



**Humboldt Community  
Access and Resource Center**  
2007 Annual Report Supplement



Humboldt Community Access and Resource Center 2007  
Annual Report Supplement  
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# HCAR Day Programs



# HCAR Bay Center

## Annual Report

01/02/07 to 12/31/07

### I. Demographics

All numbers are rounded off and are therefore approximate. We have 45 clients enrolled at Bay Center, either full-time or part-time. Of these, 44 receive Community Service, and two receive Tutor Service, with one of these being enrolled in both programs. Our current full-time equivalent enrollment is 36.8. We maintain a waiting list of five 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 four new enrollments, and four who have dropped. Some of our clients have added or dropped 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 develop reports on a quarterly basis and meet annually 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 scores throughout the year included a high of 86.6% and a low of 78.5%, and an average of 83.7%. 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. We constantly have issues with tracking and the hierarchy of prompts. We still need to make sure that we perform the inter-observer reliability checks; we missed doing them for a couple of months.

*See attached graph for 2007*

**Summary and Recommendations:** Overall the survey respondents were favorable to the program. I was impressed with the responses to the Client Satisfaction Survey question, 'Who is the most important person at your ISP meeting?' Thirty-nine of the forty-two clients who filled out the survey said 'me'.

Our Services Coordinator continues to ask clients at our weekly Center Meetings, 'Who is the most important person at your ISP meeting?' We ask the same question at each ISP meeting. It's good to see that this is working.

Clients have wanted more comfortable chairs, so I will send a memo to our fund developer to see if we can get more comfortable chairs in our rooms.

The clients also suggested that they would enjoy more leisure activities, more dances, so I will look at possibly renting Cooper Gulch twice a week so we can have dances and do some fun things there, while getting community hours.

Clients have also requested more computers in their rooms, so I will look into getting donations or grants for additional computers.

We had favorable responses to the Services Satisfaction Survey. The only issue in this area is that we received only four responses from Services Coordinators out of 10 surveys sent. I was late giving out the 2007 survey. I did not develop the one page survey this year, so I will do that next year.

Regarding the PSR, we still have issues with tracking, hierarchy of prompts, and opportunities for staff to have clients work on their objectives. I will be meeting with support staff to develop a plan to correct these issues.

JoAnn Diaz, Bay Center Director

## **Bay Center Paid and Volunteer Work** **Update for 1/1/07 – 12/31/07**

### **Paid Work Activity: Shredding/Sorting/Tri-City Delivery/Parking Lot Cleanup**

45 clients are currently enrolled at Bay Center.

73% (33 out of 45 clients) chose to work at one or more of the four paid work activities.

Of the four paid work activities, three are center-based and one is community-based.

24% (11 out of 45 clients) have chosen not to participate in paid work at this time.

### **Volunteer Activities: Food Bank/Aluminum Recycling**

45 clients are currently enrolled at Bay Center.

26% (12 out of 45 clients) are engaged in a volunteer activity at Bay Center. All volunteer activities are community-based, with the recycling also partly completed at the center.

**Summary:** There are four paid work activities at Bay Center, with three being completely center-based and one being all or partly community-based. 73% (33 out of 45) chose to engage in one or more of the paid activities. 26% (12 out of 45) participate in one or more of the two volunteer activities at Bay Center, both being all or partly community-based.

# HCAR BAY CENTER SERVICES SATISFACTION SURVEY2007

There were 14 respondents to this survey. The results are as follows:

1. **I am a:** 3 Parents, 7 Care Providers, 0 Conservators, 4 RCRC Service Coordinators, 0 Other:
2. **Who should have the most input at a client's Individual Service Plan (ISP) meeting?** 11 Client, 2 Parent, 2 Care Provider, 0 Conservator, 1 RCRC Service Coordinator, 0 Other
3. **HCAR ISP meetings are centered on the client:** 14 Yes, 0 Sometimes, 0 No, 0 Other
4. **Do you believe that ISP Objectives and related activities promote client independence?** 11 Yes, 3 Sometimes, 0 No, 0 Other
5. **Do you believe that clients have a choice of activities while they're at Bay Center?** 12 Yes, 2 Sometimes, 0 No, 0 Other
6. **Clients are encouraged to express their opinions and preferences at Bay Center:** 13 Yes, 1 Sometimes, 0 No, 0 Other
7. **The safety of clients in community settings is emphasized:** 14 Yes, 0 Sometimes, 0 No, 0 Don't know
8. **Clients are given the opportunity to try things for themselves instead of staff doing everything for them:** 12 Yes, 2 Sometimes, 0 No, 0 Don't know
9. **Basic job skills learned in work training activities are relevant to community-based employment:**  
8 Yes, 2 Sometimes, 0 No, 2 Don't know
10. **Do you believe that Bay Center staff is supportive of clients doing as much as they can for themselves?** 11 Yes, 3 Sometimes, 0 No, 0 Don't know
11. **Do you believe Bay Center staff is supportive of clients when they are upset and/or in times of crisis?** 12 Yes, 1 Sometimes, 0 No, 1 Don't know
12. **Do you believe the behavioral needs of clients are addressed in a positive, supportive manner?**  
11 Yes, 2 Sometimes, 0 No, 1 Don't know

13. Because of training received at Bay Center, the quality of life for clients is: 14 Better, 0 Worse, 0 The same

14. Communication between Bay Center and me is: 8 Excellent, 4 Good enough, 2 Needs improvement

**Are there any additional comments you would like to make to help us improve the quality of service for Bay Center clients?** 1) I think BC staff is working hard at providing quality support to consumers. I believe they respect consumers. 2) None at this time. 3) Do not show respect of persons. 4) Great work Bay Center. 5) I really appreciate the communication between Bay Center staff and myself; thank you!! 6) Bay Center employees are great advocates for their clients; you are very much appreciated. 7) [Needs improvement comment] We would like to see Elissa exercise more; also continue to make healthy food choices while with HCAR. 8) I would like to see more staff training and communication between all staff instead of only in the individual rooms. JoAnn certainly has a great way of being totally fair, even if it puts some people off. I really appreciate that ability. Consistency is the key.

## HCAR BAY CENTER CLIENT SURVEY 2007

There were 42 respondents to the survey. These are the results:

1. **Who is the most important person at my ISP meeting?** 41 Me
2. **When I prepared for my ISP meeting I was asked to choose my own Long Range Goals/Dreams for My Future:** 39 Yes, 1 No, 3 Don't know
3. **I get to make choices in my daily schedule:** 39 Yes, 2 No, 1 Don't know
4. **I am discovering how to do some things for myself:** 37 Yes, 0 No, 5 Don't know
5. **I like to go into the community:** 41 Yes, 0 No, 1 Don't know
6. **I like to go into the community:** 11 ½ day, 28 All day, 3 Don't know
7. **When I go into the community, I get to go to a variety of places:** 41 Yes, 0 No, 1 Don't know
8. **I choose to work at paid jobs at Bay Center or in the community:** 31 Yes, 9 No, 2 Don't know
9. **I choose to work volunteer jobs at Bay Center or in the community:** 19 Yes, 18 No, 5 Don't know
10. **Bay Center staff let me try to do things for myself by supporting and encouraging me instead of doing everything for me:** 42 Yes, 0 No, 0 Don't know
11. **Bay Center staff supports me when I'm having a bad day:** 42 Yes, 0 No, 0 Don't know
12. **Bay Center staff tells me when I'm doing a good job:** 41 Yes, 0 No, 1 Don't know
13. **Because of the training I receive at Bay Center, my life is:**  
27 Better, 11 The same as always, 3 Worse

**Are there any programs or activities you would like to see here at Bay Center?** More comfortable chairs, more treats and parties, more work production, woodwork, birdhouses, more leisure activities, watch more movies, make more money, helping people, help for handicap, more dances, earn more money, go out more computer, Spanish, more computers, new computers.

# Horizon Resources

## Periodic Service Review –

We ended the year with an average PSR score of 78.07%. We were aiming for an average score of 85%. Our strengths throughout the year were consistent client choice in scheduling daily activities and staff knowledge of client Objectives to work on during the training day. Our staff are excellent at communication with clients and, more importantly, with teaching clients about self advocacy and their right to speak up for themselves. We were weak in having ISP's and Behavior Support plans completed in a timely manner, and in some areas of data collection.

## Demographics –

Horizon Resources averaged 28 clients enrolled during 2007. Enrollment figures are the reason that this program loses money every month. We need approximately 30 clients attending (not just enrolled) every day to make the program financially viable.

Client attendance (not enrollment) averaged 87.28% for the year.

Our clients averaged 59.78% of total training hours spent in community based activities.

45% of our clients are aged 18-40

55% are aged 41-65

73% are male

27 % are female

The average client had 1.8 Long Range Goals this year with 3.24 specific Objectives.

33.1% of the Objectives were related to Communication skills

57.1% were related to Independent Living Skills

13.7% were related to Leisure activities

17.6% were Mobility related

17.1% were related to Self Care (personal hygiene)

42.3% were related to Social skills (this specifically includes behavioral issues)

17.1% were related to Work skills

The numbers do not all add up to 100% because Objectives may be related to more than one domain.

36.5% of all Objectives were initiated by the clients themselves  
28.1% were suggested by staff and agreed to by the clients  
5.2% were suggested by care providers  
2.1% were suggested by RCRC Service Coordinators  
1% were suggested by client's conservators  
2.1% were suggested by parents  
25% were suggested by others (this is an indication that it wasn't clear who initiated the idea)

8.33% of all client Objectives were met by clients and closed.  
11.67% were met, but the client indicated that they would like to continue working on the skill.  
63.33% were continued. This means that the client hadn't fully met the criteria for success yet.  
10% were discontinued because of client priority changes – they changed their mind and wanted to work on something else instead.

### **Client Survey –**

26 client surveys were distributed to Horizon Resources' clients. 100% were returned, although one survey was returned not filled out. Some clients did not respond to all questions asked. The surveys were laid out in a yes-no format with smile/frown icons for clients who cannot read. They could respond to the icon as staff read the questions to them.

1. I am the most important person at my ISP meeting.

Self advocacy is an issue we have worked on with some diligence. 95.8% of clients answered yes, they are the most important person in their meeting. 4.2% responded that they were not the most important person at the meeting.

2. I get to make daily choices in my schedule.

100% of clients responded yes, they do get to make choices. We offer a set of books with photographs (many taken by the clients) of local services (stores, etc) where they may want to go during the day. The books were created for non-verbal people, but they have become popular with all clients as a way to remember what choices are available.

3. How do you feel about the amount of time you spend each day going out into the community for skills training?

62.5% of clients responded that they are OK with the amount of time they spend in the community. 37.5% responded that they spend too much time training in the community. The Regional Center offered a 3% rate increase last year for programs that are at least 51%

community based in their training. Horizon Resources averaged 59.78% of our total training hours spent in the community and 40.22% of our training hours spent in-house. The Regional Center figure seems not to take into account client choice, severe weather conditions, or other factors affecting community access.

4. Staff often reminds me why I am working on specific skills during the day.

68% of clients responded yes, 32% said no. Staff takes cards with them listing the specific ISP Objectives for each client in their group each day. We often remind staff to remind clients about why they are working on a specific skill – because the client said that they want to achieve a certain goal and this skill is a step in reaching that goal. This keeps the client more interested in the skills training.

5. Learning work skills is important to me so I can get a job in the community someday.

75% responded yes, 25% said no. Currently, 53% of clients enrolled in Horizon Resources choose to participate in work activities. All clients are aware of the work opportunities at our facility.

6. Because of the training I receive at Horizon Resources, I am more confident in my abilities.

86.9% of clients responded yes and 13.1% said no.

We also asked two open ended questions –

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

Sit at home; go crazy, bored; watch TV all day; I don't know; watch TV; I don't know; stay inside and learn things I don't know yet and some days I would take a walk and learn street safety; I don't know; staying home doing nothing; wake up in the morning and sleep in; I don't know; listen to music, dance, sleep; I am here; I would get another job; I wouldn't come to program; ride my bike; attend Studio and I don't know; I don't know; get a job; I don't know; I don't know.

The number of “I don't know” answers may indicate that clients are not making the connection between skills training in the community and their ability to use those same services when they are not at program.

2. I would like you to know this about my program:

Stop asking me questions; yes; I don't know what; stop; that it is good; I like working; I like Work Production; I do good here and work a lot and I like talking to you (HCAR) people; I like to come here; I put my shoes on the wrong feet; doing good, doing great; a lot better; more focused now than ever; no; I don't know; I work here;

This is my second home; I like it, going out into the community.

### Staff Survey –

Nine surveys were distributed and six were returned.

1. Please list 3 strengths of Horizon Resources:

Program; co-workers, flexibility; good program; great line staff/support staff, flexible schedule; innovative programming, community access, great care staff (line staff); helping people, great staff, great philosophy; staff in rooms work well together; the behavioral specialist, a director who is always open to suggestions; strong/clear mission, experienced staff/cohesiveness among us, the extra support from trainings/curriculum.

2. Please list 3 weaknesses of Horizon Resources:

Staff shortage, low wage; not enough staff; unable to keep staff due to \$; not enough staff; short staffed; low enrollment, low wages, limited activities.

3. How would you recommend improving the weaknesses?

Shanghai workers from sailing ships; being able to somehow hire staff possibly part-time employees; actually, I believe this is a great program and the money issue is part of human services, you do this work for more than \$; find a way to pay staff more, then staff would stay and not be understaffed most of the time; understaffing is terribly not therapeutic; need to offer a wage that people can live comfortably on; other agencies have offered a starting wage of \$11/hr. in this area; not sure.

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

Higher pay; more places to go and more scheduled activities in the community; very low wage; more involvement from the Resource Specialist in what's happening with the clients; more time to do paperwork and read client info; we'd get Martin Luther King day off or Caesar Chavez day off.

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

These answers are confidential for the Site Director. 4 surveys indicated positive comments and 2 were negative.

6. What, in addition to more money, could help increase your job satisfaction?

A kinder supervisor, being fully staffed is a wonderful and rare thing, when we are fully staffed it's great what can be accomplished when you are not dividing your attention between so many people, having adequate staff; I am able to work with individual client goals when groups are smaller a lot better and we are able to go more places; being fully staffed; no/poor pay = no staff, this is an issue; having enough staff for long enough periods of time to accommodate focused groups and enhance client satisfaction with our program.

7. What is the biggest challenge in your job?

Realizing that we are chronically understaffed and the client's program suffers, this is not fair to them; keeping my energy up through the whole week; taking the time to give you answers for surveys, also at the end of the day or the beginning of the day getting paperwork done; I'm lousy at making time for the paperwork; hearing phrases repeated over & over & over & over from my primary client; time management.

8. I prefer live training sessions, online training, combination:

50% said "live" and 50% said "combination."

Additional comments:

Horizon is a great place to work. I am leaving the agency because the wage is so poor. Out of all of HCAR are you telling me there is no way at all to get a pay increase? I find that hard to believe!; Be creative, make it happen for the clients and staff; Thanks, I appreciate that we all work well together and that our schedules are flexible; I feel like we have a good program for the most part; this is a nice place to work.

### **Stakeholders Survey –**

29 surveys were distributed to parents, care providers, conservators and RCRC Service Coordinators. A total of 8 surveys (27.5%) were returned.

3 parents, 1 care provider and 4 RCRC Service Coordinators returned surveys.

1. How is your communication level with staff at Horizon Resources?

100% of respondents said that communication is "good."

2. Clients spend too much time in the community for training activities.

87.5% said no, 12.5% (1 respondent) said "not sure."

3. Clients get to make daily choices about their schedules at Horizon Resources.

87.5% said yes, 12.5% said “not sure.”

4. Vocational training is an important component for my client/s enrolled at Horizon Resources.

50% of respondents said yes. 37.5% said no. 12.5% said “not sure.”

5. My client/s look forward to going to Horizon Resources every day.

100% of respondents said yes.

What information would you like to get from Horizon Resources?

Our guy loves Horizon's. He is up and ready to go every morning. He enjoys seeing his friends and staff at his “work”; this program is a blessing! Keep up the good work!!!

### **Confidential Document Disposal -**

The vocational training opportunities we offer clients are not intended to help them “get a job in the community.” We teach basic employment related skills – accepting instructions from a supervisor, working without worrying about what the worker next to you is doing, the importance of personal hygiene in a crowded workroom, etc. The skills clients learn here may allow them to join a vocational program such as Baybridge.

The paid job we offer is confidential document disposal. We take orders from local businesses and individuals, clients go to the place of business to pick up material, weigh it and tag the order for processing. Clients sort the material from each order and shred it. The material then goes to the recycling center and we bill the business. Clients are paid an hourly wage while they learn the basic skills.

We processed 56,479 pounds of paper in 2007. There were a total of 269 orders with an average weight of 210.7 pounds. The months with the highest level of orders were January, May and July.

Clients earned an average of \$3.58 per hour for sorting and shredding and \$5.98 per hour for picking up the orders.

It cost us 22.46 cents per pound to process paper. We charge 37 cents per pound.

Respectfully submitted by John Meyers  
Horizon Resources Site Director

# Sequoia Center

This summary covers the reviewing period from January 1, 2007 to December 31, 2007. Our numbers are rounded off, and are therefore approximate.

## Demographics

There are 28 males and 22 females attending day program with the age range of 18 to 66 years old. In the 17-40 age group there are 20 consumers, in the 41-65 age group there are 27 consumers, and in the 66 – 85 age group there are 3 consumers.

The consumer's ethnicity breaks down into these categories: White (52.0%), Hispanic (2.0%), Asian/Pacific Islander (2.1%), and Unknown (44.0%).

Ambulatory Status: (yes) 66.0% (no) 16.0% (unknown) 18. %

Verbal Status: (yes) 58.0% (no) 24% (unknown) 18%

Any Diagnosis of: developmental disability (100.0%) Mental Illness (16.0) Physical Disability (14.0%) Acquired Brain Injury (0.0%) Alcohol/Other Drug Dependency (0.0%) Visual Impairment/Blind (0.0%) Hard of Hearing (0.0%) Other (8.0%)

Specific Disabilities:

- ❑ Amputee (left foot) 1
- ❑ Anxiety D/o Dysthymic: 1
- ❑ Arthritis/low back pain: 1
- ❑ Autism/related condition: 5
- ❑ Bi-Polar Disorder: 1
- ❑ Brittle bone: 1
- ❑ Cerebral Malformation (severe Mental Retardation): 1
- ❑ Down's Syndrome: 1 mild mental retardation, 1 moderate mental retardation 1 severe mental retardation
- ❑ Epilepsy: 12
- ❑ Hypertension: 1
- ❑ Lipoprotein Disorder: 1
- ❑ Moderate Mental Retardation: 9
- ❑ Traumatic Brain Injury: 1
- ❑ Moderate vision Impaired: 1
- ❑ Organic Delusional Syndrome: 1
- ❑ Profound Mental Retardation: 2
- ❑ Schizophrenia: 7

## Support Plans

In cooperation with Redwood Coast Regional Center's Behavioral Analyst and Sequoia's Resource Specialist, Sequoia Center maintains 4 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, cares provider, consumer, and/or Redwood Coast Regional Center's behavioral analyst.

### Goals and Objectives

Sequoia Center consumers had 2.75 ISP long-range goals, with average objectives per person of 5.30 and worked on 1.93 objectives to reach those goals. Consumers generated 46.4% of their objectives.

58.6% of objectives were classified "acquisition of skill", 25.6% as "improvement of skills", 12.5% as "maintenance of skill", and 3.3% as "service/regulatory". 8.15% of all objectives reviewed were met and closed. 78.65% were continued either because the consumer did not meet the objective criteria, or because the activity was a favorite of the consumer in which they requested a continuation. 1.97% was discontinued or deferred due to consumer priority change or lack of participation. 0.8% was deferred due to consumer request. During the semi-annual review process, consumers meet their objectives, continue working on their objectives, or set new criterions. Consumer objectives have been initiated by consumers 46.4%, by support staff 3.3%, by care providers 0.0%, by case managers 2.2%, by conservators 0.4%, and by parents 0.7%.

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 36.0 %  
Independent living skills 68.9%  
Leisure 39.7%  
Mobility 24.0%  
Self-care 33.7%  
Social (behavioral/choice) 49.4%  
Work 15.7%

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

Communication 33.5%  
Independent living skills 72.4%  
Leisure 30.0%  
Mobility 17.9%

Self-care 25.7%

Social (behavioral/choice) 41.6 %

Work 12.8%

### **Job Skills**

Sequoia Center provides a paid job in which consumers have a choice of which component that they may 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 may choose from a variety of volunteer activities, which include the following; Discovery Shop, Sequoia Park clean up, Old Town clean up, caring for animals at the Sequoia Humane Society, and recycling of aluminum, plastics and paper. The volunteer activities are both community and site-based.

### **2007 Consumer Survey Results**

Consumers were given this satisfaction survey at Sequoia center, and were assisted by staff in filling them out if requested. The results are as follows:

94% responded that they like coming to the Sequoia Center.

84% responded that they get to choose what they do at Sequoia Center.

91% responded that they like the Sequoia Center staff.

94% responded that the staff help the consumers do things by themselves.

91% responded that they think that they are the most important person at their ISP meeting.

72% responded that they get to choose their ISP goals.

97% of the consumers like to go into the community.

91% responded that when they go into the community that they go to a variety of places.

81% choose to work at the Sequoia Center.

63% choose to participate in Volunteer Jobs.

53% stated that they know what needs to be done in order to be worker of the month.

84% responded that staff supports them when they are having a bad day.

97% responded that staff tells them when they are doing a good job.

66% responded that due to the training they have received from Sequoia Center, their life is better.

## 2007 Satisfaction Questionnaires

This survey was mailed out to parents, care providers, RCRC Service Coordinators, conservators, and relatives. 12 were returned filled out.

Of the surveys that were returned the results were as follows:

75% are people who have been involved with consumers for at least 5-years.

80% regularly attend ISP meetings at Sequoia Center.

70% felt consumers should have the most input at the consumers ISP meeting.

80% marked that they thought consumers were offered choices.

According to our survey the independent living activities offered, Nutrition / Public Transit class were the most important.

Other activities people would like to see offered are personal hygiene activities (make it more rewarding, and self satisfying).

Of the vocational skills offered at Sequoia Center, the respondents thought work production and Tri-City delivery were the most beneficial, and the volunteer jobs were very important.

Of the leisure activities, exercise was the most popular choice, with bowling next, and respondents 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 5 responses, which were

- 1.) More time on the Shredder more moneymaking activities.
- 2.) Job Skills Development.
- 3.) As much interaction with the public in an appropriate manner, thus learning social skills, so badly needed for acceptance in the community.
- 4.) More actual painting classes.
- 5.) Mock interviewing.

## Status of Periodic Service Review Implementation

### **Areas of Excellence**

The Periodic Service Review (PSR) has been beneficial in showing all areas that supervisors have made improvements. The rationale for developing operationalized performance standards is that they then provide the basis for performance monitoring.

Support Staff participated in inter-observer reliability check at our volunteer job sites and in the community.

Service Coordinator gave updates on consumers' ISP goals at staff meetings. The secretary has mailed out all "consent to treatment" forms that need to be updated. The Resource Specialist had a presentation on consumer's behavior at staff meetings.

### **Results of Improvements**

- 1.) Consumers ISP information cards in room 1,2, and3 are available for staff to take into the community to refer to.
- 2.) Our Secretary has updated all of the consent for treatment forms that have been returned, She is making a form to remind people when they have there ISP meeting to have all consent forms signed at that time. Also, a "dates to watch" form has been formed for her to keep updated.
- 3.) Site Director has been successful holding a staff meeting twice a month,
- 4.) Site Director discusses with staff our goals from our annual review.
- 5.) We have established a consumer safety committee.
- 6.) Lead trainer meeting is happening one time a month weekly.
- 7.) Self-Advocacy groups have been established.
- 8.) The tracking sheets for three consumers have been randomly selected and checked for accuracy on each Monday.
- 9.) Staff have turned in all tracking sheets at the end of each month to be reviewed by their supervisor.

### **Plans for improvement**

Support staff will assign College of Direct Support training to staff on an individual need, as each staff person requires training in a specific area. We will be able to approach staff trainings with a clear understanding of the areas that staff need further training in.

Division Coordinator will develop a new system to track when consumer's productivity ratings are due.

Consumer Advocacy groups will visit and learn more about the local city council.

Sequoia Center is planning on having their annual open house to further develop closer ties with care providers and case managers.

We will be working with AmeriCorps to develop volunteer positions in the elementary schools

The Center will be involved with taking care of the community garden at Hammond Park.

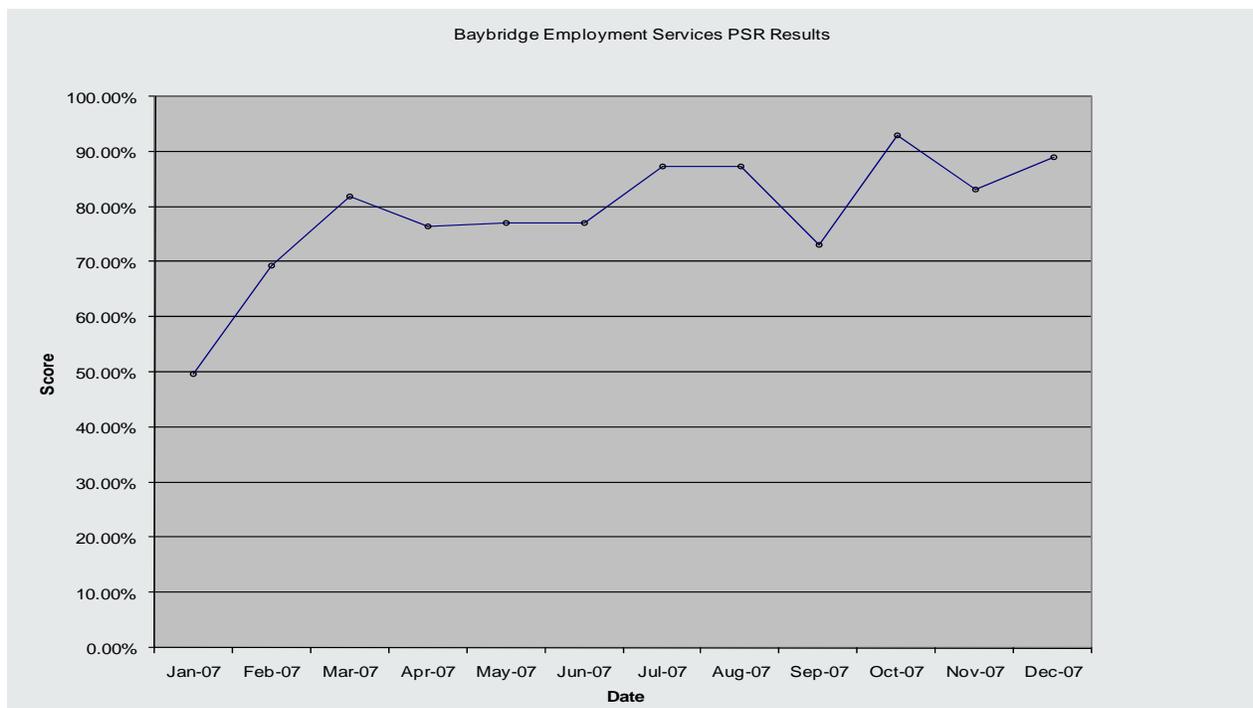
Sherry Rowe, Sequoia Center Site Director

# Baybridge Employment Services

## Baybridge Employment Services Periodic Service Review Measurements

### Baybridge Employment Services Individual PSR Standard Averages for 2007

Intake Packet	Intake Process	Assessment / Exploration	Resume/ Job History	Career Plan	Placement	Working Files	Training Plan
100%	97%	64%	79%	69%	87%	87%	77%
Fading Plan	Data Consistency	Retention	Habilitation Billing	Rehab Billing	Supplementary Reports	Errors	Authorization Limits
66%	79%	100%	50%	50%	100%	92%	75%
Utilization	CDS Training	Basic Training	Employers	Supported Employees	Support Team	Coaches	Person Centered
0%	0%	0%	100%	100%	100%	100%	85%
Total Points Average	Percentage Average						
39.1	78%						



**Baybridge Employment Services  
Program Statistics for 2007**

Statistics for Individual Placement	1 <sup>st</sup> Quarter 2007	2 <sup>nd</sup> Quarter 2007	3 <sup>rd</sup> Quarter 2007	4 <sup>th</sup> Quarter 2007
Total Consumers Employed	48	47	40	38
Total Consumer Hours Worked	10,884	12,134	9,056	9,324
Consumers Placed this Quarter	3	5	2	4
Placements with New Employers	1	3	1	2
Consumers with Job Advancement	0	0	0	0
Consumers Working > 90 hrs/mo	14	15	15	15
Staff Intervention Hours	1,130	1,110	1,064	721
Average Monthly Income	552	568	573	594
Job Retention (%)	98	100	93.33	100

For: All Services at Baybridge Supported Employment

Summary Interval: 01/01/07 to 12/28/07

	(Start)	(New)	(Closed)	(End)	(Average)	(Yes)	(No)	(Unknown)	
Program-consumers:	148	52	22	178	163	71.0 (77.2%)	2.0 (2.2%)	19.0 (20.7%)	
Individual consumers:	89	28	16	92	92	70.0 (76.1%)	3.0 (3.3%)	19.0 (20.7%)	
<b>Age Group Totals :</b>						Male	Female	Unknown	
0-5 yrs.	5-17 yrs.	17-40 yrs.	41-65 yrs.	42-85 yrs.	86 yrs. +	Unknown			
0.0 (0.0%)	0.0 (0.0%)	49.0 (53.3%)	38.0 (41.3%)	0.0 (0.0%)	5.0 (5.4%)	5.0 (5.4%)	Sex : 54.0 (58.7%)	36.0 (39.1%)	2.0 (2.2%)

White	African American/Black	Hispanic	Asian/Pacific Islander	Native American	First Nations/Aboriginal Canadian	Other	Unknown
67.0 (72.8%)	1.0 (1.1%)	1.0 (1.1%)	1.0 (1.1%)	3.0 (3.3%)	0.0 (0.0%)	1.0 (1.1%)	18.0 (19.6%)

**Disability Totals :**

# with one disability listed : 78.0 (84.8%)      # with two disabilities listed : 13.0 (14.1%)      # with multiple disabilities (>2) listed : 1.0 (1.1%)

**Cumulative Totals (Any diagnosis of...):**

Developmental Disability	Mental Illness	Physical Disability	Acquired Brain Injury	Alcohol/Other Drug Dependency	Visual Impairments/Blind	Hard of Hearing/Deaf	Other
89.0 (97.0%)	6.0 (6.5%)	7.0 (7.6%)	1.0 (1.1%)	0.0 (0.0%)	2.0 (2.2%)	0.0 (0.0%)	2.0 (2.2%)

\* Note - Disability totals's may equal more than 100% due to assignments to more than one category.

**Primary/Combo Totals (Primary diagnosis of...):**

Developmental Disability	Mental Illness	Physical Disability	Acquired Brain Injury	Alcohol/Other Drug Dependency	Visual Impairments/Blind	Hard of Hearing/Deaf	Dual Diagnosis (AOD/MI)	Other Dual Diagnosis (DD/MI)	Other
84.0 (91.3%)	1.0 (1.1%)	1.0 (1.1%)	0.0 (0.0%)	0.0 (0.0%)	1.0 (1.1%)	0.0 (0.0%)	0.0 (0.0%)	5.0 (5.4%)	0.0 (0.0%)

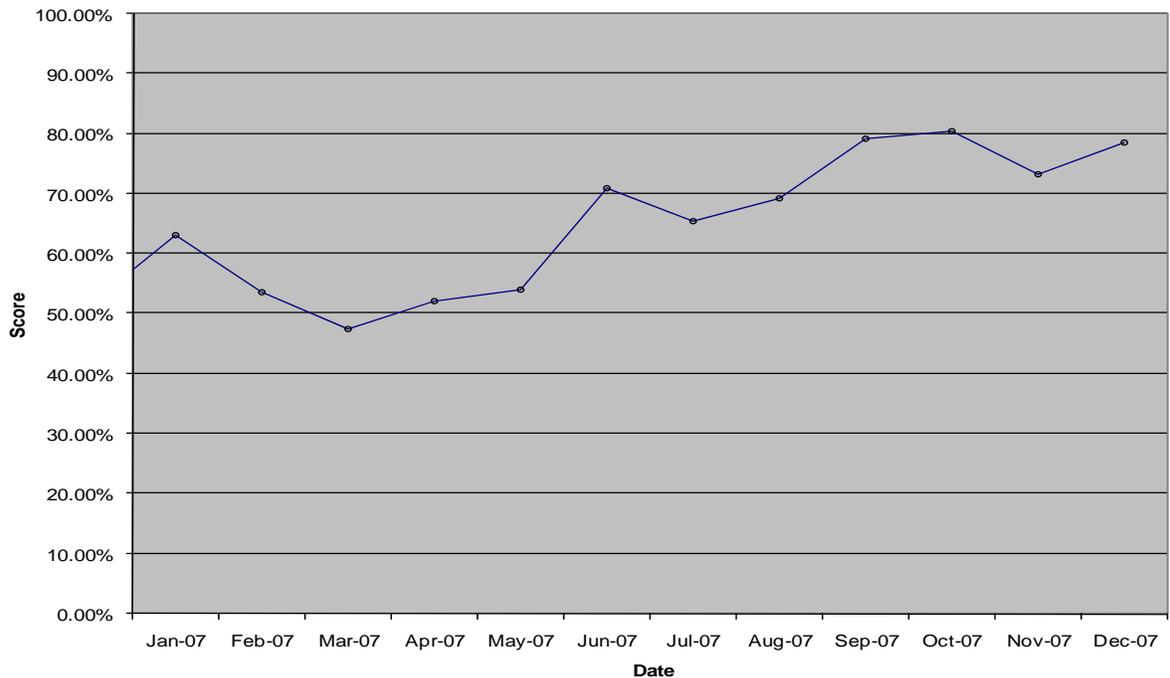
**List of Specific Disabilities:**

- |  |                                    |                                     |
|--|------------------------------------|-------------------------------------|
| Anxiety D/o Dysthymic: 1                         | Epilepsy: 1                        | Mild Vision Impairment: 1           |
| Autism/related Conditions: 1                     | Fragile X: 1                       | Moderate Mental Retardation: 1      |
| Bipolar Disorder: 1                              | Gerd: 1                            | Moderate Vision Impairment: 1       |
| Cerbral Palsy: 7                                 | Head Injury: 1                     | Muscular Dystrophy: 1               |
| Cerebral Palsy: 5                                | Hearing Impairment: 3              | Organic Brain Syndrome Nos: 1       |
| Depression: 3                                    | Insomnia: 1                        | Schizophrenia: 1                    |
| Developmental Delay: 1                           | Intermittent Explosive Disorder: 1 | Seizure Disorder: 6                 |
| Down's Syndrome (mild Mental Retardation): 1     | Mental Retardation: 5              | Speech & Language Delays: 1         |
| Down's Syndrome (moderate Mental Retardation): 1 | Mental Retardation (mild): 1       | Traumatic Brain Injury: 1           |
| Dysthymic/depressive Neurosis: 1                 | Mental Retardation/mild: 13        | Unspecified Delay In Development: 3 |
|  | Mild Mental Retardation: 27        | Vision Impairment: 1                |

## Baybridge Work Services PSR Standard Averages for 2007

Consumer Time Sheets	Quarterly Inspections	Site Review/ Drills	Accidents	Equipment Checks	Consumer Knowledge	Supply Orders	Paid Work
94%	100%	100%	100%	100%	100%	100%	8%
Unexcused Absence	Data Entry	Budget	Assignments	Functional/ Appropriate	Task Lists	Required Documentation	IP Goals & Objectives
67%	100%	8%	50%	31%	73%	92%	75%
Data Consistency	Mentoring	College of Direct Support	HCAR "Basic"	Consumer Meetings	Staff Meetings	Exit Interviews	Consumer Surveys
92%	50%	75%	0%	58%	83%	58%	83%
Support Team Surveys	Customer Surveys	Staff Surveys	Action	Current Standard	Valid Standard	Standards Reviewed	Prices Reviewed
100%	100%	100%	100%	33%	83%	92%	92%
Current Rating	Margin	Disabled for the Position	Informed Consent Recorded	Informed Consent Valid	Data Consistency	Pay Rate	% of Minimum Wage
100%	0%	92%	100%	100%	92%	75%	63%
Career Plan	Total Points Average	Percentage Average					
66%	31.18	59%					

Baybridge Work Services PSR Results



**Baybridge Work Services  
Work Services Program Statistics for 2007**

Statistics for Work Services	1 <sup>st</sup> Quarter 2007	2 <sup>nd</sup> Quarter 2007	3 <sup>rd</sup> Quarter 2007	4 <sup>th</sup> Quarter 2007
Group Productivity (%)	24.55	30.78	41.17	34.46
Individual Client Productivity (%)	48	41.18	38.88	52.75
Number of Hours Attended	6,150	7,646	4,821	5,164
Number of Hours Available	8,000	8,500	6,000	6,500
Absenteeism (%)	25	12	20	26

**Baybridge (All Services)  
Consumer Service Utilization**

Service	Total Consumers	New This Quarter
Individual Placement	43	1
Work Services	23	0
SA	13	2
PVSA	0	0

Seizure Disorder: 5

## HCAR Respite Services



## Annual Respite Satisfaction Survey August 2007

**Complete this box only if you do not use respite services.**

I am unable to complete this survey, because I do not currently use respite services for my relative.

**Please tell us why you are not using respite services.**

My family has enough natural supports so respite care is not needed.

My family has been put on a waiting list.

Other reason: 1 (No Worker)

*Please indicate with a check mark your answers to the following questions:*

**Person who received respite services:**

  25%   Child

  75%   Adult (18-59 years old)

  0   Older Adult (60 years old or older)

**In the past 12 months, what type of respite services have you used? (Check all that apply)**

  81%   Planned   50%   Companion only

  0   Emergency/Crisis   63%   Weekend   13%   Other (Explain)

**1. The respite worker shows that she/he possesses the practical/technical skills and information necessary for consumer care and safety.**

  63%   *Strongly agree*   31%   *Agree*      *Somewhat agree*      *Disagree*      *Strongly disagree*

6% no response

*Suggestions:* I love her and am very grateful and blessed to have her in my son's life. He has grown in so many ways because of her care.

**2. The respite worker is punctual and reliable.**

  69%   *Strongly agree*   25%   *Agree*      *Somewhat agree*      *Disagree*      *Strongly disagree*

6% no response

**3. The respite worker behaves professionally/courteously with the consumer/other members of the family.**

*\_75%\_ Strongly agree 19%\_ Agree \_\_\_ Somewhat agree \_\_\_ Disagree \_\_\_ Strongly disagree*

6% no response

**4. The respite worker exposes my relative to new people and activities.**

*\_69%\_ Strongly agree \_19%\_ Agree \_\_\_ Somewhat agree \_\_\_ Disagree \_\_\_ Strongly disagree*

13% no response

*Suggestions:* Yes, she does. My son has learned to do transactions at businesses, ask questions of store employees, interact with other patrons and shop by himself. This is just one small example of the many things my respite worker has taught my son.

**5. My relative is satisfied with the services of the respite worker.**

*\_69%\_ Strongly agree \_25%\_ Agree \_\_\_ Somewhat agree \_\_\_ Disagree \_\_\_ Strongly disagree*

6% no response

**6. The Respite Program Director and Staff are professional and courteous.**

*\_63%\_ Strongly agree \_13%\_ Agree \_6%\_ Somewhat agree \_\_\_ Disagree \_\_\_ Strongly disagree*

13% no response and 1 NA

**7. The Respite Program provides adequate training/community education regarding developmental disabilities and related subjects.**

*\_69%\_ Strongly agree \_13%\_ Agree \_\_\_ Somewhat agree \_\_\_ Disagree \_\_\_ Strongly disagree*

13% no response and 1 NA

*Suggestions:* Please continue the excellent job you are all doing now. You are enriching many lives.

**8. The Respite Director and staff listen to my concerns and treat me with respect.**

*\_56%\_ Strongly agree \_25%\_ Agree \_\_\_ Somewhat agree \_\_\_ Disagree \_\_\_ Strongly disagree*

13% no response and 1 NA

**9. I have time to talk to the respite worker before each respite shift.**

*\_75%\_ Strongly agree \_19%\_ Agree \_\_\_ Somewhat agree \_\_\_ Disagree \_\_\_ Strongly disagree*

6% no response

**10. I know about policies and procedures, including grievance policies.**

50% *Strongly agree* 28% *Agree*        *Somewhat agree*        *Disagree*        *Strongly disagree*

13% no response

**11. The level of information and consultation received from my respite worker is adequate.**

56% *Strongly agree* 31% *Agree*        *Somewhat agree*        *Disagree*        *Strongly disagree*

6% no response and 1 did not understand the question

**12. Time between requesting respite services and receiving the services is acceptable.**

56% *Strongly agree* 31% *Agree*        *Somewhat agree*        *Disagree*        *Strongly disagree*

6% no response

*Suggestions:* \_\_\_\_\_  
\_\_\_\_\_

**Additional Comments, Concerns or Suggestions:**

My worker is the best. She is very courteous to the whole family. We are glad you sent her to us. That is a blessing to us. I hope she stays around for a long time, because she and my daughter became real good friends and we enjoy her company.

All I can say is THANK YOU!!

Need more workers?

Thank you! It makes it all so much easier to have a bit of a break.

*Thank you for your prompt reply to this survey. We value your input.*

**To ensure anonymity, please do not write names on this survey. For your convenience, a self-addressed/stamped envelope has been enclosed.**

## RESPIRE PROGRAM DEMOGRAPHICS TOTAL - 2007

COMBINED TOTALS		BREAK DOWN BY PROGRAM		
TOTAL NUMBER OF CONSUMERS		Regular	Behavior	Interpreter
	<b>Gender</b>			
Females	44	40	2	2
Males	62	51	3	7
	<b>105</b>	<b>91</b>	<b>5</b>	<b>9</b>
	<b>Age</b>			
0-3 Early Start	31	26	0	5
4-16 Children	19	14	2	3
17-22 Transition	20	17	2	1
23 up Adult	35	34	1	0
	<b>105</b>	<b>91</b>	<b>5</b>	<b>9</b>
	<b>Ethnicity</b>			
African American	0			
Asian American	1			1
Caucasian	82	77	5	
Hispanic	20	12	0	8
Native American	2	2	0	
Unavailable	0			
	<b>105</b>	<b>91</b>	<b>5</b>	<b>9</b>
	<b>Diagnosis</b>			
At Risk Infant	3	3		
Autism	11	8	3	
Batan	1	1		
Bilateral Hearing Loss	1	1		
Cerebral Palsy	9	7	2	
CFC Syndrome	1	1		
Dev. Delay	1	1		
Down Syndrome	14	14		
Epilepsy/Seizure Disorder	5	5		
Global Delays	2	2		
Hypotonia	1	1		
Mental Retardation	26	26		

Motor Delays	2
Parent is Consumer	4
Prader Willi Syndrome	1
Speech/Language Delays	12
TBI	1
Torticollis Ptosis	1
Unknown	9
	<b>105</b>

2		
4		
1		
12		
1		
1		
		9
<b>91</b>	<b>5</b>	<b>9</b>

# Summit Support Services



**Supported Living Services/Ongoing Support Services  
Program Quality Satisfaction Survey  
2007 Results & Analysis**

Surveys mailed: 143    Surveys returned: 39    Surveys undeliverable: 1    Return %: 27

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

- |   |  |   |  |
|---|--|---|--|
| <input type="checkbox"/> Consumer<br>30/77% | <input type="checkbox"/> Case Manager<br>6/15% | <input type="checkbox"/> Parent<br>2/5% | <input type="checkbox"/> Other<br>1/3% |
|---|--|---|--|

Forty-four more surveys were mailed out this year than last, which is the largest amount ever. Interestingly though, the exact same per cent of return was achieved at 27%! A slightly higher percentage of consumers responded last year, 78% compared to 77% this year. Twice as many case managers responded as compared to last year's results.

While no respondents marked the designation 'parent' last year, two or 5% of respondents did this year. One marked the category 'other'.

**2. How long have you been associated with HCAR's Support Service?**

- |   |  |  |  |            |
|---|--|--|--|------------|
| <input type="checkbox"/> 0-2 years<br>6/15% | <input type="checkbox"/> 2-4 years<br>11/28% | <input type="checkbox"/> 4-6 years<br>2/5% | <input type="checkbox"/> 6 years +<br>19/49% | blank<br>1 |
|---|--|--|--|------------|

As time goes on more clients are staying longer with the support service. Almost half or 49% marked the category 6 years or more compared to last year's 41%. The percentage marking 4-6 years was comparable to last year's tally. 28% marked 2-4 years, which is up 10% from year's. Six or 15% marked 0-2 years, which is 9 points lower than last year. One respondent left this question blank.

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

- |   |  |   |                                     |  |
|---|--|---|-------------------------------------|--|
| <input type="checkbox"/> Always<br>21/54% | <input type="checkbox"/> Usually<br>12/31% | <input type="checkbox"/> Sometimes<br>6/15% | <input type="checkbox"/> Never<br>0 | <input type="checkbox"/> Don't Know<br>0 |
|---|--|---|-------------------------------------|--|

The responses were very consistent with last year's responses. The percentages were very similar.

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

- |  |   |  |   |                                  |
|--|---|--|---|----------------------------------|
| <input type="checkbox"/> Always<br>Never<br>22/56% | <input type="checkbox"/> Usually<br><input type="checkbox"/> Don't Know<br>12/31% | <input type="checkbox"/> Sometimes<br>3/8% | <input type="checkbox"/> Sometimes<br>0 | <input type="checkbox"/><br>2/5% |
|--|---|--|---|----------------------------------|

There was a slight drop in satisfaction from last year's numbers in the 'always' category. However, when the numbers for 'always' and 'usually' are combined, 87% is a generally very high rating of positive satisfaction and higher than last year's total of 82% Only two responded 'don't know' this year compared to last year's five.

**5. Does the support service assist with a high level of choice, encouragement, and quality of life?**

- |                                 |                                  |                                    |                                |                                     |
|---------------------------------|----------------------------------|------------------------------------|--------------------------------|-------------------------------------|
| <input type="checkbox"/> Always | <input type="checkbox"/> Usually | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Never | <input type="checkbox"/> Don't Know |
|---------------------------------|----------------------------------|------------------------------------|--------------------------------|-------------------------------------|

20/51%                      13/33%                      5/13%                      0                      1/3%

There was improvement in this area as the ‘always’ and ‘usually’ total rating increased from last year’s total of 81% to 84%. Also, it is notable that no one marked ‘never.’

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

Always                       Usually                       Sometimes                       Never                       Don’t Know  
15/38%                      16/41%                      8/21%                      0                      0

Flexibility in scheduling went down in satisfaction from last year by 10 points from 89% to this year’s 79% when ‘always’ and ‘usually’ are totaled.

**7. Is HCAR’s Support Service helpful in handling emergency situations?**

Always                       Usually                       Sometimes                       Never                       Don’t Know  
13/33%                      11/28%                      5/13%                      0                      10/26%

In ‘07 the support service saw substantial growth in new referrals. Perhaps this was reflected in responses that weren’t as positive as last year. The ‘always’ category dropped from 63% to just 33%. ‘Usually’ grew from 15 % to 28%. Last year there were 0 ‘sometimes’ and this year there were 5. The ‘don’t know’ category grew from 5 last year to 10 this year, an increase of 8%.

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

Always                       Usually                       Sometimes                       Never                       Don’t Know  
16/41%                      15/38%                      8/21%                      1/3%                      2/5%

Here there was a decrease of 7% from last year’s responses of 48% in the ‘always’ section. However, the “usually” section was up this year 8% from last year’s 30%. One respondent marked ‘never’ this year, whereas there were none last year.

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

Always                       Usually                       Sometimes                       Never                       Don’t Know  
20/51%                      7/18%                      1/3%                      2/5%                      9/23%

This question increased in the ‘always’ section compared with last year’s response of 44%, while the ‘usually’ section remained exactly the same. Unlike last year, two respondents stated ‘never’ while last year there were none.

**10. Have you been satisfied with the support service being provided by HCAR over the past 12 months?**

Always                       Usually                       Sometimes                       Never                       Don’t Know  
24/62%                      8/21%                      7/18%                      0                      0

The scores were high this year, but not quite as high as last year. Last year’s ‘always’ and ‘usually’ were 63% and 26% respectively.

**11. How can the support service better meet your needs? (Please explain)**

Consumer responses: (typed verbatim)

1. “Transportation issues on weekends and nights. Teach better eating habits.”
2. “When the regular support worker is sick or on vacation, HCAR should provide another support worker.”
3. “Everything is pretty much taken care of.”

4. "It's pretty good as it is."
5. "Provide cell phones to support workers (those that don't have them)."
6. "I am independent and do not need HCAR as much as my other services. Maybe HCAR handles all of them. So thanks!"
7. "As of now they meet my needs. The girl I got now is ok, she's great, very helpful, stays with me at all time."
8. "Do good job."
9. "Summit Support Services has come through with support on very short notice twice this month - Good Job!!  
(Terry T at RC)"
10. "The Support Worker doing a good job too. The Support Worker need \$14.50 raise on there next pay check too. They work hard too. I need to get a track phone at cellular company store too. Have a nice day too. (Scott Andres)"
11. "Consumer would prefer that if they have to have back up worker they not be dropped off if appointment might include paper work. They might need help with this. They can't be late for appointments."
12. "Sometimes feel like HCAR doesn't have available workers for back up when regular worker is unavailable. When she has back up person she'd prefer not to be dropped off at appointment that night include paper work. She'd prefer they stay with her for appointment. They can't be late for appointments."
13. "Hire more staff so that good workers do not get burned out. Hire smart staff not just people who don't know what they are doing. That way you have all good staff."
14. "The Support Workers need better pay and more funds for gas. My driver has to drive clients to medical appointments all day and is forced to have to charge gas. With out these Support Workers it would not be safe for us who have been abused. They should get paid \$15.00 hr or more. Please give them a huge raise and fill gas tanks. \*By the way: Kathleen Palmer is one of the best support workers you have. (Diane Letner)"
15. "There already helping me. Thank You. (Victoria Davis)"
16. "Give Kathleen back her cell phone. She really helped me. Called and reminded me of doctors appointments and such. I have now missed a few appointments. She was and is a great person. Let her help us like she did. She's the best."
17. "I can't think of anything."

18. "To have the workers come when I need them to and not when they want to show up when they want to come and take me places."

19. "Those clients with speech special needs, enhanced communication with (unreadable word) care givers, not just the parents."

### Consumer Data

