Unavailable
15 - Males	2 (19 - 54 yrs.)	3 - Asian	
	0 (55 yrs. +)	1 - Adaptive Sign Language	

**Advanced Transportation System**

Outcome Measures

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**Efficiency**

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Goal # 1: *Transportation will attempt to bring in outside contracts.*

Baseline: In 1998 Transportation brought in \$6,376.94.

Criteria: We will try to bring in at least \$ 6,500.00 from other sources.

Start Date: The implementation of this goal was December, 1999.

Target Date: We will track this for two years, until September 2001.

Status: To date we have brought in the following amounts from outside contracts. Since this goal was achieved, we will modify it so that the criteria is that we bring in at least \$7,000.00 for outside resources, and we will change the target date for September of 2002

Ferndale Rep. Theater	300.00
Dixieland Jazz Festival	5,500.00
Ferndale Rep. Theater	300.00
Ferndale Rep. Theater	300.00
Pacific Conv.	20.00
Pacific Conv.	10.00
Ferndale Rep Theater	300.00
Pacific Conv.	10.00
Ferndale Rep. Theater	300.00
Ferndale Rep. Theater	<u>300.00</u>
Total	7,340.00

Plan: We will continue to participate in community events such as the Jazz Festival, Christmas Trucker's Parade and the Rhododendron Parade, which generates positive publicity.

*Goal # 2 Based on the Transportation departmental review, we need to reduce the number of property damage accidents.*

Baseline: Transportation had one property damage accident in 2001.

Criteria: We will reduce our property damage accidents to zero per year.

Start Date: The implementation of this goal was December, 1999.

Target Date: We will track this for two years, until September 2001.

Status: We currently have had one accident that cost Transportation money. Since we did not achieve our goal, we will continue tracking this until September 2002.

Plan: We will adjust our driver training program to include more backing and defensive driving.

*Goal # 3 Based on monthly billing, we need to reduce the non billed "no-show" miles*

Baseline: In 1999 Transportation had 50.0 "no show" miles, and in 2000 we had 83.3 "no show" miles.

Criteria: The non-billed "no-show" miles need to have an average of 50 miles or less per month.

Start Date: The implementation of this goal was December, 1999

Target Date: We will track this for two years, until September 2002.

Status: As of the billing for the month of September, we had an average of 78.0 no-show miles per month. July of 2001 had zero no-show miles. The months of March, April, May, June, July and August all had less than 50 no-show miles. Since we did not achieve this goal we will continue tracking this goal until September 2002.

Plan: We will remind all of our Care-A-Van passengers that they need to call if they are not going to their appointment. We also will remind them that if there are three incidents of no calls to cancel their ride, then we will no longer schedule rides for them.

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### Effectiveness

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*Goal # 1 Transportation will complete its five-year plan as outlined in the HCAOG recommendation by 09/01. This quarter's goal is to obtain copies of other agency's five year plans.*

Baseline: The Humboldt County Association of Governments (HCAOG) has determined that Transportation needs a five-year plan. We received copies of several other agency's 5-year plans. We have read these plans and are now trying to make our five-year plan fit.

Criteria: The Transportation Department will work at completing its five-year plan

Start Date: The implementation of this goal was December, 1999.

Target Date: We will complete this task by September 2001.

Status: We are currently brainstorming ideas for goals.

Plan: This project is a large one. We are breaking it up into smaller steps. Our next step for this goal will be writing a rough draft of the five-year plan by March, 2002.

*Goal #2: Transportation will improve its public relations by participating in more community events.*

Baseline: Transportation receives approximately five calls a year for extra charter service.

Criteria: Transportation is striving for at least seven calls a year for extra charter service.

Start Date: The implementation of this goal was December, 1999.

Target Date: We will track this for two years, until September 2001.

Status: To date we have received six calls inquiring about chartering buses. We were unable to accommodate the call for two buses to Christmas/New Year party for Danco Builders. The second request was for shuttle service in Ferndale at Christmas. We were unable to accommodate this call due to a conflict with our regular routes. The third call was also from Ferndale regarding providing shuttle service during the filming of the movie The Majestic, which we also were unable to accommodate due to the time of day. Sunbridge Pacific chartered the wheelchair bus for outings to the Redwood Acres Fair, and two trips out to the Samoa Cookhouse. We were able to accommodate all of their requests. We will continue tracking this goal until September, 2002.

Plan: We will continue to participate in community events, such as the Christmas Trucker's Parade and the Rhododendron Parade which act as positive public relations.

**Satisfaction Feedback:**

To collect data on our passenger satisfaction, we placed postage paid survey cards in each of our buses. The survey starts with the question, "How would you rate your overall satisfaction with this service?" The passenger then could rate us from 1 to 5 with 1 being poor and 5 being excellent. The rest of the questions lets the rider choose the response of Always, Usually, or Never. The following are the rest of the questions asked in the survey:

1. Do you arrive at your appointment on time?
2. Are you picked up from your appointment on time?
3. Is your van clean and comfortable?
4. Is your vehicle operated safely ?
5. Are the staff courteous when you call to make appointments ?
6. Is your driver courteous and helpful?

The card then gives space for the rider to put in their comments or suggestions. The single survey received gave us an excellent rating with all questions answered always. There were no comments or suggestions.

### **Program Demographics and Statistics:**

New Consumers: 33  
On extended leave: 2  
Number of Consumers to HCAR Center: 83  
Number of Consumers to Redwoods United: 75  
Number of Consumers to Baybridge Work Services: 14  
Number of Consumer to The Studio: 20  
Number of Consumers to The Carole Sund Program: 7  
Number of Consumers to both HCAR Center and Redwoods United: 8  
Number of Consumers to both HCAR Center and Baybridge: 5  
Number of Consumers to both HCAR Center and The Studio: 6  
Number of Consumers to Other Programs/Work: 11  
Number of Consumers exited: 20  
Total M-F Route Passengers: 230  
Total Number of M-F Route Miles: 352870.00  
Total Number of Hours Driven for M-F Routes: 13,990.00  
Total Number of Program Miles: 22,190  
Total Number of Hours Driven for Programs: 4196.75  
Number of Care-A-Van riders exited: 28  
Number of New Care-A-Van Riders: 80  
Total Number of Care-A-Van Miles: 40,045  
Total Number of Care-A-Van Hours: 2718.25  
Total Number of Care-A-Van Passengers: 4,674  
Number of Care-A-Van riders to move off of waiting list (Easter Seals): 1  
Number of people currently on waiting list : 2  
Number of Disabled Passengers per day: 184  
Number of Passengers in Wheelchairs per day: 11  
Number of elderly passengers per day: 7  
Number of other types of passenger per day: 4

At this time ATS does not keep track of the ethnicity, gender, age, or diagnoses of our riders. The only waiting list we have at this time is for rides to Adult Day Health in Arcata.

### **Summary/Recommendations:**

We achieved our first efficiency goal of bringing in at least \$6,500.00 from outside contracts. For the upcoming year, this goal is going to be modified to bring in at least \$7,000.00 from outside contracts. The other goals outlined earlier were not met,

therefore we will continue to work on them during the next year. Since we only received one satisfaction survey this year, a new goal of getting an average of 10 satisfaction surveys per quarter will be added.

**Baseline:** In 2001 Transportation received one satisfaction survey.

**Criteria:** We need to get 10 satisfaction surveys per quarter.

**Start Date:** The implementation of this goal was October, 2001.

**Target Date:** We will track this for two years, until September 2003.

**Status:** As of the month of September, we had received one satisfaction survey.

**Plan:** Once every three months we will hand out the survey cards to all our Care-A-Van passengers. A random amount of survey cards will also be handed out to the care providers of our Regional Center riders.

AYCOCK AND EDGMON  
CERTIFIED PUBLIC ACCOUNTANTS  
*an accountancy corporation*

Philip R. Aycock, CPA  
philipaycock@hotmail.com  
Stacy R. Edgmon, CPA  
sedgmon@humboldt.com

INDEPENDENT AUDITORS' REPORT

To the Board Members of  
Humboldt Community Access and Resource Center

We have audited the accompanying statement of financial position of Humboldt Community Access and Resource Center (a nonprofit organization) as of June 30, 2001 and 2000, and the related statements of activities and cash flows for the years then ended. These financial statements are the responsibility of the management of Humboldt Community Access and Resource Center. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and the significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Humboldt Community Access and Resource Center as of June 30, 2001 and 2000, the changes in its net assets and its cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

In accordance with *Government Auditing Standards*, we have also issued our report dated August 31, 2001, on our consideration of Humboldt Community Access and Resource Center's internal control over financial reporting and our tests of its compliance with certain provisions of laws, regulations, contracts, and grants. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* and should be read in conjunction with this report in considering the results of our audit.

Our audits were performed for the purpose of forming an opinion on the basic financial statements of Humboldt Community Access and Resource Center taken as a whole. The accompanying supplementary information is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information has been subjected to the auditing procedures applied in the audits of the basic financial statements and, in our opinion, is fairly stated, in all material respects, in relation to the basic financial statements taken as a whole.

*Aycock & Edgmon*

Aycock and Edgmon  
Certified Public Accountants  
Eureka, California

August 31, 2001

STATEMENT OF FINANCIAL POSITION  
 June 30, 2001 and 2000

*Humboldt Community Access  
 and Resource Center*

<u>Assets</u>	<u>2001</u>	<u>2000</u>
<b>Current assets</b>		
Cash on hand	\$ 1,515	\$ 1,415
Operating accounts	36,853	14,173
Savings accounts	404,167	172,032
Cash-Temporarily restricted	29,393	26,159
Investments	127,207	127,312
Accounts receivable	390,463	348,695
Prepaid expenses	45,156	49,253
Employee advances	473	495
<b>Total current assets</b>	<b>\$ 1,035,294</b>	<b>\$ 739,399</b>
<b>Land, building, and equipment</b>		
Furniture and fixtures	\$ 8,617	\$ 7,981
Equipment and machinery	229,593	220,921
Household improvements	16,596	15,596
Vehicles	611,054	601,718
<b>Total fixed assets</b>	<b>\$ 865,860</b>	<b>\$ 846,216</b>
Less accumulated depreciation	(741,401)	(684,510)
<b>Total land, building, and equipment</b>	<b>\$ 124,459</b>	<b>\$ 161,706</b>
<b>Other assets</b>		
Cash-Restricted	\$ 7,873	\$ 7,600
Deposits	27,754	18,954
Intangible assets (net)	3,333	633
<b>Total other assets</b>	<b>\$ 38,960</b>	<b>\$ 27,187</b>
<b>Total Assets</b>	<b>\$ 1,202,713</b>	<b>\$ 928,292</b>

*Humboldt Community Access  
and Resource Center*

<u>Liabilities and Net Assets</u>	<u>2001</u>	<u>2000</u>
<b>Current liabilities</b>		
Accounts payable	\$ 32,690	\$ 21,596
Accrued salaries and wages and related taxes	104,619	90,255
Accrued workers' compensation	14,050	10,237
Accrued vacation	64,702	61,291
Current portion of long-term debt	6,582	10,471
Current portion of lease obligations	6,017	5,081
Other accrued expenses	16	1,697
<b>Total current liabilities</b>	<u>\$ 228,676</u>	<u>\$ 200,628</u>
<b>Long-term liabilities</b>		
Capital lease obligations	\$ 8,538	\$ 14,555
Long term debt	-	6,528
<b>Total long-term liabilities</b>	<u>\$ 8,538</u>	<u>\$ 21,084</u>
<b>Total liabilities</b>	<u>\$ 237,214</u>	<u>\$ 221,712</u>
<b>Net assets</b>		
Unrestricted	\$ 900,199	\$ 684,884
Temporarily restricted	25,000	20,000
Permanently restricted	31,300	51,696
<b>Total net assets</b>	<u>\$ 956,499</u>	<u>\$ 706,580</u>
<b>Total Liabilities and Net Assets</b>	<u>\$ 1,202,713</u>	<u>\$ 928,292</u>

STATEMENT OF ACTIVITIES  
For the Year Ended June 30, 2001

Humboldt Community Access  
and Resource Center

	Unrestricted	Temporarily Restricted	Permanently Restricted	Total
<b>Support and revenue:</b>				
<b>Support:</b>				
Contributions	\$ 20,980	\$ 25,000	\$ -	\$ 45,980
Funding agencies	3,626,147	-	-	3,626,147
Fees and grants from various agencies	16,350	-	-	16,350
<b>Total support</b>	<b>\$ 3,663,477</b>	<b>\$ 25,000</b>	<b>\$ -</b>	<b>\$ 3,688,477</b>
<b>Revenue:</b>				
Fund-raising	\$ 4,000	\$ -	\$ -	\$ 4,000
Project revenues	159,033	-	-	159,033
Membership dues	915	-	-	915
Rent income	3,540	-	-	3,540
Interest	17,154	-	273	17,427
Gain on sale of fixed assets	20	-	-	20
Miscellaneous income	12,710	-	-	12,710
<b>Total revenue</b>	<b>\$ 197,372</b>	<b>\$ -</b>	<b>\$ 273</b>	<b>\$ 197,645</b>
<b>Net assets released from restriction</b>	<b>\$ 20,000</b>	<b>\$ (20,000)</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Total support and revenue</b>	<b>\$ 3,880,849</b>	<b>\$ 5,000</b>	<b>\$ 273</b>	<b>\$ 3,886,122</b>
<b>Expenses:</b>				
<b>Program services:</b>				
Dances	\$ 5,102	\$ -	\$ -	\$ 5,102
Leisure Companion	36,749	-	-	36,749
HICAR Center	1,139,662	-	-	1,139,662
Baybridge Employment Services	514,848	-	-	514,848
The Studio	79,785	-	-	79,785
Support Services	1,268,846	-	-	1,268,846
Transportation	534,022	-	-	534,022
<b>Total program services</b>	<b>\$ 3,579,014</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,579,014</b>
<b>Support services:</b>				
Administration	\$ 22,794	\$ -	\$ -	\$ 22,794
Fund-raising	3,607	-	-	3,607
<b>Total support services</b>	<b>\$ 26,401</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 26,401</b>
<b>Total program and support services</b>	<b>\$ 3,605,416</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,605,416</b>
<b>Change in net assets</b>	<b>\$ 275,433</b>	<b>\$ 5,000</b>	<b>\$ 273</b>	<b>\$ 280,706</b>
<b>Other changes:</b>				
Depreciation on assets acquired by capital grant	\$ (2,091)	\$ -	\$ (20,669)	\$ (22,760)
Prior period adjustment	973	-	-	973
<b>Net assets, July 1, 2000</b>	<b>\$ 634,884</b>	<b>\$ 20,000</b>	<b>\$ 51,696</b>	<b>\$ 706,580</b>
<b>Net assets, June 30, 2001</b>	<b>\$ 909,399</b>	<b>\$ 25,000</b>	<b>\$ 31,300</b>	<b>\$ 965,499</b>

STATEMENT OF ACTIVITIES  
For the Year Ended June 30, 2000

Humboldt Community Access  
and Resource Center

	Unrestricted	Temporarily Restricted	Permanently Restricted	Total
<b>Support and revenue:</b>				
<b>Support:</b>				
Contributions	\$ 24,129	\$ 20,000	\$ -	\$ 44,129
Funding agencies	3,124,075	-	-	3,124,075
Fees and grants from various agencies	28,400	-	-	28,400
<b>Total support</b>	<b>\$ 3,176,604</b>	<b>\$ 20,000</b>	<b>\$ -</b>	<b>\$ 3,196,604</b>
<b>Revenue:</b>				
Fund-raising	\$ 5,239	\$ -	\$ -	\$ 5,239
Project revenues	179,813	-	-	179,813
Membership dues	730	-	-	730
Rent income	3,715	-	-	3,715
Interest	8,921	-	293	9,214
Gain on sale of fixed assets	1,250	-	-	1,250
Worker's compensation dividend	54,928	-	-	54,928
Miscellaneous income	7,352	-	-	7,352
<b>Total revenue</b>	<b>\$ 261,955</b>	<b>\$ -</b>	<b>\$ 293</b>	<b>\$ 262,248</b>
<b>Total support and revenue</b>	<b>\$ 3,438,560</b>	<b>\$ 20,000</b>	<b>\$ 293</b>	<b>\$ 3,458,853</b>
<b>Expenses:</b>				
<b>Program services:</b>				
Dances	\$ 5,034	\$ -	\$ -	\$ 5,034
Leisure Companion	33,080	-	-	33,080
HCAR Center	1,126,231	-	-	1,126,231
Baybridge Employment Services	606,432	-	-	606,432
The Studio	47,657	-	-	47,657
Computers for Students with Disabilities	9,157	-	-	9,157
Support Services	925,986	-	-	925,986
Transportation	517,119	-	-	517,119
<b>Total program services</b>	<b>\$ 3,280,726</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,280,726</b>
<b>Support services:</b>				
Administration	\$ 15,196	\$ -	\$ -	\$ 15,196
Fund-raising	5,016	-	-	5,016
<b>Total support services</b>	<b>\$ 20,212</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 20,212</b>
<b>Total program and support services</b>	<b>\$ 3,300,938</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,300,938</b>
<b>Change in net assets</b>	<b>\$ 137,622</b>	<b>\$ 20,000</b>	<b>\$ 293</b>	<b>\$ 157,915</b>
<b>Other changes:</b>				
Depreciation on assets acquired by capital grant	\$ (2,108)	\$ -	\$ (24,277)	\$ (26,385)
Prior period adjustment	-	-	(241)	(241)
<b>Net assets, July 1, 1999</b>	<b>\$ 496,370</b>	<b>\$ -</b>	<b>\$ 75,921</b>	<b>\$ 572,291</b>
<b>Net assets, June 30, 2000</b>	<b>\$ 634,884</b>	<b>\$ 20,000</b>	<b>\$ 51,699</b>	<b>\$ 706,583</b>

STATEMENT OF CASH FLOWS  
For the Year Ended June 30, 2001 and 2000

Humboldt Community Access  
and Resource Center

	June 30, 2001	June 30, 2000
<b>Cash flows from operating activities</b>		
Excess of revenues over (under) expenses	\$ 280,706	\$ 157,915
Adjustments to reconcile change in net assets to net cash provided by operating activities:		
Prior period adjustment	973	(241)
Depreciation	42,517	43,479
Amortization	1,300	1,267
Gain on sale of assets	(20)	(762)
Unrealized loss on investments	8,404	1,251
(Increase) decrease in:		
Receivables	(41,768)	(18,228)
Prepaid expenses	132	627
Deposits	(8,900)	(865)
Advances	20	(245)
Increase (decrease) in:		
Accounts payable	11,094	(122)
Accrued compensation and related liabilities	21,588	6,654
Accrued liabilities	(1,681)	771
<b>Net cash provided by operating activities</b>	<b>\$ 314,465</b>	<b>\$ 191,521</b>
<b>Investing activities</b>		
Proceeds from sale of fixed assets	20	1,250
Proceeds from sale of investments		27,195
Purchase of investments	(8,460)	(88,035)
Purchase of intangible assets	(4,000)	-
Purchase of property, plant, and equipment	(28,030)	(20,592)
<b>Net cash used by investing activities</b>	<b>\$ (40,470)</b>	<b>\$ (80,182)</b>
<b>Financing activities</b>		
Principal payments on short and long-term debt	(15,498)	(13,376)
<b>Increase (decrease) in cash</b>	<b>\$ 258,477</b>	<b>\$ 97,963</b>
<b>Cash at beginning of year</b>	<b>\$ 221,329</b>	<b>\$ 123,356</b>
<b>Cash at end of year</b>	<b>\$ 479,806</b>	<b>\$ 221,329</b>