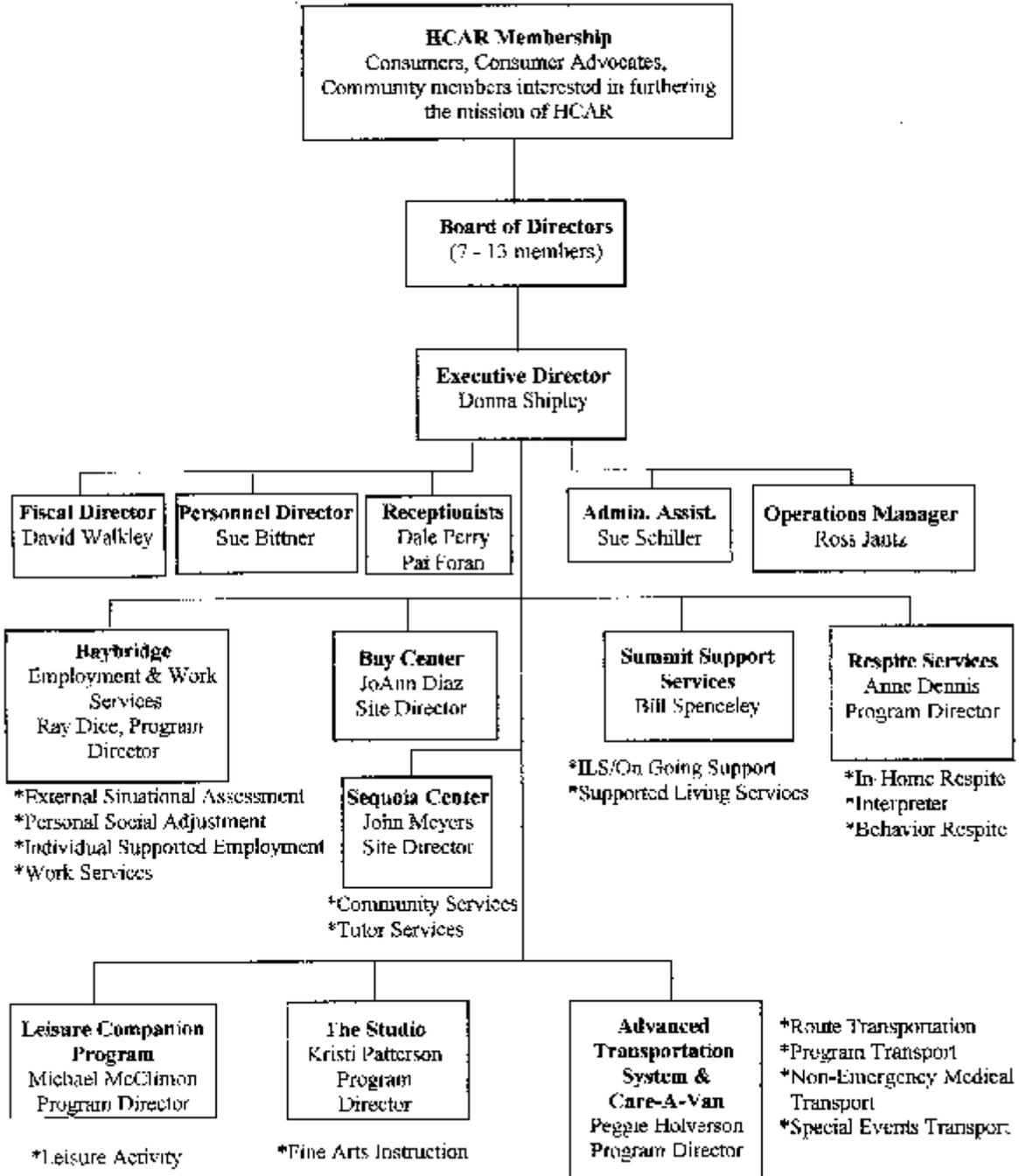


# **Humboldt Community Access & Resource Center**

2002 Annual  
Outcome  
Measurement  
Report

Humboldt Community Access & Resource Center  
ORGANIZATIONAL CHART



## **Executive Director's Message**

**Submitted by Donna Shipley**

During 2002, HCAR's Board of Directors and staff report the following progress toward the achievement of our long-range strategic goals . . .

**Steps taken to improvement of our operating capital** -- The Board President and Executive Director have joined the board of the Humboldt Kinetic Association, a collaborative fund-raising venture that will eventually enhance the funding of the participating agencies.

Staff have formed an "Expert Grantsmanship Team" that reviews and critiques all agency grants, offering helpful suggestions for improvement that have proven successful thus far.

The State budget and several other pieces of legislation currently being proposed have the potential to destroy the state-wide system of community services for people with developmental disabilities. HCAR has maintained active membership in the California Rehabilitation Association, a statewide advocacy agency, and remains active in attempting to rally the support or opposition of our constituency regarding legislation that jeopardizes the health and safety of the people we serve.

**Meeting local, state and national expectations regarding consumer self-determination** --HCAR has successfully begun the decentralization of its day services. During the previous year, we opened two new day program sites in Eureka and have made progress on opening one in Arcata. This has allowed us the opportunity to provide services that are better tailored to meet the individual needs of each person we serve, while allowing our participants to learn to be a productive part of the community in which they live.

**Improvement of our relationships with major funding agencies** --HCAR has an exceptionally good relationship with its funding sources. Though we consider this goal to be met, we will continue to build on and protect these relationships that are so important to the successful delivery of our services.

**Provision of outcome data related to quality of service** --HCAR's various services participate in the agency's continuing quality assurance review. Each program has at least one objective in the following categories: efficiency, effectiveness, consumer satisfaction and individual progress. Quarterly reports are produced for review by the administration and the board of directors. A summary of the data collected through our outcome measurement system makes up the remainder of this report.

## 2002 Board of Directors

### Officers

Leonard McLaughlin, President

Sharon Peterson, Secretary

Sara Richards, Vice-President

Carole Farlan, Treasurer

### Members

Richard Hendry  
Ron Bricker

Dorian Lowry  
Nanette Harvey

Rod Edgmon



*“Art teaches nothing except the significance of  
life”  
~ Henry Miller*

Our mission:

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

## 2002 Members

Margaret Allen	Franzoni Family	William & Eurlene Shamblin
Amulet Mfg. Company	Phylis Geller	Donna Shipley
Anna Antonsen	C. Eleanor Henshaw	Glenn Sipma
Sharon Bauman-Roberts	Barbara M. Hotelling	Del Slone
Stephen & Ellie Beckman	James G. Ladwig	Felix & Elizabeth Smith
Sue Bittner	Barbara Leep	Bill Spenceley
Belva Bravo	Byrd Lochtie	Evelyn B. Sutton
Ron Bricker	Dorian Lowry	Nancy Taylor
Janet Brisker	James Maguire	Sonia Thomas
Brizard Company	Barbara A. Malloy	Laurene Thrope
Francis & Carole Carrington	Lawana Martin	Nina Thorwaldson
Victor Christiansen	Mabel McDaniel-Brown	Gen Tomroth
Jeanne Cissna	Leonard McLaughlin	Sharon Tucker
Tim & Tamara Clohessy	Joe Mello	Linda Turley
Michael Cunningham	Robert Neely	Sara M. Turner
Anne Dennis	Rita Olesen	Donald & Trudy Walker
Dan Diaz	Patricia Olsen	David Walkley
Diaz Family	Ray & Vi Painter	Joseph T. Walsh, M.D.
JoAnn Diaz	Michael Proulx	Nancy Walters
Willard & Gaylord Divine	Sara Richards	Shyanne Walters
Charles & Marilyn Dory	Merribeth Rush	Warren White Insurance
Rod Edgmon	Cheryl Sandberg	Grace Williams
Carole Farlan	Sonja Sassi	Andrew Wooden
Joy Flenniken	Susan Schiller	Lori Wooden

## **2002 Donors**

American Chimney Sweeps	Charles Lindgren
Amulet Manufacturing Company	Luretta Mattson
Arcata Kiwanis Club	Mollie Miles
Laurie Clark	Patterson/Connors Insurance
Laverne Costa	Pat Peterson
Florence Cunningham	Pierson's Building Center
Marge Custis	Pipevine
William Damato	Phyllis Rakestraw
Manuel Dutra	Mary Rassner
Steve Eckenrode	Relaxation Station
Eureka Firefighters Association	Aloha Sanford
Ferndale Repertory Theatre	Shafer's Ace Hardware
Bob Graham	Lucille Sisto
Frank Griffith Jr.	Deolinda Sousa
Ethel Hopkins	Sunbridge Health Care
Walter Hubensack	Don and Sue Tonini
Humboldt County Deputy Sheriff's Org.	Tour of the Unknown Coast
J & W Liquors	Ocie Wainwright
Katie's Krafters	Jane Lee White
Teresa Kimari	Rebecca Whitlow
Albert Knapp	Grace Williams
Kurt Kramer	Arthur and Jean Withey

***Thank you to all our supporters!***

## **BAY CENTER**

**Submitted by JoAnn Diaz, Site Director**

### **PROGRAM HIGHLIGHTS/ACHIEVEMENTS**

- March 2002**            March 4<sup>th</sup> was the first day that the Bay Center was open. The move went extremely well. The consumers were happy with their new site.
- April 2002**            We had our first fire drill and it went extremely well; everybody exited the building in under four minutes.
- May 2002**            On 5/15 the consumers went out to Blue Lake for a Dell'Arte performance. Bay Center staff helped raise money for HCAR at the Tour of the Unknown Coast.
- June 2002**            We had our first outing at Camp Bauer; Sequoia Center and the Studio joined us. The consumers also attended the Redwood Acres Fair. On 6/25, we received a note from the city that the water was to be turned off. I want to commend all the staff, because we were able to provide a program without walls that day. Program Director started developing mini-sessions; Diana Dearing and Program Director went to the Regional Center to take pictures of all the Service Coordinators for a self-advocacy mini-training session.
- July 2002**            On 7/19, we had our barbecue at Camp Bauer, which included the Bay Center, Baybridge, Studio, and Sequoia Center. There were some folks from the Regional Center, and Donna Shipley also joined us. On 7/10, the Human Rights Committee got together to approve changes to the Consumers' Handbook.
- August 2002**        On 8/23, we had our last outing at Camp Bauer; the Studio and Sequoia Center joined us. We also entered some artwork in the Humboldt County Fair, and received some first place ribbons.
- September 2002**    HCAR had its Membership Open House at the Bay Center. The consumers put out their first Bay Center Newsletter.

## **SEQUOIA CENTER**

**Submitted by John Meyers, Site Director**

### **PROGRAM HIGHLIGHTS/ACHIEVEMENTS**

- April 2002**                    Open for business! Jim Maguire named as Sequoia Center Employee of the Month
- May 2002**                    Michele Allen named as Employee of the Month, several staff volunteered to help raise money for HCAR at the Tour of the Unknown Coast and the Kinetic Sculpture Race, consumers attended a show at the Dell Arte theater in Blue Lake
- June 2002**                    Carla Mann named as Employee of the Month, Robert S. received a safety award, consumers attended the Redwood Acres Fair in Eureka, and enjoyed a picnic at Camp Bauer
- July 2002**                    Lillian Davis named as Employee of the Month, John Meyers attended Professional Assault Response Instructors Training in Sacramento, Shantel Fawcett attended a Functional Communication Training at RCRC, consumers enjoyed a bar-b-que at Camp Bauer
- August 2002**                    Shantel Fawcett named as Employee of the Month, Jesse McDonell joined the staff of Sequoia Center, consumers attended the Humboldt County Fair in Ferndale, and enjoyed the last picnic at Camp Bauer for this year, Willie B. and Robert S. received safety awards
- September 2002**                    Ed Schneider named as Employee of the Month, Ty Cox joined staff, Sequoia Center Open House was held

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## **BAYBRIDGE WORK AND EMPLOYMENT SERVICES**

**Submitted by Ray Dice, Program Director**

### **PROGRAM HIGHLIGHTS/ACHIEVEMENTS**

#### **First Quarter**

1. Job developer selected - In January, we selected a new job developer to replace Wayne Wood. Her name is Andrea Georgeson. She grew up and attended school in the Eureka area. Her previous experience was in media sales. She is very knowledgeable about local businesses.

### Second Quarter

1. Monthly income is down 20%
2. Job retention is up 10%.
3. Worker hours are down for the quarter by 20%.

### Third Quarter

1. Baybridge Balloon Expressions starts business - Baybridge is offering real bargains on balloon bouquets. We have a large selection of special occasion mylar and colorful latex balloons. The hours of operation are weekdays 8:30 AM to 4:00 PM. Deliveries within the Eureka area are also available.
2. Average monthly income is up 12%.
3. Worker hours are up for the quarter by 18%.
4. Job retention is down 9%.

### Fourth Quarter

1. Average monthly income is down 11%.
2. Workers hours are up for the quarter by 12%.
3. Job retention is down 2%.
4. BWS attendance up by 5% to 96%.

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## THE STUDIO

Submitted by Kristi Patterson,  
Program Director

### PROGRAM

#### HIGHLIGHTS/ACHIEVEMENTS

#### WINTER

The Studio had a booth at the Fieldbrook Art and Wine Festival. We sold scarves and pillows and made over \$400.00. Our “seconds basket,” where technically challenged scarves and pillow covers were sold for \$5.00 each, was extremely popular.

We had a show titled “Self Portraits and Alter Egos,” which was held at The Studio Gallery. The reception for the artists was during Arts Alive



*“Art washes away from the soul the dust of everyday life  
~Pablo Picasso*

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on November 3, and it was a huge success. Six paintings and many scarves and pillows were sold. Everyone had a great time dancing to the live band and celebrating the amazing artwork.

We had a booth at The Ink People Holiday Arts Fair and made over \$300.00. We have participated in this fair, which features the works of many local artists and helps to support The Ink People, for three years.

### **SPRING**

Two of our artists, Cheri Blackerby and Alan Bravo, displayed their recent works in a show titled "Party People" at The Studio Gallery. The reception for the artists was held at Arts Alive, and many people from the general public attended. Blackerby and Bravo both sold several paintings.

The Program Director attended the Community Imperative Conference in Oakland, CA.

Mosaic work has become very popular at The Studio and several people have begun to create items such as light switch plates and picture frames which we hope to market in the future.



***"There is no 'must' in art because art is free."***  
***~Wassily Kandinski***

### **SUMMER**



***"Attic Kids"*** by Debbie Zeno

A solo show of artwork by Pablo Rahner was on display at Kalos Salon in Arcata. Pablo's work is very popular, and he sold many pieces at this show.

The Program Director gave a presentation to the Humboldt County Office of Education as part of a panel about "alternative" day programs.

We added Wednesday to our schedule of program days, which makes The Studio now open four days a week.

The Program Director and several artists had a great time at the annual People First conference in Sacramento.

We took many sketching trips to the waterfront and all around old town.

Debbie Zeno displayed her recent works at “The Rocking Horse” in Arcata. Her opening reception was part of Arts Arcata, and she sold several paintings.

We had a wonderful time at the picnics with everyone from Bay and Sequoia Centers at Camp Bauer.



“September 11<sup>th</sup>” by Rachelle Aubrey

“The Ways” at Ellis Art in Eureka.

Twelve artists from The Studio entered the poster contest sponsored by the California State Council on Developmental Disabilities to celebrate and promote employment of individuals with developmental disabilities. Their entries were on display in a show titled “Hire Value,” and the opening reception was at Arts Alive on July 6.

We added an additional room to our current studio space.

The new room is 600 square feet and will be home to the kiln and all other three-dimensional projects.

Debbie Zeno won an honorable mention in the State Council poster contest. Her award was \$100.00, and her entry is being made into a poster.

### AUTUMN

Four women, Lisa Alexander, Rachelle Aubrey, Iris Smith, and Linda Turley, displayed their works at Ramone’s on Harrison Avenue in September. It was a very colorful and vibrant show and was well received by the community.

Dale Howard displayed his recent paintings and Mark Williams displayed his sculptures in a show called



“Flying Eye” by Dale Howard

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## LEISURE COMPANION PROGRAM

Submitted by Michael McClimon, Program Director

### PROGRAM HIGHLIGHTS/ACHIEVEMENTS

#### Consumers

In January of 2002, there were 67 consumers referred to the Leisure Companion Program. Over the course of the year, the number of referrals has remained the same. Of these 66 consumers 12 are now

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matched with a community volunteer. I make contact with nearly all our referrals by phone calls, home visits and conversations at our group activities and HCAR dances. I regularly eat lunch with the consumers at Baybridge Employment and Work Services and have become very acquainted with many of the program consumers who work there.

### **Volunteers**

In January 2002, there were 6 volunteers matched as Leisure Companions. On January 31<sup>st</sup> I made contact with 9 interested HSU students at the HSU Volunteer Fair. Upon receiving more information about the program, many of these students discovered that the program was not what they had expected. Some were looking for paid positions and several others felt that they just couldn't make this kind of commitment at this time. Only one of these nine contacts made it through the intake process and was successfully matched. Nineteen more interested community members phoned in during the rest of the year. Five of them were matched. Currently there are 12 active matches in the Leisure Companion Program.

Jennifer Feeney, our HSU Social Work intern, completed her internship in May. Jenny contributed much to the LCP. She helped out with many program details, facilitated many home visits, wrote a grant for the program (unfortunately it was not funded) and even made a trip to the Do-It Leisure Program in Chico. She brought back lots of information about the kinds of leisure activities that are offered in Chico and how these activities are organized and funded. Jenny was particularly impressed with the Drama Extraordinaire program and was lucky enough to see a performance. Drama Extraordinaire presents plays which center around disability issues. This year the group performed at the My Life, My Choice Conference, at the Redding People First Conference, and completed two school tours in the Chico area. Jenny has been very much missed since she left the area in May.

Good, dependable volunteers are the heart of this program and I try to support and encourage all those who have become leisure companions. I regularly phone and e-mail our volunteers to find out how their match is going. I send thank you cards to those who have helped with group activities and also send birthday cards.

We held four volunteer recognition breakfasts this year in order to thank our LCP volunteers. The volunteers and their spouses were invited to the Waterfront Café on February 2<sup>nd</sup>. Twelve of us had a nice breakfast, exchanged stories about our Leisure Companion outings, and discussed some dos and don'ts concerning Leisure Companion friends. On May 4<sup>th</sup>, 9 of us met at the Samoa Cookhouse. We shared stories about our Leisure Companions and talked about what to do if someone is injured or if we are in an accident while on an outing. Six of us met at the Waterfront Café on Saturday morning, July 6<sup>th</sup> and on September 7<sup>th</sup> eleven of us met at the Chapala Café in Old Town Eureka. These recognition breakfasts have been a wonderful chance for our volunteers to meet each other. These informal exchanges of stories and ideas has served to help build a support network and to clarify responsibilities.

### **Publicity & Networking**

Local TV and radio stations and newspapers have been very helpful in getting our public service announcements out to the public. In fact, this year nearly every local radio station let us come by their studio to record our PSA "in our own voices." Franklin Stover, a friend of the LCP, gave us permission to use one of his original ragtime compositions as background music for our PSA. With the hard work of

many consumers and volunteers and with the cooperation of the local radio stations, our public service announcements took on a very professional sound. Many of those inquiring about becoming a Leisure Companion reported that they had heard about the program on the radio. I also did a live interview on KHSU radio in April.

In April and September the McKinleyville Press published articles about Leisure Companion matches. We purchased two inch by three inch ads to run at the beginning of the spring and fall semesters in the HSU Lumberjack newspaper. Each of these ads included a photo of an HSU Leisure Companion, a quote from the volunteer about the program, and the name of the volunteer.

The *Leisure Letter* was published in April, June, August, September, October and November this year. These issues help to announce LCP group activities, remind people about HCAR dances, spotlight Leisure Companion matches, advertise for volunteers, and generally link all interested participants in the Leisure Companion Program.

The Leisure Companion Program has been present at both volunteer fairs put on by Humboldt State University's Service Learning Center. At the January fair Jennifer Feeney and I were very successful with introducing the LCP to many HSU students. We also made contact with representatives from many other Humboldt agencies. At the September 12<sup>th</sup> fair, Christina Martinez, Danielle Yerman, and I represented the LCP.

I attended The Community Imperative Conference in Oakland on January 25<sup>th</sup> & 26<sup>th</sup>. At the conference I was able to hear many of the leading advocates for community living and inclusion. There were representatives from the ARC, California D.D.S., Alpha Resource Center of Santa Barbara, Cal-TASH, The Oaks Group, the Center on Human Policy, and the California Alliance for Inclusive Communities.

I regularly attend Volunteer Center of the Redwoods Volunteer Managers Forums. These meetings have given me a chance to meet and talk with many other volunteer coordinators from Humboldt and Del Norte counties. The forum offers discussion of relevant topics which have been very helpful to me in the LCP. Through my association with VCOR, I was asked to sit on a committee which was to pick a person to fill a VISTA position. This new VISTA position has been created to help insure that persons with disabilities will be included when volunteer projects are organized.

I represent HCAR at the monthly meeting of the Humboldt Community NETWORK. The NET is group of school, community and government organizations which provide services to needy Humboldt and Del Norte county families.

In May, Jennifer Feeney, Donna Shipley, and I attended a reception put on by the HSU Social Work Department. I received a certificate of appreciation for being an agency field instructor. It was a wonderful chance to make contact with the HSU Department of Social Work faculty and many other Humboldt county social work professionals.

In December, I attended a project GOSERV workshop. This workshop was presented in partnership with the California State Department of Rehabilitation, the California State Independent Living Council, the California Governor's Committee on the Employment of Persons with Disabilities, and the Corporation for National Community Service.

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In addition to all of the above, I represent HCAR each month at the Eureka Chamber of Commerce mixer. The mixer has been a great way for me to get to know many Eureka business leaders and to let many people know that HCAR is working hard to support our community of adults with disabilities.

### **Satisfaction Survey**

The Leisure Companion Program satisfaction survey was mailed out as part of the November newsletter. There was a total of 120 surveys mailed out to all of the participants of HCAR's Leisure Companion Program. Unfortunately, we only had 5 surveys returned.

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

### **Group Activities**

Including the five HCAR dances, the Leisure Companion Program had 9 group activities this year. The first activity was in conjunction with Straight Up AmeriCorps. We matched six LCP consumers with AmeriCorps workers for a one day event which took place on April 20<sup>th</sup>. This was the second year for several of our consumers to participate. The event was on Earth Day and we participated in the peninsula cleanup.

On April 27<sup>th</sup> we chartered the Madaket to cruise Humboldt Bay. The cruise was narrated by Captain Joshua Smith. We had 16 consumers, 5 volunteers, 3 AmeriCorps workers, and 3 family members on the cruise.

On the week end of May 24<sup>th</sup>, 25<sup>th</sup>, and 26<sup>th</sup>, one consumer and I volunteered to help with the World Championship Kinetic Sculpture Race. We directed traffic "for the glory" at the College of the Redwoods parking lot. We saw all of the racers and wore our "Kinetic Volunteer 2002" baseball hats proudly.

On Saturday, June 15<sup>th</sup>, 10 Leisure Companion participants toured the historic Fort Humboldt. We began in the hospital building which is now a museum. We had a guide who pointed out many details and gave us lots of background information on the history of the fort. We then visited the Surgeon's Quarters, which is not usually open to the public. We were greeted by another guide who was dressed in a typical costume of the day. After we visited the two buildings, I gave a demonstration of military bugle calls. Next we visited the logging museum and rode on a railroad car pulled by the 1892 Dolbeer steam locomotive. We finished the day with cookies and milk provided by my wife, Ruth.

On September 22, the Annual LCP Picnic and Barbeque was held at Cooper Gulch city park in Eureka. The picnic was well attended again this year with 16 consumers, 8 volunteers, 5 family members and 5 friends and care givers. There was croquet, golf, a checkers tournament, and lots of food.

Besides all of the above mentioned activities, the LCP receives complementary tickets to many programs throughout the year. This year LCP participants have attended several Sheriff's Posse concerts, many Ferndale Repertory Theater productions, and some Center Arts performances.

In 2003, I am proposing that we volunteer on Peninsula clean-up day, walk the Hammond trail, sail on the Madaket, volunteer on Kinetic Sculpture weekend, and have another picnic.

**Conclusion**

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

## **RESPIRE SERVICES PROGRAM**

**Submitted by Anne J. Dennis, Respite Services Director**

### **PROGRAM HIGHLIGHTS/ACHIEVEMENTS**

- October, 2001.** The Respite Director and assistant prepared the Respite Annual Report. One long-time respite consumer died. The Respite Director attended the HCAR picnic on October 7. Two home visits were completed. Final walk-through and preparations for the first Annual Respite/Support Worker Recognition Dinner/Dance at River Lodge in Fortuna were done the last two weeks of the month.
- November, 2001.** The first Annual Respite/Support Worker Recognition Dinner/Dance was held at River Lodge in Fortuna on November 17. Four new prospective workers were interviewed. Three consumer home visits were completed. Booking of speakers for the Respite Spring Workshop was initiated.
- December, 2001.** Consumer office files were updated. Two prospective workers were interviewed. One home visit was completed. Carole Hendricks transferred to OGS and Terri Andrews was hired on December 17 as the new Respite Job Share Assistant. New hire training was conducted at the Adorni Center on December 13.
- January, 2002.** Selection of Spring workshop presenters continued. The Parent/Worker Support Group was facilitated on January 17. Five new workers were interviewed. Three home visits were completed. Permission to go forward with the 2<sup>nd</sup> Annual Staff Recognition Dinner/Dance was given by the HCAR board of directors. The 2<sup>nd</sup> Quarter Progress and Utilization Report was completed and submitted on January 31.
- February, 2002.** Preparations for the Spring 2002 workshop continued. The Respite Director attended a CIRCL Support Workshop at Red Lion. Four home visits were completed. One new worker was hired. The Respite Quarterly Newsletter was mailed.
- March, 2002.** The Annual Satisfaction Survey was mailed mid-March. Three new workers were interviewed. Three home visits were completed. Planning and organizing for the Spring 2001 Workshop continued through March. New hire training for respite workers was held at the Adorni Center on March 8. Confirmation letters to Spring workshop presenters were prepared and mailed.
- April, 2002.** The Spring Training workshop was held in Eureka over the four days of April 22, 24, 26, and 27. The Respite Director attended the Scott Shepard Behavior

Workshop in Eureka on April 18 and the Regional Center's New SIR Regulations Workshop the last week of April. Two new worker interviews were completed. One home visit was conducted. The Respite Director attended a behavior workshop in Redding on April 30. The 3<sup>rd</sup> Quarter Progress and Utilization Report was submitted on April 30.

**May, 2002.**

The 2002 April Spring Workshop evaluations were reviewed and found to be very favorable. Three home visits were completed. The Respite Director attended a 1-day Making Headway Workshop on Traumatic Brain Injury at the Warfinger Building in Eureka. On May 12-15 the Respite Director attended an Autism workshop in Redding. New hire training was conducted at the Adorni Center on May 9. The quarterly newsletter was completed.

**June, 2002.**

A special Del Norte Interpreter Information and Training packet was prepared. Three consumer home visits were conducted. Three Respite worker interviews were completed. The Respite Director conducted a special New Hire Inservice at the Redway School to provide information on our program for potential new workers to fulfill RCRC requests for more workers in that area. The Respite Director attended a special City of Arcata meeting regarding the Arcata Center site (Horizon Resources). Work on the Fiscal Year Rollover was performed and new coupons were mailed the last week of June.

**July, 2002.**

The Fiscal Year Rollover work was completed. The Respite Director attended a behavior training session at RCRC with Siri Ming, Behavior Analyst, on July 11. Three consumer home visits were completed. Five Respite worker interviews were completed. Behavior workers attended PART-R training at the Sequoia Center. The 4<sup>th</sup> Quarter Utilization Report was completed and delivered to RCRC the end of the month.

**August, 2002.**

The Quarterly Progress Report was submitted on August 2. The Respite Director and office assistants attended a new SIR reporting requirements presentation at HCAR given by Pam Schneider and Kathleen Kasmire, RCRC Consumer Services Managers, on August 7. The Respite Director attended the Special Expenditure Planning Meeting at RCRC on August 22. Three consumer home visits were completed. Two Respite worker interviews were completed.

**September, 2002.**

The quarterly newsletter was mailed. Invitations for the dinner dance, which was extended to all HCAR employees, were prepared. New hire training was conducted at the Adorni Center on September 12. The Respite Director attended the Annual HCAR Membership Meeting on September 19 at Bay and Sequoia Centers. The Respite Director attended a consumer evaluation meeting at RCRC.



## **SUMMIT SUPPORT SERVICES**

Submitted by **Bill Spenceley, Program Director**

### **PROGRAM HIGHLIGHTS/ACHIEVEMENTS**

#### *Staff Development*

The staff training and meetings may be summarized as follows:

- October -** 'Behavioral Analysis' presentation by support staff.  
**November -** 'Supported Life Conference' by Susanne Brown.  
**December -** 'Meaning of the Season,' consumer-staff meeting.
- January -** 'Proper Body Mechanics & Lifting & Transferring,' by Michelle Harrison, physical therapist from St. Joseph Home Health.
- February -** 'Humboldt Access Project, H.A.P.,' by Wayne Wood, independent living specialist.
- March -** 'No Martyrs Allowed,' by Kathleen Kasmire, supervisor, Redwood Coast Regional Center.
- April -** 'Path & Creative Facilitation,' by Michele Nickel & Sue Goodman, support staff.
- May -** 'Earthquake Safety & Disaster Planning,' consumer-staff meeting, by Bill Spenceley.
- June -** 'Slips, Trips, & Falls,' and 'Special Incident Reporting,' by Bill Spenceley.
- July -** no meeting scheduled, summer break.
- August -** 'Path Facilitated Training' by Michele Nickel, Claudia Brinton, & Sue Goodman.
- September -** 'Special Incident Reporting - SIR' training by Bill Spenceley.

\*Additional training was coordinated by the program director in September with the representative from the California Telephone Access Program, which sponsors facilitated communication telephone devices at no cost to consumers.

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

Kathy Roshan, Anneliese Waters, Peter Kennedy, Kenny Williams, Andreas Meza, Carole Hendricks, Stacy Souza, John Selden, Gillian McIntosh, and Peter Stewart. Numerous staff resigned over the year, but current staffing numbers at this time seem appropriate. In the up-coming quarter recruitment and hiring will be renewed. There are still two supported living arrangements which require the use of over a dozen staff to provide the needed care and assistance.

***Program Development***

Both the SLS (Supported Living Services) and OGS (OnGoing Support) programs saw growth over the past year. The new Summit Support Service purchase of service authorizations combined most of the old OnGoing Support consumers, creating a monthly contract of 12 hours plus additional hours as needed. However, there continues to be a fair number of monthly hours that are still paid for through OGS. Total monthly hours increased approximately 200 hours a month over the past year for all programs, with total numbers of referrals and consumers climbing significantly. The support services still have two very busy supported living arrangements, and these keep 10-15 support workers quite involved.



Average monthly hours for all services reached about 2500 by year's end, September 30, 2002.

A very pertinent memo was dispensed to all support workers regarding the limits and boundaries of their job role as a support worker. This was an effort to more clearly define the job role of the support worker as well as limit consumer dependence upon the support service. Some recent actions by some staff have made HCAR more aware of the potential for creating too much dependence by consumers upon the support service.

***Quality Assurance***

The program quality consumer satisfaction survey was sent out in late May, 2002. The final results and analysis follow at the end of this report. It can be reiterated that efforts continue to more clearly define the nature and extent of the support service. Our primary goal is to provide consumer-empowered choice while limiting over-dependence by the consumer on the service.

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**ADVANCED TRANSPORTATION SYSTEMS**

**Submitted by Peggie Holverson, Transportation Director**

**PROGRAM HIGHLIGHTS/ACHIEVEMENTS**

We just finished our third year of transporting senior citizens to the Ferndale Repertory Theater to see the last matinee of each play. In September we signed a contract for the fourth year. Once again as part of

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this contract, tickets for each of the shows were donated to the Leisure Companion program. The director of the Ferndale Repertory theater was pleased to see that all of the tickets from last season had been used.

In November, with grant funds from the McLean Foundation and the Humboldt Area foundation, we replaced our two-way radio system with a new trunking radio system. The new radio system allows us to communicate with all the buses, anywhere in our service area. The new radios also allow us to send pre-programmed messages to the buses, when the driver is not available to talk on the radio. This new system has made it possible for us to contact the buses in the southern part of our service area. In the past we had use cell phones, or wait until the bus reached an area where the old radio system would work.

Also in November, the new bus that we received from the Cal Trans 5310 grant program arrived. This is a small nine passenger bus. It has a new wheelchair tie down system that is much nicer than the ones in the other buses. This new vehicle replaces the small blue van that Baybridge had previously used.

In December, we applied for funds from the Rural Transit System Grant Program. We sent applications for two projects. The first project was matching funds for six buses through the Cal Trans 5310 program. Unfortunately, since the 5310 grant had not yet been awarded, this project was not eligible for the Rural Transit System grant. The second project was for updating the Transportation department computers, purchasing the computer software to upgrade the new radio system, and to replace the wheelchair tie down systems in all of our buses. In April we were notified that our grant had been awarded. In July the Transportation department purchased two new Dell computers, and the software that allowed us to send any short message that we want to any of our buses. The final part of the grant, the replacement of the wheelchair tie-down system has started. We will be replacing the tie downs and the track that the tie downs are secured to. The new tie-down system will be the same as the one in the new bus that we received in November.

For the first time, we decorated Van 19 and entered it in the annual Trucker's Christmas parade. With some help from the staff at HCAR Center, Van 19 was decorated with a Santa's sleigh theme. The front of the bus had a red ball with lights on it to represent Rudolph's nose. Christmas lights were used for the reigns and to represent the stars in the sky. Fun was had by all involved.

In March, we applied for the 2002 cycle of the Cal Trans 5310 grant program. This program funds 80% of the cost for new buses. The program is only available to groups that provide services to the elderly and people with disabilities. In September we were notified that we had been awarded the funding for the three new buses we requested.

In April, Van 19 along with vans 2,3,4,7,11 were used for the Twelfth Annual Coast Dixieland Jazz Festival. This was the eleventh year that we were asked to provide the Shuttle service. In October, we were contacted in regard to providing the Shuttle service for the 2003 festival.

In June we had request for the use of our buses for two unique events. The Humboldt Area foundation chartered three buses to provide shuttle service from the parking area to the open house they had at their new building.

The University of Wisconsin at Madison chartered three buses to transport participants in their Co-Op conference to the farewell dinner at the Fieldbrook winery.

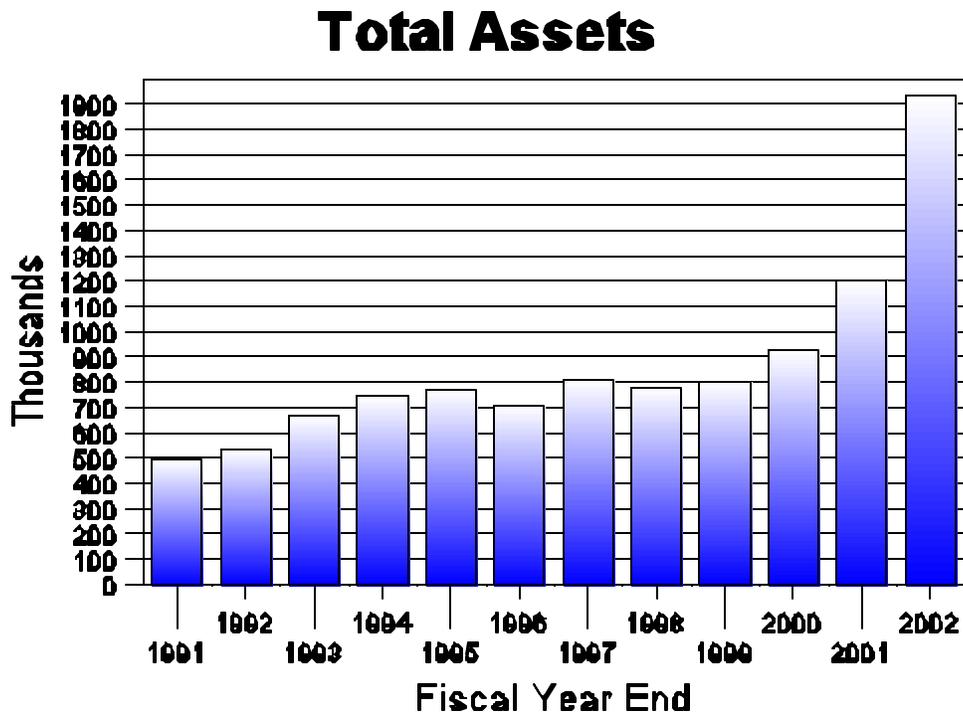
The only staffing change we have had in the past year is the retirement of Stan Susavilla. Stan is missed by both staff and consumers, and we wish him the best in his retirement.

## FINANCIAL SUMMARY

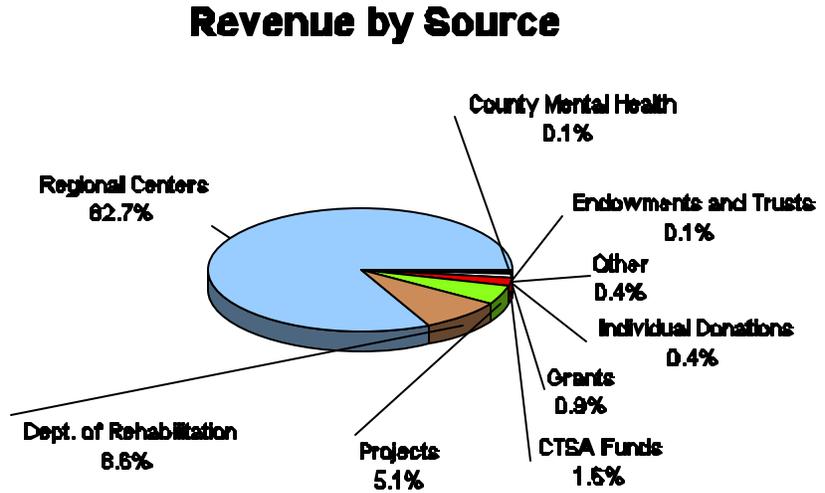
Submitted by David Walkley, Fiscal Director

The financial statements of the Humboldt Community Access and Resource Center for the fiscal year ended June 30, 2002, have been audited by Philip R. Aycock and Stacey Edgmon, Certified Public Accountants. They have issued an unqualified opinion, stating that the audited financial statements present fairly, in all material respects, the financial position of the Humboldt Community Access and Resource Center. The complete report is available for review at the administration office.

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



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



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

