



**Humboldt Community Access &
Resource Center**

2011 Annual Report Supplement

Respite

Satisfaction survey results:

Consumer/Family Survey:

1. Does the worker show that he/she possesses the practical/technical skills and information necessary for consumer care and safety?

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>	
17	0	3	0	1 No Comment

2. Is the worker punctual and reliable?

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>	
15	2	3	0	1 No Comment

3. Does the worker behave professionally/courteously with the consumer/other members of the family?

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>	
17	3	1	0	

4. Overall does the worker meet your needs?

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>	
15	4	1	1	

5. Are the Respite Program Director and Staff professional and courteous?

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>	
13	7	1	0	

6. Do the Respite Program Director and Staff return your calls promptly?

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>	
11	6	2	0	2 No Comment

7. Does the Respite Program provide adequate training/community education regarding developmental disabilities and related subjects?

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>	
10	5	< 1 > 2	1	2 No Comment

Please list your areas of interest for training/community education.

* First Aid, Special Olympics, Behavior Management

* Disaster Preparedness

* Need Fortuna Workers

8. What is your overall satisfaction level with the Respite Program Director and Staff?

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>	
11	9	1	0	

Please use this space for any additional program suggestions/comments.

* We really appreciate the respite worker we have. He treats our son with respect as well as our family. One of the best respite workers we have had.

* Respite Director helps me with whatever I need. She's great.

* We do not have a worker at this time.

* The worker is reliable when she comes out.

Worker Survey:

1. *Do you possess the practical/technical skills and information necessary for the care and safety of your consumer?*

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>
16	7	2	2

2. *Overall, how is the attitude of consumers and families toward our agency?*

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>
18	8	1	0

3. *Is there sufficient communication regarding expectations about your job performance?*

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>
9	< 1 > 13	3	1

4. *Is there opportunity for ongoing professional development ?*

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>
9	13	3	2

5. *Is the Respite Services Director professional and courteous?*

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>
20	6	1	0

6. *Does the Respite Services Director return your calls promptly?*

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>
16	10	1	0

7. *Does the Respite Services provide adequate training/community education regarding developmental disabilities and related subjects?*

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>
15	10	2	0

Please list your areas of interest for training/community education.

- * *I will take any training the agency is willing to pay for.*
- * *Activities for aging clients, exercise suggestions.*
- * *Down Syndrome and Autism*
- * *Behavior training*
- * *Would be nice to be able to do more online training.*

8. *What is your overall satisfaction level with the Respite Program Director?*

<i>Outstanding</i>	<i>Above Average</i>	<i>Fair</i>	<i>Needs Improvement</i>
19	7	0	0

Please use this space for any additional program suggestions/comments.

- * *Keep up the good work.*
- * *Unfortunately with the budget the way it is I understand that there isn't any promotions given within the company, but if given the opportunity the best behavioral respite workers should be trained to become Therapeutic Behavioral Aides.*
- * *Need more info on the classes I need to improve.*
- * *Respite Director is great.*

COMBINED TOTALS BREAK DOWN BY PROGRAM

TOTAL NUMBER OF CONSUMERS	Regular Behavior		
	Gender		
Females	68	61	7
Males	105	96	9
	173	157	16

	Age		
0-3 Early Start	42	40	0
4-16 Children	55	53	11
17-22 Transition	25	22	4
23 up Adult	42	41	1
	173	157	16

	Ethnicity		
African American	5	4	1
Asian American	5	4	1
Caucasian	124	113	11
Hispanic	25	24	1
Native American	6	5	1
Unavailable	8	7	1
	173	157	16

	Diagnosis		
5th Category	8	7	1
At Risk Infant	9	9	0
Autism	20	12	8
Batten	1	1	0
Cerebral Palsy	16	12	4
CFC Syndrome	1	1	0
Cleft Palate	1	1	0
Dev./S&L/Global Delays	38	36	2
Dementia	0	0	0

Down Syndrome	16	15	1
Epilepsy/Seizure Disorder	5	5	0
Feeding Disorder	1	1	0
Fragile X Syndrome	1	1	0
Hearing Impaired	2	2	0
Hypotonia	1	1	0
Mental Retardation	31	31	0
Parent is Consumer	1	1	0
Prader Willi Syndrome	2	2	0
Quadriplegia	1	1	0
TBI	1	1	0
Torticollis Ptosis	1	1	0
Unknown	14	14	0
Vision Impaired	2	2	0
	173	157	16

HCAR Bay Center

I. Demographics

All numbers are rounded off and are therefore approximate. As of 12/31 we had 52 clients enrolled at Bay Center, either full-time or part-time. Of these, 50 receive Community Service, and two receive Tutor Service, with one of these being enrolled in both programs. . We maintain a waiting list of two clients, one of whom is non-ambulatory. Over the course of a year we've had 15 new enrollments, and nine who have dropped. Some of our clients have added or dropped days.

In cooperation with the Redwood Coast Regional Center's Behavior Analyst, Bay Center maintains two Behavior Support Plans (BSPs). Additionally, BSPs are integrated within the Individual Support Plan (ISP). Bay Center's Service Coordinator/Resource Specialist maintains the BSPs to reflect the client's needs, updating/reviewing the BSPs along with the ISP twice yearly or as needed.

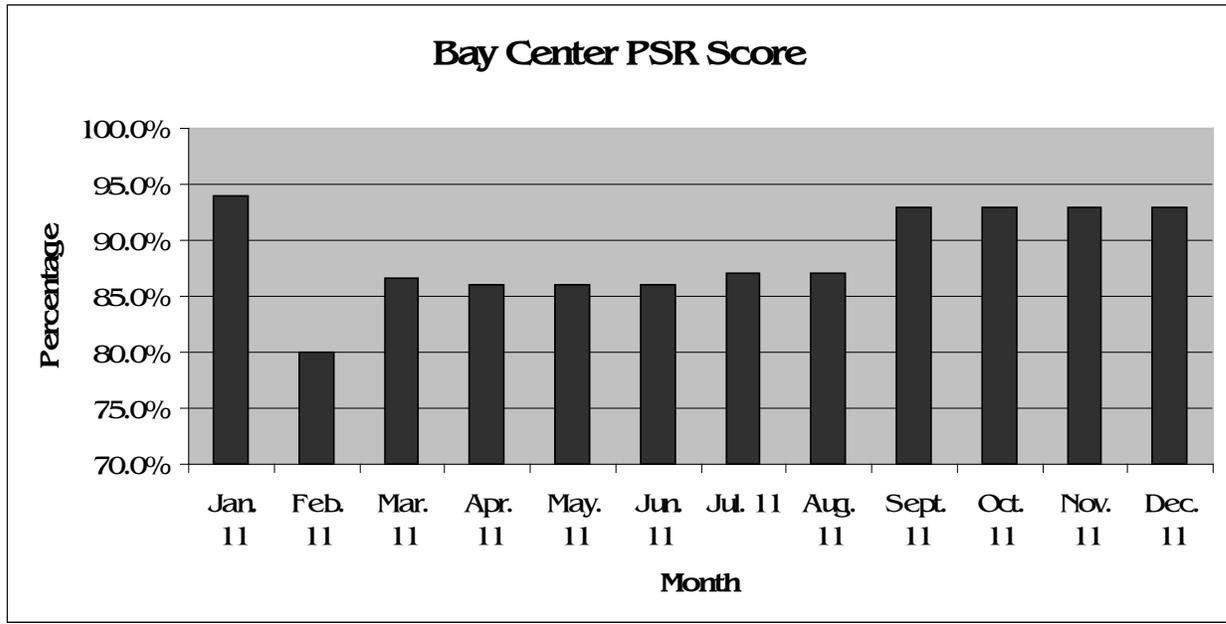
II. Status of Periodic Service Review Implementation

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 93% and a low of 77%, and an average of 84.1%. The largest area we need to improve in is still tracking, especially level of prompts. The other area is clients who refuse to participate in an activity, especially some of the seniors.



Summary and Recommendations

Status of last year’s goals:

The clients would like more barbecues and to reinstate restaurant lunches out. (Met – We had a big barbeque in July 2011 at Bay Center with our sister site, Sequoia Center everyone had a great time.

We also got together again in September 2011 at the park for a picnic with both centers)

We will work on increasing our enrollment to help with the budget cuts for 2011(Met – Bay Center’s enrollment went from 45 to 52 in the last year)

The Services Satisfaction Surveys looked great. The only issue in this area is that we received only one response from Services Coordinators out of 10 sent. We used an online survey, and the invitations were sent by email, thinking we would get better results. We may try it again next year, with changes.

Regarding the PSR, Nate will continue to train staff about hierarchy of prompts and tracking. This continues to be an issue.

My recommendations for 2012:

To develop a new art class

To develop a new music class

To make available to staff information about activities that do not cost money

Demographics Summary

For: All Services at Bay Center

	Start	New	Closed	End	Average
Program-consumers:	49	15	9	55	52
Individual consumers:	48	15	9	54	51
Age Group Totals:					
	17-40 yrs.	41-65 yrs.	66-85 yrs.	86 yrs. +	Unknown
	22.0 (40.7%)	27.0 (50.0%)	5.0 (9.3%)	0.0 (0.0%)	0.0 (0.%)

	Yes	No	Unknown
Ambulatory Status:	40.0 (74.1%)	9.0 (16.1%)	5.0 (9.3%)
Verbal Status:	39.0(72.2%)	10.0 (18.5%)	5.0 (9.3%)
	Male:	Female:	Unknown:
Sex:	28.0 (51.9%)	26.0 (41.8%)	0.0 (0.0%)

Ethnicity Totals:							
White	African American/Black	Hispanic	Asian/Pacific Islander	Native American	First Nations/Aboriginal Canadian	Other	Unknown
35.0(64.8%)	1.0 (1.9%)	4.0(7.4%)	1.0 (1.9%)	3.0(5.6%)	0.0 (0.0%)	1.0 (0.0%)	1.0(18.0%)

Disability Totals:		
# with one disability listed:	# with two disabilities listed:	# with multiple disabilities (> 2) listed:
32.0 (59.3%)	21.0 (38.0%)	1.0 (1.9%)

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
54.0 (100.0%)	3.0 (5.6%)	12.0 (22.2%)	2.0 (3.7%)	0.0 (0.0%)	1.0 (1.9%)	0.0 (0.0%)	5.0 (9.3%)

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
51.0 (94.4%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	3.0 (5.6%)	0.0 (0.0%)

List of Specific Disabilities:

Autism/related conditions: 4	Moderate Mental Retardation: 6
Bipolar Disorder: 1	Myotonic Dystrophy:
Cerebral Hypoplasia (profound Mental Retardation): 1	Obesity: 1
Cerebral Palsy: 8	Obsessive-compulsive Disorder: 2
Depression: 2	Phenylketonuria (pku): 1
Developmental Delay: 2	Post Traumatic Stress Syndrome: 1
Diabetes Mellitus: 1	Profound Mental Retardation: 2
Down's syndrome: 8	Schizophrenia: 2
Epilepsy: 7	Scoliosis: 1
Gastroesophageal Reflux: 1	Severe Mental Retardation: 1
Head Injury: 1	Shprintzen Syndrome: 1
Hydrocephaly & Spastic Triplegia: 1	Tourette's: 1
Mental Retardation (mild):2	Tuberous Sclerosis: 1
Mild Hearing/vision Loss: 2	Type II Diabetes: 6
Mild Mental Retardation: 8	Unspecified Delay in Development: 1
Moderate Hearing/vision Impairment: 1	Vision Impairment: 1

Goals and Objectives Summary

For: All Services at Bay Center

Start	New	Closed	End
Program-consumers: 49	15	9	55
Long Range Goals: 163	20	46	137

Goal Domain Totals:						
Comm.	ILS	Leisure	Mobility	Self-Care	Social	Work
35 (23.3%)	96 (64.4%)	46 (30.7%)	22 (14.7%)	42 (28.0%)	25 (18.7%)	25 (16.7%)

Avg. # Long Range Goals/Person: 2.94
 Avg. # Objectives/Person: 5.15
 Avg. # Objectives/Long Range Goal: 1.75

Start	New	Closed	End
Individual consumers: 48	15	9	54
All Objectives: 244	172	135	281
Objs. By Programs in current view: 88	157	37	208

*Objective Domain Totals:						
Comm.	ILS	Leisure	Mobility	Self-Care	Social	Work
63 (24.0%)	202 (77.0%)	76 (29.0%)	32 (12.2%)	61 (23.2%)	53 (20.2%)	61 (23.2%)

* Note – Domain %'s may total more than 100% due to goals/obj. assigned to more than one domain.

Objective Type Totals:			
Acquisition:	Improvement:	Maintenance:	Service/Regulatory:

99 (35.4%)		102 (36.4%)		77 (27.5%)		2 (0.7%)	
Objective Initiator Totals:							
Consumer	Staff	Care Prov.	Case Mgr.	Conservator	Parent	Rehab Couns.	Other/ Unspecified
198 (70.5%)	41 (14.6%)	9 (3.2%)	8 (2.8%)	3 (1.1%)	6 (2.1%)	0 (0.0%)	16 (5.7%)

Total Number of Objective Reviews: 381
 Number of Objectives Reviewed: 194
 Avg. # Reviews/Objective: 1.4514
 Avg. # Objective Reviews/Person: 7.4606
 Avg. # Objective Reviews/Reviewed Objective: 1.9639

Objective Review Status Totals:	All Objectives	Objectives created by programs in the current view
Met – close:	21 (5.51%)	21 (5.51%)
Met – continue to monitor:	23	23
Continue:	325 (85.30%)	325 (85.30%)
Defer – lack of progress:	0 (0.0%)	0 (0.0%)
Defer – consumer request:	12 (3.2%)	12 (3.15%)
Defer – ID team request:	0 (0.0%)	0 (0.0%)
Discontinue – program exit:	0 (0.00%)	0 (0.00%)
Discontinue – cons. priority change:	0 (0.00%)	0 (0.00%)
Discontinue – required resources unavailable	0 (0.0%)	0 (0.0%)

Bay Center Paid and Volunteer Work

Paid Work Activity: Shredding/Sorting/Tri-City Delivery

52 clients are currently enrolled at Bay Center.

73% (38 out of 52 clients) chose to work at one or more of the three paid work activities.

Of the two paid work activities, two are center based and one is community based.

31% (16 out of 52 clients) have chosen not to participate in paid work at this time.

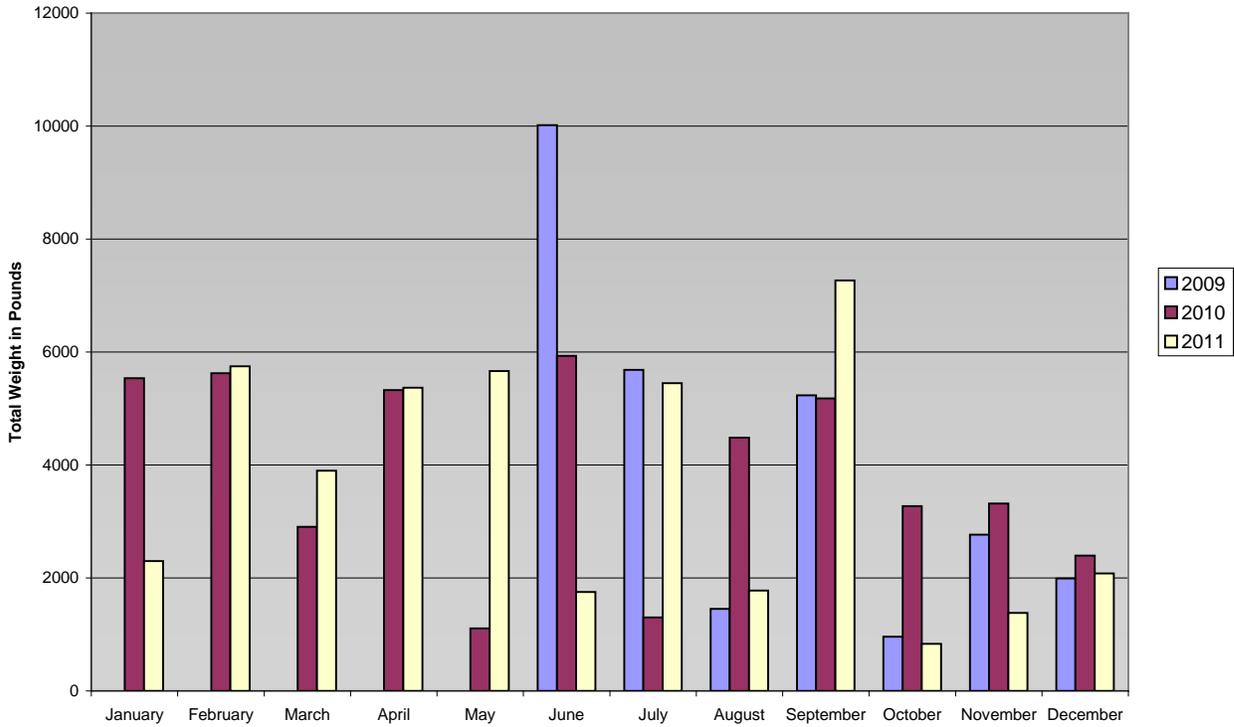
Volunteer Activities: Food Bank/Aluminum Recycling/ Discovery Shop/Salvation Army/Animal Companion Foundation

52 clients are currently enrolled at Bay Center.

30% (16 out of 52 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 two paid work activities at Bay Center, with two being completely center-based and one being all or partly community-based. 73% (38 out of 52) chose to engage in one or more of the paid activities. 31% (16 out of 52) participate in one or more of the five volunteer activities at Bay Center, all of them being all or partly community based.

Bay Center Document Disposal 2009 thru 2011



HCAR BAY CENTER CLIENT SURVEY RESULTS 2011

1. Who is the most important person at my ISP meeting?

Me = 32 Don't know = 6 Anita = 1 Mom/brother = 1 Keiko = 1

2. When I prepared for my ISP meeting I was asked to choose my own Long Range Goals/Dreams for My Future:

Yes = 33 No = 2 Don't know = 6

3. I get to make choices in my daily schedule:

Yes = 34 No = 2 Don't know = 5 Sometimes = 1

4. I like to go into the community:

Yes = 35 No = 2 Don't know = 3

5. I like to go into the community:

½ day = 15 All day = 21 Don't know = 4

6. I choose to work at paid jobs at Bay Center or in the community:

Yes = 35 No = 6 Don't know = 2

7. I choose to work volunteer jobs at Bay Center or in the community:

Yes = 26 No = 11 Don't know = 4

8. Bay Center staff support me when I'm having a bad day:

Yes = 36 No = 2 Don't know = 3

OVER

9. Bay Center staff tells me when I'm doing a good job:

Yes = 35 No = 2 Don't know = 1

Are there any programs or activities you would like to see here at Bay Center?

More work = 3

More art classes = 2

Play music = 2

More nutrition classes = 2

Computer = 1

Have more parties = 1

See a glass blower working = 1

Go out every day = 1

Go see a movie = 1

Paid job at bank = 1

BAY CENTER STAFF SURVEY RESULTS 2011

1. How long have you been associated with HCAR?

Less than 1 year = 2

1-3 years = 1

3-5 years = 2

More than 5 years = 8

2. What are the top 3 strengths and the top 3 weaknesses of Bay Center?

Strengths:

Caring/good staff = 9

Vacation/sick leave benefits = 4

Good communication between staff & clients = 3

Lots of activities = 3

Teamwork = 2

Job fun/rewarding = 2

Support from Support Staff = 1

Stable core staff = 1

Easy access to transit = 1

Easy access to \$ store = 1

Weaknesses:

Wages/raises = 5

Medical insurance = 6

Lack of funding/no \$ for community outings/expenses = 5

Understaffed = 4

Inadequate supplies = 2

Not enough communication in work production = 1

Not enough work for clients = 1

Facilities too small for # of clients = 1

Technology = 1

Staff out too often = 1

3. How would you recommend improving our services?

More funds for activities = 5

More staffing = 2

Taking clients to classes in community & CR = 1

Admin is top-heavy; reduce staff before cutting services = 1

Reduce overhead by eliminating services & programs that are redundant/losing money = 1

More employment opportunities for clients = 1

4. What could we do to improve our image in the community?

Image is good = 5
More advertising/visibility/community presence = 5
More employment opportunities for clients = 1
Taking clients to classes at HSU & CR = 1

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

Better pay/med. insurance = 12
Decrease liability barriers to offering new activities = 1
Get rid of Regional Center = 1
Get rid of furlough days = 1
More up-to-date technology = 1

6. How do you feel about the amount of support provided by your Support Staff?

Poor = 0 Fair = 0 Good = 8 Excellent = 5

7. What one thing could help to increase your job satisfaction?

Better wages/health insurance = 10
Move furlough days to middle of year = 2
Provide Costco snacks/drinks for clients with no \$ to take into the community = 1
Less worry about budget signing/cuts; be more self-sustaining = 1
Get rid of furlough days = 1

8. What do you think is the best way of rewarding employees who do a good job?

Staff parties = 2
Raise/bonus = 9
Acknowledgement = 3

9. What is the biggest challenge in your job?

Lack of staffing = 5
Pay = 3
Staying in-room = 2
Bureaucratic silliness = 1
Getting staff to implement the clients' plans = 1
Getting paperwork back = 1
Lack of work = 1

10. How satisfied are you with your rate of pay?

Poor = 10 Fair = 3 Good = 0 Excellent = 0

HCAR BAY CENTER/SEQUOIA CENTER SERVICES SATISFACTION SURVEY 2011 ANALYSIS

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

1. **I am a:** 2 Parents, 2 Care Providers, 0 Conservator, 0 RCRC Service Coordinators, 0 Other
(NOT IN ONLINE SURVEY)
2. **Who should have the most input at a client's Individual Service Plan (ISP) meeting?** 12 Client, 1 Parent, 1 Care Provider, 2 Conservator, 0 RCRC Service Coordinator, 0 Other
3. **HCAR ISP meetings are centered on the client:** 13 Yes, 0 Sometimes, 0 No, 0 Other
4. **Do you believe that ISP Objectives and related activities promote client independence?** 11 Yes, 2 Sometimes, 1 No, 0 Other
5. **Clients are encouraged to express their opinions and preferences at Bay Center:** 13 Yes, 0 Sometimes, 0 No, 1 Other: *Don't know*
6. **The safety of clients in community settings is emphasized:** 13 Yes, 0 Sometimes, 0 No, 1 Don't know
7. **Clients are given the opportunity to try things for themselves instead of staff doing everything for them:** 2 Yes, 1 Sometimes, 0 No, 1 Don't know
(NOT IN ONLINE SURVEY)
8. **Basic job skills learned in work training activities are relevant to community-based employment:** 7 Yes, 5 Sometimes, 0 No, 3 Don't know
9. **Do the client(s) look forward to going to Bay Center every day?** 11 Yes, 3 Sometimes, 0 No, 0 Don't know
10. **Do you believe the behavioral needs of clients are addressed in a positive, supportive manner?** 11 Yes, 0 Sometimes, 1 No, 2 Don't know
11. **Vocational training is an important component for my client(s) enrolled at Bay Center:** 2 Yes, 0 Sometimes, 0 No, 1 Don't know
(NOT IN ONLINE SURVEY)
12. **Communication between Bay Center and me is:** 7 Excellent, 0 Good enough, 1 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) A+
- 2) We don't always get the ISP's from either place.
- 3) could more entertainment be provided i.e. musicians and or singers visiting the centers. I know several elderly care homes that have musicians that come by and sing and play. They were found through a local

church and the music wasn't religious. Just curious... do any of the clients work at the animal shelters??? That would seem a good fit for some.

4) I would like more one on one with the director, just so I know what is going on a more consistent basis. I do not like that **** goes to \$ store and can buy junk so often. It makes coming home, and taking things that doctor says he cannot have, a very negative process. Also, I have no idea if he is eating the healthy lunch I send. I am new at this and not sure what to expect. Would like to be more involved with the program, if possible.

5) work more closely with behaviorists.

SEQUOIA CENTER

This summary covers the reviewing period from January 1, 2011 to January 2, 2012. Our numbers are rounded off, and are therefore approximate.

Demographics

There are (57.7%) males and (42.3%) females attending day program, with the age range of 17- 86 years old. In the 17-40 age group there are 16.0 consumers, in the 41-65 age groups there are 31.0 consumers, in the 66 – 85 age group there are 5 consumers.

The consumer's ethnicity breaks down into these categories: White (57.7%), Hispanic (1.9%), Asian/Pacific Islander (1.9%), Native American (1.9%) and Unknown (36.5%).

Ambulatory Status: (yes) 75.0% (no) 13.5% (unknown) 11

Verbal Status: (yes) 67.3% (no) 21.2% (unknown) 11.5%

Cumulative totals (Any Diagnosis of) Development Disability (100.0%) Mental Illness (15.4%) Physical Disability (13.5%) Acquired Brain Injury (0.0%) Alcohol/Other Drug Dependency (0.0%) Visual Impairment/Blind (0.0%) Hard of Hearing (0.0%) Other (7.7%)

Primary /Combo Totals (primary diagnosis of) Developmental Disability (84.6%) Mental I illness (0.0%) Physical Disability (13.5%) Acquired Brain Injury (0.00%) Achole and other drug Dependency (0.0%) Visual Impairments/Blind (0.0%) Hard of hearing (0.0%) Dual Diagnoses (0.0%) other Dual Diagnosis (0.0%) Other (0.0%)

Specific Disabilities:

Amputee (left foot) 1

Arthritis/low back pain: 1

Autism/related condition: 4

Bi-Polar Disorder: 1

Cerebral Palsy: 1

Cerebral Malformation (severe Mental Retardation): 1

Down's Syndrome: 1 mild mental retardation, 1 moderate mental retardation, 1 severe mental retardation

Epilepsy: 12

Gerd: 1

Hypertension: 2

Ileostomy: 1

Lipoprotein Disorder: 1

Mild Hearing Impairment: 2

Mild Mental Retardation: 8

Mild Vision Impairment: 1

Moderate Retardation: 10

Traumatic Brain Injury: 1

Moderate vision Impairment: 1

Organic Delusional Syndrome: 1

Profound Mental Retardation: 2

Schizophrenia: 8

Unspecified Delay in Development: 1

Support Plans

In cooperation with Redwood Coast Regional Center's Behavioral Analyst and Sequoia's Site Director, Sequoia Center maintains 4 behavior support plans which are integrated within the individual support plans (ISP). The Site Director, 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

Program – Consumers: Start (54), New (7), Closed (7), End (54)

Long Range Goals: Start (119), New (17), Closed (12), End (124)

Goal Domain Totals: Communication (44.4%), Independent Living skills (71.6%), Leisure (27.2%), Mobility (37.0%), Self Care (41.2%), Social (40.3%), and Work (18.1%)

Objective Type Totals:

“Acquisition of skill” (61.4%), “Improvement of Skills” (19.7%), “Maintenance of Skill” (16.9%), “Service/Regulatory” (2.0%)

Objective Review Status Totals:

- Met and closed (19.47%)
- Met continue to monitor (3.94%)
- Continued (66.08%) 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.
- Defer lack of progress (0.00%)
- Defer consumer request (0.0%)
- Defer–ID Team (0.00%)
- Discontinue- program exit (9.19%)
- Discounted consumer priority change (1.31%) at the annual review process, consumers meets their objectives, continue working on their objectives, or set new criterions.

Objective Initiated Totals:

- Consumers (44.3%)
- Staff: (9.0%)
- Care Provider (5.9%)
- Case Manager (2.7%)
- Conservators (0.8%)
- Parents: (1.2%)
- Other/Unspecified (36.1%)

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

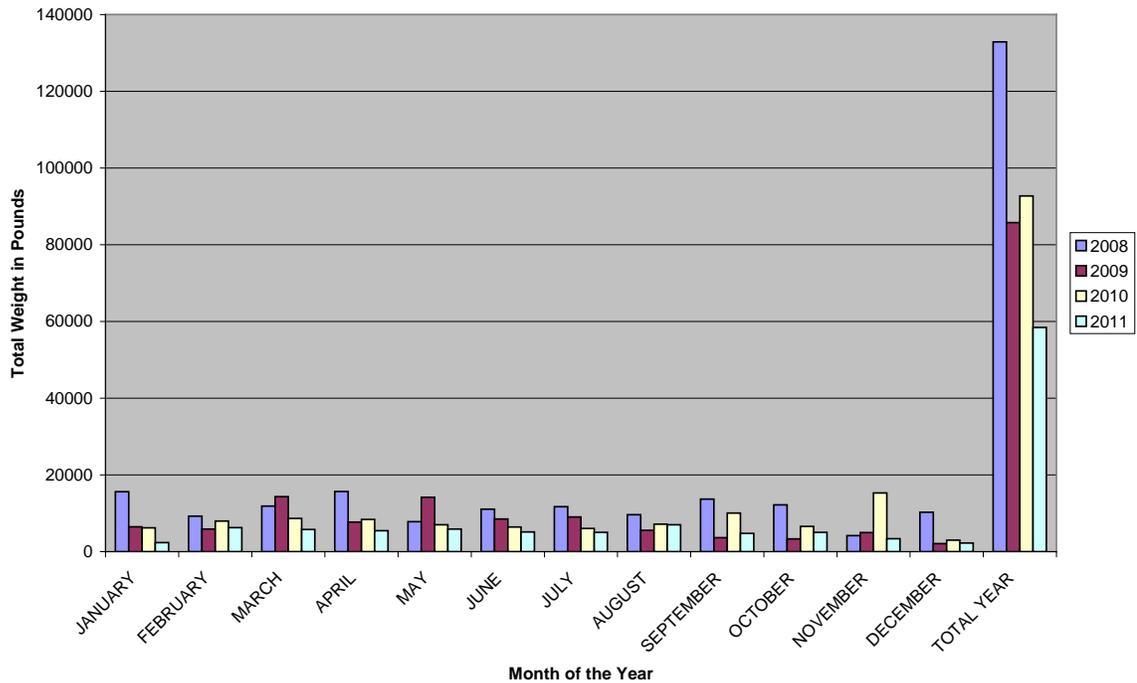
- Communication (32.7%)
- Independent living skills (72.4%)
- Leisure (16.9%)

- Mobility (21.7%)
- Self-care (29.5%)
- Social (behavioral/choice) (27.6%)
- Work (7.5%)

Job Skills

The 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 is \$2.89 /hour), and 9 consumers contract with Tri-City delivery.

Sequoia Center Confidential Document Disposal: 2008-2011



Community Integration

Consumers may choose from a variety of volunteer activities which include the following: Eureka Rescue Mission Thrift Store, Food Bank, caring for animals at the Sequoia Humane Society, and we have just started a new volunteer job at the Companion Animal Foundation. All volunteer jobs are in the community except the recycling of aluminum, plastics and paper which we do from the center.

2011 Consumer Survey Results

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

95% responded that they like coming to the Sequoia Center.

93 % responded that they get to choose what they do at the Sequoia Center

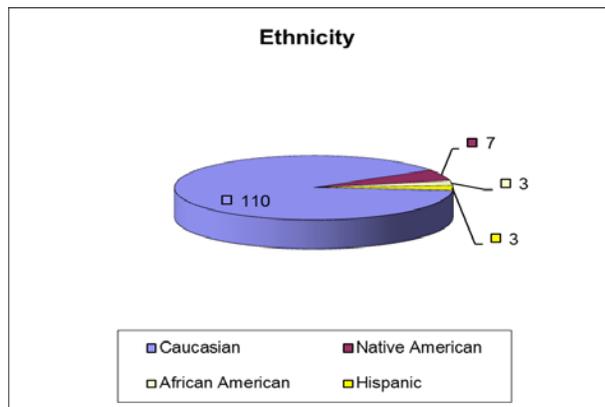
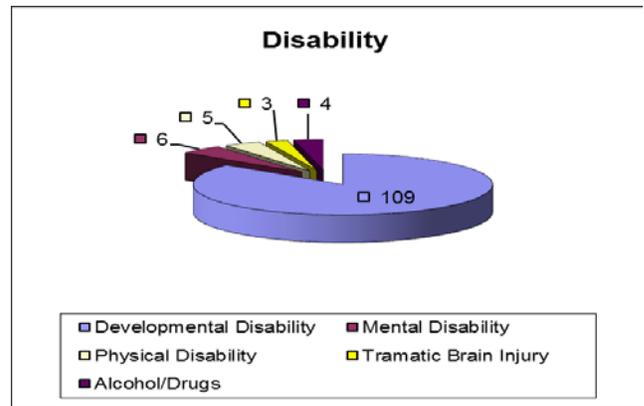
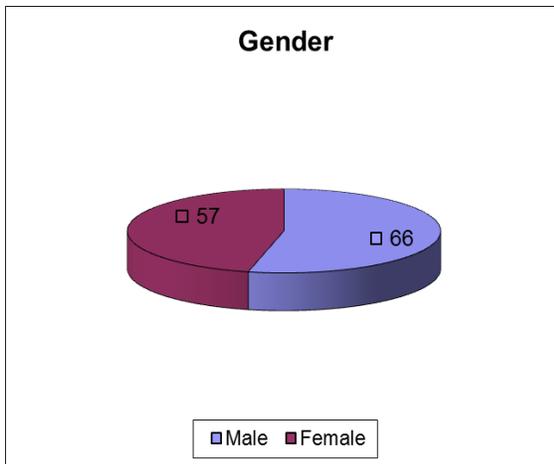
95 % responded that they like the Sequoia Center staff.84. % responded that the staff helps the consumers do things by themselves.

95% responded that they are the most important person at their ISP meeting.
 93% responded that they get to choose their ISP goals.
 91 % of the consumers like to go into the community.
 95% responded that when they go into the community that they go to a variety of places.
 74% choose to work at the Sequoia Center.
 65 % choose to participate in volunteer jobs.
 93 % responded that staff supports them when they are having a bad day.
 93 % responded that staff tells them when they are doing a good job.

Comprehensive Career Services

Summit Support Services

Demographics



1. Which of the following are you?

Consumer
 Case Manager
 Parent
 Other _____
 20 or 54%
 6 or 16%
 7 or 19%
 1 or 3%

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

- 0-2 years 2-4 years 4-6 years 6 years or more
10 or 27% 8 or 22% 2 or 5% 17 or 46%

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

- Always Usually Sometimes Never Don't Know
20 or 54% 9 or 24% 6 or 16% 0 2 or 5%

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

- Always Usually Sometimes Never Don't Know
17 or 46% 9 or 24% 7 or 19% 0 4 or 11%

5. Does the support service provide a high level of choice, assistance, and encouragement?

- Always Usually Sometimes Never Don't Know
18 or 49% 9 or 24% 6 or 16% 1 or 3% 2 or 5% No answer 1 or 3%

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

- Always Usually Sometimes Never Don't Know
21 or 57% 8 or 22% 5 or 13% 1 or 3% 2 or 5%

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

- Always Usually Sometimes Never Don't Know
16 or 43% 10 or 27% 4 or 11% 2 or 5% 5 or 14%

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

- Always Usually Sometimes Never Don't Know
14 or 38% 12 or 32% 7 or 19% 0 4 or 11%

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

- Always Usually Sometimes Never Don't Know
19 or 51% 7 or 19% 4 or 11% 0 7 or 19%

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
20 or 54% 9 or 24% 8 or 22% 0 0

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

1. All need to be on same page when it comes to emergencies.
2. My needs are taken care of.
3. By having patience and a good sense of humor to deal with troubled consumers. By working quickly to handle emergency situations.
4. They do a very good job.
5. They do a great job providing all the services they provide.
6. HCAR is the greatest. They really do good with the consumers. I am really happy with the worker named Ruth Wingo.
7. Being more flexible, hire more people.
8. Walmart.
9. When a support worker is sick, please have other people to take their place so that the

consumer is not left without someone to help them. Don't leave the consumer wondering what to do if they don't have help available. Thank You.

10. Kathy does not show up on time some days. I don't like what she did when the police came to my home over the hot water mess the day Jim had to move out of Sherri's place, Kathy did not think my relatives were family.

11. Giving the client a choice of their errands that day sometimes the worker is pushy and bossy at clients needs.

12. I have had a fine experience, keep up the good work!

13. I would like the support worker to help me manage my time better, help me to plan better.

14. Need to come on a time they say they would come every week not make a consumer wait all day and not come.

15. Bill Spenceley does an excellent job and helps keep us safe from mean people by working with RCRC to provide drivers for us to help be safe. You are never alone, someone is always there. Thank you.

16. Better training.

17. Hire back up staff.

18. Thank you for helping me to find a place to live.

19. Support person needs to be regular and help person with their specific needs.

20. You guys do very good job.

21. Listen to your consumers needs and listen to what there parent's have to day without letting go in one ear and out the other. Thank you Eugenia.

22. Possibly an in-service.

23. It seems they do a better job than housing authority use to at helping to move cause they use to make you wait 6 months - 1 year in your place waiting, but now I need someone to help me set up a TV I got to replace the one I have. .

24. They do a good job to. Give the support a big money next pay check to. They should get a plus on their work doing to. Have a nice day to.

Survey Analysis

Question #1

Last year in 2008, *157 surveys* were mailed out, and 48 were completed and returned for a return rate of **31%**. This compares to this year's survey in which *143 surveys* were mailed out, and 37 were returned, for a return rate of **26%**. Accordingly, there was a 5% drop in returned surveys compared to last year. This was even so with 14 less surveys sent out this year compared to last year. There seemed to be less interest in the survey this year.

The breakdown of responses included **54% as consumers**, compared to last year's 65%. 16% responded as case managers (Regional Center service coordinators) compared to last year's 16% of responders in this category. 19% responded as 'parents,' compared to last year's 8%. This represents a significant 11% increase, probably reflecting the increase in the younger clients referred to HCAR from Regional Center and those that we are currently serving. Lastly, 3% of respondents marked the box 'other,' which compares to last year's 8% or a decrease of 5%. In this case, other advocates, friends, or support people may be assisting with the completion of the surveys.

Question #2

54% responded to the category 0-2 years compared to last year's 30%. Again, it can be mentioned that with the influx of new and younger referrals, this reflects the 24% increase over last year. 22% responded in the 2-4 years group, compared to last year's 17%. The 4-6 years group measured 5%, compared to last year's 13%, for an 8% increase. For those receiving support services for 6 or more years, 46% responded, compared to last year's 40%, an increase of 6% this year. The people we service as with all of us are getting older.

Question #3

In response to the question regarding independence, 54% of respondents answered 'always,' compared to last year's 63%, a decline 9%. 24% marked 'usually,' compared to last year's 31%, or a decline of 7%. 16% marked 'sometimes,' compared to last year's 2%, for an increase of 14%. No one answered 'never,' as was the case last year. 5% answered 'don't know,' compared to last year's 4%, a slight decline.

It can be inferred that satisfaction declined in this area from the responses.

Question #4

With regard to addressing a wide range of abilities, 46% of respondents answered 'always,' compared to last year's 65%, for a decline of 19%! Another 24% answered 'usually,' which compares to last year's 21%, or a decrease of 3%. If the 'always' and 'usually' categories are combined, the total is 70%, which still illustrates a fairly high level of satisfaction. 19% responded 'sometimes,' compared to last year's 6%, or an increase of 13%. No one answered 'never,' as was the case last year. Finally, 11% responded 'don't know,' compared last year's 8% or an increase of 3%.

Question #5

Regarding a high level of encouragement . . . 49% responded 'always,' compared to last year's 65%, for a 16% drop. This is quite significant, but in the 'usually,' category, 24% responded 'usually,' for an increase of 3%. 16% responded 'sometimes,' compared to last year's 13%, an increase of 3%. 3% responded 'don't know,' compared to last year's 0% for an increase of 3%.

Question #6

In response to the question, "are support worker available for flexible scheduling," 57% responded 'always,' compared to last year's 50%. *Here was a clear improvement!* 22% answered 'usually,' which compares to last year's 23% or virtually no change. 13% responded 'sometimes,' while last year 8% responded to this. 3% responded 'never,' compared to last year's 0%. 5% responded 'don't know,' compared to last year's 0%.

Question #7

"Is HCAR's Support Service helpful in handling emergency situations?" - to which 43% responded 'always,' compared to last year's 50%. Clearly, there was a 7% decline in this high rating. The response, 'usually,' received 27%, compared to last year's 23%. So here was a 4% increase in satisfaction. In the category, 'sometimes,' 11% checked this answer, compared to last year's 4%, for a decline of 7%. 5% marked never, while last year 2% marked this category,

for another 3% decline in consumer satisfaction. 14% marked 'don't know,' compared to last year's 21%, so there was a 7% increase in satisfaction for this category.

Questions #8

For the question, "are support workers trained enough to meet different support needs?" 38% marked 'always,' while last year 50% marked this category. This represents a decline of 12% for this category. 32% marked 'usually,' compared to last year's 27%, so here was a 5% decline. 19% marked the category 'sometimes,' compared to last year's 8% for an 11% increase. This illustrates greater uncertainty from consumers about support worker training. No one marked the category 'never,' while last year 0 also was marked. 11% marked 'don't know,' while last year 15% responded accordingly. At least the responders seem to have greater knowledge about the general training that staff receive.

Question # 9

To the question, "do consumers have a say in the hiring of their support worker?" - 51% responded 'always,' while last year's comparative responses to this category was 58%, so there was slight decline. 19% responded 'usually,' compared to last year's 15% representing a 4% decline. For the category 'sometimes,' 11% responded while last year 8% gave this response. 0 marked 'never,' compared to 3 or 6% last year. Improvement is evidenced in this category! Seven or 19% marked 'don't know,' compared to last year's 6 or 13%

Question #10

"Have you been satisfied with the support service being provide by HCAR over the past 12 months?" To which 54% responded 'always,' compared to last year's 79%! Satisfaction has declined over the past year. 24% marked 'usually,' compared to last year's 15%. 22% marked 'sometimes,' compared to last year's 2%, marked 'never,' compared to the same last year. 0 marked 'don't know,' compared to last year's 4%.