



Humboldt Community Access and Resource Center 2006 Annual Report Supplement

Bay Center.....	3
Horizon Resources	7
Sequoia Center	15
Summit Support Services.....	21
Baybridge Work and Employment Services.....	25
Rainbow Respite Services.....	31

Bay Center

1001 Searles Street
Eureka, CA 95501

Director: JoAnn Diaz

HCAR Bay Center Annual Report 01/02/06 to 12/31/06

I. Demographics

All numbers are rounded off and are therefore approximate. We have 46 clients enrolled at Bay Center, either full-time or part-time. Of these, 45 receive Community Service, and two receive Tutor Service, with one of these being enrolled in both programs. Our current full-time equivalent enrollment is 38.4. We maintain a waiting list of four clients who require one-on-one support, or have mobility issues that require the use of a wheelchair, as we are at capacity for people with these issues. Over the course of a year we've had five new enrollments, and five who have dropped. Some of our clients have added days.

In cooperation with the Redwood Coast Regional Center's Behavior Analyst and resource specialist, Bay Center maintains two Behavior Support Plans (BSPs). Additionally, BSPs are integrated within the Individual Support Plan (ISP). Bay Center's Service Coordinator and the Resource Specialist meet on a quarterly basis with the Services Coordinator, care provider, client, and/or the Regional Center's Behavior Analyst.

See attached Demographics Summary

II. Status of Periodic Service Review Implementation

The Periodic Service Review (PSR) is both an instrument and a system. As an instrument it is used to assess the quality of a staff and their consistency in performing their responsibilities. The PSR is also used as a total quality assurance system to improve staff performance and the quality of service. Furthermore, it has proved to be an effective way to maintain change and improvement.

Performance standards are defined as the specifications and operationalized definitions of staff responsibilities. The rationale for developing operationalized performance standards is that they then provide the basis for performance monitoring. Performance monitoring can be defined as the ongoing verification that staff responsibilities have been carried out. The feedback loop is defined as managerial, supervisory, and consultative action based on performance monitoring. It represents the third element of the PSR system for total quality assurance.

The PSR system was begun at Bay Center in April on a results level. On the first PSR review Bay Center scored 60%. In the month of December we scored 86.6%; this was an increase of 26.6%. The largest area of improvement lies in teaching the staff the importance of knowing

the clients' goals and objectives and implementing them in the community. The Program Director and Support Staff have not been performing the Interobserver Reliability Check.

See attached Bay Center PSR Score

Summary and Recommendations: Overall the survey respondents were favorable to the program. As with the previous year, I was impressed with the responses to the Client Satisfaction Survey question, 'Who is the most important person at your ISP meeting?'

Our Services Coordinator continues to ask clients at our weekly Center Meetings, 'Who is the most important person at your ISP meeting?' The high number of positive responses indicates this method is working. Clients finally understand that the ISP meeting is their meeting, and that they are the most important person there.

We also had favorable responses to the Services Satisfaction Survey. The only issue in this area is that we received only five responses from Services Coordinators out of 10 surveys sent. Program Director made a follow-up call to remind them to fill out their surveys. I'm sure they receive surveys from all of HCAR's programs, so for next year I am considering limiting the survey to one page for Services Coordinators. My other recommendation is to tighten up on our PSR and work with Support Staff and myself to make sure we get out there to perform the Interobserver Reliability Checks.

Horizon Resources

5050 Valley East Blvd
Arcata, CA 95521

Director: John Meyers

HCAR Horizon Resources
Annual Survey
2006

30 surveys were distributed to Horizon Resources' consumers. 21 surveys (70%) were returned even though staff had been instructed to assist consumers with filling out and returning surveys as needed. Staff had no reasons why 30% of consumer surveys were not returned – no staff confirmed that they were the one(s) who did not assist their Primary Consumer(s).

35 surveys were mailed to stakeholders including parents, care providers, conservators, and others. 5 were returned from parents, 9 from care providers, 1 from a conservator, 6 from RCRC Service Coordinators (others), and 1 unspecified other (63% total).

Not all numbers and percentages total 100% because some questions were not answered and some had two answers checked for both consumers and stakeholders. The small number of surveys makes statistical results unreliable.

Stakeholders:

Question # 1 – Who should have the most input at a consumer's ISP meeting?

5 surveys (23%) said the parent should have the most input. 2 (1%) said the care provider, 1 (4.5%) said the sister should, and 17 (77%) said the consumer should have the most input at their own meeting.

Question # 2 – Do you believe that consumers have a daily choice of activities, or do they mostly participate in activities scheduled for them?

15 (68%) participants said consumers have a choice. 7 (31%) said that activities are scheduled for consumers.

Question # 3 – Do you believe that Horizon Resources' consumers spend too much time in the community?

18 (82%) participants said no. 4 (18%) said yes.

Question # 4 – Do you believe that community based employment should be a goal priority for your consumer(s)?

7 (32%) participants said Yes. 11 (50%) participants said No.

Question # 5 – Do you believe that Horizon Resources staff are supportive of consumers doing as much as they can for themselves, or do staff do everything for them?

22 (100%) participants said staff are supportive.

Question #6 – Because of skills training received at Horizon Resources, are consumer's lives better, the same, worse?

20 (91%) said that consumer's lives are better. 2 (9%) said consumer lives are about the same.

What information would you like to get from Horizon Resources?

* I would appreciate more communication between day program and home staff, especially on behalf of non + less verbal clients.

* I appreciate your patience and support with (consumer). I know he can be a challenge for you and anyone around him sometimes! Thank you for your support.

* Already have open communication.

* Change in destination. How to catch up with group when they are out in the community. Your office staff and supportive staff is great!

* Your staff and program are wonderful. Very professional, kind, & supportive. Thank you!

* I am already getting a lot. Thank you!

* Good program!

Consumers:

Question # 1 – Do you like attending Horizon Resources?

19 (90%) of consumers said Yes. 1 (5%) said Not Sure.

Question # 2 – Do you get to make choices of what you want to do each day at Horizon Resources?

19 (90%) said Yes. 1 (5%) said Not Sure.

Question # 3 – Do you feel supported by staff when you are having a bad day at Horizon Resources?

17 (81%) said Yes. 3 (14%) said No. 1 (5%) said Not Sure.

Question # 4 – Do staff let you try to do things for yourself?

20 (95%) said Yes.

Question # 5 – Who is the most important person at your ISP meeting?

15 (68%) said that they are the most important. 1 (5%) said they don't know. 1 (5%) said some other unspecified person was most important.

Question # 6 – Do staff tell you when you are doing a good job?

20 (95%) said Yes. 1 (5%) said no.

Question # 7 – Is the training you get at Horizon Resources important in your life?

17 (81%) said Yes. 3 (14%) said Not Sure.

Question # 8 – Do you enjoy going into the community for training every day?

16 (76%) said Yes. 2 (10%) said No.

Question # 9 – Do you know why you work on the skills that you do?

17 (81%) said Yes. 4 (19%) said Somewhat. 3 (14%) said No.

Question # 10 – How important is 'someday getting a job in the community' to you?

12 (57%) said Very Important. 4 (19%) said Somewhat Important. 3 (14%) said Not Very Important.

Staff:

Three of fifteen (20%) staff members responded to their survey.

Please list 3 strengths of Horizon Resources:

“Support staff”, “training”, I.S.P.'s”, “teaching/training by doing”, “community access”, “overall quality of the staff”, “promotes positive behavior modification”, “encourages teamwork in staff”, “encourages creativity in the workplace”.

Please list 3 weaknesses of Horizon Resources:

“Low pay (more of an HCAR thing)”, “communication breakdown”, “communication”, “stability (being on the same page)”, “staff turnover”, “I am sure there are weaknesses, but this is the best working program I have ever worked in”.

How would you recommend improving the weaknesses?

“I don’t believe you can do much about staff turnover”, “low pay cannot be improved through Horizon Resources”, “communication – we need more time to talk to one another.”

If you could change one thing about your job, what would it be?

“One break during the day without consumers”, “I would like more concentrated time to get my books in order. This is the only thing that frustrates me about the job”, “the low pay is my only issue, not a Horizon thing”, “one break during the day without consumers”.

How do you feel about the amount of support provided by your supervisor?

“I feel very supported by my supervisor”, “it is excellent – all the support is right there when you need them”, “support staff is following through with their name, so I feel very supported”.

What one thing could help to increase your job satisfaction?

“Pay”, “one break during the day without consumers”, “not always feeling behind in the books – they were not in great shape when I took over”.

What is the biggest challenge in your job?

Remembering the prompting hierarchy (not pointing and talking). Patience on days when I am tired”, “how far can I go?”, “having patience”.

Would you like more training in your job? (specifics are good)

“No. I think we are very well informed with the training we are provided with”, “working with the prompting hierarchy. Anything about developmental disability since I don’t know much”, “the best training at this point is the experience in the field”.

Additional comments:

“It is a massive relief to look forward to coming to work”, “I hope you know what an excellent program you have here. The curriculum gives a strong base step to help you train to the best of your ability”.

Summary

77% of Other respondents feel that consumers should have the most input at their own ISP meeting, while only 68% of consumers feel that they are the most important person at their own meeting. Our staff review a Self Advocacy curriculum with consumers throughout the year and assist consumers with a Personal Profile and Future Life Plan prior to each ISP meeting. Our goal is to help consumers realize that they have a right to be responsible for their own life and to make decisions for themselves. Perhaps part of the response is due to the fact that we are working with adults who have told to ‘comply’ most of their lives – especially people who grew up in the state developmental centers.

68% of Others feel that consumers have a choice as to their daily activities at Horizon Resources. 90% of consumers recognize their right and opportunity to take part in the decision process as to what activities they will participate in during the day. Staff make up a projected daily schedule each morning, but then talk to each consumer and offer a choice to participate in those activities or not. Consumers have the right to decide to trade places in groups so that they get to do what they want during the day. We have created a picture book of community locations that many consumers – verbal and non-verbal – use to make their choices.

18% of Others feel that we spend too much of our training time in the community. 10% of consumers think they spend too much time in the community. Our program design specifies that we are a community based training facility. The State is currently offering pass through money for a wage increase to agencies that spend a minimum of 51% of the time in the community working on functional skills training. Horizon Resources’ consumers currently spend approximately 51% of their time working on skills in the community. All 3 HCAR day programs must reach that 51% figure for any HCAR staff to receive the wage increase.

32% of Others feel that community based employment is a priority for their consumer(s). 57% of consumers said that a job in the community is very important to them. The vocational training that Horizon Resources provides is designed to teach consumers basic behavioral/job skills in order to enter a vocational program and eventually participate in community employment. 60% of our current enrolled consumers have made the choice to participate in the paid work opportunity at our program.

100% of Others feel that Horizon Resources staff are supportive of consumers, allowing them to try to do things for themselves. 95% of consumers feel that staff let them try to do things for themselves. 81% feel that staff are supportive of them when they are having a bad day. 95% of consumers feel that staff tell them when they are doing a good job. Staff training emphasizes that it is important to let consumers do for themselves, even when it is easier for staff to do things (such as setting up a consumer’s lunch, or tying their shoe). Staff training also focuses on the fact that behavior is a form of communication and our job is to recognize communicative intent, then attempt to teach consumers more appropriate ways of communicating the same need when necessary.

91% of Others say that their consumer's life is better because of training they receive at Horizon Resources. 81% of consumers feel that the training they receive is important. It is interesting to note that 81% of consumers say they know why they are working on the skills that they do. Staff are instructed and encouraged to remind consumers on a daily basis why they are working on specific skills ("Remember, you said that you want to visit your grandmother in Nebraska someday... and you want to take the bus there? Well, we are working on transit skills today so you can learn to do that").

The final figure that we are most interested in is that 90% of consumers who responded said that they like attending Horizon Resources. We had a goal of an 85% positive response and we exceeded that number!

The staff survey response was disappointing, but the results of the completed survey are encouraging. We expect Horizon Resources supervisory staff to provide supervision to their staff people. Staff are provided a basic 1 ½ day orientation when they start work, repetition of segments of the orientation within their first 3 months of work, and this year we began a Behavior Analysis Skills – Introductory Course (BASIC Training) series of 7 2-hour trainings mandatory for all staff.

Demographics

We began the year with 30 consumers enrolled in program and ended with 31.

100% of consumers in our program have a diagnosis of developmental disability. 12.9% also have a diagnosis of mental illness. 22.6% have a physical disability.

48.4% of consumers are in the 18-40 year old range. 51.6% are in the 41 – 65 years old range.

12.9% of our consumers are non-ambulatory. This means that they cannot recognize an alarm such as a fire alarm and/or get out of the building for any reason independently.

12.9% of our consumers are non-verbal.

67.7% are male and 32.3% are female.

26% live in Eureka. 45% live in Arcata. 3% live in Blue Lake. 26% live in McKinleyville.

9.52% of all consumer specific ISP Objectives were met and closed.

20.63% were met, but continued being monitored.

39.69% were continued.

1.59% were deferred due to lack of progress.

28.57% were discontinued due to consumer priority changes.

38% of all Objectives were initiated by a consumer.

68% of all Objectives were for an acquisition of a skill. 24.7% were for improvement of skills. 5.2% were for maintenance of skills.

34.9% of specific ISP Objectives were for communication skills. 72% were for Independent Living Skills. 11.6% were Leisure Skills. 9.5% were Mobility skills. 13.8% were Self Care Skills. 37% were Behavioral Skills. 20.1% were Vocational skills.

Periodic Service Review

Horizon Resources established a Periodic Service Review this year. We did not begin keeping accurate records until we felt we had the bugs worked out of the definitions and the scoring procedures, so the PSR date begins in May of 2006. Our Site Director also was unavailable for 2 months at the beginning of the year due to health reasons, and this set back the start of our review process.

We looked at several factors affecting our program and tried to focus on areas of concern which directly affect consumer programming, such as daily scheduling for community access and functionality of activities, staff awareness of Objectives and instructional processes for their Primary Consumers as well as each consumer they work with on a daily basis.

We also looked at our documentation processes including daily tracking and monthly administrative requirements.

Our first documented score was 80%. Since that time the score has dropped to a low of 66% in August as we discovered areas, mainly within the instructional processes portion of our reviews, which need attention. We ended the year with a score of 75% for December and a year average score of 73.57% - below our projected 85%.

We have begun a series of trainings focusing on instructional processes for staff in an effort to raise our review score.

Sequoia Center

4620 Meyers Ave
Eureka, CA 95501

Director: Sherry Rowe

Sequoia Center Annual Report for 2006

The summary covers the reviewing period from January 1, 2006 to December 31, 2006. Our numbers are rounded off and are therefore approximate.

Demographics

There are 26 males and 20 females attending day program with the age range of 23 to 66 years old. (23-40) Age group we have 19 consumers (41-65) age group we have 25.0 in the (66 – 85) age group we have 3.0 consumers.

The consumer's ethnicity breaks down into these categories: white (57.4%)Hispanic (2.1%) Asian/Pacific Islander (2.1%) Unknown (38.3%)

In cooperation with Redwood Coast Regional Center's Behavioral Analyst and Sequoia's Resource Specialist, Sequoia Center maintains 5 behavior support plans which are integrated within the individual support plans (ISP). The service coordinator, and/or the resource specialist meet on a quarterly basis with the case manager, care provider, consumer, and/or Redwood Coast Regional Center's behavioral analyst.

Sequoia Center consumers had 2.59 ISP long-range goals. Average Objectives per person 4.90 and worked on 1.89 objectives to reach those goals. Consumers generated 49.8% of the objectives

Goals and Objectives

59.8% of objectives were classified "Acquisition of skill", 25.4% as "Improvement of skills", 2.2% as "Maintenance of skill", and 12.3% as "Service/regulatory. 9.19% of all objectives reviewed were met and closed. 85.83% 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. 0.79% was discontinued, deferred due to consumer priority change or lack of participation. 0.5% was deferred due to consumer request. During the semi-annual review process, consumers meet their objectives, continue working on the objectives, or set new criterions. Objectives were initiated by consumers 49.8%, by support staff 5.3%, by care providers 0.0%, by case managers 1.6%, by conservators 0.8%, and by parents 1.6%.

The average number of long-range goals in each domain breakdown as follows (may total more than 100% due to goals being assigned to multiple domains)

- Communication 32.4%
- Independent living skills 78.8%
- Leisure 37.3%
- Mobility 16.6%
- Self-care 36.5
- Social (behavioral/choice) 48.1%
- Work 17.4%

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

- Communication 29.4%
- Independent living skills 93.3%
- Leisure 30.7%
- Mobility 8.8%
- Self-care 27.7%
- Social (behavioral/choice) 38.6 %
- Work 10.1%

Sequoia Center provides a paid job in which consumers have a choice of which component that they want to participate in: confidential document sorting, shredding, or shredding pick-up. 34 consumers chose HCAR paid work (average commensurate wage \$1.52 /hour) and 12 consumers contract with Tri-City delivery. Additionally, consumers choose from a variety of volunteer activities, which include the following: Sequoia Park clean up, Old Town clean up, caring for animals at the humane society, and aluminum recycling and paper recycling. The volunteer activities are both community and site-based.

2006 Consumer Survey Results

Consumers were given this satisfaction Survey at the center they were assisted by staff if requested.

- 99% responded that they like coming to the Sequoia Center
- 66% responded that they get to choose what they do at the Sequoia Center
- 100% responded that they like the Sequoia Center staff
- 78% responded that the staff help the consumers do things by themselves
- 78% responded that they think that they are the most important person at their ISP meeting
- 77% responded that they get to choose their ISP goals
- 70% of the consumers like to go into the community
- 72% responded that when they go into the community that they go to a variety of places
- 77% choose to work at the Sequoia Center
- 72% choose to participate in Volunteer Jobs
- 50% stated that they know what needs to be done in order to be worker of the month
- 72% responded that staff support them when they are having a bad day
- 88% responded that staff tell them when they are doing a good job
- 44% responded that due to the training they have received from Sequoia Center, their life is better.

.2006 Satisfaction Questionnaires

This Survey was mailed out to Parents, Care Providers, RCRC, Service Coordinators, Conservators, and Relatives, 15 were returned filled out

100% were filled out by people who had been involved with consumers for at least 5-years. 86% regularly attend ISP meetings at Sequoia Center. 66 % felt consumers had the most input at the consumers meeting. 93% marked that they thought consumers were offered choices. According to our survey the independent living activities offered, hygiene / self esteem class were the most important. Other activities people would like to see offered (1), how to get along with each other (2) more safety training (3) boundaries (4) physical activities (5) cooking (6) washing clothes (7) sexual awareness. Of the vocational skills offered at Sequoia Center, people thought work production was the most beneficial and our volunteer jobs were very important. Of the leisure activities, exercise was the most popular choice with bowling next and people really enjoyed going to the fair. Consumer meeting and self advocacy are the most important social activities offered at Sequoia Center. The last question was: "Are there any other activities you would like to see at the center?". We received only 2 responses which were; more dances and to volunteer at a senior center as a group.

2006 highlight of Activities

January

Sequoia Center experienced a high rate of absenteeism due to the flu season this month. The consumers enjoyed making homemade ice cream both regular and diabetic. The results of the January Periodic Service Review are 92%. Our area of continued need for improvement still lies in teaching the staff the importance of knowing the consumers goals and objectives, then implementing those goals in the community.

February

Adult Education did a big upgrade on the computers this month and we are very thankful. The new software is very much appreciated. Sequoia Center got 2 new shredders. Our crew is putting out a tremendous amount of shredding. They shredded 13,267.8 pounds in January. Christine Liller was chosen Employee of the Year for 2005. The workers of the month, Phil, Jack and Jamie were chosen based on the amount of shredding they helped pick up.

March

St Patrick's Day was celebrated with a consumer party and a consumer birthday party. Work production shredded 13,838 pounds of confidential documents. The key guest speaker was Gay Miller from Community Care Licensing. Gay spoke of the center evaluation process. Sherry Rowe, Services Coordinator for Sequoia Center attended the CSAN Conference in Los Angeles in March and was very thankful for being chosen to attend and represent HCAR. The results for the March P periodic Service Review are 94%. The reason for the increase in February of 2% is due to the interobserver Reliability checklists by direct observation of the consumers' restaurant skills.

April

In April we had a rollout of the new competency tests from College of Direct Support. Our facility manager gave an in-service on HCAR's exposure control plan. The result of the April

Periodic Service Review is 94% with no change from March. Work production shredded 9,716.9 pounds of confidential documents.

May

Staff had a very busy month of meaningful in-services trainings. Our guest speaker was Regional Center's wellness nurse Sara Hames on 2 different occasions. Nancy Coke from Adult Education and Sherry Rowe Client Services Coordinator gave in-services on Assertive Technology for our consumers. Both of these ladies gave an overview of the weeklong conference that they attended on Assistive Technology. Teresa Poirer, Behavioral Specialist, gave an in-services/Case study on a consumer and his/her behaviors. The result of May's Periodic Services Review are 90%. This is a four point drop from April.

June

Staff watched a film on slips trips and falls. Two staff members gave a presentation on sexual harassment and two meetings on consumers case studies were presented by Teresa Poirer. The results of the June Periodic Service Review are 94%. This is a 4 percent rise from May. The Adult Education instructors report that the consumers are having great success in their math class.

July

In July we celebrated our annual open house and BBQ with consumers, staff and friends of Sequoia Center. The theme was country western. Many of us dressed up as cowboys and cowgirls. All had great fun. The results of the Periodic Service review are 94% which is up 1% from the previous month.

August

The Consumers enjoyed a great day at the fair. We had one consumer enter a project and he received a show of entry ribbon. We had a lot of good fun. Our guest speaker was Peter Norlock from Regional Center. Teresa Poirer gave an in-service on tutored consumers. Lillian Davis, Inclusion Specialist II gave a presentation on the importance of team work. The results of the Periodic Service Review are 94%, with no change since the previous months report.

September

Teresa Poirer gave two in-service meetings for consumers. Pam and Sherry also gave an in-service meeting for consumers. Lauren Gardner, Site Director, attended a Regional Center board meeting. The board meeting gave her insight into the working of the Regional Center. The results of the Periodic Service review are 95% which is an improvement of 1% since August.

October

The consumers shredded 10,458.2 pounds of confidential shredded this month. That is a "Great Amount". Staff had 2 in-service meetings given by guest speaker Cindy Sullivan on case notes. Staff also had a speaker on Diabetes. John Myers began the seven-week basic training series for HCAR employees taught at Sequoia Center. The results of the Periodic Service Review are 98.8%. This is an improvement over September.

November

We celebrated Thanksgiving with our home made pumpkin bars and were very busy getting ready for our open house. We had a lot of changes this month at the center as Lauren G. Site director moved on and Sherry Rowe became the new Director. A new Division Coordinator Chris P. was hired and a new Services Coordinator Sharlene L. was hired so I have been busy training new staff.

December

Consumers had a great Christmas Party with pizza for lunch then a gift exchange and singing Christmas carols. We also had our open house on December 8th. I was very pleased with the number of people who attended. The Craft sale went very well as we sold almost all of our crafts.

Status of Periodic Service Review Implementation

The Periodic Service Review (PSR) has been beneficial in showing what areas supervisors need to improve. In the last 12 months the review has shown that supervisors need to go into the community and make observations of staff to actually see if the consumers' goals are being worked on as much as possible. Another area of weakness is support staff making sure all staff understands the plans for each goal that the Service Coordinator has written and to make an accurate report on each consumer every 6 months.

Performance standards are defined as the specifications and operationalized definitions of staff responsibilities. The rationale for developing operationalized performance standards is that they then provide the basis for performance monitoring. Performance monitoring can be defined as the ongoing verification that staff responsibilities have been carried out. The feedback loop is defined as managerial, supervisory, and consultative action based on performance monitoring.

In the future

In the coming year we plan to encourage consumers to be more active in self-advocacy groups. We would like to form a consumer committee for self-advocacy that will have regular weekly meetings to talk about any concerns people may have and a safety committee that is involved with safety matters at the center and in the community. We would like someone from each committee to speak at one of the consumer meetings held on a bi-weekly basis.

The Center will start having weekly staff meetings to insure open communication between Supervisors and Inclusion Specialists. Inclusion Specialists II will also have weekly meetings to troubleshoot problems and to keep all schedules updated.

At staff meetings, the Service Coordinator will talk to staff about any new goals for the consumers and will discuss any questions about existing I.S.P. goals that need to be revised by the Service Coordinator. Staff will make an index card of goals to be worked on in the community for each consumer so any staff can grab this card to take it into the community and refer to it when needed, to insure that all goals for Community Access are being worked on. All staff will track all community access done by consumers to insure all are going into the community on a regular basis.

Respectfully Submitted,

Sherry Rowe
Sequoia Center Site Director

Summit Support Services

1707 E Street
Eureka, CA 95501

Director: Bill Spenceley

SUMMIT SUPPORT SERVICES

Program Highlights - 2006

PROGRAM DEVELOPMENT

Program direct service hours steadily increased through the first half of the year, while through the second half hours leveled off. Total monthly hours peaked at about 2600 hours in January, but then dipped to approx. 2140 hours in September. The year ended with December's total hours at 2485 hours.

In the beginning of fiscal year '06 - '07, Regional Center switched supported living clients to the new hourly Summit Support rate from the old monthly contract rate. This increased the hourly rate, but it did away with any administrative overhead rate.

Some consumers whose services were terminated by Regional Center included those who were referred to other SLS programs. Two consumers passed away during the year. Additionally, at least some consumers moved out of the area. These additional changes have accounted for a portion of the drop in service hours.

Finally, a temporary lack of staffing probably contributed to another portion of the drop in service hours during the latter part of the year. Recruiting has begun, and the program will have two new support workers hired by the end of January.

HCAR continues to provide 24 hours a day/seven days a week support for one of our senior consumers who turned 70 in June. Four staff are involved in this support. The primary live-in and lead support worker is doing a great job.

The program director, program coordinator, and program assistant in the administration office have been working hard on up-dating the various required consumer documentation, including the individual support plans (ISP's), plan reviews, assessments, semi-annual reports, case notes, and medical documentation. The PSR (periodic service review) continued through the year. Progress continues on this program evaluation tool, with monthly file checks being done to track and to assess consumer documentation and staff training.

STAFF DEVELOPMENT

New staff hired in the year included Greag Brown, Rose Lingenfelter, and Jessica Elwell. Jessica returned as a support worker to HCAR after being gone for over a year. Although Sal Tabarez resigned in March, he returned to work with us again in late August. It is great to have him back. Michele 'Mush' Nickel resigned in August after ten years as a support worker. These workers make significant contributions to the support service and HCAR, and they are appreciated.

Two other support workers resigned during the year.

Staff training highlights predominantly focused on the monthly staff meetings over the year. They are summarized as follows:

January - 'Supported Life Conference' by guest speaker, Mush Nickel.

February - no meeting.

March - 'Making My Own Choices,' by guest speakers Betty & Ozzie Pomeroy, Consumer Advocate.

April - meeting cancelled.

May - 'Clients' Rights and Confidentiality' by guest speaker, Jim Stoepler, Clients' Rights Advocate.

June - 'Semi-annual reports & assessments' by Bill Spenceley.

July - 'Why are you doing that?' - Principles of Behavior by John Meyers and Mike Floyd.

August - 'And just how do I do that?' - Basic Instructional Processes by John Meyers and Mike Floyd.

September - 'Increasing Consumer Independence' by guest speaker, Cindy Gillam Sullivan.

October - 'Increasing Consumer Independence' by guest speaker Cindy Gillam Sullivan.

November - 'HCAR Reactive Assault Intervention' by John Meyers.

December - staff Holiday party.

A number of staff completed various parts of the 'Competency-Based Training,' HCAR's on-line training through the year.

The College of Direct Support online training was initiated in the spring. Summit Support was part of the trial group of programs that began the series of required course work. Success wasn't as good as expected, but some workers did really well. Since results are confidential at this point, I don't have an exact measurement summary of the results.

In October '05, Michele Nickel (Mush) attended the Supported Life conference in Sacramento. This is the State's largest annual conference of its kind, and it is well worth attending. Mush shared staffing morale issues from this conference at the January '06 staff meeting.

PROGRAM QUALITY

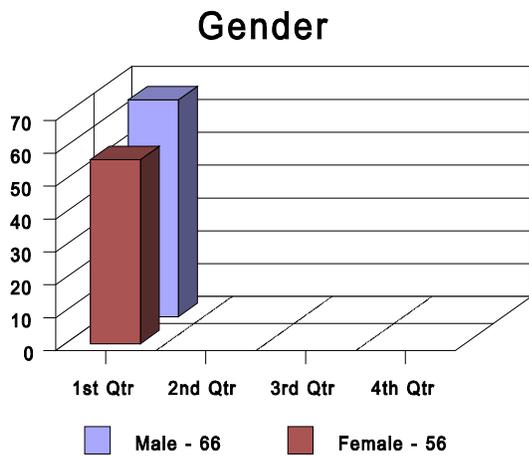
The program quality measurement instrument, the PSR (Periodic Service Review) continued being used through the year with seven reviews being done. The actual review chart was modified once. The heaviest emphasis in this review is the assessing and checking for consumer documents in their files. Examples of this review is attached at the end of this report.

In late November the 'Program Quality Satisfaction Survey' was sent out to all consumers of the Summit Support Services and the Regional Center service coordinators. The complete results and analysis are included in this report.

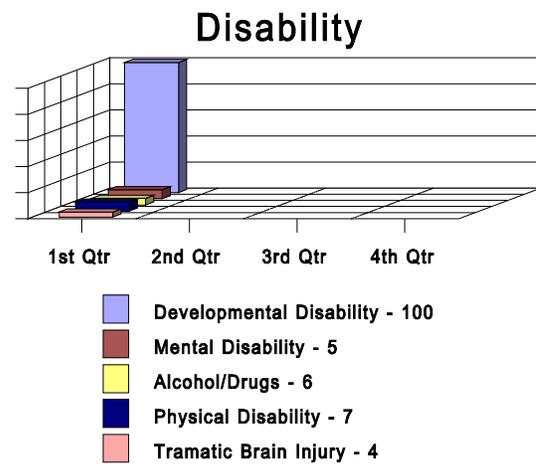
In summary, the survey result reflect a very positive overall level of satisfaction among service recipients.

CONSUMER DATA

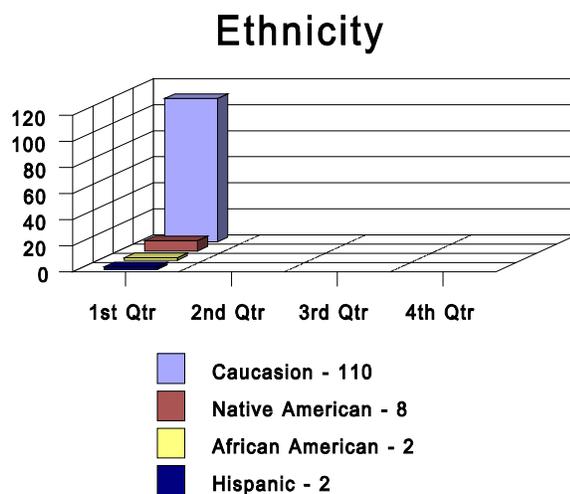
The consumer data charts summarize the breakdown of consumers according to gender, disability and ethnicity as of December 31, 2006. Compared to last year there are five more consumers with a total of 122 this year. Of these, 56 are females and 66 are males.



The predominant disability is developmental disability.



Regarding ethnicity, 105 are Caucasian, with the remainder a small mixed race representation.



Baybridge Employment Services Baybridge Work Services

**415 Seventh Street
Eureka, CA 95501**

Don Baltzley, Director

Baybridge Work and Employment Services

Highlights & Achievements

2006 has been a year of change, as well as achievements for Baybridge Employment Services. In spite of the staff turnover we have experienced this year, we have dedicated team players, who continue to move forward, and are determined to provide the quality of services our consumers deserve. They should be applauded.

A 5% pay increase for HCAR employees was a boost to morale in 2006. The state budget also allowed for an increase in rates for Baybridge services, which has offered some relief, but with those increased rates, DoR wanted more bang for their buck. Meetings were held, which resulted in the restructuring of the intake process in Supported Employment. The changes will increase the efficiency and effectiveness of the process and at the same time meets the time constraints that rehabilitation counselors are now faced with. DoR was satisfied with the changes. DoR also informed our agency that grant funds were available to vendor job placement services to meet needs within their agency; needs that fall outside the parameter of our current services. These services are to be tailored exclusively for DoR clients with a range of disabilities we do not currently serve. A grant proposal has been submitted and we are waiting for a response.

2006 was also our year to be surveyed by CARF. With the frequent changing of the guards and the problems that can arise with such change, there was some apprehension and speculation as to whether Baybridge would be able to achieve the 3 year accreditation. I am proud to say that we did receive the three year accreditation and with few recommendations. The surveyors were very pleased with the quality of our placements and they're being person-centered, as well as the satisfaction consumers and employers expressed in regard to our services.

Training has been ongoing in 2006 with the "College of Direct Support" online competency course by all staff. John Meyers and Michael Floyd have also been conducting a behavioral concepts training course. Baybridge employees have found these courses to be very beneficial.

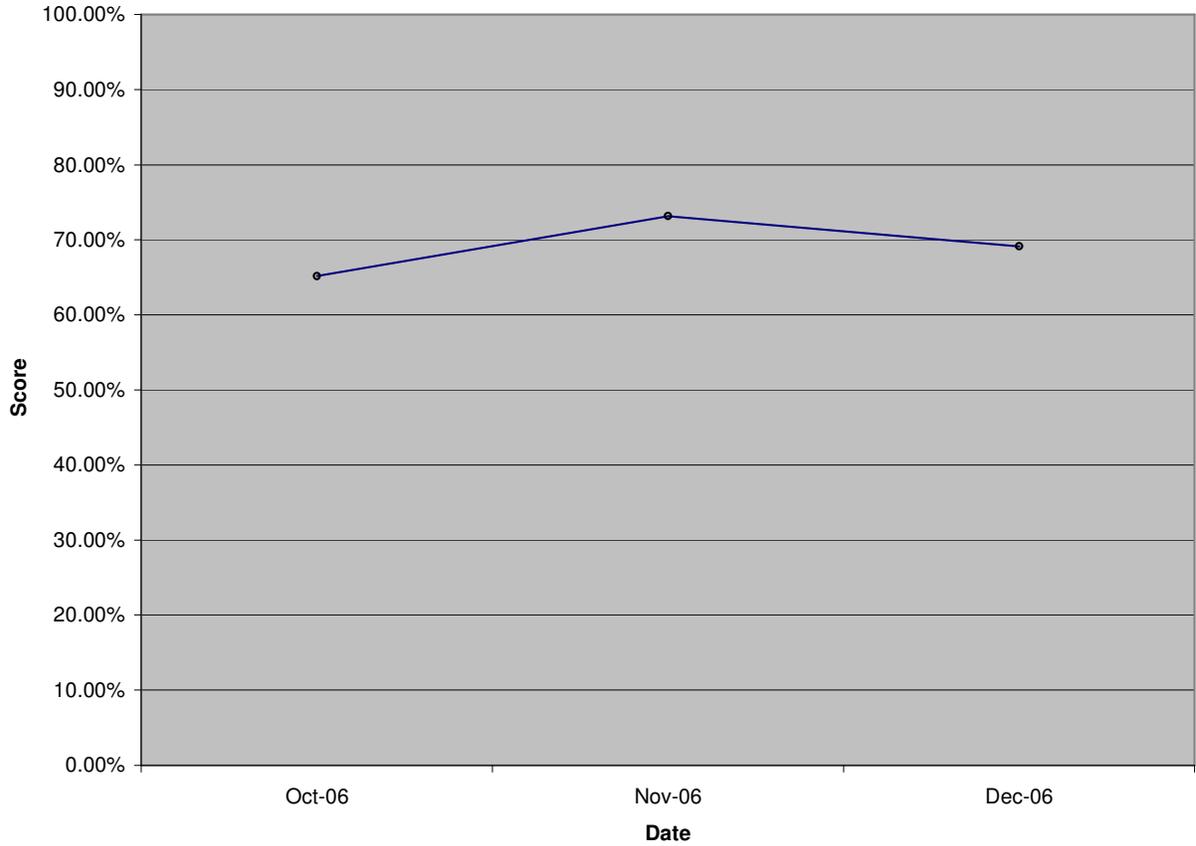
Periodic Service Review

Periodic Service Review standards were designed for both Baybridge Work Services and Baybridge Supported Employment and implemented during the last quarter of 2006. It has been designed and instituted as a means of measuring the effectiveness and efficiency of Baybridge's service delivery, which will allow us to identify areas in need of improvement.

In light of the previously mentioned changes we will be starting fresh and will not be addressing prior service goals; rather we will be looking at the data collected for each standard listed in the PSR since implementation for both Supported Employment and Work Services along with the resulting measurements by graph. The information gathered each month will be addressed in staff meeting to form a plan of action for addressing areas of service that need attention or can be improved. This will result in an action plan to address those needs. All of which will be forwarded in a monthly report to the Executive Director.

PSR for Supported Employment

Baybridge Employment Services PSR Results



PSR Scores:

October 2006 Total Points 32.59 Percentage Score 0.6518

November 2006 Total Points 39.58 Percentage Score 0.7916 + 0.1398

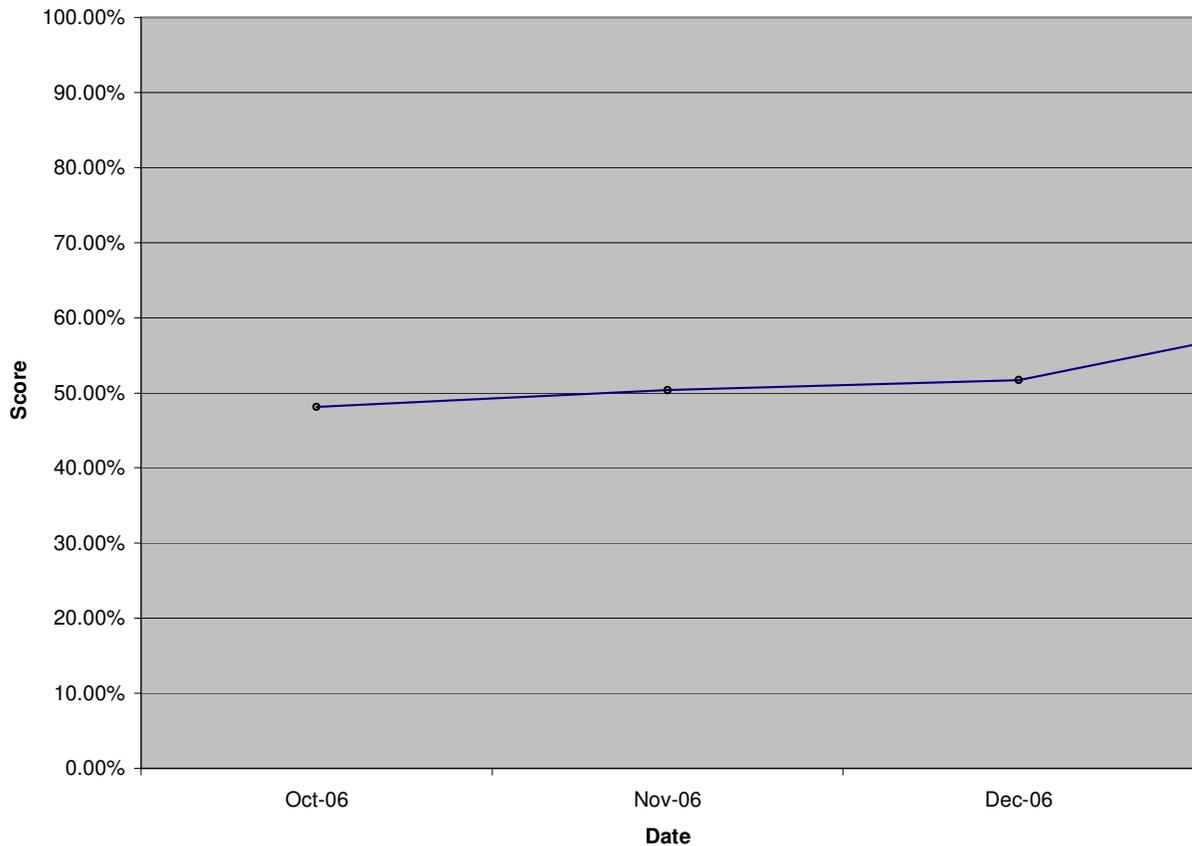
December 2006 Total Points 31.55 Percentage Score 0.691 - 0.1006

Individual PSR Standard Averages for Baybridge Supported Employment

Intake Packet	Intake Process	Assessment/ Exploration	Resume/ Job History	Career Plan	Placement	Working Files	Training Plan
75 %	100 %	44 %	56 %	59 %	100%	67 %	67 %
Fading Plan	Data Consistency	Retention	Hab Billing	Rehab Billing	Supplementary Reports	Errors	Authorization Limits
56 %	22 %	33 %	33 %	67 %	67 %	100 %	100 %
Utilization	CDS Training	Basic Training	Employers	Supported Employees	Support Team	Coaches	Person Centered
57 %	0 %	0 %	100 %	100 %	100 %	100 %	
Total Points Average	Percentage Average						
33.57	69 %						

PSR for Work Services

Baybridge Work Services PSR Results



PSR Scores:

October 2006	Total Points <u>25.5</u>	Percentage Score <u>0.481132</u>	
November 2006	Total Points <u>24.7</u>	Percentage Score <u>0.466038</u>	+ <u>0.022642</u>
December 2006	Total Points <u>27.41</u>	Percentage Score <u>0.611321</u>	- <u>0.107547</u>

Individual PSR Standard Averages for Baybridge Work Services:

Consumer Time Sheets	Safety	Quarterly Inspections	Site Review/ Drills	Accidents	Equipment Checks	Consumer Knowledge	Supply Orders
100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %
Paid Work	Unexcused Absence	Data Entry	Assignments	Functional/ Appropriate	Task Lists	Required Documentation	IP Goals & Objectives
0 %	50 %	100 %	81 %	50 %	81 %	50 %	25 %
Data Consistency	Mentoring	College of Direct Support	HCAR "Basic"	Consumer Meetings	Staff Meetings	Exit Interviews	Consumer Surveys
25 %	75 %	0 %	0 %	50 %	0 %	0 %	50 %
Support Team Surveys	Customer Surveys	Staff Surveys	Action	Current Standard	Valid Standard	Standards Reviewed	Prices Reviewed
50 %	100 %	100 %	75 %	0 %	25 %	0 %	0 %
Current Rating	Margin	Disabled For Position	Recorded Informed Consent	Valid Informed Consent	Data Consistency	Pay Rate	% of Minimum Wage
50 %	25 %	75 %	50 %	25 %	25 %	0 %	50 %
Career Planning							
Total Points Average	Percentage Average						
25.8	49 %						

Program Statistics

(Quarter and Year)

Baybridge Employment Services Program Statistics

Statistics for Individual Placement	1 st Quarter 2006	2 nd Quarter 2006	3 rd Quarter 2006	4 th Quarter 2006
Total Consumers Employed	51	52	52	51
Total Consumer Hours Worked	11,337	12,202	10,761	10,305
Consumers Placed this Quarter	2	2	5	1
Placements with New Employers	0	1	5	0
Consumers Working > 90 hrs/mo	16	16	14	12
Staff Intervention Hours	1,018	902	1046	1026
Average Monthly Income	511	566	548	510
Job Retention (%)	100 %	97 %	97 %	99 %

Baybridge Work Services Program Statistics

Statistics for Work Services	1 st Quarter 2006	2 nd Quarter 2006	3 rd Quarter 2006	4 th Quarter 2006
Group Productivity (%)	41 %	41 %	45 %	43 %
Individual Client Productivity (%)	49 %	51 %	45 %	39 %
Number of Hours Attended	7,510	7,242.5	6,767.5	6499
Number of Hours Available	8418	7773	7380	7340
Absenteeism (%)	10 %	6 %	8 %	11 %

Consumer Service Utilization

Service	Total Consumers	New This Quarter
Individual Placement	52	10
Work Services	42	9
SA	0	0
PVSA	18	18

Rainbow Respite Services

1707 E Street
Eureka, CA 95501

Director: Evelyn Parnell

RESPITE PROGRAM ANNUAL REPORT - 2006

NARRATIVE SUMMARY

The biggest challenge this year has continued to be hiring and retaining respite workers. The total number of workers has gone down even more, our consumer base has been reduced, and we have not been able to provide services in the senior area during most of the year (except for one husband and wife) due to lack of workers (including workers who are unwilling to do the level of care required such as bathing, lift-and-transfer, cooking meals, and doing housework).

PSR charting of monthly results were done throughout the year with a few modifications along the way. I set my own objectives and audited myself to them. I did much better in May and June than other months. During 2007, we will implement rotating audit teams (planned to start in March), following another revision of the operational definitions. A copy of the year's PSR Score chart is attached.

We had monthly staff meetings throughout the year, but it has continued to be difficult to get most of the workers to come in for them. Workers who have attended the meetings did find them useful.

SATISFACTION SURVEY

The satisfaction survey was mailed to 58 consumer families in August. We had a 40% response with most answers rated "outstanding" or "above average." This was a big improvement over last year's survey and we are very pleased with the results. (Copy attached.).

Respectfully Submitted,

Lyn Darnell

PROGRAM DEMOGRAPHICS - 2006

- **Respite** - Total Consumers throughout year: 84

<u>Gender</u>	<u>Age</u>	<u>Ethnicity</u>
40 - Females	44 (0 - 18 yrs.)	71 - Caucasian
44 - Males	36 (19 - 54 yrs.)	0 - African American
	4 (55 yrs. +)	0 - Asian American
		8 - Hispanic
		1 - Native American
		4 - Unavailable

Diagnosis *

30 - Developmental Disability 15 - Down's Syndrome 9 - Cerebral Palsy

4 - Speech &/or Language Delays	3 - Motor Delays	1 - Little Person (Midget)
8 - Epilepsy/Seizure Disorders	6 - Developmental Delay	3 - Parent is Consumer
	5 - Autism	

* 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: 4

<u>Gender</u>	<u>Age</u>	<u>Ethnicity</u>	<u>Diagnosis</u>
2 - Females	2 (0 - 18 yrs.)	3 - Caucasian	2 - Autism
2 - Males	2 (19 - 54 yrs.)	1 - Native American	2 - Cerebral Palsy
	0 (55 yrs. +)		

- **Interpreter** - Total Consumers throughout year: 46

<u>Gender</u>	<u>Age</u>	<u>Language</u>	<u>Diagnosis</u>
17 - Females	45 (0 - 18 yrs.)	44 - Spanish	46 - Unavailable
29 - Males	1 (19 - 54 yrs.)	1 - Hmong	
	0 (55 yrs. +)	1-Lao	

RESPIRE SERVICES PROGRAM DEMOGRAPHIC TOTAL - 2006

<i>TOTAL NUMBER OF CONSUMERS:</i>	<i>GENDER</i>
Females	59
Males	75
	<i>AGE</i>
0 - 18 Years	91
19 - 54 Years	39
55 + Years	4
	<i>ETHNICITY</i>
Caucasian	74
African American	0
Asian American	2
Hispanic	52
Native American	2
Unavailable	4
	<i>DIAGNOSIS</i>
Developmental Disability	30
Down's Syndrome	15
Cerebral Palsy	11
Speech &/or Language Delays	4
Developmental Delay	6
Motor Delays	3
Autism	7
Epilepsy/Seizure Disorders	8
Little Person (Midget)	1
Parent is Consumer	3
Unavailable	46

2006 Annual Respite Program - Satisfaction Survey Results

1. *Does the worker show that he/she possesses the practical/technical skills and information necessary for consumer care and safety?*
Outstanding **Above Average** **Fair** **Needs Improvement** **No Response**
15 = 65% 8 = 35%
2. *Is the worker punctual and reliable?*
Outstanding **Above Average** **Fair** **Needs Improvement** **No Response**
16 = 70% 7 = 30%
3. *Does the worker behave professionally/courteously with the consumer/other members of the family?*
Outstanding **Above Average** **Fair** **Needs Improvement** **No Response**
16 = 70% 7 = 30%
4. *Overall does the worker meet your needs?*
Outstanding **Above Average** **Fair** **Needs Improvement** **No Response**
16 = 70% 7 = 30%
5. *Are the Respite Program Director and Staff professional and courteous?*
Outstanding **Above Average** **Fair** **Needs Improvement** **No Response**
11 = 48% 9 = 39% 2 = 9%
6. *Do the Respite Program Director and Staff return your calls promptly?*
Outstanding **Above Average** **Fair** **Needs Improvement** **No Response**
10 = 43% 9 = 39% 2 = 9% 2 = 9%
7. *Does the Respite Program provide adequate training/community education regarding developmental disabilities and related subjects?*
Outstanding **Above Average** **Fair** **Needs Improvement** **No Response**
10 = 43% 10 = 43% 1 = 4% 1 = 4% 1 = 4%
Please list your areas of interest for training/community education.
8. *What is your overall satisfaction level with the Respite Program Director and Staff?*
Outstanding **Above Average** **Fair** **Needs Improvement** **No Response**
9 = 39% 13 = 57% 1 = 4%

Please use this space for any additional program suggestions/comments

