



# **Humboldt Community Access & Resource Center**

**Annual Report Supplement  
2002  
Quality Assurance Review and Statistics**

# Bay Center

## Service Goals

### *Effectiveness*

**Start Date:** December 2001

**Objective:** Based on the 2001 Program Quality Review Survey, Bay Center will improve our communication with 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 Service 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, conservators, and Service Coordinators prior to each consumer’s ISP meeting.

**Status:** The HCAR Bay Center opened on March 4, 2002. The objective that was focused on regarding the effectiveness of the Bay Center program was the improvement of communication between Bay Center and parents and care providers. To assist with that endeavor, a letter was drafted to be sent out to care providers/family/Service Coordinators/ conservators of consumers to explain ISP meetings. The letter emphasized the consumer’s role in the meeting (the fact that it is *their* meeting), and the role of the support team in an ISP meeting. By the end of the second quarter this letter was being sent out prior to every ISP meeting. Although the letter focused on the consumer being the central figure and purpose of the meeting, it did not contain the phrase “person-centered planning”. Therefore, in May (at the beginning of the third quarter), the letter was revised and it now contains the phrase “person-centered planning”. The results of the 2002 survey reflect an overall positive response (77%) from RCRC Service Coordinators, care providers, parents/family, and conservators.

This objective has been met.

### *Individual Progress*

**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:** Thirteen consumers track one or more of their own ISP objectives.

**Criteria:** By September 1, 2001, HCAR Center will maintain at least 18 consumers who self-track ISP objectives.

**Plan:**

1. The Service Coordinator, through the ISP process, will ask consumers if they would like to track an ISP objective.
2. The Inclusion Specialist I and II will assist consumers in tracking their ISP objective.

**Status:** The objective pertaining to individual progress concentrated on increasing the number of consumers involved in self-tracking of at least one of their own ISP objectives. When the Bay Center opened in March of 2002 (at the end of the second quarter) there were 13 consumers at the center who were tracking one or more of their ISP objectives. The baseline and criteria of this goal were changed following the move to the Bay Center, to accommodate the smaller number of consumers who attended program at this site. By the end of the third quarter, there were 12 consumers tracking an ISP objective. One consumer had an objective to self-track his Life Facts class attendance but, due to the fact that there was no Life Facts class offered during that time, he was unable to self-track. This is why there were 12 rather than 13 engaged in self-tracking at that time. By the end of the fourth quarter, there were 13 consumers self-tracking an objective. This falls short of the goal of 18, although the number of consumers who self-tracked remained consistent throughout the year. Based on Person-Centered Planning, self-tracking ISP objectives is a personal choice of consumers. Therefore, it is difficult to maintain a specific number of individuals who will choose to engage in this activity. It will continue to be offered to consumers prior to and at their ISP meeting, but it will remain a matter of consumer choice.

This objective is discontinued.

### *Consumer Satisfaction*

**Start Date:** 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.

**Plan:** The Inclusion Specialist II in each base room will use the newly developed ISP form before the consumer's ISP meeting.

**Status:**

The objective related to consumer satisfaction concentrated on assisting consumers to understand that they are the most important person at their ISP meeting. The Bay Center opened on March 4, 2002 and Kara Chapman officially took over as the Service Coordinator. In an effort to improve consumers' understanding that they are the most important person at the ISP meeting, Kara conducted an in-service for Inclusion Specialist II staff persons to discuss the ISP Advocacy Form. All I.S. II staff were provided with a copy of the ISP Advocacy Form and the Future Life Plan form, and they were reminded that these are to be filled out prior to each consumer's ISP meeting. The Bay Center staff used the ISP Advocacy Form to explain the ISP meeting process to consumers, and also to reinforce to consumers that *they* are the most important person in that meeting. The form proved to be a great asset with developing goals and objectives, and generated truly unique input from the consumers who used it. Although there appeared to be some improvement in the area of consumers recognizing that the ISP is their meeting, there were still a number of occasions when consumers would point to someone else when questioned regarding the most important person in the room. Program Director JoAnn Diaz and Service Coordinator Kara Chapman decided that, as a means of changing that particular thought pattern with consumers, emphasis would be placed on explaining to consumers who would be present at the meeting and then they would be reminded that they are the most important person present. This was based on the belief that consumers responded by indicating someone else because people who they perceived as "authority figures" were present at the meeting, and the consumers were not necessarily aware of that ahead of time. Therefore, Service Coordinator Kara Chapman held another in-service for I.S. II staff persons to explain this new component of ISP meeting preparation with consumers. The new Personal Assessment Profile and Future Life Plan form was introduced at that in-service, and staff were provided with information contained in the "What Is an ISP?" mini training session that outlined how to conduct a preparation session with consumers prior to their ISP meetings. Based on responses given by consumers in the Satisfaction Surveys, there are an overwhelming number of individuals who indicate that they are the most important person at the ISP meeting. However, despite the consumer responses on the survey, it has been observed that in the actual ISP meeting, consumers are still indicating individuals other than themselves when asked, "Who is the most important person here?" Therefore, a focus will be made to truly improve the understanding of this concept, as this objective has not yet been met.

This objective will be revised as follows:

**Start Date:**

December 2002

**Objective:**

Based on 2002 survey results as compared to actual responses from consumers regarding who is the most important person at their ISP meeting, Bay Center will improve consumers' awareness and understanding of their status as the most important person at the ISP meeting.

- Baseline:** 2002 survey results show that 96% of consumers responded that they are the most important person at the ISP meeting. The actual number of consumers who respond in that manner during the ISP meeting when asked “Who is the most important person here?” is significantly less.
- Criteria:** By next survey results, the number of consumers who indicate in their ISP meeting that they are the most important person at that meeting will increase to 60% or more for those consumers who are able to make such an indication.
- Plan:**
1. Bay Center staff to prepare for ISP meeting with consumer prior to actual ISP meeting by using the Personal Assessment Profile and Future Life Plan form, as well as follow all criteria set forth in “What Is an ISP?” mini training session. This agenda is to be followed with each consumer prior to each ISP meeting.
  2. Service Coordinator to track responses of consumers that are given during ISP meeting when asked “Who is the most important person here?”

*Efficiency*

**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 over a 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:** The Service Coordinator will develop a simpler format for the survey.

The Service Coordinator will implement ISP Questions and modify them as needed.

The Director will review and approve changes prior to implementation.

**Status:** The objective related to efficiency was concerned with modifying the existing Consumer Support Team and ISP meeting survey questions to simplify the format. There was nothing done during the second or third quarter regarding the survey. At the beginning of the fourth quarter, the survey questions were revised and the survey was sent out. The survey questions were simpler and the survey itself was not as lengthy. There were 12 questions written in a yes/no format for consumers, and 10 questions for “Others” (RCRC Service Coordinators, care providers, parents/family, conservators). The consumer survey also contained happy face/sad face icons to assist consumers with identifying how they feel about particular issues.

This objective has been met.

## Summary and Recommendations

As outlined above, Individual Progress Goal #1 has been discontinued, Consumer Satisfaction Goal #1 has been met and revised, Efficiency Goal #1 has been met, and Effectiveness Goal #1 has been met (three goals were met, one was discontinued, one was revised).

The new Goals and Objectives are as follows:

### *Individual Progress*

**Start Date:** December 2002

**Objective:** Based on 2002 survey results, Bay Center will increase the consumer satisfaction response rate pertaining to whether or not they feel their lives are better as a result of training received at Bay Center.

**Baseline:** 74% of Bay Center consumers indicate their lives are better, 20% indicate their lives are the same, and 6% say their lives are worse due to training received at Bay Center.

**Criteria:** By the end of the 2003 survey results, Bay Center will show a 0% response rate from consumers that their lives are worse, and no more than 10% will indicate their lives are the same.

**Plan:**

1. Bay Center staff will implement the mini training sessions as a routine part of their curriculum and will focus primarily on skills training in community settings.
2. Bay Center staff will spend a sufficient amount of time with the consumer at the ISP preparation session discussing the Long Range Goals and objectives introduced by the consumer when reviewing the Personal Assessment Profile and Future Life Plan form. Bay Center staff to reiterate to consumers those things they have indicated an interest in and then further question the consumer about that particular area of interest in order to better define/narrow the objective so it meets both the interest and needs of the consumer.
3. Bay Center staff to assist consumers with creating/establishing a binder that contains their ISP along with visual aids (pictures/icons) that relate to their ISP objective. It also will include any self-tracking sheets. This will enable consumers to easily and regularly review their Long Range Goals and the objectives they indicated they wanted to work on when in their ISP meeting.

### *Efficiency*

**Start Date:** December 2002

**Objective:** Based on the 2002 annual survey response rate, Bay Center will increase the number of surveys returned by non-consumers (RCRC Service Coordinators, care providers, parents/family, conservators).

**Baseline:** 29% of “Others” responded to the 2002 annual survey, down from 32% in 2001.

**Criteria:** The response rate to the 2003 survey will increase to at least 35% for “Others”.

**Plan:**

1. Bay Center will draft a letter prior to sending out the 2003 survey, announcing that the survey will soon be coming out and explaining the importance of the information provided by those who respond to and return the survey. Bay Center will also acknowledge in the letter that the individuals receiving the survey may get multiple surveys from various HCAR programs, and emphasize the importance of completing and returning all of the surveys, as the input gathered from the surveys is very valuable to the HCAR programs.
2. The 2003 annual surveys to be reviewed and distributed by the end of the third quarter in order to ensure an ample amount of time for consumer support team members to respond to the surveys and return them to Bay Center.
3. Bay Center will include a reminder regarding the 2003 survey in the consumer newsletter at the corresponding period of time.

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**Start Date:** December 2002

**Objective:** Based on 2002 survey results, Bay Center will improve their delivery of services by requesting comments, suggestions, and feedback from RCRC Service Coordinators, care providers, parents/family, and conservators on the 2003 survey.

**Baseline:** The Bay Center did not include a section on the 2002 survey specifically requesting input, comments, etc. Therefore, only 23% of respondents (3 out of 13) provided any feedback.

**Criteria:** By the next survey results, Bay Center will show at least a 50% response rate from non-consumers of commentary/feedback regarding the Bay Center and its delivery of services.

**Plan:** The Service Coordinator will revise the existing survey to include a section requesting comments, suggestions, and feedback from non-consumer survey respondents. This section will be preceded with a clause explaining the importance and value of their input, and will invite the respondent to provide any commentary/information they may have.

*Effectiveness*

**Start Date:** December 2002

**Objective:** Based on comments provided in the 2002 survey, Bay Center will improve communication and knowledge of services provided between Bay Center and the local Skilled Nursing Facilities.

**Baseline:** Comments provided by a Skilled Nursing Facility on the 2002 survey indicate a weakness in the areas of communication and knowledge of services provided by Bay Center.

**Criteria:** By the next survey results, Bay Center will have hosted Administrative staff from three SunBridge facilities (Pacific Care Center, Seaview Care Center, and Eureka Care and Rehab Center) in a tour of HCAR's Bay Center and a presentation of services and operational information pertinent to the Bay Center.

**Plan:**

1. The Program Director and Service Coordinator will review current information to determine pertinent facts to present to Skilled Nursing Facility personnel.
2. Program Director and/or Service Coordinator will contact Administrative personnel from each of the above named Skilled Nursing Facilities to invite them to attend a personal tour and information exchange session. Sessions are to be scheduled individually per Skilled Nursing Facility.

## **2002 Demographics**

This summary is for the review period of March 4, 2002 to September 30, 2002. Bay Center opened March 4, 2002. The numbers have been rounded off and are therefore approximate.

Fifty-three individuals are enrolled in the Bay Center program. Fifty consumers are enrolled in the Community Services program, two consumers are enrolled in Tutor Services, and one consumer is enrolled in the Community Services program when at the Bay Center but is covered by Tutor Services when out in the community.

36 people (68%) are ambulatory, 17 people (32%) are considered non-ambulatory. Five of those people use a wheelchair.

There are 32 males and 21 females enrolled at Bay Center. The ethnic breakdown of consumers is as follows:

- Caucasian – 45
- African American – 1
- Hispanic – 3
- Asian/Pacific Islander – 1
- Native American – 3

All 53 consumers enrolled at Bay Center are developmentally disabled.

36 people (68%) are between the ages of 18 and 54, and 17 people (32%) are aged 55 or older. The oldest consumer is 79 (will be 80 this month), and the youngest is 23. The average age is 46.26 years.

There were no new consumers enrolled in the program during the review period. Two consumers exited the program during the review period. There are currently 24 people on the waiting list. It should be noted that the waiting list is a combined list for people who wish to attend Bay Center, Sequoia Center, and the soon-to-be-opened Arcata site, Horizon Resources. Bay Center does not have its own individual waiting list.

Three consumers require a specific Behavior Support Plan and six consumers have Behavioral Guidelines in addition to their Individual Service Plan (ISP).

Bay Center consumers had a total of 159 ISP Long Range Goals (LRG), and worked on a total of 289 objectives to reach those goals.

The average percentage of Long Range Goals in each domain breaks down as follows (may total more than 100% due to Goals being assigned to multiple domains):

- Communication – 19%
- ILS – 71%
- Leisure – 29%
- Mobility – 6%
- Self-Care – 13%
- Social – 11%
- Work – 21%

The average percentage of objectives in each domain is as follows:

- Communication – 17%
- ILS – 63%
- Leisure – 22%
- Mobility – 4%
- Self-Care – 10%
- Social – 9%
- Work – 18%

The consumers initiated over 58% of objectives. The rest were first suggested by support team members and implemented with the consent of the consumer.

44% of objectives were classified as “Acquisition of Skill”, 48% as “Improvement of Skill”, 7% as “Maintenance of Skill”, and 2% as “Service/Regulatory”.

17% of all objectives reviewed were met and closed. 70% were continued, either because the consumer did not meet the objective criteria or because the activity was a favorite of the consumer and they requested a continuation. In addition, it is likely the percentage is this high (70%) because most of the consumers chose to continue their objectives at the objective review time (six month review). 13% were discontinued due to consumer priority change.

85% (45 out of 53 consumers) engage in paid work activities at Bay Center. 40% (21 out of 53 consumers) participate in volunteer activities. There are 12 consumer center jobs (four center-based, eight community-based).

The total number of times consumers accessed public transit during the last quarter was 1,173 (July – 286, August – 464, September – 423). 100% of consumers accessed the community.

## **Narrative for Outcome Measurement Survey 2002**

87% (46) of consumers responded to this year's survey. 29% (13) of "Other" people surveyed responded. The breakdown of "Other" people is as follows:

36% (4 out of 11) of RCRC Service Coordinators responded to the survey.

26% (5 out of 19) of care providers responded to the survey.

27% (4 out of 15) of parents/family/conservators responded to the survey.

The surveys consisted of 12 questions for consumers and 10 questions for "Others". The consumer questionnaire was written in a yes/no format and also included happy face/sad face icons to use as a visual aid to assist consumers with articulating their feelings and responses. Both surveys concluded by asking an open-ended question designed to generate information and/or feedback regarding the HCAR Bay Center program.

### **ISP MEETINGS**

96% of consumers indicated that they are the most important person at their ISP meeting. This is an increase of 64% over last year. 77% of "Others" indicated that the consumer should have the most input at an ISP meeting, 8% felt that the parent should have the most input, 8% felt the care provider should, 8% felt the conservator should, and 8% indicated the RCRC Service Coordinator.

89% of consumers said that they were asked at their ISP meeting to choose their own Long Range Goals/dreams for their future. 16% indicated that they were not. Of the "Others" who responded, 8% indicated and commented that those who work directly with the consumer as care providers in his living environment and those who work directly with him "in his school" should have the most input regarding the consumer.

### **DAILY ACTIVITIES**

96% of consumers state that they get to make daily choices in their schedule. 100% of "Others" believe that consumers have a choice of activities as opposed to adhering to a schedule that is chosen for them.

91% of consumers say they are discovering how to do some things for themselves and 9% indicate that they are not.

91% of consumers like to go into the community for training activities. 46% of "Others" believe that skills training activities should take place in the community as much as possible. 31% believe that the Bay Center is the best location for skills training, and 23% indicated that both the community and the center are equally important locales for skills training activities with consumers.

91% of consumers state that they go to a variety of places in the community and 9% feel that they do not. 85% of "Others" believe that consumers visit a variety of places and 15% believe that consumers mainly go to the mall when they access the community.

### **WORK OPPORTUNITIES**

83% of consumers report that they chose to work at paid jobs at Bay Center or in the community. 92% of “Others” indicate that they understand why consumers make less than minimum wage when they work, and 8% did not.

65% of consumers said that they choose to work volunteer jobs at Bay Center or in the community. 33% stated that they did not choose to do volunteer work, and 2% did not provide a response.

The actual percentage of consumers who engage in paid work at Bay Center is 85% (45 out of 53 consumers). 40% of consumers who attend Bay Center (21 out of 53) engage in volunteer work.

### **BEHAVIORAL NEEDS**

93% of consumers responded that Bay Center staff let them try to do things for themselves by supporting and encouraging them, rather than doing everything for them. 92% of “Others” believe that center staff are supportive of consumers doing as much as they can for themselves, and 8% feel that staff does too much for the consumers.

91% of consumers feel that Bay Center staff are supportive of them when they are having a bad day. 9% do not feel that they are supported. 85% of “Others” believe that staff are supportive of consumers when they are upset and/or in times of crisis, and 15% are not sure.

98% of consumers indicate that center staff tell them when they are doing a good job. 77% of “Others” believe staff provide praise to consumers when they do a good job on something, 8% say they are unsure, and 15% provided no response to that inquiry.

### **QUALITY OF LIFE**

74% of consumers indicate that their lives are better due to the training they receive at Bay Center. 20% say their lives are the same as always, and 6% say their lives are worse. 100% of “Others” say that consumers’ lives are better because of training received at Bay Center.

### **OPEN-ENDED QUESTIONS**

Bay Center consumers were asked the question “What would you do all day if you didn’t attend HCAR?” Some of their responses are as follows:

“Go to rummages, maybe get a job, and ride my bike for fun”, “watch cartoons”, “shop with my family, watch TV, listen to music”, “get bored”, “relax and eat”, “stay home”, “find a place to go in the community”, “wait for Halloween”, “I don’t know”, “play cards all day”, “listen to music”, “watch TV, go to the library”, “cook at home”, “go to the mall”, “work at home”, “do things around the house”, “watch the Weather Channel” (a number of consumers indicated they would watch TV, and several said they didn’t know what they would do if they didn’t attend HCAR).

The “Others” surveyed (RCRC Service Coordinators, care providers, parents/family, and conservators) were asked the question “What information would you like to get from Bay Center?” Only 23% of those who responded (3 out of 13) provided any commentary/feedback. Their responses are as follows:

“There are times your staff could handle certain situations with our client, but tend not to and send our client home.” This led to this particular care provider indicating both a “yes” and “no” response to the question “Are Bay Center staff supportive of consumers when they are upset and/or in times of crisis?” This same care provider also stated “Representatives from here are not present to hear verbal praise from your staff to our client”, but did indicate “Our client enjoys attending HCAR.”

“The Bay Center is doing a fine job with the consumers, but more organization would help them (HCAR) and care providers work together more effectively.”

“I feel you are doing a very good job. The days would be so much longer if HCAR was not there. Thank you for being there for them.”

### **SUMMARY AND RECOMMENDATIONS**

1. Last year, 40% of consumer and 32% of “Others” surveys were returned. This year, 87% of consumers and 29% of “Others” responded. The increase in consumer response may be due to the simplified format and wording of this year’s survey. The decrease in the number of “Others” surveys that were completed and returned may be due to the fact that HCAR has now split into two centers and RCRC Service Coordinators as well as some care providers are now receiving multiple surveys (one from each site). Bay Center will draft a letter to be sent out prior to the mailing out of the survey that addresses the importance of completing and returning the survey. A reminder may also be included in the consumer newsletter at that time.
2. In addition, Bay Center will add a statement at the end of the 2003 “Others” survey that invites comments, suggestions, and feedback in an effort to increase the response/input from RCRC Service Coordinators, care providers, parents/family, and conservators.
3. 96% of consumers indicated that they are the most important person at their ISP meeting. However, when in the actual meeting setting, it has been observed that consumers do not necessarily respond that way. They will often name someone else when asked, “Who is the most important person here?” Bay Center will continue to focus upon increasing consumer awareness of their status as the most important person at the ISP meeting. This will be done through specific preparations to be followed with each consumer prior to the ISP meeting and will also be emphasized at consumer meetings.
4. 74% of consumers indicated that their lives are better due to the training they receive at Bay Center. 20% said their lives are the same, and 6% said their lives are worse. Bay Center will focus upon empowering consumers to take more control of their daily lives and to have them take ownership of their objectives, as they should be primarily the ones choosing the objectives. The Bay Center Service Coordinator is revising the current training mechanisms and implementing mini training sessions as a routine part of consumer curriculum at Bay Center.
5. 23% of “Others” who responded (3 out of 13) to the survey provided commentary/feedback. It was determined that an area of need is in improving communication with the Skilled Nursing Facilities to generate a better understanding of the services provided by HCAR and the regulations that are followed by HCAR. Bay Center will invite the Administrators, Directors of Nursing, Social Services, and any other pertinent individuals, from each of the Skilled Nursing Facilities with whom Bay Center has contact to tour this facility and receive a

presentation of information regarding our services. The focus will be on increasing awareness and understanding between the two agencies (HCAR and the Skilled Nursing industry) in order to better serve the consumers who live in those facilities, and to improve relations between the staff of both agencies.

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## HCAR SEQUOIA CENTER

### Service Goals

#### *Individual Progress*

**Start Date:** December 2001

**Objective:** Based on Person Centered Planning, HCAR Center will maintain or increase the number of consumers involved in self-tracking 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.

**Status:** Based on Person Centered Planning, self-tracking ISP Objectives is a personal choice of consumers. We cannot maintain a fixed number of consumers who will engage in this activity. 10 Sequoia Center consumers currently choose to self-track one or more ISP Objectives.

This Objective is discontinued.

#### *Consumer Satisfaction*

**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.

**Status:** The redesigned ISP Advocacy form and use of the new Self Advocacy curriculum has made a difference. 97% of consumers (up from 32%) indicated on the 2002 survey that they understand that they are the most important person at their ISP meeting.

This Objective has been met.

*Efficiency*

**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.

**Status:** The Center's surveys for consumers and Support Team members have been modified. The survey was shortened to 12 questions. The consumer survey included smiling/frowning face icons for yes/no questions for those who cannot read or those who are non-verbal. Questions were modified to be more straight-forward. The result was an increase in return of consumer surveys from a 38% return in 2001 to a 74% return in 2002. "Others" survey return rate rose from 32% in 2001 to 45% in 2002.

This Objective has been met.

*Effectiveness*

**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.

**Status:** The criteria for this Objective has been met as the 2002 Surveys reflected an overall 87% positive response among parents, care providers, conservators, case managers, and others.

However, approximately one half of these respondents believe that someone other than the consumers should have the most input at a consumer's ISP meeting, 48% believe that consumers do not have a choice of daily activities, and 30% believe that skills training for community preparedness should take place at Sequoia Center as much as possible instead of in the actual community where the skills would be used.

This would indicate a lack of knowledge of services provided by Sequoia Center and the reasons we provide training in the manner we do.

This Objective is continued with clearer criteria suggested.

### **Summary and Recommendations**

As outlined above, Individual Progress Goal #1 has been discontinued, Consumer Satisfaction Goal #1 has been met, Efficiency Goal #1 has been met, and Effectiveness Goal #1 is being continued as revised.

The following are the new Goals and Objectives for 2003:

#### *Individual Progress*

**Start Date:** November 2002

**Objective:** Sequoia Center consumers will demonstrate knowledge of carrying skills learned at HCAR into their lives away from HCAR.

**Baseline:** 91% of consumers say that they are learning new skills, but 96% say they don't know what they would do all day if they did not attend HCAR.

**Criteria:** At least 50% of consumers will be able to name community activities that they would be able to do away from HCAR program by the 2003 annual survey.

**Plan:** Sequoia Center staff will talk to consumers about transferring skills learned at HCAR, and ask them if they ever do the same activities at home. Discussions of using HCAR skills other times will take place during every community outing.

*Consumer Satisfaction*

**Start Date:** November 2002

**Objective:** Sequoia Center will increase the number of ISP Objectives that are initiated by individual consumers.

**Baseline:** 44% of ISP Objectives were initiated by consumers in 2002.

**Criteria:** At least 60% of consumer ISP Objectives will be initiated by individual consumers by the annual 2003 survey.

**Plan:** Inclusion Specialists will utilize the ISP Self-Advocacy form to assist consumers in determining Objectives prior to their ISP meeting. Discussions will revolve around the importance of self-advocating for what each individual wants to do in their own lives.

*Effectiveness*

**Start Date:** November 2002

**Objective:** Sequoia Center will develop an information delivery system to educate Support Team members on Person Centered Planning and consumer self-advocacy issues.

**Baseline:** 45% of Support Team members believe that someone other than the consumer involved should determine the consumer's Goals and Objectives.

**Criteria:** At least 75% of Support Team members will respond on the 2003 annual survey that consumers should determine their own ISP goals and Objectives.

**Plan:** The Site Director and Services Coordinator will develop an educational information delivery system such as a newsletter to be sent to Support Team members.

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**Start Date:** November 2002

**Objective:** Sequoia Center will educate Support Team Members on consumer daily activities and consumer choice.

**Baseline:** 48% of Support Team members believe that consumers participate in activities that are scheduled for them, rather than activities of their choice.

**Criteria:** By the annual survey 2003, at least 75% of Support Team members will demonstrate an understanding of how daily activities are chosen.

**Plan:** The Site Director and Services Coordinator will develop educational materials on consumer choice and distribute them, as well as copies of consumer activity options, to Support Team Members.

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**Start Date:** November 2002

**Objective:** Sequoia Center will educate Support Team members regarding “Functional Training.”

**Baseline:** 30% of Support Team members feel that skills training activities should take place at Sequoia Center instead of in the community as much as possible.

**Criteria:** At least 75% of Support Team members will reflect an understanding of “functional training” on the annual survey 2003.

**Plan:** The Site Director and Services Coordinator will obtain and create educational materials and distribute them to Support Team members. These materials will describe “Functional Training” and how it is used by the Sequoia Center program.

### *Efficiency*

**Start Date:** November 2002

**Objective:** Sequoia Center will increase the number of full time consumers enrolled in program.

**Baseline:** Sequoia Center currently has 41 consumers enrolled in program. The Center is licensed for 45 people.

**Criteria:** The Services Coordinator will assure enrollment to at least 95% of capacity.

**Plan:** The Services Coordinator will maintain contact with people on the waiting list to enroll at Sequoia Center.

### **2002 Demographics**

This summary is for the review period of April 1, 2002 to September 30, 2002. Sequoia Center opened April 1, 2002. The numbers have been rounded off and are therefore approximate.

43 individuals are enrolled in the Sequoia Center program. 39 consumers are enrolled in the Community Services program and 4 consumers are enrolled in Tutor Services.

14 people (33%) are considered “non-ambulatory.” 5 of those people use a wheelchair.

There are 26 males and 17 females enrolled in program. The oldest participant is 78 and the youngest is 20. The average age of participants is 41.5 years.

15 individuals require a specific Behavior Support Plan or Behavioral Guideline in addition to their Individual Service Plan.

Sequoia Center consumers had 170 ISP Long Range Goals and worked on 267 Objectives to reach those Goals.

The average number of Long Range Goals in each domain breaks down as follows (may total more than 100% due to Goals being assigned to multiple domains):

Communication = 28%

Independent Living Skills = 53%

Leisure = 31%

Mobility = 6%

Self-care = 13%

Social (behavioral) = 29%

Work = 21%

The average number of Objectives in each domain is as follows:

Communication = 21%

Independent Living Skills = 55%

Leisure = 27%

Mobility = 5%

Self-care = 11%

Social (behavioral) = 20%

Work = 21%

Over 44% of all Objectives were initiated (first suggested by) individual consumers. The rest were initiated by Support Team members and implemented with the consent of the consumer.

48% of Objectives were classified as “Acquisition of Skill,” and 45% were classified as “Improvement of Skill.” 7% were “Maintenance” and/or “Service/Regulatory.”

13% of all Objectives reviewed were Met and Closed. 63% were Continued either because the consumer did not meet the Objective Criteria, or the activity is a favorite and the consumer requested a continuation. 22% were discontinued due to consumer priority changes.

39 (91%) consumers chose to work in paid work training. The average hourly incentive paid was \$1.58 for all paid trainings. 19 consumers participated in community volunteer activities such as the Humane Society, the Food Bank, and recycling.

Sequoia Center offers 4 paid work training opportunities and 5 volunteer opportunities.

100% of consumers used public transit to access the community during program activities.

## **Narrative for Outcome Measurement Survey 2002**

32 consumers (74%) responded to this year's survey. 27 (45%) of "Other" people surveyed (parents, care providers, conservators, service coordinators, and "others") responded. Responses from both groups were up from last year.

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

The survey consisted of 12 questions for all groups. The questions were the same in content for both consumers and others, but worded in a yes - no format for consumers. Consumer's surveys also included a smiling face and frowning face icon for people with no reading or writing skills to point to, to indicate yes or no. Both surveys included open ended questions for narrative responses.

### **ISP MEETINGS**

97% of responding consumers indicated that they are the most important person at their ISP meeting. This number is up from 32% last year. 3% indicated that they were not the most important person at the meeting. 63% of "Other" respondents agreed that the consumer should have the most input at the consumer's ISP meeting. 26% felt the parent should have the most input, 18% said the care provider should, 15% said the conservator, 11% said the service coordinator, 3% said "sister", and 3% said "staff."

75% of consumers said that they were asked at their ISP meeting to choose their own Long Range Goals. 25% said they were not. 55% of "Others" indicated that consumers are best able to determine Long Range Goals for themselves. 33% thought that parents are best able to pick Goals for consumers, 33% said the service coordinator, 30% said the care provider, 18% said the conservator, and 3% said "sister." Several "Other" respondents commented that determining Goals for the consumer is better left to a team decision.

### **DAILY ACTIVITIES**

91% of consumers feel that they have a choice of activities for each day. 9% do not feel that they have a choice. 63% of "Others" feel that consumers have a choice of daily activities, and 48% believe that consumers participate in activities that are scheduled for them by staff.

91% of consumers say that they are discovering how to do some things for themselves. 9% do not. 93% of "Others" believe that consumers should be allowed to attempt (and therefore risk failure at) non-safety issue

tasks. 11% do not feel that consumers should be allowed to attempt (and therefore risk failure at) skills such as transit skills with staff or making their own sandwich for lunch.

87% of consumers like to go into the community for training activities. 13% do not like going into the community. 70% of “Others” believe that skills training should take place in the community as much as possible. 30% believe the Center is a more appropriate training location.

94% of consumers said that when they go into the community, they get to go to a variety of places. 6% feel that they go to the same place too often. 81% of “Others” feel that consumers get to access a variety of community locations. 18 % believe consumers spend too much time at the Mall.

### **WORK OPPORTUNITIES**

84% of consumers say that they choose to work at paid jobs at the Center or in the community. 19% say that they choose not to work. (In actuality, 91% choose to work at paid jobs). 93% of “Others” say that they understand why consumers may make less than minimum wage (as allowed by Federal Labor Law). 3% responded, no.

78% of consumers said that they choose to work at volunteer jobs through Sequoia Center. 25% said that they choose not to do volunteer work. 93% of “Others” believe that it is appropriate for consumers to do volunteer work for their community. 3% said that it is not right for consumers to do volunteer work.

### **BEHAVIORAL NEEDS**

97% of consumers feel that Sequoia Center staff supports them by supporting them instead of doing everything for them. 3% feel that staff do too much. 85% of “Others” think that staff are supportive, and 11% feel that staff do too much for consumers.

91% of consumers said that Sequoia Center staff are supportive of them when the consumer is having a bad day. 6% do not feel supported. 85% of “Others” believe that Center staff are supportive of consumers who are having a bad day. 7% say that staff are not supportive.

84% of consumers say that Sequoia Center staff tells them when they are doing a good job. 9% feel that they don’t hear praise when they do things right. 82% of “Others” believe that Sequoia Center staff give praise to consumers when they do something right, and 0% said no.

### **QUALITY OF LIFE**

81% of consumers said that because of the training they receive at Sequoia Center, their lives are better. 9% said that their lives are the same. 82% of “Others” feel that consumers lives are better due to Center training, and 15% said consumers lives are the same. No one in either group said that consumer’s lives are worse.

### **OPEN ENDED QUESTIONS**

(These answers are direct quotes from consumers)

What would you do all day if you didn't attend HCAR?

“Computer,” “watch sports on T.V. and drive my mom nuts,” “play in woodchips somewhere else,” “I would be bored,” “stay home, do nothing, and get bored,” “cake,” “stay home with mom and watch T.V.,” “cow,” “go to the store,” “go HCAR,” “can't do work, watch T.V., eat dinner, go shopping, read magazine, milk shake, talk to Heidi, don't touch Heidi's stuff,” “I sleep all day or watch T.V.,” “look for a better job,” “watch Duke Boys,” “I would try and look for a job,” “look at magazines at home and fight with my roommate,” “watch T.V. cartoons,” “sit in my room,” “work one more day at my other job, I can't stay home and be miserable,” “stay home and fold clothes and dust furniture,” “play with rocks and fight with my roommate,” “sleep,” “watch T.V.,” “I'd work on the dishes and pans,” “I would bowl with Aleah (home staff),” “I would hang out with my parents.”

(These answers are direct quotes from “Others”)

What information would you like to get from Sequoia Center?

(Sister) - “What exactly does my consumer do each day? Due to poor communicating skills, she can't tell me. Some days she says she paints (all day). Some days she says she reads (all day). It would be nice to know exactly what she does each day so I could talk with her about her time at HCAR.” (Administrator) - “I would like a map that shows how to get there! We do have a map, but it's really small. Brochures or newsletters should be sent to the residential facilities; some staff aren't aware of what goes on there.” (Conservator) - “All.” (Service Coordinator) - “Real progress made – barriers identified more often than annually – and new plans to break down barriers made asap. Not enough to have a plan that is not followed.” (Care Provider) - “I would like to see more info from Center as to what happened during the day, good and bad. It might help to have a notebook go back and forth from home to work and back. I would like to be more informed.” (Care Provider) - “A list of jobs and community outings so we can talk about these things at home as well as the work place.” (Care Provider) - “An advance calendar of activities. A schedule of ‘daily routine’.” (Care Provider) - “Sequoia Center needs to put out a calendar of activities. Letters regarding pink eye, etc... should be sent as one copy per facility, with more than one individual attending program. We would like to receive more information on staffing changes.” (Parent) - “I believe I receive sufficient material/information from Sequoia Center at present.” (Parent) - “The ISP meetings have been very helpful in letting us know what is happening at HCAR. I trust the staff to let us know when an immediate decision or change in program might have to be made. We are not only satisfied, we are very impressed and grateful for the quality of work being done at HCAR.” (Consumer's) verbal skills and his community skills have definitely improved in the year he has been at HCAR.” (Parent) - “I would like to know what they do every day.” (Parent) - “Services available to consumers.”

Any other comments?

(Sister) - “She loves going to the program and I think that John Meyer is doing an excellent job. I do know what she does at the Studio so am able to interact with her about that.” (Administrator) - “I know HCAR is doing its best, and the staff should probably all get a raise.” (Service Coordinator) - “I love the fact that you are in smaller settings. From brief observations it looks as though staff is concerned, caring and compassionate.” (Care Provider) - “You all do a great job! Keep up the good work!” (Care Provider) - “HCAR is an excellent program!” (Care Provider) - “We are extremely pleased with the

services we receive from HCAR. I would like to express my sincere thanks and praise for an excellent job altruistically done! Thank you for caring so much about enhancing the lives of the developmentally disabled in this community.” (Care Provider) – “Please stop calling the care homes for piddly things. Also, when HCAR is phoned, please do not call the case manager at RCRC unless this is discussed with care provider FIRST.” (Care Provider) – “You are doing good. The consumer’s days would be so much longer if HCAR was not there.” (Parent) – “I think Sequoia Center does an excellent job! They are good with the consumers and listen to them always. They let the consumers lead their own lives as much as possible.”

15 “Others” indicated that they would like to be included in forums to discuss the future of HCAR services. 6 people responded, “no.”

Other comments inserted with particular questions –

Do you believe that Sequoia Center staff are supportive of consumers doing as much as possible for themselves, or does staff do too much?

(Care Provider) – “Staff may only see a consumer 1 – 2x wk, so don’t see the “big picture.”

Do you understand why consumers may make less than minimum wage when they work?

(Service Coordinator) – (yes) “Though philosophically, it is a problem. When was the last time our wages were based on productivity and not attendance?”

Are Sequoia Center staff supportive of consumers who are having a bad day?

(Service Coordinator) – (no) “Not trained well enough.” (Sister) – “Since consumer’s family members or conservators are not allowed to observe or visit the classroom, there is no way to answer the question.”

## SUMMARY

1. Last year, 40% of consumer and 32% of “Others” surveys were returned. This year, 74% of consumers and 45% of “Others” responded. The increase in response may well be attributed to the effort to simplify the survey format. More attention was paid to the phrasing of questions this year, and the introduction of response icons clearly was of help to a number of consumers.
2. 25% of consumers responded that they were not asked to choose their own Long Range Goals at their ISP meeting. This could be a result of memory, as each meeting held at Sequoia Center follows the same format, where the Center’s Service Coordinator asks questions from a questionnaire, including giving each consumer the opportunity to propose their own Goals for their future. Last year 63% of consumers said they were asked to choose their Goals compared with 75% this year.

Only 55% of “Others” feel that the consumer is best able to determine their own Long Range Goals. Several respondents noted that determining Goals should be a team effort. We have made an effort in the

last year to raise awareness of the concept of “Person Centered Planning.” It is possible that respondents are involved with a non-verbal consumer and answered the question from that perspective.

3. 84% of consumers say that they choose to participate in paid work through Sequoia Center. 91% of consumers actually choose to participate. Many consumers, in fact, work at more than one paid job (Tri City and Document Disposal, for example), although the 91% figure reflects total consumers engaged in at least 1 paid job.

All activities (including work activities) are done by choice of consumers at Sequoia Center.

Last year, there was concern expressed by several respondents about consumers receiving less than minimum wage for working. This year, 93% of “Others” say that they understand why consumers may make less than minimum wage. A Regional Center Service Coordinator was the only respondent to express concern about consumers being paid for productivity and not attendance.

4. One area of concern is that 48% of “Others” believe that consumers generally participate in activities that are scheduled for them instead of activities of choice. 91% of consumers feel that they do activities of their choosing.

It is possible that members of the “Others” group are aware of each consumer’s written daily schedule, and believe that these are the only activities that consumers are allowed to do. Daily schedules are written by staff to ensure that consumers have the *opportunity* to meet their ISP Objectives. Consumers still have the opportunity each day to make a choice of activities.

5. 30% of “Others” feel that skills training activities should take place at Sequoia Center as much as possible. Sequoia Center’s service design states that our service focuses on activities taking place in the home community of the participant. The primary focus will be on vocational, avocational, and skill building activities out in the community. The facility site shall be used as a “staging area.”

Clearly, we need to do a better job of stating our purpose to Support Team members.

6. The comments regarding providing more information about consumer events and activities to parents and care providers are welcome and are easily addressed.
7. 91% of consumers say that they are learning to do some things for themselves, yet at the same time, consumer statements of what they would do all day if they did not attend HCAR seem to reflect that they do not realize that they can do the same community activities without HCAR as they are learning to do at HCAR.

This would indicate that consumers do not realize that skills learned at HCAR are transferable to the rest of their lives. For example, if they go bowling at HCAR, they can go bowling when they are not attending HCAR, too.

## RECOMMENDATIONS

1. Raise awareness of “Person Centered Planning” among Support Team members. Make clear that self-advocacy includes the right for consumers to choose their own dreams for their future (Long Range Goals), and that our job is to provide opportunities for them to meet those dreams.
2. Raise awareness of how daily training activities are chosen by consumers with staff assistance if necessary. Develop a system to allow consumers to see or hear their daily choices before a schedule is written on the wall schedule board. Develop a system so that daily schedules (in consumer books) reflect the choices of activities that will fulfill the consumer’s ISP Objectives.
3. Raise awareness of the concept of “Functional Training” among Support Team members.
4. Develop a Sequoia Center newsletter for parents, care providers, etc. that includes program information as well as upcoming consumer events.
5. Focus on consumer understanding that skills learned at Sequoia Center are transferable to their time away from HCAR. Awareness of community leisure activities (for example) is so that consumers can access their communities on their own time as well as when attending HCAR. If they no longer attended HCAR, they still know how to go bowling.

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## Baybridge Review of Program Outcome Measurements

### Service Goals

#### *Effectiveness*

Objective #1: Maintain average attendance at Baybridge’s Work Services program above 95%.

Status: Met this quarter. Attendance averaged 96% for the fourth quarter of 2002.

Comments: During the fourth quarter of 2002 Baybridge Work Services’ attendance rose five percentage points to 96%. (Note: attendance during the third quarter was incorrectly reported as 98%, actual attendance in the 3<sup>rd</sup> qtr. was 91%)

Objective #2: Under the Baybridge “work incentives program” a report will be made in the quarterly report of the incentives awarded by the consumers

Status: Consumer group did not meet during the fourth quarter. They will meet during the first quarter of 2003.

#### *Progress*

Objective #1: Increase the average consumer's productivity in Baybridge Work Services to 52% by the end of the second quarter 2002.

Status: Met. Average Productivity edged up to 53% for the fourth quarter.

*Efficiency*

Objective #1: Increase the percentage of paid work to training time at Baybridge Work Services. The minimum goal is 50% paid work based on an average from six months.

Status: Met.

April	65%
May	60%
June	52%
July	54%
August	34%
September	36%
<hr/>	
Average	50.1%

*Consumer Satisfaction*

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.

Month	Total Number of requests		Type of information provided
	Phone	Walk-in	
April	26	30	Baybridge info, addresses of other employment agencies, requests for HCAR employment applications, to use bathroom or phone.
May	32	41	Same as above
June	48	28	Same as above
July	42	33	Same as above
August	35	35	Same as above

September	43	40	Same as above
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Status: Baybridge will continue to gather data on request for services. Each quarter we will report the number of inquiries.

Comment: The most common request is for information about job opportunities in the Eureka area. Many assume Baybridge is a standard employment agency. We have developed a list of the addresses and phone numbers of the local employment agencies and the Job Market (EDD). We give out several every day. The second most common request is for information is on HCAR and Baybridge job openings.

### Demographics

Total Supported Employment Placements for Fourth Quarter 2002: 4

Number of Placements with New Employers: 3

#### Consumer Service Utilization – a measure of new consumers by program (for period ending September 30, 2002)

Individual Placement:	29 (3 new consumers)
Job Development:	12
Work Services:	28 (4 new consumers)
External Situational Assessment (ESA):	6 (6 new consumers)
Personal Social Adjustment (PSA):	1 (1 new consumer)
<b>TOTAL</b>	<b>76</b>

#### Total Program Demographics of Persons Served

Ethnicity		Sex		Age	
White:	74	Male:	42	18 - 25:	12
Hispanic:	1	Female:	34	26 - 35:	36
Native American:	1			36 - 45:	15
African American:	0			46 - 55:	13
<b>TOTALS</b>	<b>76</b>		<b>76</b>		<b>76</b>

#### Total Number of Consumers in Each Program & Demographic Breakdown

Program Service	Diagnosis	Sex	Ethnicity	Age	Total
SE Ind. Placement (HAB)	Developmental disabilities: 26	Male: 14 Female: 12	White: 25 Hispanic: 1	18-25: 9 26-35: 10 36-45: 6 46-55: 1	26

SE Ind. Placement (Non-HAB)	Mental illness: 2 Other: 1	Male: 2 Female: 1	White: 2 Native Am: 1	36-45: 2 46-55: 1	3
SE Job Development (HAB)	Developmental disabilities: 11	Male: 7 Female: 4	White: 11	18-25: 1 26-35: 6 36-45: 2 46-55: 2	11
SE Job Development (Non-HAB)	Mental illness: 1	Male: 1	White: 1	36-45: 1	1
SE Hold Status	Developmental disabilities: 10	Male: 5 Female: 5	White: 10	18-25: 3 26-35: 5 36-45: 2	10
Work Services	Developmental disabilities: 28	Male: 16 Female: 12	White: 28	18-25: 2 26-35: 14 36-45: 4 46-55: 8	28
Personal Social Adjustment (PSA)	Developmental disabilities: 1	Female: 1	White: 1	26-35: 1	1
External Situational Assessment (ESA)	Developmental disabilities: 6	Male: 2 Female: 4	White: 6	26-35: 5 46-55: 1	6

### Individual Placement Program Demographics & Statistics

Measurement	4thQtr'02	3rdQtr'02	2ndQtr'02	1stQtr'02
No. of consumers working	29	26	26	30
Total consumer hours worked	4987	5693	4620	5864
Total staff intervention hours	852	1041	884	1154
No. of consumers w/job advancement	0	3	1	3

Total number of consumers who worked during this quarter: **29**

Number of consumers placed for this quarter: **4**

Total number of consumers working who work 90 or more hours per month: **8**

Average monthly income for all consumers working during this quarter: **\$450.00**

Percentage of job retention for this quarter: **96%**

### Work Services Program Statistics

	4thQtr'02	3rdQtr'02	2ndQtr'02	1stQtr'02
Individual Productivity Average	53%	51%	51%	51%

Total number of hours attended by all BWS consumers: **6280**

Total number of available hours to all BWS consumers: **6485**

Absentee percentage: **4%**

### Baybridge Individual Placement Survey of Program Quality

**Survey Date:** Summer 2002

**Surveys completed and returned:** 8

1. *What services has Baybridge provided you?*

“They helped me find my work clothes. Helped me with interviews.”

“It was people that I like.”

“Job coaching and they helped me with my driver’s test.”

“Job coach and helped me find a job.”

“Thank you I now at my job 8 years.”

“Helped me get the job at Safeway.”

“After hiring - pay checks and encouragement.”

“Job coach.”

2. *Have the services been helpful?*

Yes: 7            No: 1

“I don’t really need it.”

“Someone speaking for me.”

3. *Are there any additional services you need?*

Yes: 3            No: 5

“To help me find something closer to home.”

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

Yes: 7            No: 1

“Most of the time.”

“Info on taxes one year.”

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

Yes: 7            No: 1

No comments

6. *Please comment on the following:*

a) *I would rate Baybridge services:*

Excellent: 7                      Good: 1                      Fair: 0                      Poor: 0

b) *Services were delivered...*

*On time:*

Yes: 6                      No: 1

*As requested:*

Yes: 8                      No: 0

*Resulted in positive changes for me:*

Yes: 8                      No: 0

*Recommend services to a friend:*

Yes: 8                      No: 0

7. *If you are currently employed, please answer the following.*

a) *Where do you work?*

“ETT”

“North Coast Fabricators”

“Best Western Inn, Fortuna”

“McDonald’s”

“Myrtle Avenue Veterinary”

“Safeway, Fortuna”

“McDonald’s, Eureka”

“Wendy’s”

b) *What is your job?*

“Production line”

“Utility technician”

“Housekeeper”

“Lot and Lobby”

“Janitorial”

“Courtesy clerk”

“Lobby”

“Salad maker”

c) *Do you get along with your supervisor?*

Yes: 8                      No: 0

d) *What does your job coach do to help you?*

“Gives me advice and suggestions to make work easier and faster.”

“Stop and see me working.”

“She is there for support.”

“Phone contacts and occasional visits.”

“She comes to check on me to make sure that I’m at work.”

“Nothing. I’m good at what I do.”

“He has completed the program after nine months.”

“He sat talk to me.”

e) *Do you enjoy working with your coworkers?*

Yes: 8            No: 0

“Mostly work along.”

“My coworkers and I really get along.”

“They do as much as possible.”

f) *What do you like about your job?*

“My new friends.”

“It’s dependable.”

“It’s a job where I work by myself and I’m good at it.”

“I go from task to task for the hours that I’m at work.”

“Everything. Flexible hours; unsupervised; like employer a lot.”

“Working with people, working with the public.”

“Everything.”

g) *What would you change about your job?*

“Nothing, I don’t really know.”

“Help with less talking.”

“There wouldn’t be anything I would change.”

“Make a million dollars! (Don’t tell payee or Social Security.)”

“Not having to clean up people’s vomit and people’s poop from the slides.”

“I don’t know.”

“None.”

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## The Studio

### Service Goals

#### *Effectiveness*

**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 input from the artists.

**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 artists several times to discuss the program, go over drafts and finalize the mission, vision and values statement.

**Implementation Date:** January 1, 2001

**Target Date:** September 30, 2002

**Progress:** Several meetings have been held, and the statement is in the final draft stage. **This objective has not been met.** It will be continued with a new target date of June 30, 2003.

*Efficiency*

**Reason for Establishment:** Many artists in the program have determined that their goal on their Individual Service Plan is to participate in art shows. Most would like to participate in an individual or small group show at our own gallery. It is currently cost-prohibitive for The Studio to have more than two shows per year at our gallery.

**Outcome Statement:** The Studio will obtain enough additional funding to have a show in our own gallery four times per year.

**Baseline:** Currently The Studio can only afford to have two shows per year in our gallery.

**Measure/Criteria:** Goal will be met when The Studio has four shows in The Studio Gallery per year.

**Plan:** Program Director will seek additional funding in order to have more shows.

**Implementation Date:** July 1, 2002

**Target Date:** September 30, 2003

**Progress:** Because of adding an additional day to The Studio's program, our revenue has increased so that we have been able to have three shows in our gallery this year. Program Director will continue to seek out additional funding. **This objective has not been met.** It will be continued.

*Progress*

**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. Most of our artists have expressed that they feel this is very important for their own development. We believe that in order to do this, we must assist our artists in finding other venues besides our own gallery to show their work.

**Outcome Statement:** Ten artists will show their work in local galleries or businesses once per 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 ten artists of those attending The Studio have shown their work once during the year.

**Plan:** Program Director, Art Teachers and individual artists will schedule art shows. Artists will be assisted in selecting and marketing their work for art shows.

**Implementation Date:** January 1, 2002

**Target Date:** September 30, 2002

**Progress:** Seven artists have now had small group and individual shows in businesses in the local community. **This objective has not been met.** It will be continued with a new target date of September 30, 2003.

*Customer Satisfaction*

**Reason for Establishment:** Based on feedback from the satisfaction survey, it was determined that many people who responded would like to see more of The Studio's work at local events and festivals.

**Outcome Statement:** The Studio will participate in four local events and/or festival per year.

**Baseline:** Currently The Studio participates in two events and/or festivals per year.

**Measure/Criteria:** Goal will be met when The Studio has participated in four local events and/or festivals in a year.

**Plan:** Program Director and Art Teachers will find events to participate in, assist in the production of marketable work, and work in booths along with artists from The Studio.

**Implementation Date:** October 1, 2002

**Target Date:** September 30, 2003.

**Progress:** The Studio has participated in one holiday art fair since the formation of this goal. **This objective has not been met.** It will be continued.

**SATISFACTION FEEDBACK**

**Total number of surveys mailed: 60**

**Total number of surveys returned: 17**

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

- Consumer 5
- Family Member of a Consumer 5
- Care Provider 2
- Case Manager 4

Other 1

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

- I love that people can make money through their artwork.
- Great opportunity for people to express creativity.
- I like it all.
- It's a wonderful program for our clients.
- I'm so glad it's four days a week!

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

- I have been on the waiting list for over a year!
- Sometimes the music is too loud and people are too noisy.
- Nothing

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

Yes 16  
No 0  
Don't Know 1

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

Yes 12  
No 1  
Sometimes 2  
Don't know 2

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

Yes 9  
No 5  
Don't Know/No Answer 3

**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 4  
Score of 10 10

**Additional Comments:**

- It is wonderful that The Studio has been part of Arts Alive several times.
- The Studio's art shows are better than any others in Humboldt County!
- I'd like to see more consumers' works in local businesses.
- The staff at The Studio is the best!
- I want to work with clay more.

## Program Demographics

**Total number of consumers in The Studio program: 37**  
**Total number of consumers referred during this year: 20**  
**Total number of consumers exited during this year: 6**  
**Total number of consumers on the waiting list: 16**

GENDER	ETHNICITY	PRIMARY DIAGNOSIS	AGE GROUP
25 Females	36 Caucasian	26 Developmental Disability	28 18-54
12 Males	0 Asian	2 Mental Illness	2 55+
	0 Hispanic	2 Cerebral Palsy	
	1 African American		

## Leisure Companion

### Service Goals

#### *Effectiveness*

**Reason for Establishment:** To address the need for increased recreational opportunities by increasing the number of volunteers in the LCP based on feedback from consumers, care providers, parents and service coordinators this goal is established.

**Outcome Statement:** The Leisure Companion Program will increase the number of volunteers available to match with consumers.

**Measure/Criteria:** Goal will be met when number of volunteers recruited is one per quarter; four per year.

**Implementation Date:** July 1, 2000

**Target Date:** July 1, 2002

**Baseline:** Currently the Leisure Companion Program recruits two volunteers per year.

**Plan:** 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.

**Progress:** Six volunteers have been matched and one other is in the intake process. This objective has been met.

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**Reason for Establishment:** To raise awareness of HCAR's Leisure Companion Program by producing "live" radio public service announcements to recruit community volunteers. This goal is based on feedback from consumers, care providers, parents, and service coordinators that more volunteers are needed.

**Outcome Statement:** The Leisure Companion Program will increase the number of volunteers available to match with consumers.

**Measure/Criteria:** Goal will be met when the number of inquiries from community volunteers is increased and unsolicited comments from community members increases.

**Implementation Date:** July 1, 2002

**Target Date:** July 1, 2003

**Baseline:** Currently the Leisure Companion Program gets 20-25 inquiries from interested community volunteers each year.

**Plan:** Program Director will work to produce an exciting radio public service announcement which will be recorded in local radio studios by LCP consumers and volunteers.

**Progress:** Public service announcement has been written. Contact has been made with several local radio station managers. Goal has not been met.

---

**Reason for Establishment:** To increase the number of volunteers who complete the intake process.

**Outcome Statement:** The Leisure Companion Program director will increase the number of volunteers who complete the intake process.

**Measure/Criteria:** Goal will be met when number of volunteers completing the intake process is more than 25%.

**Implementation Date:** July 1, 2002

**Target Date:** July 1, 2003

**Baseline:** Currently only about 12% of the community volunteers who begin the intake process follow through and are matched.

**Plan:** Program Director will keep track of all community volunteers and will work to increase the number who make it through the intake process by logging every inquiry call and by systematically checking in with those who express an interest in becoming matched.

**Progress:** Currently only one out of nine community volunteers have made it through the process. This objective has not been met.

*Efficiency*

**Reason for Establishment:** To recognize LCP volunteers by holding quarterly breakfasts.

**Outcome Statement:** The LCP will retain more volunteers for longer periods of time by recognizing their contributions.

**Measure/Criteria:** Goal will be met when more than 50% of our matched volunteers regularly attend the recognition breakfasts.

**Implementation Date:** July 1, 2002

**Target Date:** July 1, 2003

**Baseline:** Currently about 40% of our matched volunteers attend the recognition breakfasts.

**Plan:** Program Director will invite matched volunteers to quarterly recognition breakfasts as encouragement and support for their volunteer work.

**Progress:** Three breakfasts have been organized. Attendance has remained about the same. Goal has not been met.

---

**Reason for Establishment:** There are 67 referrals to the Leisure Companion Program but only 12 active matches. In order to involve unmatched consumers several group activities will be organized each year.

**Outcome Statement:** The Leisure Companion Program will involve a larger number of participants in group activities by offering more interesting and exciting activities at little or no cost to volunteers or participants.

**Measure/Criteria:** Goal will be met when the number of participants increases by 50%.

**Implementation Date:** January 1, 2003

**Target Date:** January 1, 2004

**Baseline:** Currently the 16% of Leisure Companion Program participants attended the annual LCP picnic and 12% of the Leisure Companion Program participants rode on the 2002 Madaket cruise.

**Plan:** A Humboldt Area Foundation small grant will be written to help fund the costs of several LCP group activities.

**Progress:** This goal has not yet been met.

*Customer Satisfaction*

**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 mailed to five different groups of stake holders. The categories are: 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.

**Progress:** A new Satisfaction Survey was developed and mail out with the November 2002 newsletter. This goal has been met.

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**Reason for Establishment:** Based on the small number of responses received from the November 2002 Satisfaction Survey, there is a need to increase the number of responses to the annual Satisfaction Survey.

**Outcome Statement:** A more complete picture of the needs of LCP consumers and stake holders will be established by surveying a larger group.

**Measure/Criteria:** Goal will be met when 50% of LCP consumers and stake holders are surveyed.

**Implementation Date:** A phone survey will be implemented beginning in January 2003.

**Target Date:** Results from the new survey will be included in the 2003 Annual Report.

**Baseline Summary:** Currently only 5% of all possible consumers and stake holders mail back the Satisfaction Survey.

**Plan:** The Leisure Companion Program Director will begin to contact consumers and stake holders by phone.

**Progress:** This goal has not been met.

#### *Individual Progress*

**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 personal contacts, annual home visits and information updates.

**Outcome Statement:** The LCP director will contact all consumers as their birthday approaches to try 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:** July 1, 2003

**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:** 49 out of 67 consumers have been contacted to date. This system of contacting consumers on their birthday seems to be working. This plan will be continued.

**Leisure Companion Program Demographics**

Gender	Ethnicity	Primary Diagnosis	Age Group
33 females	65 Caucasian	67 developmental disabilities	18-25: 14
34 males	1 Native American		26-35: 24
	1 Other		36-45: 17
			46-55: 7
			56-65: 3
			66-75: 2

Total number of new consumers referred: .....	2
Total number of consumers not yet receiving services: .....	55
Total number of consumers exited from program: .....	3
Total number of consumers presently in the Leisure Companion Program: .....	67
Number of consumers matched with volunteers: .....	12
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):	48

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# RESPITE CARE SERVICES

## Service Goals

### *Efficiency*

**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:** Good progress is being made. Evaluations are current for the year.

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**Objective 2:** *To increase the number of family responders to the annual satisfaction survey.*

**Measure :** Progress will be measured when the 2002 Satisfaction Surveys are returned. The percentage of families that return the 2002 survey will be compared to the 2001 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 2001 Satisfaction Survey will be modified from a double sided to a one sided form for 2002. It will be mailed earlier in the year, in mid-February.

**Status:** The 2001/2002 Satisfaction Survey was mailed in February. A one-sided postcard size survey was sent. Results were positive with 48 returns this year (36% responded – the same as last year). However, every response was more positive this year. Increase in positive responses averaged 16.04%.

### *Effectiveness*

**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:** Objective was completed in the first quarter of this year.

#### *Consumer/Family Satisfaction*

**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:** Objective was completed in the first quarter of this year.

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**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:** Monthly meetings were held. Later in the year workers were included. However, only two to four people ever attended. Due to the lack of participation this objective has been completed and will be deleted. A new objective for consumer family satisfaction will be listed in the first quarterly progress report for FY 2003.

### *Individual Progress*

**Objective 5:** *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 Center 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 March 31, 2002 with the creation of a tracking system. Prior to initiation of tracking an amended Objective 5 beginning in May 2002 was established to have meetings between the Respite Director and those RCRC Service Coordinators whose consumers have a stated outcome in their Respite Plan. The purpose of the meetings is to obtain copies of these plans and establish an ongoing information exchange with Service Coordinators regarding the plans. The meetings will establish the feasibility of the objective.

During April, May, and June the Respite Director began an informal exchange of information via phone meetings. But, there have been no personal or formal meetings to date. Informal telephone meetings are being conducted with behavior consumers who have stated outcomes in their plan. Face-to-face meetings, as well as telephone exchanges, are done on an as-needed basis with regular consumers with stated outcomes in their plan.

### *Consumer/Family Satisfaction*

**Objective 6:** *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 (30) of consumers, families, and ten (10) 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 following the Spring Workshop 2002. Completion of this objective was moved to the end of September 2002.

The questionnaire was completed. Interviews with RCRC Service Coordinators were initiated during the 2<sup>nd</sup> quarter and will continue. Interviews with consumers' families were added in the 3<sup>rd</sup> quarter of 2002. Calls have been initiated as opportunities arise. Positive feedback and support has been received.

**Summary/Recommendation:**

The previous year's Summary/Recommendation began with the statement, "This has been a challenging year." Unfortunately that is still the case. The ongoing and almost unbelievable disaster at the state level with the California budget makes for very uncertain times. Those of us in service to persons with developmental disabilities know how vital these services are and that they must continue. However, we sure are having a hard time selling it at the state level.

As your Respite Program Director, I want to assure you that I will continue to keep our consumers and workers informed regarding the need for letters and calls (when appropriate) so that the people who will suffer under the \$100+ million proposed budget cut become **real** to the politicians in Sacramento and then, hopefully, their rights will be upheld.

On a happier note, with the hiring of Siri Ming, Behavior Analyst, at RCRC, more Behavior referrals have become possible. She is actively recruiting interns from HSU to work under supervision of licensed therapists on newly evaluated cases. Also, our caseload, in general, is showing a steady increase this year.

**Program Demographics**

! **Respite** - Total Consumers throughout year: 120

<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>
50 - Females	46 (0 - 18 yrs.)	104 - Caucasian
70 - Males	69 (19 - 54 yrs.)	0 - African American
	5 (55 yrs. + )	3 - Asian American
		8 - Hispanic
		3 - Native American
		2 - Unavailable

**Diagnosis \***

44 - Developmental Disability	7 - Seizure Disorders	1 - Spastic Quadriplegic
22 - Down's Syndrome	1 - Neurological	1 - Tuberos Sclerosis
1 - Prader-Willi Syndrome	2 - Traumatic Brain Injury	1 - Asperger's
16 - Cerebral Palsy	1 - Hypotonia	2 - Little Person (Midget)
9 - Autism	2 - Muscular Dystrophy	1 - Fetal Alcohol Syndrome
4 - Attention Deficit	2 - Epilepsy	
2 - High Risk Infant	1 - Tay Sachs	

\* 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: 6

Gender	Age	Ethnicity	Diagnosis
2 - Males	5 (0 - 18 yrs.)	5 - Caucasian	3 - Developmental Disability
4 - Females	1 (19 - 54 yrs.)	1 - Native American	2 - Autism
			1 - Down's Syndrome

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

! **Interpreter** - Total Consumers throughout year: 23

Gender	Age	Language	Diagnosis
4 - Females	21 (0 - 18 yrs.)	20 - Spanish	23 - Unavailable
19 - Males	2 (19 - 54 yrs.)	2 - Asian	
	0 (55 yrs. + )	1 - Adaptive Sign Language	

RESPITE SERVICES PROGRAM DEMOGRAPHIC TOTALS

<b>TOTAL NUMBER OF CONSUMERS:</b>	149
<b><i>GENDER</i></b>	
<b>Females</b>	58
<b>Males</b>	91
<b><i>AGE</i></b>	
<b>0 - 18 Years</b>	72
<b>19 - 54 Years</b>	72
<b>55 + Years</b>	5
<b><i>ETHNICITY</i></b>	
<b>Caucasian</b>	110
<b>African American</b>	0
<b>Asian American</b>	5
<b>Hispanic</b>	28
<b>Native American</b>	4
<b>Unavailable</b>	2
<b><i>DIAGNOSIS</i></b>	
<b>Developmental Disability</b>	47
<b>Down's Syndrome</b>	23
<b>Cerebral Palsy</b>	16
<b>Autism</b>	11
<b>Attention Deficit</b>	4
<b>High Risk Infant</b>	2
<b>Seizure Disorders</b>	7

Traumatic Brain Injury	2
Prader Willi Syndrome	1
Epilepsy	2
Spastic Quadriplegic	1
Asperger's	1
Neurological	1
Hypotonia	1
Muscular Dystrophy	2
Tay Sachs	1
Tuberous Sclerosis	1
Little Person (Midget)	2
Fetal Alcohol Syndrome	1
Unavailable	23

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## Summit Support Services

### Service Goals

#### *Effectiveness*

#### **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 some change since last quarter. 15% is a better representation of support workers involved in peer training and consumer introductions. The number of regular, full-time support workers is now six. 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:** This objective is continued, as there has been no significant change. At the present time 10% of support workers are P.A.R.T. certified. At least two support workers resigned over the past year who were P.A.R.T. trained.

### **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 (Individual Support Plan) 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 Regional Center 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:** Improvement continued in this area, so that now 60% of service coordinators participate in the ISP process.

### **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:** All new support workers are trained in emergency response at the time of initial orientation and training. By referring to the 2002 survey it can be seen that confidence in this area rose from 75% satisfaction (same question as in the 2001 survey) to 88% (question #8) 2002 survey, by combining the two positive ratings, 'always' and 'sometimes.' This objective has improved considerably over last year's annual report, but this objective is continued for one more quarter.

### *Consumer Satisfaction*

#### **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:** Progress continued in this area. At the present time approximately 85% of the objective 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 **2002** survey, question #7, it can be seen that consumers are increasingly satisfied with the 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 2002 survey (question #6) to the 2001 survey (question # 7).

#### **SUPPORT SERVICE SATISFACTION**

*\*Implementation date 7-1-02 and target ending date 10-1-04.*

**Objective #2:** **Specific areas of the support service relating to independent living will be improved with the gathering of feedback from consumers and service coordinators.**

**Measure & Source:** The 2003 Program Quality satisfaction survey will include some new questions that address details of independent living and how consumers are satisfied with the support service.

**Plan & Goal:** The new survey will be phrased in such a way as to elicit more specific subjective consumer and service coordinator views on various areas of supported living, in order to develop greater consumer satisfaction and future training goals.

*Example:* On a scale of 1-10 (1 being least satisfied, and 10 being most satisfied) please rate how the support service assists consumers in each of the following areas:

- a) housing/household management
- b) shopping/nutrition assistance
- c) emotional support
- d) transportation
- e) communication/correspondence/documentation

**Progress:** Little progress has been made at this time.

*Efficiency*

## **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:** Through better communication with service coordinators and the RC supervisor by using e-mail, the telephone, and manual correspondence, greater effort will be made to limit discrepancies with overages in authorized hours for consumers. Support workers will be more closely informed and monitored as to how many hours each of their consumers is authorized for support service each month.

**Progress:** Discrepancies continue to occur, but they remain down 20%. This objective is continued, but it may be revised or dropped in the next quarter as it does not seem applicable for program and quality assurance needs. The plan and goal is too complex, and the objective too broad to be achievable.

*PROGRESS*

**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 **2002** satisfaction survey, more consumers feel that they have increased their independence. The percentage has increased to almost 97% from last year’s survey which registered 76%, representing a total of the positive responses ‘always’ and ‘usually’. The positive survey ratings in question #4, ‘always’ and ‘usually’ totaled 97% this year. This is an excellent overall response. However, this objective is continued for another quarter.

Consumer Statistics							
	Male	Female	Total				
<b>Gender</b>	59	74	133				
	Caucasian	Black	Asian	Hispanic	Indian	Total	
<b>Ethnicity</b>	115	4	2	3	9	133	
	DD	Mental Illness	Phys. Disability	Brain Injury	Alc./Drug	Other	Total
<b>Disability</b>	102	10	8	6	7	0	133

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 9-30-02. 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 had active purchases of service by Regional Center.

Regarding the disability breakdown, all Regional Center consumers referred to HCAR’s support service must have a *developmental disability*. The disability categories in the above table refers to the *overriding* disability beyond or in addition to their developmental disability category that a given consumer may fit.

## Program Quality Consumer Satisfaction (*Consumers*)

### Survey Results & Analysis - 2002

*\*114 surveys mailed; 29 returned*

The re-structuring and division of the survey into two surveys, one for consumers and one for *circle of support* is a direct result of the new Objective - '*Consumer Satisfaction Survey Revision*' under the heading **CONSUMER SATISFACTION** implemented in 10-1-01 in last year's annual report. This goal has been initially met, but next year's surveys may be further re-structured to more specifically address individual housing situations and consumer needs.

The surveys were sent out in late May to 114 active consumers. Active consumers are defined as consumers receiving any direct time or any consumers who have a valid 'purchase of service' authorization in place from Regional Center. 29 surveys were completed and returned by late June.

#### QUESTION #1

***“What best describes your current living situation?”***

- A) I live in my own home (10)
- B) I live with my parents (3)
- C) I live in a care home (0)
- D) I live in an institution or a hospital (0)
- E) I live with roommates/spouse/partner (2)
- F) I live with my children, or my children live with me (1)
- G) I live in an apartment (8)
- H) I live in a house or cottage (2)
- I) I live in a mobile home or trailer (0)
- J) Other (3); one response, *duplex*

For this segment, which addresses a consumer's particular living situation, of the 29 who responded to the ten different choices, 10 or 34% responded - A) "I live in my own home."

Next in order of number of responses was choice G) where 8 responders checked the box, "I live in an apartment." This is 28% of the total responses.

It becomes apparent that this question was designed for possible multiple responses from a consumer. If one lives in their own home, additional responses by that same person may more clearly define what 'home' is.

Three people responded to B) "I live with my parents," or 10% of the total responses to the question.

Two or 7% of the responders chose E) "I live with roommates/spouse/partner." Two more, 7%, responded H) "I live in a house or cottage."

Finally, one person responded F) "I live with children, or my children live with me."

The remaining questionnaire is identical to the 2001 survey. This consumer survey can be re-structured in the future for more definitive views on independent living.

#### QUESTION #2

***"How long have you been associated with HCAR's support service?"***

A total of 29 responded to the question with responses as follows:

Seven (24 %) responded 0-2 years.

Seven (24 %) responded 2-4 years.

Four (14 %) responded 4-6 years.

Eleven (38 %) responded 6 or more years.

A significant number of the program's consumers have been receiving services from HCAR for a long period of time.

#### QUESTION #3

***"Have you been associated with any program similar to HCAR's support service?"***

19 (66%) responded 'yes.'

10 (34%) responded 'no.'

The vast majority, 66%, clearly have had association with an increasing number of Regional Center vendors and generic services. For example, In-Home Support Service continues to grow in the area of supported living for persons with developmental disabilities. Other local examples include Humboldt Child Care Council's supported parenting program, Making Headway's traumatic brain injury support service, Redwood United's Better Living Services, St. Joseph's and Mad River Home Health services. Regional Center also vendors numerous private individuals who provide other supported living-related services.

#### QUESTION #4

***"Does the support service do a good job in assisting people to attain greater independence?"***

A) 20 (69 %) responded 'always.'

B) 8 (28 %) responded 'usually.'

C) 0 - responded 'sometimes.'

D) 0 - responded 'never.'

E) 1 (3 %) responded 'don't know.'

Of the entire survey this is one of the most positive assessments of the effect of HCAR's support service on consumers' lives. 28 or 97% of respondents answered 'always' or 'usually.' This same question last year evoked just 10 or one-half the "always" of the responders of this year's tally. In other words there has been a 200% improvement among consumers in this area! Under the heading, **Progress**, and the program objective, 'Fostering Greater Independence,' this survey question reflects the percentage of consumers who feel that they have gained greater independence.

Hiring and retaining adequate numbers of support workers that are trained, experienced, reliable, and available, is the key to such improved success. The program director and the program coordinator must continue working hard to effect successful outcomes for consumers in attaining greater independence.

#### QUESTION #5

***“Do you think the support service provides support for consumers with a wide range of abilities?”***

- A) always - 14 (48%)
- B) usually - 9 (31%)
- C) sometimes - 2 (7%)
- D) never - 0
- E) don't know - 4 (14%)

These responses reflect an overall attitude among consumers that the support service is received in a positive way, with 79% of the total number of persons replying ‘always’ or ‘usually.’

#### QUESTION #6

***“Does the support service provide a high level of assistance and encouragement?”***

- A) always - 17 (59%)
- B) usually - 9 (31%)
- C) sometimes - 1 (3%)
- D) don't know - 2 (7%)
- E) never - 0

The responses again are very positive as 90% or 26 of the respondents answered ‘always’ or ‘usually.’ Consumers are very clear about how they have come to rely on HCAR’s support service. *Rely* has a more positive connotation than *depend* does.

#### QUESTION #7

***“Are support workers available for flexible scheduling to help meet a person’s individual needs?”***

- A) always - 15 (52%)
- B) usually - 9 (31%)
- C) sometimes - 4 (14%)
- D) never - 0
- E) don't know - 8 (28%)

Apparently, based on these responses, the support service has made great strides in having several or more support staff available in the various Humboldt Bay communities, ready at relatively short notice to provide support and assistance. With 83% of the respondents answering ‘always’ or ‘usually,’ it is quite clear this is another well-received support area. Under the main category heading, **Consumer Satisfaction**, and objective, *Flexible Support Worker Scheduling*, there has been significant improvement from last year’s survey results. Whereas 68% of consumers answered ‘always’ and ‘usually’ in the 2001 survey, 83% of consumers responded accordingly this year. Last year there was one ‘never’ response; while this year there was none. Curiously,

there were 8 ‘don’t know’ responses this year, and only one in 2001. This perhaps reflects the influx of new consumers into the support service over the past year whose experience with the support service is more limited.

QUESTION #8

***“Is HCAR’s support service helpful in handling emergency situations?”***

- A) always - 14 (48%)
- B) usually - 2 (7%)
- C) sometimes - 5 (17%)
- D) never - 0
- E) don’t know - 4 (14%)

This area has remained quite steady over the past year, but it still needs work. Based on the 2002 survey and by referring to the Objective, *Emergency Response*, under the heading, **Effectiveness**, this year’s total of ‘always’ and ‘usually’ responses was 55% compared to last year’s 56%.

QUESTION #9

***“Are support workers trained enough to meet different support needs?”***

- A) always - 16 (55%)
- B) usually - 7 (24%)
- C) sometimes - 4 (14%)
- D) never - 0
- E) don’t know - 2 (7%)

Apparently, there is widespread appreciation of support workers by consumers who feel that support workers are trained enough.

QUESTION #10

***“Are support workers helpful in a person’s life?”***

- A) always - 17 (59%)
- B) usually - 7 (24%)
- C) sometimes - 3 (10%)
- D) never - 0
- E) don’t know - 2 (7%)

This reflects another relatively positive overall rating as consumers have come to rely on the support service. The total number of positive responses, ‘always’ or ‘usually’ is 24 or 83% of the respondents.

QUESTION #11

***“Does having a support worker improve the quality of life and choice for consumers?”***

- A) yes - 28 (97%)
- B) no - 1 (3%)

These results are self-evident.

QUESTION #12

***“Do consumers have a say in the hiring of their support worker?”***

- A) always - 18 (62%)
- B) usually - 4 (14%)
- C) sometimes - 2 (7%)
- D) never - 0
- E) don't know - 5 (17%)

This is an area that the support service has worked on for some time. Improvement has been made, but ideally, consumers do need a more direct say in the hiring of their support workers. Currently, for the most part, the consumer chooses whether they want the support worker that is matched with them or not. This is an informal interview process.

QUESTION #13

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

- A) always - 19 or 66%
- B) usually - 9 or 31%
- C) sometimes 1 or 3%
- D) never - 0
- E) don't know - 0

This is one of the highest rated responses in the entire survey as a total of 97% or 28 consumers answered 'always' or 'usually.' Consumers are very happy with the support service.

QUESTION #14

***“How can the support service better meet your needs?”***

Consumer answers follow below (in their own words):

***Response to question #14 (Consumers)***

- \* “There should always be good communication between the consumer and the HCAR administration”
- \* “You guys are doing great always”
- \* “Doing good right now”
- \* “I don't know they meet my needs pretty well”
- \* “Interested in Special Olympics but it is not available until September (bowling and basketball are the two)”
- \* “I will have to have another HCAR worker, so Carol will not get burned out. I am allowed to have two workers. Carol is very good to me and Norman”

- \* “Don’t have any right now because HCAR is doing a very good job helping our needs”
- \* “Always ask what the client needs”
- \* “Be there when I need them”
- \* “By still helping me”
- \* “I will very much have a support worker has been supportful.”
- \* “They help a great deal and sometimes I don’t know how lucky I am. It is just that I am more independent than I think.”

### **ANALYSIS**

#### **2002 -SUPPORTED LIVING SERVICES & ONGOING SUPPORT**

##### ***Consumer Satisfaction Survey Results & Analysis (Circle of Support)***

*\*20 surveys sent; 8 returned*

The 20 surveys were sent to the Regional Center adult unit service coordinators (case managers) and supervisor; most of the transition unit service coordinators and supervisor (4); one to the child unit supervisor, one to the community resource developer, and one to the executive director. For the total of 20 surveys sent, 8 surveys or 40% were returned. These results generally registered a less positive and favorable view of HCAR’s support service than the consumers receiving direct service. It’s interesting that most of the respondents left their first names on the surveys. All of the eight respondents claimed to be Regional Center service coordinators, including the one confirmed supervisor who left her name on the returned survey.

#### **QUESTION #1**

***Which of the following are you?***

A) RC service coordinator - all 8 (100%) of responses.

#### **QUESTION #2**

***How long have you been associated with HCAR’s support service?***

- A) 0-2 years - 3 (38%)
- B) 2-4 years - 1 (12%)
- C) 4-6 years - 0 (0%)
- D) 6 or more years - 4 (50%)

Many of the Regional Center service coordinators have been around for several years or more which may account for the positive responses in *questions #4*, where the ‘always’ and ‘usually’ responses accounted for 50% of the responses. However, another four service coordinators responded ‘sometimes,’ a not-so- positive number of responses.



### QUESTIONS #3

***Have you been associated with any programs similar to HCAR's support service?***

- A) Yes - 7 (88%)
- B) No - 1 (12%)

These numbers are consistent with the similarities evidenced in the other surveys. As in the consumer portion of the surveys, more supported living programs are beginning to flourish as more consumers move to independent living. Regional Center staff are one of the most instrumental catalysts in fostering this process.

### QUESTION #4

***Does the support service do a good job in assisting people to attain greater independence?***

- A) Always - 2 (25%)
- B) Usually - 2 (25%)
- C) Sometimes - 4 (50%)
- D) Never - 0
- E) Don't know - 0

Overall, this is a fairly mediocre set of responses with a full 50% registering a 'sometimes.' Again, I feel there is a perception at Regional Center that too much dependence is being fostered through HCAR's support service. This gives the program director an idea of what to look for in terms of future areas of improvement and also to see how this viewpoint differs from the consumers' needs and choices.

### QUESTION #5

***Do you think the support service provides support for consumers with a wide range of abilities?***

- A) always - 2 (25%)
- B) usually - 4 (50%)
- C) sometimes - 2 (25%)
- D) never - 0
- E) don't know - 0

This is a better assessment than with previous surveys. HCAR has been very open and supportive in attempting to provide support services to just about anyone meeting the minimum entrance criteria for services, i.e. being 18 years of age and being a Regional Center client with a qualifying developmental disability.

### QUESTION #6

***Does the support service provide a high level of assistance and encouragement?***

- A) always - 2 (25%)
- B) usually - 2 (25%)
- C) sometimes - 4 (50%)
- D) never - 0
- E) don't know - 0

This is a mixed bag of responses. There is clearly a philosophic move by Regional Center to allow for greater independence and not dependence for consumers. The 50% 'sometimes' responses may reflect service coordinators who would like seeing this happen more than it is.

QUESTION #7

*Are support workers available for flexible scheduling to help meet a person's individual needs?*

- A) always -1 (12 ½%)
- B) usually -2 (25%)
- C) sometimes - 5 (62 ½%)
- D) never - 0
- E) don't know - 0

Again, improvement in this area is apparent this year compared to past surveys.

QUESTION #8

*Is HCAR's support service helpful in handling emergency situations?*

- A) always - 1 (12 ½%)
- B) usually - 6 (75%)
- C) sometimes - 0
- D) never - 0
- E) don't know - 1 (12 ½%)

These are quite positive results, yet only one answered 'always'. By referring to Objective #4 - "Emergency Response," under the heading **Effectiveness**, over the past year the improvement has increased to over 75%. Compare this to last year's where a rating wasn't even possible. If 'always' and 'usually' is combined the improvement rises from 75% last quarter to 88% this quarter, based on the survey results.

QUESTION #9

*Are support workers trained enough to meet different support needs?*

- A) always - 0
- B) usually - 3 (37 ½%)
- C) sometimes - 4 (50%)
- D) never - 0
- E) don't know - 1 (12 ½%)

Training is a challenging and on-going issue, as is staff retention. Although there is a core of six workers who have been with HCAR for 6 or more years, the vast majority have been here two years or less. Clearly, Regional Center staff feels more staff training is needed.

QUESTION #10

*Are support workers helpful in a person's daily life?*

- A) always - 2 (25%)
- B) usually - 4 (50%)
- C) sometimes - 2 (25%)
- D) never - 0
- E) don't know - 0

Service coordinators view the support service and support workers in a generally positive light, as evidenced by the above results. Seventy-five per cent responded 'always' or 'usually'. However, there remains one-quarter of Regional Center staff who feel that support workers are only helpful 'sometimes.' This is a significant percentage, and I am not sure at this juncture what would change that perspective without more specific feedback. The written responses that follow at the end of this report are very sketchy and limited.

QUESTION #11

*Does having a support worker improve the quality of life and choice for consumers?*

- A) yes - 7 (87 ½%)
- B) no - 0
- C) sometimes - 1 (12 ½%)

This appears to be an overwhelmingly positive response from Regional Center service coordinators.

QUESTION #12

*Do consumers have a say in the hiring of their support worker?*

- A) always - 1 (12 ½%)
- B) usually - 3 (37 ½%)
- C) sometimes - 4 (50%)
- D) never - 0
- E) don't know - 0

This seems like a fair assessment of the level of consumer choice in the screening of their support worker. Unfortunately, the process of interviewing a panel of prospective support workers is a very time-consuming task. It would also delay the start-up time of direct service.

QUESTION #13

*Are you satisfied with the support service being provided by HCAR over the past 12 months?*

- A) always - 1 (12 ½%)
- B) usually - 3 (37 ½%)
- C) sometimes - 4 (50%)
- D) never - 0
- E) don't know - 0

This is a tough overall rating where a full half of the responders are only 'sometimes' satisfied with the support service. \*See the new objective, Support Service Satisfaction, under the heading, **Consumer Satisfaction**, in the Areas of Improvement section of this report.

QUESTION #14

*How can the support service better meet your needs?*

Service coordinators responses:

\* "Better staff training needed. Staff often have good hearted approach but lack the training."  
- Kim.

\* "6 cases un-staffed,"- no name.

\* "Better training for support workers. Better coordination with RCRC - quicker response to referral,"- Bobbie.

\* "Workers need to put more training into developing consumer independence to do tasks for themselves. Staff in SLS/OGS need training on writing SIR's, ISP's and progress notes."  
-Kathleen.

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## Advanced Transportation System

### Service Goals

#### *Efficiency*

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 criterion is that we bring in at least \$7,200.00 from outside resources, and we will change the target date to September of 2003.

Ferndale Rep. Theater	\$1,200.00
Pacific Conv.	\$80.00
Dixieland Jazz Festival	\$5,500.00

Goss Charter	\$50.00
HAF Charter	\$1,260.00
UW-M Charter	\$1,215.00
Total	\$9,305.00

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.

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Goal # 2: Based on Transportation department 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 2002

Status: We have had two accidents that cost Transportation money. Since we did not achieve our goal, we will continue tracking this until September 2003.

Plan: Since we did not achieve this goal, we will adjust our driver training program to include more backing and use of mirrors.

---

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.

*Effectiveness*

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 agencies' 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 agencies five-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: With some assistance, we have developed some goals. These goals are currently being written into a rough draft form. Since we did not achieve this goal, it will be continued until September 2003.

Plan: Breaking this large project into smaller goals has help, so we will continue to work on the smaller parts of the large project.

---

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

Baseline: Transportation receives approximately five calls a year for extra charters 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 eight calls inquiring about chartering buses. We were unable to accommodate the call from Humboldt State University to provide transportation for their class field trips. These field trip time conflicted with the day program release times. Several of the requests for transportation for groups from SunBridge Pacific Convalescent for outings to things like the Redwood Acres Fair, the Humboldt County Fair, and lunch at the Samoa Cookhouse. We were able to accommodate these requests. Since this goal has been achieved, we will modify the goal to receiving eight calls for outside contracts. We will track this revised goal until September 2003.

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

Goal # 3: Increase the number of satisfaction surveys returned each year.

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 October we had received two satisfaction surveys.

Plan: The drivers will continue to hand out the survey card. The drivers will remind our passengers that there is no cost involved returning the survey in the mail, and that in order to provide good service, we need to know how we are doing and what we need to improve on. We will continue to track this goal.

### **Satisfaction Feedback:**

To collect data on our passengers' 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 two surveys received gave us a 4 on the 1 to 5 scale. On question number two, one person marked always and the second person marked usually. For question number 3 both people marked usually. On questions 4-7, both people marked always. Neither person left any comments.

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### **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 Consumers 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 diagnosis of our riders. We currently do not have anyone on our waiting list.

### **Summary/Recommendations :**

We achieved our first efficiency goal of bringing in at least \$7,000.00 from outside contracts. For the upcoming year, this goal is going to be modified to bring in at least \$7,200.00 from outside contracts. We also achieved our first effectiveness goal. For the next year, the goal has been modified to receive eight charter calls. The other goals outlined earlier were not met, therefore we will continue to work on them during the next year.

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## **Auditor's Report and Financial Statements**

Results of the agency's last independent audit follow:

AYCOCK AND EDGMON  
CERTIFIED PUBLIC ACCOUNTANTS  
*an accountancy corporation*

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Philip R. Aycock, CPA  
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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, 2002 and 2001, 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, 2002 and 2001, 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 September 11, 2002, 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

September 11, 2002

STATEMENT OF FINANCIAL POSITION  
 June 30, 2002 and 2001

*Humboldt Community Access  
 and Resource Center*

<u>Assets</u>	<u>2002</u>	<u>2001</u>
<b>Current assets</b>		
Cash on hand	\$ 2,195	\$ 1,515
Operating accounts	72,994	36,858
Savings accounts	150,232	404,167
Cash-Temporarily restricted	21,458	29,393
Investments	-	127,267
Accounts receivable	553,756	390,463
Prepaid expenses	54,426	49,156
Employee advance	47	475
<b>Total current assets</b>	<b>\$ 855,108</b>	<b>\$ 1,039,294</b>
<b>Land, building, and equipment</b>		
Land	\$ 185,080	\$ -
Buildings	739,571	-
Furniture and fixtures	8,617	8,617
Equipment and machinery	245,604	229,593
Leasehold improvements	22,826	16,596
Vehicles	649,999	611,054
Total fixed assets	\$ 1,851,697	\$ 865,860
Less accumulated depreciation	(822,365)	(741,401)
<b>Total land, building, and equipment</b>	<b>\$ 1,029,332</b>	<b>\$ 124,459</b>
<b>Other assets</b>		
Cash-Restricted	\$ 8,196	\$ 7,873
Deposits	38,461	27,754
Intangible assets (net)	2,000	3,333
<b>Total other assets</b>	<b>\$ 48,657</b>	<b>\$ 38,960</b>
<b>Total Assets</b>	<b>\$ 1,933,097</b>	<b>\$ 1,202,713</b>

*Humboldt Community Access  
and Resource Center*

<u>Liabilities and Net Assets</u>	<u>2002</u>	<u>2001</u>
<b>Current liabilities</b>		
Accounts payable	\$ 44,252	\$ 32,690
Accrued salaries and wages and related taxes	110,148	104,619
Accrued workers' compensation	12,861	14,050
Accrued vacation	76,038	64,702
Current portion of long-term debt	24,175	6,582
Current portion of lease obligations	6,620	6,017
Other accrued expenses	453	16
<b>Total current liabilities</b>	<b>\$ 274,547</b>	<b>\$ 228,676</b>
<b>Long-term liabilities</b>		
Capital lease obligations	\$ 1,925	\$ 8,538
Long-term debt	555,895	-
<b>Total long-term liabilities</b>	<b>\$ 557,820</b>	<b>\$ 8,538</b>
<b>Total liabilities</b>	<b>\$ 832,367</b>	<b>\$ 237,214</b>
<b>Net assets</b>		
Unrestricted	\$ 1,033,585	\$ 909,199
Temporarily restricted	25,000	25,000
Permanently restricted	42,145	31,300
<b>Total net assets</b>	<b>\$ 1,100,730</b>	<b>\$ 965,499</b>
<b>Total Liabilities and Net Assets</b>	<b>\$ 1,933,097</b>	<b>\$ 1,202,713</b>

The accompanying notes to financial statements are an integral part of this statement.

STATEMENT OF ACTIVITIES  
For the Year Ended June 30, 2002

*Humboldt Community Access  
and Resource Center*

	Unrestricted	Temporarily Restricted	Permanently Restricted	Total
<b>Support and revenue:</b>				
<b>Support:</b>				
Contributions	\$ 21,405	\$ 25,000	\$ 29,592	\$ 75,997
Funding agencies	3,692,524	-	-	3,692,524
Fees and grants from various agencies	37,301	-	-	37,301
<b>Total support</b>	<b>\$ 3,751,230</b>	<b>\$ 25,000</b>	<b>\$ 29,592</b>	<b>\$ 3,805,822</b>
<b>Revenue:</b>				
Fund-raising	\$ 6,500	\$ -	\$ -	\$ 6,500
Project revenues	194,038	-	-	194,038
Membership dues	1,175	-	-	1,175
Rent income	2,427	-	-	2,427
Interest	5,836	-	323	6,159
Gain on investment	2,539	-	-	2,539
Miscellaneous income	4,317	-	-	4,317
<b>Total revenue</b>	<b>\$ 216,832</b>	<b>\$ -</b>	<b>\$ 323</b>	<b>\$ 217,155</b>
<b>Net assets released from restriction</b>	<b>25,000</b>	<b>(25,000)</b>	<b>-</b>	<b>-</b>
<b>Total support and revenue</b>	<b>\$ 3,993,062</b>	<b>\$ -</b>	<b>\$ 29,915</b>	<b>\$ 4,022,977</b>
<b>Expenses:</b>				
<b>Program services:</b>				
Dances	\$ 5,000	\$ -	\$ -	\$ 5,000
Leisure Companion	49,320	-	-	49,320
HUAR Center	1,288,210	-	-	1,288,210
Baybridge Employment Services	558,165	-	-	558,165
The Studio	122,335	-	-	122,335
Support Services	1,212,125	-	-	1,212,125
Transportation	600,432	-	-	600,432
<b>Total program services</b>	<b>\$ 3,835,587</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,835,587</b>
<b>Support services:</b>				
Administration	\$ 24,372	\$ -	\$ -	\$ 24,372
Fund-raising	6,627	-	-	6,627
<b>Total support services</b>	<b>\$ 30,999</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 30,999</b>
<b>Total program and support services</b>	<b>\$ 3,866,586</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,866,586</b>
<b>Change in net assets</b>	<b>\$ 126,476</b>	<b>\$ -</b>	<b>\$ 29,915</b>	<b>\$ 156,391</b>
<b>Other changes:</b>				
Depreciation on assets acquired by capital grants	\$ (2,090)	\$ -	\$ (19,070)	\$ (21,160)
<b>Net assets, July 1, 2001</b>	<b>\$ 909,199</b>	<b>\$ 25,000</b>	<b>\$ 31,305</b>	<b>\$ 965,499</b>
<b>Net assets, June 30, 2002</b>	<b>\$ 1,033,585</b>	<b>\$ 25,000</b>	<b>\$ 47,145</b>	<b>\$ 1,100,730</b>

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	\$ 5,103	\$ -	\$ -	\$ 5,103
Leisure Companion	36,749	-	-	36,749
HCAR 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>\$ 3,579,015</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,579,015</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 grants	\$ (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>\$ 909,199</b>	<b>\$ 25,000</b>	<b>\$ 51,300</b>	<b>\$ 965,499</b>

The accompanying notes to financial statements are an integral part of this statement.

STATEMENT OF CASH FLOWS  
For the Year Ended June 30, 2002 and 2001

Humboldt Community Access  
and Resource Center

	June 30, 2002	June 30, 2001
<b>Cash flows from operating activities</b>		
Excess of revenues over (under) expenses	\$ 156,391	\$ 280,706
Adjustments to reconcile change in net assets to net cash provided by operating activities:		
Prior period adjustment	-	973
Depreciation	59,804	42,517
Amortization	1,333	1,300
Gain on sale of assets	-	(20)
Loss on sale of investments	930	-
Unrealized loss on investments	-	8,404
(Increase) decrease in:		
Receivables	(163,293)	(41,768)
Prepaid expenses	(5,270)	112
Deposits	(10,707)	(8,800)
Advances	427	20
Increase (decrease) in:		
Accounts payable	11,562	11,094
Accrued compensation and related liabilities	15,676	21,588
Accrued liabilities	423	(1,681)
<b>Net cash provided by operating activities</b>	<b>\$ 67,276</b>	<b>\$ 314,445</b>
<b>Investing activities</b>		
Proceeds from sale of fixed assets	\$ -	\$ 20
Proceeds from sale of investments	126,802	-
Purchase of investments	(465)	(8,460)
Purchase of intangible assets	-	(4,000)
Purchase of property, plant, and equipment	(985,837)	(28,030)
<b>Net cash used by investing activities</b>	<b>\$ (859,500)</b>	<b>\$ (40,470)</b>
<b>Financing activities</b>		
Short term borrowing	\$ 60,212	\$ -
Long term borrowing	600,000	-
Principle payments on short and long-term debt	(92,719)	(15,498)
<b>Net cash provided by (used) by financing activities</b>	<b>\$ 567,493</b>	<b>\$ (15,498)</b>
<b>Increase (decrease) in cash</b>	<b>\$ (224,731)</b>	<b>\$ 258,477</b>
<b>Cash at beginning of year</b>	<b>\$ 479,806</b>	<b>\$ 221,329</b>
<b>Cash at end of year</b>	<b>\$ 255,075</b>	<b>\$ 479,806</b>

The accompanying notes to financial statements are an integral part of this statement.