

**Parents and Friends Inc.**  
**July 2014 Annual Outcomes Reports**  
**Goals, Results, and Plans**

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**Parents and Friends, Inc.**

**Outcomes Results**

**July 1 2013- June 31 2014**

# Parents and Friends, Inc.

2013/2014 Strategic Plan Status

July 2014

Parents & Friends, Inc's mission statement is to provide opportunities for persons with developmental challenges and similar needs to participate fully in our community. With this mission firmly in mind, Parents and Friends, Inc. focused on and planned and budgeted for the following objectives in 2013-2014 fiscal year, in priority order:

1. Increase the people we serves' participation in the community through both work and non-work venues. Outcome: **Accomplished. Community work crews have expanded into temporary jobs and occasional jobs for pay. Work crews have also volunteered in the community for concert and other events.**
2. Maintain financial stability and predictability. Outcome: **Accomplished. 2013-14 was a record year for revenue, service fees and profits.**
3. Attract and keep dedicated, talented, caring and experienced staff. **Partially accomplished. Because of expansion we have added significant staff. Many new staff are working out well but not enough time has elapsed to adequately asses our success in hiring qualified, dedicated and experienced staff.**
4. Maintain open and honest two way communications with the community, stakeholders, people served and employees. **Accomplished. We continue to publish the newsletter, have regular staff meetings at all levels, enforce an open door policy and hold public Board of Director's meetings.**

Tactics planned for accomplishing these goals were:

## People served participation in the community

1. Reduce the consumer population in SEP groups by 5% by increasing individual community job placements, PVSA's, work assessments and other Dept. of Rehabilitation services.
  - a. Responsibility: Job Connection. **Not accomplished. In working with the DOR and Regional Center a new strategy to increase group participation as a result of disbanding organizational employment (sheltered workshop) is being employed.**
2. Increase L.I.F.E. support options for clients to include behavioral modification, Healthy lifestyles including nutrition, exercise and sexual education, safety and appropriateness. Include community interaction and participation as well as self-advocacy training in these regimens.
  - a. Responsibility: L.I.F.E. **Not accomplished. Behavioral modification has not been added as an element of the program yet but healthy lifestyles including nutrition and exercise are in the process of implementation**

now. A building has been purchased and is being renovated at this time to house some of these elements of the LIFE program.

**Maintain financial stability and predictability.**

1. Budget for profitability, stressing quality of services and products offered and organizational efficiency.
  - a. Responsibility: Exec. Dir. **Accomplished: The 2014-15 budget has been completed and presented to the Board and was approved at the June 2014 Board meeting. The budget calls for profitability for the year while investing in infrastructure through trainings, increases in salaries and creation of additional responsibility and authority at the service provider level to improve the quality of services and efficiency.**
2. Monitor State and Dept. of Dev. Disabilities budgets and plan contingencies as appropriate for review, discussion and action by the Board of Directors in case of continued state funding cuts.
  - a. Responsibility: Exec. Dir. **Accomplished. Through participation with CDSA and ASP (Area Service Providers) we are in contact regional, State and National level to keep abreast of budget and other statutory issues on the horizon as well as policy and procedural issues at the Department of Developmental Services, Department of Rehabilitation and Regional Center levels.**
3. Extend the line of credit for \$150,000 from Savings Bank of Mendocino County.
  - a. Responsibility: Exec. Dir. **Not accomplished: The Savings Bank of Mendocino County feels we have enough reserve resources and have no need for a line of credit.**

**Attract and keep dedicated, talented, caring and experienced staff.**

1. Conduct a wage and salary survey annually which establishes prevailing wages for management, supervisors and direct service personnel.
  - a. **Responsibility: Exec. Dir. Accomplished. We participated in and have received the 2014 wage and salary survey and are using it to adjust our pay scales.**
2. Conduct performance reviews for all personnel at least annually.
  - a. **Responsibility: Exec. Dir. And all Managers. Partially accomplished. Most reviews have been caught up, but a few remain to be done.**
3. Base all performance reviews, wage reviews and promotions on demonstrated, not potential, performance.
  - a. **Responsibility: Exec. Dir. And all Managers. Accomplished. All reviews and raises are based upon performance.**

4. Keep job descriptions updated and communicate clearly what expectations are and how performance will be measured.
  - a. **Responsibility: Exec. Dir. And all Managers. Accomplished: Job Descriptions are reviewed by both the manager and employee and, if necessary, updated.**
  
5. Listen, respect, discuss and implement if feasible all suggestions/observations from staff, stakeholders and consumers.
  - a. **Responsibility: Exec. Dir. And all Managers. Accomplished. Input from staff, clients and stakeholders is an agenda item at weekly management staff meetings and monthly Board of Directors' meetings. Staff is participating in the planning of additional services through the LIFE program and utilization of the new building.**
  
6. Maintain an open door non-recriminatory policy.
  - a. **Ongoing. All Managers. Partially accomplished. Some managers still insist on closing their doors and putting "Open, Come In" signs on the closed door, which is not the same as an open door.**
  
7. Recognize good and outstanding performance when it occurs and point out and discuss poor or unacceptable performance when it occurs. Do not avoid or delay recognition or problems.
  - a. **Responsibility: Exec. Dir. And all Managers. Partially accomplished. Praise is easy to give but pointing out poor performance is difficult for some managers to do in real time.**
  
8. Continually refine the in house training program stressing both universal training subjects for all employees and job/task specific training topics within each department and discipline utilizing the College of Direct Services on line educational courses, purchased DVD training lessons and RCRC scheduled training for service providers.
  - a. **Responsibility: Exec. Dir. And all Managers. Partially accomplished. The poor utilization of College of Direct Supports has improved strongly. Reviews now also include a training goal and timeframe for accomplishment.**

**Create and maintain open and honest two way communications**

1. Continue at least quarterly newsletter mailings.
  - a. **Responsibility: Board Volunteer. Accomplished. Betty Gross has done a superlative job of producing the newsletter and maintaining the website.**
  
2. Conduct surveys of all stakeholders, employees and consumers annually.
  - a. **Responsibility: All Managers. Not Accomplished. Surveys are being distributed now and should be in, compiled and reported on to the Board of Directors by the August 2014 Board meeting.**

3. Sponsor, through the board of directors, four fund raising events annually.
  - a. **Responsibility:** Board fundraising committee. **Not Accomplished. Strategy has changed to two fund raising events, one of which can grow to a very large fundraising event over time. The events are a golf tournament in June and a Buffalo BBQ and beer tasting in September/October. The BBQ is meant to grow over time. Fundraising for 2013-14 has increased by \$2,000 even with two instead of four events.**
4. Keep the web page, face book, etc. current and relevant.
  - a. **Responsibility:** Admin. Assistant. **Accomplished.**
5. Solicit survey requests from consumers and stakeholders daily through email tags to the survey, web page and face book links to the survey.
  - a. **Responsibility:** Exec. Dir. And all Managers. Partially accomplished. Most email accounts have survey tag lines, but not all.
6. Record and report all consumer, stakeholder and general public suggestion and/or comment through an agenda item in all management and Board meetings asking for input anyone has received.
  - a. **Responsibility:** Exec. Dir. and Dir. Community Int. **Accomplished as seen in minutes.**

**2013/2014 Coastal Support Services Outcome Update**

**July 2013-June 2014**

<b>Outcome Goals</b>	<b>Categories of Measures</b>	<b>Applied To</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Goal</b>	<b>Outcome</b>	<b>Previous Outcome</b>
<b>Effectiveness</b>								
Establish Consumer ISP Goals	Percentage of consumers with ISP objectives and goals	All consumers	Biannual	ISP Files	CSS Manager & Assistant Manager	100%	84%	93%
Maximize Progress on ISP Goals	Percentage of consumer goals showing positive progress	All consumer goals	Biannual	ISP Files	CSS Manager and Assistant Manager	98%	41%	97%
<b>Efficiency</b>								
Maximize Consumer Services	Percentage of authorized support hours delivered	All consumers	Annual	Billing Forms	CSS Manager and Assistant Manager	90%	67%	86%
<b>Service Access</b>								
Maximize Consumer Retention	Percentage of consumers who have received services and are continuing to receive services	All referrals	Biannual	Case files	CSS Manager and Assistant Manager	100%	96%	100%
<b>Satisfaction</b>								
Increase Consumer Satisfaction	Percentage of consumers who give a satisfaction rating that averages 4 on a scale of 1 to 5	All consumers responding to survey	Annual	Survey results	CSS Manager and Assistant Manager	95%	Reported in 8/2014	95%
Increase Stakeholder Satisfaction	Percentage of stakeholders who give a satisfaction rating that averages 4 on a scale of 1 to 5	All stakeholders responding to survey	Annual	Survey results	CSS Manager and Assistant Manager	95%	Reported in 8/2014	97%

**2013/2014 Coastal Support Services Outcome Update Detail**  
**July 2013-June 2014**

**Effectiveness:**

Establish Client ISP Goals

Goal: 100%

**Outcome: 84%**

Not Achieved

We are currently making progress in this area. ISP are being completed within there assigned month; however during this process it was noted that 4 clients were missing updated ISP's. This will be addressed before the month concludes.

Maximize Progress on ISP Goals

Goal: 98 %

**Outcome: 41%**

Not Achieved

This data was compiled by reviewing the ISP goals and objective of all 24 clients. This survey revealed that 10 out of 24 clients had not achieved some or all of their identified goals. To address this issue since the month of May monthly goal sheets have been placed in the communications log books located in each client's home. Support staff is responsible for reviewing and documenting all activities that have taken place during the month to assist the client in achieving their identified goals. All goal sheets are turned in at the end of the month, reviewed and replaced with new sheets to ensure that the client's goals are achieved.

**Efficiency:**

Maximize Client Services

2012 Goal: 90%

**Outcome: 67%**

Not Achieved

We are currently tracking hours and the utilization of hours, as well as, hiring additional staff to meet the needs of our clients effectively.

**Service Access:**

Maximize Client Retention

2012 Goal: 100%

**Outcome: 96%**

Not Achieved

We begin this reportable period with 25 clients. We have not been about to serve 1 client due to the client's reluctance to engage in Supported Living Services.

**Satisfaction:**

Increase Client Satisfaction

Goal: 95%

**Surveys will be reported in August 2014**

Increase Stakeholder Satisfaction

Goal: 95%

**Surveys will be reported in August 2014**

**2013/2014 The Community Connection Outcome Results**  
**July 2013-June 2014**

<b>Outcome Goals</b>	<b>Categories of Measures</b>	<b>Applied To</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Goal</b>	<b>Outcome</b>	<b>Previous Outcome</b>
<b>Effectiveness</b>								
Maximize Progress on ISP Goals	Percentage of client goals achieved or making positive progress	All participants goals	Bi-annually	ISPs and Case Files	TCC Manager	90%	91%	95%
Maximize Days at 1:1 ratio	Percentage of days in which a 1:1 staff ratio was maintained	TCC Employees	Bi-Annually	Schedules and MITC	TCC Manager	95%	92%	90%
Maximize # of online training courses taken	Percentage of employees who have completed or have made progress in 2 online courses	TCC employees	Annually	online site or employee schedules	TCC manager	1 course/ year / employee	0	0
<b>Efficiency</b>								
Maximize progress on employee goals	Percentage of employee goals achieved or making progress	All employee goals	Bi-Annually	log books / evaluations	TCC Manager	85%	80%	new
Maximize staff attendance	Percentage of days staff worked when scheduled	All employees	Bi-Annually	MITC/ schedules and	TCC Manager	95%	92%	96%
Maximize client attendance	Percentage of days clients attend per days authorized	All TCC participants	Bi-Annually	billing forms/ schedule	TCC Manager	95%	95%	93%
<b>Service Access</b>								
Maximize authorized delivery of service	Percentage of authorized services days provided per persons served	All service days provided	Bi-Annually	Billing Forms	TCC Manager	>95%	95%	new
Increase # of new activities offered to participants	Number of new opportunities offer to each participant per month	All TCC participants	Bi-Annually	Schedule and log books	TCC Manager	2 per month	At least 2	At least 2
Increase amount of time spent outside the facility	Percentage of authorized time clients spend outside the facility	All TCC clients	Bi-Annually	Schedule and log books	TCC Manager	60%	65%	65%
<b>Satisfaction</b>								
Increase client satisfaction	Percentage of participants who give a satisfaction rating average of 4 on scale of 1 to 5	All TCC staff	Bi-Annually	Survey Results	TCC Manager	90%	Not yet measured	100%
Increase stakeholder satisfaction	Percentage of stakeholders who give a satisfaction rating average of 4 on scale of 1 to 5	All TCC stakeholders	Bi-Annually	Survey Results	TCC Manager	90%	Not yet measured	85%

**2013/2014 The Community Connection Outcome Results Detail**  
**July 2013-Dec 2014**

**Effectiveness**

Maximize Progress on ISP goals

Goal: 90

**Outcome: 91%**

**Achieved**

Each person supported at TCC has between 2 and 5 goals in which they set for themselves. There were a total of 27 goals. Out of those 27 goals, 24 goals have been achieved. 3 goals have not yet been reached. The goals that were not reached were computer related. We no longer have a computer, as it broke at the beginning of the year. We would like to replace it, as many of our people enjoy using it and learning things from using it.

Maximize Days at 1:1 ratio

Goal 95%

**Outcome: 92%**

**Not Achieved**

From July 2013 through June 2014 there were 1817 days of support possible for all staff. TCC staff attended 1674 days, for a difference of 143 days. 54 days due to illness, 76 days vacation, 6 days off without pay, 5 jury duty, and 2 days were for funeral leave. For a 92% proper 1:1 ratio. Although we did not achieve our goal, this is an improvement from last results of 90%. Management often fills in and does direct service when a staff person is out. Now that managers use MITC to track direct service this number should improve next reporting period.

Maximize # of online training courses taken

Goal 1 course per year

**Outcome: 0**

**Not Achieved**

This is a challenging goal for TCC. Staff will work on online training when there is a participant out for the day and all other staff is in attendance. What generally happens is when a participant is going to be out for whatever reason, staff will ask for a vacation day or vacation, depending on how long the person is going to be out. Since we are a 1:1 program, when a client is going to be out, it is a good time for staff to take vacation so that our 1:1 ratio is met. However, that makes it impossible to have staff online and doing the trainings. We will work on this for the coming year and show progress is being made.

**Efficiency**

Maximize progress on employee goals

Goal 85%

**Outcome: 80%**

**Not Achieved**

TCC has lost some employees and have hired new ones. The new employees have yet to set goals for themselves. That being said there were a total of 20 goals that staff set for themselves. Out of the 20 goals, 16 have been met and or making progress. 4 have not been achieved for an outcome of 80%

Maximize staff attendance

Goal 95%

**Outcome: 92%**

**Not Achieved**

Out of a total of 1817 days staff was scheduled to work, they worked 1674 days for an outcome of 92%. Out of the 143 days staff was absent, 76 days were vacation, 54 sick days, the other 13 days were a combination of jury, funeral leave and days off without pay.

Maximize participant attendance

Goal 95%

**Outcome: 95%**

**Achieved**

From July 2013 through June 2014 there were 1767 days authorized by the regional center for all of our participants. TCC participants attended 1682 days for a difference of 85 days or a 95% outcome. Out of the days missed, 25 were due to illness, 34 days vacation and 26 days out for doctor appointments or just fun, in or out of town.

## **Service Access**

### Maximize authorized delivery of services

Goal 95% **Outcome: 95%** **Achieved**

Out of the 1767 possible days of service, participants were out 5% of those days. Attendance for the year was better than previous years. Participants had less sick days and overall less days not at program.

### Increase number of new opportunities offered to participants

Goal 2 Per Month **Outcome: 2+** **Achieved**

On an average each person served was offered a new activity at least once every week. Some included art projects, physical therapy, outside sport activities, cooking, puzzles, shopping and many others. Part of staff jobs is to continually find new and exciting things for our participants to do. At our monthly staff meetings each staff person is to report some of the new things they have tried with our participants.

### Increase the amount of time spent outside the facility

Goal 60% **Outcome: 65%** **Achieved**

From July 2013 through June of 2014 the weather has been very nice. We have had little to no rain and very mild temperatures. The weather does affect the amount of time we spend outside and in the community. However, there are ongoing activities that happen out in the community which the weather does not make a difference. On the average, participants are outside the facility four out of the six hours they are here each day. Some days they are out more than four hours and some days less.

## **Satisfaction**

### Increase participants satisfaction

Goal 90% **Outcome: Not yet measured**

**Surveys will be reported in August 2014**

### Increase stakeholders satisfaction

Goal 90% **Outcome: Not yet measured**

**Surveys will be reported in August 2014**

**2013/2014 The Job Connection Outcome Results**  
**July 2013-June 2014**

<b>Outcome Goals</b>	<b>Categories of Measures</b>	<b>Applied To</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Goal</b>	<b>Outcome</b>	<b>Previous Outcome</b>
<b>Effectiveness</b>								
Maximize Placement	Percentage of people referred for individual job development that are placed in jobs	Authorizations for Job Development	Bi-annually	Case Files	TJC Manager	40%	<b>63%</b>	100%
Maximize Progress on IHSP Goals	Percentage of consumer goals achieved	All consumer goals	Bi-annually	IHSPs and Case Files	TJC Manager	50%	<b>57%</b>	72.5%
<b>Efficiency</b>								
Complete 2 training courses per year, per staff	Complete 2 training courses per year, per full time staff member	TJC full time staff members	Bi-annually	CDS Reports & Training Rosters	TJC Manager	100% = 2/employee	<b>100%</b>	N/A
Expedite placement process	Percentage of placements made within 90 days of referral	Consumers referred and placed	Bi-annually	Case Files	TJC Manager	50%	<b>100%</b>	100%
Maximize Job Retention	Percentage of consumers maintaining jobs for more than 4 months	Consumers eligible for Retention	Annually	Case Files	TJC Manager	100%	<b>100%</b>	100%
<b>Service Access</b>								
Maximize consumer retention	Percentage of consumers who begin services and are continuing or have successfully completed services	All referrals	Bi-annually	Case files	TJC Manager	85%	<b>96%</b>	92.3%
Maximize authorized delivery of service	Percentage of authorized services hours provided	All service days provided	Monthly	Billing forms and board sheets	TJC Manager	85%	<b>85%</b>	86.6%
Increase Consumer Satisfaction	Percentage of consumers who give a satisfaction rating average of 4 on a 1 to 5 scale	All TJC consumers	Annually	Survey Results	TJC Manager	85%	<b>Reported in 8/2014</b>	52.5%
Increase Stakeholder Satisfaction	Percentage of stakeholders who give a satisfaction rating average of 4 on a 1 to 5 scale	All TJC stakeholders	Annually	Survey Results	TJC Manager	85%	<b>Reported in 8/2014</b>	62.8%



**2013/2014 LIFE on the Coast Outcome Results**

**July 2013-June 2014**

<b>Outcome Goals</b>	<b>Categories of Measures</b>	<b>Applied To</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Goal</b>	<b>Outcome</b>	<b>Previous Outcome</b>
<b>Effectiveness</b>								
Maximize ISP goal progress	Percentage of goals achieved	All goals	Bi-annually	ISPs and Case Files	LIFE Manager	80%	<b>70%</b>	82%
Increase community employment/full time enrollment	Percentage of people served employed in community jobs, enrolled in college or voc training	All people served	Bi-annually	Case Files	LIFE Manager	75%	<b>83%</b>	97%
Increase client training	Number of training sessions Offered per Quarter	All people served	Bi-annually	Training Logs	LIFE Manager	1	<b>75%</b>	N/A
<b>Efficiency</b>								
Minimize waiting periods for services	Average days between referral and first day of services	All people referred	Bi-annually	Referrals and Billing	LIFE Manager	<5 working days	<b>100%</b>	0 working days
Increase staff training	Complete 2 training courses per Quarter, per full time staff member	LIFE full time staff members	Bi-annually	CDS Reports & Training Rosters	LIFE Manager	2/ employee	<b>100%</b>	N/A
Maximize staff goal progress	Percentage of employee goals achieved	All goals	Bi-annually	Personnel Files	LIFE Manager	80%	<b>60%</b>	100%
<b>Service Access</b>								
Maximize Attendance	Percentage of authorized days attended	All clients	Bi-annually	Billing and authorizations	LIFE Manager	75%	<b>68%</b>	80%
<b>Satisfaction</b>								
Achieve Satisfaction of People Served	% of participants who give a satisfaction rating of 4 on a 1 to 5 scale	All people served	Annually	Survey Results	LIFE Manager	80%	<b>Reported in 8/2014</b>	100%
Achieve Stakeholder Satisfaction	% of participants who give a satisfaction rating of 4 on a 1 to 5 scale	All LIFE stakeholders	Annually	Survey Results	LIFE Manager	75%	<b>Reported in 8/2014</b>	100%
Maximize Staff Survey Participation	Percentage of completed surveys received	LIFE staff members	Annually	Survey Results	LIFE Manager	75%	<b>Reported in 8/2014</b>	N/A
Maximize Client Survey Participation	Percentage of completed surveys received	All people served	Annually	Survey Results	LIFE Manager & Program Assistants	75%	<b>Reported in 8/2014</b>	N/A



**Parents and Friends, Inc.**

**Outcomes Goals**

**July 1 2014- June 31 2015**

# Parents and Friends, Inc.

## 2014/2015 Strategic Plan Goals July 2014

Parents & Friends, Inc's mission statement is to provide opportunities for persons with developmental challenges and similar needs to participate fully in our community. With this mission firmly in mind, Parents and Friends, Inc. focused on and planed and budgeted for the following objectives in 2014-2015 fiscal year:

### **1. Increase services in Supported Living Services to better serve clients' needs through the following trainings:**

- a. Pro-Act Training. Pro-Act training is a risk management and safety enhancement tool that emphasizes continual assessment and critical thinking in order to reduce safety risks for clients and staff when working with individuals or in situations which may be threatening or confrontational. A trainer will be certified from PFI staff and will train other PFI staff in the techniques. Cost will be \$1,005 for the trainer and \$3,848 for staff training time plus room and accommodations for the trainer class in Sacramento for four days'
  - i. Responsibility: SLS Manager
  - ii. Timeframe: 2014/2015
- b. Diabetes management training for manager and four staff.
  - i. Responsibility: SLS Manager
  - ii. Timeframe: 2014/2015
- c. Certified Dementia Practitioner course for manager.
  - i. Responsibility: SLS Manager
  - ii. Timeframe: 2014/2015
- d. Contracted training with local professionals including nutritionist, Registered Nurse and Certified Assistive Technology professional.
  - i. Responsibility: SLS Manager
  - ii. Timeframe: 2014/2015
- e. Care and Compliance courses: over 100 hours of online courses certified by the Department of Developmental Services for continuing ed. Credits in Residential care, disease management, medication management, dementia care, employee safety and leadership and management.
  - i. Responsibility: SLS Manager
  - ii. Timeframe: 2014/2015

### **2. Increase services in L.I.F.E. by more strictly enforcing the six core elements of the**

- a. The core outline will cover the Six anticipated outcomes from the L.I.F.E. program design.
  - i. Responsibility: LIFE Manager
  - ii. Timeframe: 2014/2015

The six anticipated outcomes are:

- Employment.

- Self Advocacy
- Domestic/Independent Living
- Adult Education
- Physical Fitness and Weight Control.
- Community Integration

Each client will be given opportunities to participate in elements of each anticipated outcome through the establishment of self directed goals set during their Individual Service Plan meetings annually and at six month review meeting with the client. These goals will also be an element of their IPP with their RCRC service coordinator and support team.

### **Employment**

Each client will be given an opportunity for either a for pay part time job with Parents and Friends and/or a part time volunteer position with a community non-profit or service organization, working in the community.

The Pay part time jobs at Parents and Friends will consist of janitorial and/or yard maintenance work on a regular schedule providing maintenance, janitorial and/or yard maintenance services at parents and Friends locations on Franklin Street, McPhearson Street, Cypress Street and Main Street in Fort Bragg. These client employees will also perform temporary jobs in the community as needed. Clients performing these jobs will be regular PFI employees and as such be paid at least minimum wage with accruing vacation and sick pay benefits, workman's comp. coverage and all the benefits and responsibilities of non-client PFI employees. All employees will have a job description and annual performance reviews. Client employees will work on a pre-defined schedule with odd jobs in the community added as needed.

Volunteer jobs will also be sought for interested L.I.F.E. clients at non-profit and service organizations in the community. Examples of the types of organizations clients could volunteer with include The Food Bank, Humane Society, Sherwood Oaks skilled nursing, Hospice Thrift Store, The Community Garden, Gloriana, Mendocino Coast District Hospital, Mendocino Symphony, etc.

All client employees will be supervised and assisted by L.I.F.E. staff acting as supervisor at the work site at all times. Individual workers will work no more than 20 hours a week. All employees will be trained in safety practices, procedures and requirements and a client employee will be a representative on the PFI safety committee.

The employment anticipated outcome will, in certain cases, also contribute to Community Integration outcomes as the clients will be working with non-disabled employees/owners.

### **Self Advocacy**

Self advocacy is defined a number of ways by different organizations but a common thread running through all definitions is that an individual should define for themselves what their goals in life are and their individual strengths and weaknesses in reaching those goals. Having defined their strengths and weaknesses they can then determine the

accommodations or care they need to succeed. They then need the reinforcement and encouragement to speak up in asking for and demanding, if necessary, that needed accommodations and care be provided, especially if legally mandated. Accomplishing this self awareness using knowledge, reinforcement and encouragement is the essence of self advocacy training.

PFI will assist clients in acquiring self advocacy skills through available self advocacy training materials including appropriate questionnaires and pamphlets with worksheets designed to define an individual's desires (goals) and barriers to accomplishing those goals. PFI staff will then work with the individual to identify available and reasonable accommodations to overcome those barriers and identifying the individual's rights in seeking access to those accommodations.

PFI will also work with individuals in groups to connect with other clients regionally who are also working on self advocacy. This would include letter writing/email communication with other clients in other agencies, primarily in Northern California. This would also include working with the RCRC Client Advocate.

PFI will also work with clients to reconnect with the People First organization to explore the possibility of restarting a People First group in Fort Bragg. This would entail researching and writing a charter including rules, membership rights and responsibilities, etc. This would mean connecting with the National Organization for contacts, literature, supplies and requirements as well as writing/emailing/talking with People First in Ukiah and other areas for guidance, suggestions and inspiration.

As individuals' goals and needs become clear PFI staff will work with individuals on how best to advocate for their particular needs and wants given the individual circumstances.

### **Domestic/Independent Living.**

Independence in the community does not only mean being able to go to the movies, or out to dinner, or to local sporting events, or to local theatre. Independence also means the ability to get from one place to another, getting your laundry done, planning and cooking nutritious meals, budgeting, shopping and entertaining friends.

PFI will teach clients how to contact and ride public transit including schedules and days of operation. Where needed PFI will ride with clients for practice until they feel safe, devise cards or other devices they can carry for communication if they are non-verbal,

PFI will also train clients in how to do their own laundry at local laundry mats or their apartments including the sorting of clothes, the amount and type of detergent to use, the use of fabric softeners and additives if desired and help them set up a personal schedule for doing their own laundry.

PFI will also set up a kitchen area including an oven and stove top, microwave, refrigerator, working area, pots and pans and dishes and cutlery so clients can learn to prepare meals including prepping food for cooking, cooking and plating. Included will be meal design, shopping list requirements, shopping (including food bank), nutritional assessment and portion size and cost per person.

Accomplishing this will require training and practice in carving and slicing with sharp knives, weekly meal planning, shopping list preparation from the weekly menu, nutritional training in balanced meal planning and shopping practice (including checking weekly ads for specials). PFI will also support clients in volunteering at the Mendocino Food Forest as a means of connecting with the food we eat and, if there is interest, starting a garden specifically for L.I.F.E. clients on PFI property so they can learn to grow and use the foods they select to cultivate.

PFI will also assist clients in how to prepare for and instigate interactions with friends including invitations to dinner, sports games or movies on TV and events in the community. Often clients will say they want a specific friend to do something with them but need a staff person to ask for them because they don't know how to ask themselves. PFI will lead groups in role playing scenarios to teach people how to call and ask for themselves and build the confidence to do so. Included in this aspect of training for community interaction will be appropriateness in the community in dress, speech and actions and basic sex education.

PFI will also assist clients who need it to count and handle money including counting back change and budgeting, emphasizing the need to save for large needed or wanted purchases and vacation trips.

Many of these activities will also contribute to Community Integration outcomes as the clients will be in the community for shopping, laundry, volunteering and community activities with friends.

### **Continuing Education**

L.I.F.E. currently supports clients in taking courses through the College of the Redwoods Fort Bragg Campus. These classes have included academics including Algebra and Trigonometry. Support for students is typically one-on-one because only one client typically wants to take a specific course. Support includes homework assistance, transportation and help in advocating with instructors and the disabled supports system at the college.

L.I.F.E. will continue to offer college level educational support even though College of the Redwoods has cut back services in Fort Bragg. L.I.F.E. will assist interested clients in selecting and enrolling in on line classes, providing the needed computers and internet connectivity. If College of the Redwoods resumes classes in Fort Bragg, or if Mendocino College takes over the Campus in Fort Bragg, L.I.F.E. will support clients in classes of their choice. In the meantime L.I.F.E. will continue to identify other educational resources including the High School, MPIC, and Mendocino Arts Center. All of these

educational opportunities, save on line, will be supported in the community. The on-line courses may well be supported in the community also through the public library computer center.

### **Physical Fitness and Healthy Living Skills**

Physical fitness, which encompasses weight control, is a central medical theme now in the United States. Our clients are not immune from the epidemic of obesity. Often our clients' susceptibility to being overweight is exacerbated by lack of exercise and unhealthy eating habits as a result of gravitating to fast or convenient foods, which need little or no preparation, when they have limited cooking skills or nutritional awareness. As a result, our clients seem to be more susceptible to diabetes and other fitness/nutritional maladies.

All L.I.F.E. clients will be offered a membership at the C.V, Starr center paid for by PFI. At the center they can participate in swimming, aerobics, weight lifting and muscle toning exercises individually as well as join a class in a specific discipline. Staff will assist them in setting goals around toning, strength, coordination and weight loss and devise tracking mechanisms so they can see their progress. Staff will also encourage clients to participate in the various walk/run fund raising events which take place annually in the community.

This fitness program will also have a nutritional component and clients will be encouraged to participate in the domestic/independent living curriculum as well. Together, these will help the client make healthy lifestyle choices and promote client health.

Most of the fitness program will take place in community setting like the C.V. Starr center and community special events. PFI will also examine the possibility of building a community organic garden where clients can learn about nutritious foods, how to grow them, how to use them in meal planning and participate with the community in the Farmers Market and Master Gardener program.

### **Community Integration**

As shown above all the elements of the L.I.F.E. programs anticipated outcomes have significant in the community participation. While there is also a portion which is instructional and not strictly in the community, the instruction periods are designed to make future independent participation in the community by the client easier and less scary, and therefore more successful.

In addition to the community interaction inherent to each anticipated outcome each client will be given the option to participate in a weekly lunch in a community restaurant with a small group of other L.I.F.E. clients with staff. The groups will be no larger than three to five total, including staff. Clients who can afford and desire an outside lunch weekly will be encouraged to budget for it. There will, however, be some clients who desire to participate but really cannot afford it, even with budgeting. When this occurs PFI will anonymously pay for the client's lunch so no one wishing to participate will be denied

the experience and opportunity to learn appropriateness in restaurant and community dining.

Activities in each of the six anticipated outcome elements will occur daily. Clients' activity days will typically be six hours. Clients, through the Individual Service Plans (ISP), will be able to select the elements they desire to participate in. A client could participate in all six elements on alternative days and/or participate in two or three elements per day in two hour increments. There is enough flexibility so a client, at their ISP meeting, can design their own schedule daily, weekly and monthly from the six core curricula. If a client's interests change they can drop, change or add elements as desired simply by requesting a special meeting with the L.I.F.E. manager, not having to wait for the next six month or annual review. Transportation between element meeting places and in the community activities will be provided by PFI staff.

3. **Attract and keep dedicated, talented, caring and experienced staff.**
  - a. Continue participating in wage and salary survey.
  - b. Continue Employee of the Quarter award and bonus.
  - c. Continue offering fully paid Health, Dental, Vision and Life Insurance.
  
4. **Increase L.I.F.E. and/or 24-7 SLS support for clients to include behavioral modification, healthy lifestyles and safety and appropriateness training. Include community interaction and participation as well as self advocacy training in these regimens.**
  
5. **Maintain financial stability and predictability.**
  - a. Budget for profitability, stressing quality of services and products offered and organizational efficiency.
    - i. Responsibility: Exec. Dir.
    - ii. Timeframe: 2014/2015
  - b. Monitor State and Dept. of Dev. Disabilities budgets and plan contingencies as appropriate for review, discussion and action by the Board of Directors in case of changes in state funding or regulations.
    - i. Responsibility: Exec. Dir.
    - ii. Timeframe: 2014/2015
  
6. **Attract and keep dedicated, talented, caring and experienced staff.**
  - a. Conduct a wage and salary survey annually which establishes prevailing wages for management, supervisors and direct service personnel.
    - i. Responsibility: Exec. Dir.
    - ii. Timeframe: 2014/2015
  - b. Conduct performance reviews for all personnel at least annually.
    - i. Responsibility: Exec. Dir. And all Managers.
    - ii. Timeframe: 2014/2015
  - c. Keep job descriptions updated and communicate clearly what expectations are and how performance will be measured.
    - i. Responsibility: Exec. Dir. And all Managers.



July 2014-June 2015 Coastal Support Services Outcome Goals

<b>Outcome Goals</b>	<b>Categories of Measures</b>	<b>Applied To</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Goal</b>	<b>Outcome</b>	<b>Previous Outcome</b>
<b>Effectiveness</b>								
Establish Consumer ISP Goals	Percentage of consumers with up to date ISPs	All consumers	Biannual	ISP Files	CSS Manager	CSS: 100%		CSS: 84%
					24/7 Manager	24/7: 100%		24/7: New Goal
Maximize Progress on ISP Goals	Percentage of consumer goals showing positive progress	All consumer goals	Biannual	ISP Files	CSS Manager	CSS: 85%		CSS: 41%
					24/7 Manager	24/7: 90		24/7: New Goal
<b>Efficiency</b>								
Maximize Consumer Services	Percentage of authorized support hours delivered	All consumers	Annual	Billing Forms	CSS Manager	CSS: 85%		CSS: 67%
					24/7 Manager	24/7: 90%		24/7: New Goal
<b>Service Access</b>								
Maximize Consumer Retention	Percentage of consumers who have received services and are continuing to receive services	All referrals	Biannual	Case files	CSS Manager	CSS: 100%		CSS: 96%
					24/7 Manager	24/7:100%		24/7: New Goal
<b>Satisfaction</b>								
Increase Consumer Satisfaction	Percentage of consumers who give a satisfaction rating that averages 4 on a scale of 1 to 5	All consumers responding to survey	Annual	Survey results	CSS Manager	CSS: 95%		CSS: ?
					24/7 Manager	24/7: 90%		24/7: New Goal
Increase Stakeholder Satisfaction	Percentage of stakeholders who give a satisfaction rating that averages 4 on a scale of 1 to 5	All stakeholders responding to survey	Annual	Survey results	CSS Manager	CSS: 95%		CSS: ?
					24/7 Manager	24/7: 90%		24/7: New Goal

**July 2014-June 2015 The Community Connection Outcome Goals**

<b>Outcome Goals</b>	<b>Categories of Measures</b>	<b>Applied To</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Goal</b>	<b>Outcome</b>	<b>Previous Outcome</b>
<b>Effectiveness</b>								
Maximize Progress on ISP Goals	Percentage of client goals achieved	All participants goals	Bi-annually	ISPs and Case Files	TCC Manager	90%		91%
Maximize Days at 1:1 ratio	Percentage of days in which a 1:1staff ratio was maintained	TCC Employees	Bi-Annually	Schedules and MITC	TCC Manager	95%		92%
Maximize # of online training courses taken	Percentage of employees who have completed or have made progress in 2 online courses	TCC employees	Annually	online site or employee schedules	TCC manager	1 course per year		0
<b>Efficiency</b>								
Maximize progress on employee goals	Percentage of employee goals achieved or making progress	All employee goals	Bi-Annually	log books / evaluations	TCC Manager	85%		80%
Maximize staff attendance	Percentage of days staff worked when scheduled	All employees	Bi-Annually	MITC/ schedules and	TCC Manager	95%		92%
Maximize client attendance	Percentage of days clients attend per days authorized	All TCC participants	Bi-Annually	billing forms/ schedule	TCC Manager	95%		95%
<b>Service Access</b>								
Increase # of new activities offered to participants	Number of new opportunities offer to each participant per month	All TCC participants	Bi-Annually	Schedule and log books	TCC Manager	2 per month		2+per month
Increase amount of time spent outside the facility	Percentage of authorized time clients spend outside the facility	All TCC clients	Bi-Annually	Schedule and log books	TCC Manager	60%		65%
<b>Satisfaction</b>								
Increase client satisfaction	Percentage of participants who give a satisfaction rating average of 4 on scale of 1 to 5	All TCC staff	Bi-Annually	Survey Results	TCC Manager	90%		Not yet measured
Increase stakeholder satisfaction	Percentage of stakeholders who give a satisfaction rating average of 4 on scale of 1 to 5	All TCC stakeholders	Bi-Annually	Survey Results	TCC Manager	90%		Not yet measured

July 2014-June 2015 The Job Connection Outcome Goals

<b>Outcome Goals</b>	<b>Categories of Measures</b>	<b>Applied To</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Goal</b>	<b>Outcome</b>	<b>Previous Outcome</b>
<b>Effectiveness</b>								
Maximize Placement	Percentage of people referred for individual job development placed in jobs	Authorizations for Job Development	Bi-annually	Case Files	TJC Manager	50%		63%
Maximize Progress on IHSP Goals	Percentage of client goals achieved	Individual And Group	Bi-annually	IHSPs and Case Files	TJC Manager	SEP: 58%		SEP 57%
						Group 55%		Group 57%
<b>Efficiency</b>								
Complete 3 training courses per year, per staff	Complete 3 training courses per year per staff member	TJC staff members	Bi-annually	CDS Reports & Training Rosters	TJC Manager	100%		100% 2/employee
Expedite placement process	Percentage of placements made within 90 days of referral	All Clients referred and placed	Bi-annually	Case Files	TJC Manager	55%		100%
Maximize Job Retention	Percentage of clients maintaining jobs for more than 3 months	Individually placed clients this year	Annually	Case Files	TJC Manager	100%		100%
<b>Service Access</b>								
Maximize client retention	Percentage of clients who begin services and are continuing or have successfully completed services	All individual placement referrals	Bi-annually	Case files	TJC Manager	85%		92%
Maximize authorized service	Percentage of authorized services hours provided for <b>individually</b> placed clients	All individual job coach hrs provided	Monthly	Billing forms	TJC Manager	85%		85%
<b>Satisfaction</b>								
Increase Client Satisfaction	Percentage of clients who give a satisfaction rating average of 4 on a 1 to 5 scale	All TJC clients	Annually	Survey Results	TJC Manager	86%		Not Measured Yet
Increase Stakeholder Satisfaction	Percentage of stakeholders who give a satisfaction rating average of 4 on a 1 to 5 scale	All TJC stake-holders	Annually	Survey Results	TJC Manager	86%		Not Measured Yet

July 2014-June 2015 L.I.F.E. on the Coast Outcome Goals

<b>Outcome Goals</b>	<b>Categories of Measures</b>	<b>Applied To</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Goal</b>	<b>Outcome</b>	<b>Previous Outcome</b>
<b>Effectiveness</b>								
Maximize ISP goal progress	Percentage of goals achieved	All goals	Bi-annually	ISPs and Case Files	LIFE Manager	75%		70%
Increase community employment/full time enrollment	Percentage of people served employed in community jobs, enrolled in college or voc training	All people served	Bi-annually	Case Files	LIFE Manager	75%		83%
Increase client training	Number of training sessions Offered per Quarter	All people served	Bi-annually	Training Logs	LIFE Manager	100%		75%
<b>Efficiency</b>								
Minimize waiting periods for services	Average days between referral and first day of services	All people referred	Bi-annually	Referrals and Billing	LIFE Manager	<5 days		100%
Increase staff training	Complete 2 training courses per Quarter, per full time staff member	LIFE full time staff members	Bi-annually	CDS Reports & Training Rosters	LIFE Manager	100%		100%
Maximize staff goal progress	Percentage of employee goals achieved	All goals	Bi-annually	Personnel Files	LIFE Manager	75%		60%
<b>Service Access</b>								
Maximize Attendance	Percentage of authorized days attended	All clients	Bi-annually	Billing and authorizations	LIFE Manager	75%		68%
<b>Satisfaction</b>								
Achieve Satisfaction of People Served	% of participants who give a satisfaction rating of 4 on a 1 to 5 scale	All people served	Annually	Survey Results	LIFE Manager			Not Measured Yet
Achieve Stakeholder Satisfaction	% of participants who give a satisfaction rating of 4 on a 1 to 5 scale	All LIFE stakeholders	Annually	Survey Results	LIFE Manager			Not Measured Yet
Maximize Staff Survey Participation	Percentage of completed surveys received	LIFE staff members	Annually	Survey Results	LIFE Manager			Not Measured Yet
Maximize Client Survey Participation	Percentage of completed surveys received	All people served	Annually	Survey Results	LIFE Manager & Program Assistants			Not Measured Yet

**Parents and Friends, Inc.**

**Plans and Reports**

**July 2014**

# Parents and Friends, Inc.

## Accessibility Plan

**June 2014**

### **Purpose**

The purpose of this report is to describe measures that Parents and Friends took during 2013/2014 and will take during 2014/2015 to identify, remove and prevent barriers to all individuals in accessing PFI's facilities and services, including staff, consumers, customers, and other members of the community, etc., as required by the ADA and in compliance with CARF Standards.

### **Aim**

Desired Outcomes for integrating PFI'S Accessibility plan into our regular business practices.

- Services, policies, procedures and practices will meet the needs of more people.
- More people will have access to PFI's buildings and facilities.
- More people will have access to PFI's information resources.
- Staff will better meet the needs of employees, visitors and customers.
- PFI will better meet the needs of *all* people.

### **Organization's Profile**

Parents & Friends, Inc. (PFI) a CARF accredited organization is the Mendocino coast's public benefit corporation serving the needs of adults with developmental disabilities for over fifty years. PFI provides programs and services which extend to all aspects of an individual's life: recreational, employment, independent living and day to day activities. A staff of 85 serves 70 consumers. Parents and Friends' businesses support client centered programs and services:

Located at 240 N. McPherson St.:

- The Community Connection is a state licensed day activity program offering services to individuals with severe disabilities.

Located at 350 S. Main St.:

- The Paul Bunyan Thrift Shop generates revenue by offering bargain prices on donated clothing and household items. The Paul Bunyan Thrift Shop provides an Individual and Group Supported employment site for people receiving services from The Job Connection.

Located at 306 E. Redwood Ave:

- PFI Administrative offices including Bookkeeping, Executive Director, and meeting spaces for Board, Managers, Safety Committee, and various other meetings.
- The Job Connection provides organizational employment services, group employment services, and job coaching to Supported Employers and Supported Employees through Regional Center and Dept. Of Rehabilitation.
- Coastal Support Services is a supported living program providing support for individuals to live independently in their own homes.
- L.I.F.E on the Coast is an individualized community based program providing support to people in numerous aspects of their life including employment, supported living, and recreation. The office is located at 306 E. Redwood Ave.

Located at 350 Cypress St.:

- L.I.F.E on the Coast is an individualized community based program providing support to people in numerous aspects of their life including employment, supported living, and recreation. Some client activities are located at 350 Cypress St.

## **How PFI Defines a Barrier**

A "barrier" is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including: physical, financial, behavioral, architectural, informational or communications, attitudinal, technological, policy or a practice.

**The Accessibility Committee was tasked with setting priorities and developing strategies to address barrier removal and prevention.**

### **The Process Used to Form the Accessibility Plan**

1. Establishment of a Safety and Accessibility committee
2. On-going commitment to accessibility planning.
3. Reviewed recent successes in identifying, removing and preventing barriers within our organization.
4. Identified (list/categorize) barriers that will be addressed in the coming year.
5. Set priorities and developed strategies to address barrier removal and prevention.
6. Specified how and when progress is to be monitored.
7. Update, approve, endorse, submit, publish and communicate the plan.
8. Ongoing protocols for review and monitor the plan.

### **How the Safety and Accessibility Committee Functions**

- A Report Coordinator is appointed to ensure consistency and continuity in the preparation and implementation of the annual accessibility plan, the Manager of Licensing and Accreditation was appointed as the employee who would be responsible for its coordination and development.
- A Chair Person for the Safety and Accessibility Committee is appointed responsible to organize monthly committee meetings.
- The Safety and Accessibility Committee consists of a representative from each program of Parents and Friends, a consumer representative, a Chairperson, and a Report Coordinator.
- Members appointed to the Safety and Accessibility committee assist the Coordinator in the development, review, implementation and evaluation of the accessibility plan. In continuing the on-going development of the Accessibility Plan, the accessibility committee will work to identify barriers, and plan for and implement their removal through quarterly committee meetings.

### **Barrier Identification Methodologies**

- Consumers, Staff, Board of Directors, and Other Input  
All input is noted and directed to the Safety and Accessibility Committee meeting for review monthly. There is a basket in the designated Safety Area in the Administrative Offices building to receive input directed to the Committee.
- Safety inspections  
Regular quarterly safety inspections completed by the Committee result in action items and plans of action towards removal of hazards and barriers.
- Manager meetings  
The Committee Chairperson attends weekly Manger's Meetings in which the manager of each program and the Executive Director have a chance to bring up and address any accessibility issues.
- Safety and Accessibility Committee Meetings  
Quarterly Committee meetings attended by a consumer representative and a representative from each program address any current accessibility action items.
- ADA Checklist

Is completed annually by the Report Coordinator and is used to generate new action items.

### **Review and monitoring process**

The Safety and Accessibility Committee will meet quarterly to review progress. At each meeting, The Committee will remind staff, either through personal contacts or by email, about their roles in implementing the plan. The Board of Directors will review the status of the Accessibility Plan annually at a Board of Director's Meeting.

### **Communication of the plan**

Copies of this plan are available on PFI's Portal and PFI's website.

### **2013/14 Accessibility Report:**

There were no formal requests for accommodation from staff or clients this year.

This year the Administrative Offices, The Job Connection Offices, LIFE on the Coast Offices, and Coastal Support Services offices all moved to a new location at 306 E. Redwood Ave. The only activities still taking place at 350 Cypress St. are some client activities happening through the LIFE on the Coast Program.

Also this year PFI has purchased a new building on Chestnut St. in Fort Bragg. It is currently in the process of being remodeled and made ADA compliant. When it is completed the LIFE on the Coast activities will take place there. As of this report, all of the possible improvements have been made to make Cypress Street Center as close to ADA compliant as is practical. It will not be possible to make the location completely ADA compliant. PFI will be minimizing activities at Cypress Street Center once construction is complete at the Chestnut St. building.

Following is a list of items that were identified in July 2013-June 2014 and carried over from previous reports and the current status of each:

Location Acronyms are: PBTS: Paul Bunyan Thrift Store, CSC: Cypress Street Center, TCC: The Community Connection, Admin: 306 E. Redwood Ave.

### **Items Completed in 2013/2014:**

1. Accessible parking sign must be at least 60 inches from ground and should designate van accessibility and the aisles of the space should be marked to discourage parking (ADA checklist, item 1.10, 1.11 and 1.7)

**Current Status: Completed 05/2014:** The van parking sign has been installed 60 inches from the ground at CSC. It is not possible to mark the aisles of the space because it is gravel. The parking lot has been configured so that other cars do not park in the space.

2. A space of 30 inches by 48 inches should remain clear in front of light switches (ADA checklist, item 2.50)

**Current Status: Completed 10/2013:** In all spaces that it is architecturally possible space has been cleared in front of and around light switches.

3. Tables should be at least 28 inches tall and no taller than 34 inches (ADA checklist, item 2.66)

**Current Status: Completed 10/2013:** a new conference room table has been purchased for the Admin building that is ADA compliant.

4. Elevator access to all public levels (ADA checklist, item 2.9)

- Current Status: Completed 05/2014:** All offices have been moved to a single story building and the second story at CSC is no longer used.
5. Bathrooms at CSC are not accessible (ADA checklist, section3)
 

**Current Status: Completed 05/2014:** all offices have been moved to a building that has accessible bathrooms. A building is in process of being remodeled to include accessible bathrooms. Activities will be minimized at CSC and moved to the new building. It is not possible to make the CSC bathrooms accessible, for activities that continue at CSC staff will be available to assist any individual requiring help.
  6. Parking Lot Maintenance at CSC
 

**Current Status: Completed 05/2014:** all offices have been moved to the Admin building on Redwood Ave. and a new building has been purchased where the majority of the remaining activities that happen at CSC can take place.
  7. Buildings at CSC are not clearly marked
 

**Current Status: Completed 09/2013:** all offices have been moved to the Admin building on Redwood Ave. and offices are clearly marked.

### **Items Continuing for 2014/2015:**

#### **Architectural Barriers**

1. Some door knobs require grasping or twisting of the wrist (ADA checklist, item 1.44)
 

**Current Status: Continuing item:** Handles have been replaced at PBTS. The front door of the farmhouse at CSC would have to be completely replaced.

**Short Term Plan (07/2014-06/2015):** Minimize activities at CSC and move majority of activities to new building on Chestnut St. when it is remodeled.

**Person Responsible:** Safety and Accessibility Committee
2. Ramp handrail should be less than 6.5 inches in perimeter and should extend 12 inches beyond the bottom of the ramp and have a curb or barrier to prevent canes from sliding off of it (ADA checklist, items 1.34, 1.35, 1.36)
 

**Current Status: Continuing item:** Ramp at CSC has perimeter of 13 inches, hand rail does not extend past the end of the ramp and has no curb or barrier.

**Short Term Plan (07/2014-06/2015):** Minimize activities at CSC and move majority of activities to new building on Chestnut St. when it is remodeled. For activities that continue at CSC staff will be available to assist any individual requiring help

**Long Term Plan:** None, the short term plan will solve the problem.

**Person Responsible:** Safety and Accessibility Committee
3. Carpets and mats should be secured to prevent tripping (ADA checklist, item 1.49, 2.49)
 

**Current Status: Continuing item:** Carpets and mats in SLS and Admin building are not secured. The SLS building has cement floors and carpets cannot be tacked down into the cement. The Admin building has mats that need to be cleaned under regularly and tacking them down would damage the floor and prevent cleaning.

**Short Term Plan (07/2014-06/2015):** Minimize activities at CSC and move majority of activities to new building on Chestnut St. when it is remodeled. For activities that continue at CSC Make sure edges of the mats are not posing a tripping hazard, discard or replace any that do not lay flat.

**Long Term Plan:** None, the short term plan will solve the problem.

**Person Responsible:** Safety and Accessibility Committee

4. Entrance must have 18 inches of lateral clearance and 60 inches of depth on the pull side of the door. (ADA checklist, item 1.42)

**Current Status: Continuing item:** The entrance to the Admin building has only 53 inches of depth clearance because of the dimensions of the ramp.

**Short Term Plan (07/2014-06/2015):** Minimize activities at CSC and move majority of activities to new building on Chestnut St. when it is remodeled. For activities that continue at CSC staff will be available to assist any individual requiring help

**Long Term Plan:** None, the short term plan will solve the problem.

**Person Responsible:** Safety and Accessibility Committee

### **Environmental Barriers**

None Identified

### **Attitudinal Barriers**

5. Potential Employer preconceived bias about developmental disabilities

**Current Status: Continuing item:** Employer relationships were maintained this year.

Three new employers were found this year. Involvement with the Chamber of Commerce (including hosting a Chamber Mixer Featuring Job Connection Community Employment Partners), Kiwanis Club, Soroptomist Club, Leadership Mendocino, and additional fundraising (Beer Bison Bluegrass, which generated broader community participation and PR activities

**Short Term Plan:** Maintain strong relationships with current employers.

**Long Term Plan:** Continue to work to increase awareness of employers not yet involved with supported employment.

**Person Responsible:** TJC Manager

6. Lack of sensitivity by community members

**Current Status: Continuing item:** This year we maintained and continued to grow all programs, continued newsletter distribution quarterly, continued to maintain our website, and Facebook. Staff participate in both Soroptomist and Kiwanis clubs, and additional fundraising (Beer Bison Bluegrass, which generated broader community participation and PR activities.

**Short Term Plan:** Maintain strong relationship with current supporters and stakeholders.

**Long Term Plan:** See short term

**Person Responsible:** Board of Directors, Executive Director

7. Education/Training level of PFI Staff

**Current Status: Continuing item:** All employees begin employment with initial training videos and program, are enrolled in the College of Direct Support, and are current in First Aid and CPR training.

**Short Term Plan 07/2014-16/2015:** Continue to train existing and new staff according to the existing training plan. In addition, PFI has been awarded a grant from the Regional Center in order to fund additional training for staff for the 14/15 fiscal year. Additional training will include Pro-Act training, NADD DSP certification training, consultation with professionals who can provide specific information regarding client's needs, diabetes management training, and others to be determined as needed.

**Long Term Plan:** See short term

**Person Responsible:** Executive Director

### **Financial Barriers**

8. Budget cuts: State budget crisis has resulted in cuts to funding

**Current Status: Continuing item:** Continued- Maintained all current fundraising events. Planning an additional event for 2013.

**Short Term Plan:** Research alternate sources of income including fundraising and grants

**Long Term Plan:** See short term

**Person Responsible:** Executive Director, Board of Directors

#### **Employment/Service Access Barriers**

9. Not all authorized services are provided: some people served choose not to receive authorized services.

**Current Status: Continuing item:** Management continues to report weekly to Executive Director the percentage of authorized services provided and monthly to the board of directors. Annual outcomes goals in each program address percentage of authorized services provided. This year the Supported Living Services Department has been vendorized to provide specialized supports to aging populations and also individuals with specific support needs including visual and hearing impairment. Also this year The Job Connection has contracted with West Co. to provide microenterprise services to clients seeking to start their own businesses. Two new clients were referred for 24/7 support this year, 6 new clients were referred to the LIFE program.

**Short Term Plan (07/2014-06/2015):** Continue to expand services provided by seeking new vendorizations, new authorizations, and a wider variety of staff to provide those services.

**Long Term Plan:** See short term

**Person Responsible:** Executive Director, All Managers

#### **Communication Barriers**

10. Some rooms in the Admin building are not clearly marked.

**Current Status: New item:** The bathrooms have ADA compliant signs, but many of the other rooms are not marked with ADA compliant signage.

**Short Term Plan (07/2014-06/2015):** purchase and install ADA compliant signage for all rooms in the Admin building.

**Long Term Plan:** See short term

**Person Responsible:** Safety and Accessibility Committee

#### **Technological Barriers**

11. Limited access to equipment for staff:

**Current Status: New item:** All of the staff who regularly use computers have computers that meet their needs. There are also suitable computers available for staff to use who do not regularly use computers. All staff are provided with cell phones. PFI works to update computers as needed and acquire computers at a reasonable cost whenever possible. There are always new technologies available that could improve efficiency. See the technology plan for more detail.

**Short Term Plan (07/2014-06/2015):** keep current computers up to date with software updates. Continue to provide cell phones to all staff and seek computers at reasonable costs.

**Long Term Plan:** See short term

**Person Responsible:** Executive Director, All Managers

12. Limited access to technology for clients.

**Current Status: New item:** Many clients could benefit from assistive technology and greater access to computers. There are some computers available for clients to use and

some clients have been able to purchase tablets and other devices to assist with communication.

**Short Term Plan (07/2014-06/2015):** A grant has been provided by the Regional Center to provide for more assistive technology over the 2014/2015 year. Continue to provide access to computers for clients and seek more computers and reasonable costs.

**Long Term Plan:** See short term

**Person Responsible:** Executive Director, All Managers

### **Transportation Barriers**

13. Limited Public transportation: MTA only runs during business hours and on a limited route, Dial A Ride can be used as available

**Current Status: Continuing item:** RCRC discontinued much of the funding for public transportation leaving only limited free bus passes for certain activities. PFI continues to hire staff who are capable of providing transportation support and to reimburse staff for mileage. In addition, PFI has maintained two vans and a wheel chair accessible bus that were owned last year and all are working well. This year two of the previously owned vans were replaced and one of the replacements is a wheel chair accessible van. As of 06/2014 PFI has four passenger vans, with one being wheel chair accessible and also has a wheel chair accessible bus.

**Short Term Plan (07/2014-06/2015):** Continue to supplement public transportation with staff and company vehicles

**Long Term Plan:** See short term

**Person Responsible:** Executive Director

**Parents and Friends, Inc.**  
Client Demographic Data  
**June 30, 2014**

<b>Race</b>	<b>PFI</b>	<b>Mendocino</b>	<b>California</b>
White persons, percent	73%	76.5%	57.6%
Black persons, percent	1.4%	.07%	6.2%
American Indian and Alaska Native persons, percent	4.3%	4.9%	1%
Asian persons, percent	3%	1.7%	13%
Native Hawaiian and Other Pacific Islander, percent	0%	.1%	.4%
Persons reporting two or more races, percent	0%	4.5%	4.9%
Persons of Hispanic or Latino origin, percent	18.6%	22.2%	37.6%
<b>Age/Gender</b>	<b>PFI</b>	<b>Mendocino</b>	<b>California</b>
Persons 65 years old and over, percent	1.4%	15.4%	11.4%
Female persons, percent	33%	49.9%	50.3%

The Mendocino County and California demographic data is from the Mendocino County Demographics web site and based on 2010 Census data. PFI data was collected in June 2014.

PFI statistics on race and gender generally fall within Mendocino County parameters except for female persons, persons reporting two or more races, and persons aged over 65. This is primarily due to there obviously being many persons of mixed race in all categories but PFI not specifically noting or reporting mixed race people, the tendency for developmental disabilities to be more common in the male population and, while the PFI population base is growing in age, only one person has reached sixty five years old, although there are several people in their fifties and early sixties, out of a total population of 70.

It is not believed that PFI should, or for that matter could, take any actions to change its demographic profile. All people who are served are referred to PFI by either the Regional Center or the Department of Rehabilitation, PFI does not solicit for its own referrals or offer services for hire on the open market. PFI demographics, therefore, actually reflect the Regional Center's and DOR's referral demographics rather than its own generated demographics.

PFI has not reported financial demographics, such as household income, individual income and percentage above and below the poverty line because it does not have access to that information for a large part of the population it serves. To report and estimate based on best available information and innuendo would seem to be counterproductive. Intuition, however, since most Clients served earn at or below minimum wage, seems to indicate that the population is generally low income, however household incomes may vary dramatically from Client to Client.

**Parents and Friends, Inc.**  
**Corporate Compliance Report**  
**June 1, 2013 – June 30, 2014**

Parents and Friends Inc. is committed to the observance of statutory and company regulations on lawful and responsible conduct by the company, its employees and its management. In order to ensure that the organization receives information about, and complies with all federal, state, and local laws and regulations a corporate compliance policy has been adopted, and a corporate compliance committee has been assembled. The Corporate Compliance Committee is chaired by a staff member who is also the Corporate Compliance Officer. Other members of the committee are PFI's Executive Director, a contracted third party with financial and policy compliance experience if possible, and the president of the Board of Directors.

**Summary of Allegations, Investigations, Complaints:**

There were no allegations of wrongdoing filed by a clients, staff, or community members.

**Corrective Actions and Trends:**

No corrective action is necessary.

**July 2013-June 2014 Policy and Procedure Recommendations:**

The committee has reviewed all Policy and Procedure Manuals within the past 12 months:

Personnel Policies and Procedures were reviewed and approved in September 2013

Client Employee Policies and Procedures were reviewed and approved in June 2013

LIFE and Retail Staff Policies and Procedures were reviewed and approved in June 2013

Board of Directors Bylaws and Handbook were reviewed and approved in July 2013

Program Manager's Policies and Procedures were reviewed and approved July 2014

The Job Connection, Supported Living Services, and Community Connection Staff Policies and Procedures were reviewed and approved in July 2013.

**July 2013-June 2014 Committee Members:**

Corporate Compliance Officer: Jessica Dickey, Manager of Licensing and Accreditation

Committee Member: Rick Moon, Executive Director

Committee Member: Sage Statham, Board President

Committee Member: Daphne Haney, Accountant and HR Consultant

**Parents and Friends, Inc.**  
Critical Incident Analysis  
**June 1, 2013 – June 30, 2014**

**July 2013- June 2014 Incident Summary:**

<b>Date</b>	<b>Location</b>	<b>Result</b>	<b>Description</b>	
7/3/2013	Community	First Aid	Client's finger slammed in car door	minor
7/10/2013	Client's home	No Injury	Client kicked another client	aggression
7/24/2013	Community	First Aid	Client's finger slammed in car door	minor
7/26/2013	CSC	No Injury	Client hit head against wall in frustration	aggression
7/31/2013	Community	Drs Visit/Work Comp	Staff person fell while riding bike, bruised rib	other
8/8/2013	Community	No Injury	Client tripped and fell	trip/fall
8/9/2013	Thrift Store	No Injury	Customer tripped and fell	trip/fall
8/22/2013	Community	No Injury	Client was in a minor car accident	car accident
8/30/2013	Thrift Store	No Injury	Fire in the microwave	other
9/3/2013	Client's home	No Injury	Client became upset/aggressive towards staff person	aggression
9/5/2013	Community	No Injury	Client tripped and fell	trip/fall
9/12/2013	Community	First Aid	Client scratched arm while carrying duffle bag (sharp part of bag)	minor
9/19/2013	Community	No Injury	Staff person was in minor car accident in company bus	car accident
10/11/2013	CSC	No Injury	Client had seizure, unusual circumstances	seizure
10/15/2013	Thrift Store	First Aid	Staff person twisted ankle	minor
10/31/2013	Community	No Injury	Staff person and clients were in a minor car accident	car accident
11/4/2013	Admin Office	Drs Visit/Work Comp	Staff person reported breathing problems	other
11/6/2013	CSC	No Injury	Client had seizure, unusual circumstances	seizure
11/8/2013	Community	First Aid	Client tripped while getting out of car, scraped upper lip	trip/fall
11/20/2013	Client's home	First Aid	Client's dog bit a staff person	other
11/22/2013	CSC	No Injury	Client became upset/aggressive towards another client	aggression
11/22/2013	Client's home	No Injury	Client tripped and fell getting out of a car	trip/fall

11/25/2013	Community	No Injury	Staff person and clients were in a minor car accident	car accident
11/27/2013	CSC	No Injury	Client tripped and fell	trip/fall
12/19/2013	Thrift Store	No Injury	Scheduled medication for a client was missed	medication
12/31/2013	CSC	No Injury	Client made threatening remarks to another client	aggression
1/16/2014	CSC	First Aid	Client scraped finger	minor
1/16/2014	Client's home	Drs Visit/Work Comp	Staff person twisted ankle, sprain	other
2/3/2014	CSC	First Aid	Staff person hit head getting into a car	other
2/5/2014	CSC	No Injury	Client had seizure, unusual circumstances	seizure
2/8/2014	Client's home	No Injury	Client became upset/aggressive towards staff person	aggression
2/10/2014	Admin Office	First Aid	Staff person scraped finger	minor
2/11/2014	Community	No Injury	Client hit another client	aggression
2/13/2014	Community	Drs Visit/Work Comp	Client took improper dosage of medication that was not prescribed	medication
2/14/2014	CSC	No Injury	Scheduled medication for a client was missed	medication
2/18/2014	CSC	No Injury	Client became upset/aggressive towards staff person	aggression
2/24/2014	Community	No Injury	Client tripped and fell	trip/fall
2/26/2014	Community	No Injury	Client hit another client	aggression
3/7/2014	CSC	No Injury	Client pushed another client	aggression
3/11/2014	Community	No Injury	Client had seizure, unusual circumstances	seizure
3/17/2014	Community	First Aid	client tripped and fell	trip/fall
3/18/2014	Thrift Store	Drs Visit/Work Comp	Staff person strained back while loading furniture into vehicle	other
4/2/2014	Community	First Aid	Client strained back while doing yard work	other
4/2/2014	Client's home	Drs Visit/Work Comp	Client had a bleeding sore on face which required cauterization	other
4/4/2014	Community	Drs Visit/Work Comp	Staff person strained back when loading client using wheel chair into van	other
4/17/2014	Community	No Injury	Client using a wheel chair hit head when improperly loaded into van	other

5/14/2014	Community	No Injury	Object fell and hit a staff person on the head	other
5/14/2014	Community	No Injury	Client had seizure, unusual circumstances	seizure
5/20/2014	CSC	First Aid	Client scraped finger	minor
5/20/2014	CSC	Drs Visit/Work Comp	Client cut face while doing yard work	other
5/27/2014	CSC	Drs Visit/Work Comp	Client was taken to the emergency room after becoming faint, had heart rate monitored	other
6/1/2014	Community	No Injury	Client had seizure, unusual circumstances	seizure

## **Parents and Friends Critical Incident Analysis**

### **July 2013- June 2014 Incident Summary**

Of 52 total incidents documented only 21 resulted in any injury. We will be summarizing only incidents that resulted in injury:

- 2 (10%) happened at the Thrift Store
  - 2 (10%) happened at the administrative offices
  - 9 (43%) happened in the community
  - 5 (24%) happened at Cypress Street
  - 3 (14%) happened in client's homes
- 
- 12 (57%) required 1<sup>st</sup> Aid
  - 9 (43%) required Doctor's visits

### **July 2013- June 2014 Causes/Trends:**

- The majority of incidents happened in the community, however it is not believed that the community is more dangerous than any of the other locations. It is most likely that more incidents occurred in the community because the majority of program time is spent in the community.
- When looking at only incidents resulting in injury there are no apparent trends in the cause of various incidents. Most incidents are minor or unrelated to each other. In this case we can look at all incidents including those that did not result in injury (52 total) and when we do this we are able to see some of the following trends:
  - 10 incidents (19%) involved some sort of client aggression
  - 4 incidents (8%) involved a minor car accident
  - 3 incidents (6%) involved a medication error
  - 6 incidents (12%) involved a seizure with unusual circumstances
  - 8 incidents (15%) involved a trip and fall
  - The other incidents appeared to be isolated and were not able to be categorized

### **July 2012- July 2013 Trends (for comparison to 2013/2014):**

- 5 (45%) resulted from tripping/falling while walking
- 2 (18%) were injuries from burns

### **Actions for Improvement:**

- Continue training all staff in first aid and CPR including seizure procedures
- Provide defensive driving training for driving staff members
- Implementation of a medication system and staff person to serve as a medication coordinator

- Provide Pro-Act training to staff in order to provide tools for dealing with aggressive behaviors
- Continue to provide annual training on avoiding trip and fall accidents and good housekeeping.

**Results since last report (7/13):**

- Incident reporting has increased dramatically from last year with the number of reported incidents almost doubling. This may be because of improved functioning by the safety committee and better training for staff on reporting requirements.
- Fewer incidents were reported at the Thrift Store. This may be because of an increased emphasis on organization in the processing area and also a lower staff to client ratio providing more supervision and support for client employees.

**Necessary Education and Training of Personnel:**

- Training for all staff in assisting people to walk and preventing trip and fall accidents
- Pro-Act training for staff
- Continued CPR/First Aid training including seizure procedures
- Defensive driving training

**Prevention of Recurrence:**

- Continue regular environmental inspections
- Provide the above training to staff.

**Internal and External Reporting Requirements**

- All incidents resulting in first aid will be documented with an “In House Incident Report” form.
- All special incidents resulting in Doctor’s visits involving persons served will be documented with a SIR form
- OSHA 300 forms will be completed and posted annually
- All inspections (internal and external) will be followed by a written report
- All trainings will be documented regarding who was in attendance and what subjects were covered

**Parents and Friends Inc.**  
**Cultural Competence and Diversity Plan**  
**2014/2015**

Cultural competence includes attaining the knowledge, skills, and attitudes to enable leadership and staff to provide effective services for diverse populations. Maintenance and/or growth are more likely to occur where systems, services, and staff utilize knowledge and skills that are culturally competent and compatible with the backgrounds of those individuals being served, their families, and the community. Cultural competence acknowledges and incorporates these variables into the ongoing assessment process which culminates with the Individual Service Plan implemented. Parents and Friends Inc. is committed to demonstrating an awareness of, respect for, and attention to the diversity of the people with whom it interacts (persons served, personnel, families/caregivers, and other stakeholders). We demonstrate this commitment through our organizational structure, policies, services, and training.

The overall aim of this plan is to foster culturally competent staff and therefore quality services for individuals by:

- Recognizing and honoring diversity in all forms;
- Assessing cultural competency at all organizational levels;
- Offering immediate access to culturally appropriate services for those served
- Offering continuous, comprehensive cultural competency/diversity education and training for staff.

PFI's Cultural Competence and Diversity Plan:

- Consideration for the social, cultural, traditional, or religious activities that are important to the person served is referenced in the Individual Service Plan developed in each program that the person participates in. This plan is reviewed and updated annually to ensure that it is current.
- Persons served are assisted by their support staff with accessing the worship services of their choosing.
- Persons served are assisted by their support staff with participation in the holidays of their choosing, including visits to family to participate in traditional activities important to them.
- All personnel read, sign, and abide by the PFI Code of Ethics which references respect for cultural diversity.
- Demographic information of persons served is updated annually which includes information on race and gender.
- Parents and Friends Inc. complies affirmative action requirements in our hiring practices as outlined in the Personnel Manual.
- Assurance that individuals served receive from all staff effective, understandable, and respectful services that are provided in a manner compatible with their cultural beliefs and practices and preferred method of communication.
- Providing to individuals served and their guardians both verbal and written rights information in a method they can easily understand.
- Making available easily understood materials and signage in a method that addresses the needs of the individuals served and/or other stakeholders.

- Ensuring that staff at all levels and across all disciplines receive ongoing education in culturally appropriate service implementation.
- Maintaining current demographic and cultural data of the individuals served to accurately plan for services that respond to the cultural characteristics of each individual;\.
- Recognizing that staff diversity also needs to be honored and ensuring that equal employment opportunities are strictly adhered to in hiring, placement, and subsequent changes in employment status.

**Status of PFI's goals for 2013/2014:**

Goal: Provide Cultural Competence training to all staff  
 Action: Using the College of Direct Support, Cultural Competence Module, provide an opportunity for each staff person to complete the training course.  
 Timeframe: Identify priority staff to complete the course by January 2014. Have staff complete the course in stages according to their priority level. All staff to complete the course by June 2016.  
 Status (07/2014): **Achieved** priority staff have been identified and assigned the course.

Goal: Maintain a current database of skills that staff possess including those who have completed training in Cultural Competence, and those who could serve as an interpreter including various languages and ASL.  
 Action: HR staff will develop and maintain a database, staff will be surveyed to gather information about current skills and training needed.  
 Timeframe: Database created by January 2014.  
 Status (07/2014): **Not Achieved.** The Database has not been created. A staff person has been assigned to do so and the data is available but has not been organized into a database.

**PFI's goals for 2014/2015:**

Goal: Provide Cultural Competence training to all staff by June 2016  
 Action: Using the College of Direct Support, Cultural Competence Module, provide an opportunity for each staff person to complete the training course.  
 Timeframe: Have staff complete the course in stages according to their priority level. All staff to complete the course by June 2016.

Goal: Maintain a current database of skills that staff possess including those who have completed training in Cultural Competence, and those who could serve as an interpreter including various languages and ASL.  
 Action: 50% of staff should complete the Cultural Competence training by June of 2015, the other 50% to complete by June of 2016.  
 Timeframe: June 2014-June 2016.

**Parents and Friends, Inc.**  
Employee Retention Rate Analysis  
**June 1, 2013 – June 30, 2014**

As of July 1, 2013 Parents and Friends, Inc. was employing seventy-one full and part time employees not counting Vocational Services consumers and Job Connection consumers.

Between July 1, 2013 and June 30, 2014 net employment at PFI increased from 102 to 117 employees, including an increase from 28 to 32 client employees. During this same time 22 employees left employment at PFI for a number of reasons. As a result, 33 new employees were hired at PFI during the year, 22 to replace employees who had left and 11 because of expanded needs to support services. The 22 employees who left PFI left for a number of reasons. Those reasons are:

<b>Unknown/Found Another Job</b>	<b>Personal/Not Job Related</b>	<b>Reorganization/ Job Eliminated</b>	<b>Relocated</b>	<b>Medical</b>	<b>Poor Performance</b>	<b>Total</b>
<b>10</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>7</b>	<b>30</b>

The chart above shows that PFI experienced a 19.66% turnover rate of staff for voluntary reasons and 5.98% for involuntary reasons from July 1, 2013 through June 30, 2014.

Taking personal/not job related and unknown/found another job as possible loss of employees because of poor job satisfaction the worst case possibly preventable turnover rate was 13.68% vs 10.75% for the previous year. This can be compared to the 2014 non-profit employment survey study which showed an average turnover rate with non-profit companies with between 50 and 100 employees to be 13% for full time employees and 18% for part time employees for voluntary reasons and 6% for full time employees and 3% for part time employees for involuntary reasons.

**Strategies for Maintaining or Lowering Turn-Over Rate.**

1. Continue with full employer paid insurances including medical, dental, vision and life. This is very expensive (over 20% of gross payroll).
2. Keep current with annual reviews based on performance and current wage and salary surveys.
3. Continue an employee of the quarter program to recognize excellent performance, including a \$250.00 bonus.
4. Have an annual Bar-B-Q and other unscheduled events as appropriate to show employee appreciation.
5. Continue the employee appreciation reception or Holiday food gift cards in November/December and have a Christmas party with a pot luck luncheon in December.
6. Continue the recently established department pizza parties quarterly for perfect safety performance.
7. Maintain an open door and open communications policy.
8. Have ED attend each department staff meeting at least quarterly.

**Parents and Friends, Inc.**  
**Risk Management Controls System**  
**June 2014**

Goal: TO PROMOTE QUALITY SERVICES AND MANAGE RISK EFFECTIVELY. The Risk Management plan incorporates systems of checks and balances that clearly define accountability and monitor critical performance variables. Control systems are designed to minimize risks and prevent and detect illegal or unethical activity and or fraud, waste and abuse. Access to critical information is on a need to know basis.

**Non Profit**

<b>Exposure</b>	<b>Control Mechanism</b>	<b>Responsibility</b>	<b>Schedule/Report</b>	<b>Review Date</b>
<b>General Liability</b>	General Liability Insurance policy in effect. Annual review of policy w/ insurance broker prior to renewal.	Executive Director	Philadelphia Indemnity Ins. Policy 9/25/13 – 9/25/14	August 2014
	Maintain Safety Committee / OSHA Compliance.	Safety Committee	Ongoing	Ongoing
<b><u>Professional Liability</u></b>	Maintain current Insurance Policy. Annual review of policy w/ insurance broker prior to renewal.	Executive Director	Same as General Liability	August 2014
<b><u>Property Loss</u></b>	Maintain current Insurance Policy. Annual review of policy w/ insurance broker prior to renewal.	Executive Director	Same as General Liability	August 2014
<b><u>Vehicle Loss</u></b>	Maintain current Insurance Policy. Annual review of policy w/ insurance broker prior to renewal.	Executive Director	Same as General Liability	August 2014
<b><u>Business Loss/Interruption</u></b>	Maintain appropriate accreditation for each of PFI's programs.	Executive Director	Annually	Annually
	Maintain relationships with bank.	Executive Director	Monthly	Monthly
	Maintain open communication with funding agencies.	Executive Director & Program Managers	On Going	On Going
	Use existing assets.	Executive Director	On Going	On Going

	Maintain Budget/ Cash Flow	Executive Director	Weekly	Weekly
<b><u>Loss of Reputation</u></b>	Maintain PFI Website Maintain Open Communication with Consumers, Family/ Guardian and the Community.	Executive Director Board of Directors	Semi Annually Ongoing	Semi Annually Ongoing
	Maintain annual Stakeholder, Consumer and Employee Surveys.	Program Managers/ Administration	Annually	Annually
	Parents and Friends Newsletter	Community Integration Director	Quarterly	Quarterly
<b><u>Liability to Employees</u></b>	Maintain viable employment opportunities	Board of Directors	Monthly	Monthly
<b><u>Loss Of Accreditation</u></b>	Dept. Of Habilitation / Dept. Of Rehabilitation	Program Managers	Monthly	Monthly
	Maintain current Insurance Policy.	Executive Director	Same as General Liability	August 2014
	Maintain Safety Committee / OSHA Compliance. CARF Survey	Safety Committee	Monthly	Monthly
	CPR Certification	Management Team / Board Of Directors Program Managers	On Going Annually	On Going Annually
<b><u>Loss / Reduction or Interruption of Income</u></b>	Match income w/ expenses- reacts quickly to changing finical situations.	Executive Director	Monthly	Monthly
	Contingency fund of \$50,000. To \$100,000.	Board of Directors / Executive Director	Monthly	Monthly
	Weekly and Monthly cash flow to match.	Executive Director	Weekly/Monthly	Weekly/Monthly

<u><b>Financial miss management or malfeasance</b></u>	Financial review & report to Board of Directors and Financial Sub Committee Annual audit of financial by Independent CPA reporting to the Board Of Directors	Executive Director  CPA	Monthly  Annually	Monthly  Annually
<u><b>Inability to hire and maintain sufficient Quantity of experienced employees.</b></u>	Employee Exemplary Performance Certificate  Performance Review Employee Satisfaction Survey Fully Paid Medical, Dental, Vision  Open Door Management Policy  Formal Grievance Procedure	Program Manager / Executive Director  Executive Director Executive Director Ex. Director/ Board of Directors Ex. Director/ Board of Directors Ex. Director/ Board of Directors	Quarterly  Annually Annually Annually  Annually  Annually	On Going  Annually Annually Annually  Annually  Annually
<u><b>Natural Disaster, Fire and Accident Prevention</b></u>	Safety Plan	Safety Committee	Quarterly	Quarterly

**Parents and Friends, Inc.**  
**Technology and Systems Report**  
**June 2014**

It is the intention of Parents and Friends, Inc. to utilize technology whenever feasible and affordable to provide better accessibility to technology for consumers and employees and greater efficiencies in work processes, information and communications. The confidential nature of our business, together with solid business practices, calls for safeguards to be in place which will protect against the loss of information and restrict the ability to break into our system and take confidential information. There are also basic safeguards to protect against improper disclosures of confidential information to insiders. This plan will continue to be updated as new procedures and technologies become available.

- System management – Parents and Friends contracts system management to an outside technology firm (Sage’s Computer) for system architecture design, security and maintenance. The contractor is available to all departments and programs by phone and email for all technology questions, assistance and maintenance. The contractor is local and provides onsite service for which Parents and Friends is billed monthly
- Internet Access – Every manager and appropriate employee who has the need has a computer system with access to the Internet. The ISP provider is Mendocino Community Network (MCN), a non-profit local provider. MCN also hosts the Parents and Friends web page, which is maintained by a volunteer. MCN also provides the first level of security and spam identification.
- Communication – PFI promotes effective and efficient communications through a Digium Switchvox Voice Over Internet Protocol system with extensions for each department at Cypress Street Center and also individual phones with answering machines at other locations. Installing this system was a goal made in previous year’s strategic plans in order to streamline incoming calls, be more consumer friendly and reduce phone lines and expenses. Phone lines are provided by AT&T, long distance through SBC and cell phones for on call and remote work crews through US Cellular. Individual voice mail for each program is provided through the Digium Phone System, desk top answering machines, and for cell phones through U.S. Cellular. PFI also maintains a company Intranet Portal service through Microsoft Web Office which is hosted remotely with backup and redundancy. The company portal is used to share and store files including policies and procedures and reports. Dropbox has been installed on all computers which allows cloud storage, file synchronization and file sharing between users.
- PFI has implemented MITC, a Time and Attendance System that tracks employee hours and client activities. Staff log in and out using phones, and managers are able to track current payroll and billing information automatically. MITC works with Quickbooks and allows for more efficient and auditable processing of payroll and billing. The system has been purchased and installed and all staff are now using the system.
- Security – Every single user system has a user name and password unique to that user, with a master list of user names and passwords kept in the accounting office. Access to both email and the intranet portal is also password protected. A Linksys Router with firewall protection is used for all internet access and every system has a current virus and

spam detection system (Norton). The accounting system (QuickBooks Premier Non-Profit Edition) has user name and password protection at the program as well as computer level and security features which prevent any major reconfigurations or changes in users or security without approval of the system administrator.

- Backup – All computers have Dropbox installed. Dropbox offers cloud storage and file synchronization and keeps all computer files backed up as they are modified. Dropbox also offers a service that tracks changes to files and allows users to find previously saved versions of a document.
- Disaster Recovery – The intranet has a redundant system to protect against national emergencies. The email system is maintained on a secure mail server located and MCN. In the event of a local disaster or fire at our offices, emails not downloaded are protected at MCN .Our accounting information is backed up via QuickBooks to a mirrored drive and an external drive locally as well as copied to a secondary computer and also synced to Dropbox.
- Equipment – All managers and appropriate employees who have the need have desktop or laptop computers with internet access, printers, and all other necessary accessories. A Xerox copy machine has been leased capable of printing 11x17 inch paper and color. It is used to print the *Progress!* newsletter each quarter. Another copier maintained by Oce Office Solutions is also located in the administrative building.
  - There are enough computers available for all essential daily tasks and also the occasional needs that arise. However, more computers would allow for more efficient operations at the Thrift Store, easier scheduling of online training, and client activities requiring computer and internet access. Any opportunities for donated or reduced price computers should be pursued.
- Accessibility and Adaptive Technology – All computers use Microsoft Windows as their operating system. Windows includes applications and options that provide adaptive technology when and if needed. The accessibility options include:
  - Features for people who are deaf or hard of hearing.
  - Features for people who are blind or have impaired vision.
    - A text magnifier.
    - A navigator system.
  - Features for people with mobility impairment.
  - Features for using speech.
    - Setting up microphones and speakers.
    - Text to speech translation program.
    - Speech recognition to text program.

Accessibility tools available at PFI include unlimited text messaging cell phone capabilities. Should the features available with Microsoft Windows or phones not adequately address a specific accessibility issue with an individual consumer or employee adaptive technologies are available through the Redwood Coast Regional Center and

Department of Rehabilitation. Sage's Computer, PFI's maintenance support contractor, also has experience in available adaptive technologies including their installation, configuration and maintenance.

## **2013/2014 Satisfaction Survey Results**

## 2014 Employee Opinion and Satisfaction Survey Results

### 79 Responses

#### Overall how satisfied are you with your position at PFI?:

Extremely satisfied

Fair

Five star

Glad, happy

Good (x 5)

Great

Happy (x5)

I love my job

I am generally satisfied with my position

I am highly satisfied with my position at PFI and appreciative of my coworkers and managers for creating such a pleasant work environment

I am satisfied with present position but always looking for new challenges

I am still adjusting. There seem to be changes week to week that takes adjustment

I am very pleased with my position and hourly wage.

I am very satisfied with my position at PFI I love by gig with JS

I am very satisfied with the nature of my work. I really like the work and am proud of my clients

I enjoy my work, all departments

I like my job. If I could find a job I liked better I would do that instead but I'm still here

I love it so far

I love it so far

I love my job

I love my job but a raise would be nice

I love what I do love helping my clients. Just sometimes get overwhelmed with the amount of days I work

It's good, PFI staff is wonderful

Love it

Plenty satisfied

Satisfied (x5)

Satisfied, enjoy the time with clients and helping

Satisfied, I love it

Still learning position

Suits me for the present

Much improved with new manager, not paid in relation to added responsibilities and not enough time for them

Very (x3)

Very happy (x3)

Very satisfied (x9)

Very satisfied, enjoy working

Very satisfied, I love working at PFI

Very satisfied, love my job

Very, PFI is a premier non-profit employer on the coast

Yes (x3)

**The following responses are shown as the average rating given by employees:**

I feel recognized as an individual according to my own strengths and challenges:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
8.1	8.4	9.1	8.2	8.8	9.8	9.0

I am highly motivated to see PFI succeed:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
9.6	9.8	9.8	9.4	10.0	9.9	9.8

My requests for accommodations regarding hours and family responsibilities have been considered fairly:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
9.1	8.4	9.2	8.8	9.3	10.0	9.3

I have a clear understanding of PFI's goals and strategies:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
9.3	8.5	8.6	8.3	8.6	9.6	9.1

I feel that opportunities for career advancement are clear:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
7.5	6.4	7.8	7.1	7.7	9.1	8.0

I clearly understand my job responsibilities:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
9.5	8.5	9.0	9.1	9.1	9.9	9.3

My supervisor has been sensitive to my work related problems:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
9.5	8.9	9.5	8.9	9.0	9.9	9.5

I look to my supervisor as a positive role model:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
9.7	9.3	9.5	8.7	9.0	10.0	9.6

**The following responses are shown as the percentage of people who responded "Yes" to the questions:**

Have you visited PFI's website to learn about PFI's Outcome Goals and Strategic Plan?

24/7	LIFE	SLS	TCC	TJC	TS	ALL
39%	54%	42%	44%	57%	15%	42%

Do you know where the evacuation area is for your site?

24/7	LIFE	SLS	TCC	TJC	TS	ALL
78%	85%	67%	100%	88%	100%	88%

Do you know where the internal opportunities posting area for your site is?

24/7	LIFE	SLS	TCC	TJC	TS	ALL
91%	23%	46%	89%	25%	84%	63%

Do you know who your Safety Committee Representative is?

24/7	LIFE	SLS	TCC	TJC	TS	ALL
55%	69%	85%	89%	57%	100%	79%

Do you know that PFI Board Meetings are open to the public each third Wednesday at 5:00?

24/7	LIFE	SLS	TCC	TJC	TS	ALL
44%	69%	69%	56%	63%	65%	61%

Do you find the video segment of the training program informative?

24/7	LIFE	SLS	TCC	TJC	TS	ALL
94%	100%	82%	88%	100%	27%	90%

Do you find the online segment of the training program informative?

24/7	LIFE	SLS	TCC	TJC	TS	ALL
29%	83%	64%	75%	88%	43%	70%

Do you find the online segment of the training easy to use/ do you have access to it?

24/7	LIFE	SLS	TCC	TJC	TS	ALL
71%	60%	58%	100%	75%	29%	63%

**Please note any further comments:**

- Administrative strategies and targets are not always clearly communicated to the management team in meetings notices or emails. The organization mission is very clear. Personally I think it is time to re-evaluate and increase the PFI pay scale. Our beginning wage for professional support/care workers is only \$1.00 more than minimum wage. We want to keep good employees- we have to attract them first and pay with expectations of responsibility and dedication
- Communication is key and following through is important. Clear Schedules make work more enjoyable
- Communication is one of the keys to this operation to function well, new- 2 months and still learning
- I feel our weakest area in CSS and LIFE programs is training and ongoing supervision of LIFE staff not from incompetence but lack of knowledge and experience with the population we serve. MITC is not a good fit with the type for human contact we do at CSS. It feels like its management driven rather than client/staff/reality driven, often times not taking into account the time it takes to communicate and motivate those we serve to be in compliance with required schedule/activity demands. It is evident in how often correction have to be made to make the call-in's match what is required rather

than the actual time worked. I'd like to see a publicity person in our agency to get more stories, photos, accomplishments, etc. into our local newspaper. There is so much great work, and so many activities that would be good to inform the public about PFI.

- I like working for PFI I enjoy my clients
- I love it that we are growing and getting new clients and new staff. New blood is good for growing business
- I love my clients! The best job I've ever had is at The Community Connection
- I love my job
- I love my job we've just been short staffed I was told I would be covering a Thursday shift for a couple weeks it has almost been 1 1/2 months and still haven't been informed to whether or not I will be removed from Thursdays. I was kinda given no choice to do Thursdays so I thought I had to agree because I didn't want to get fired. I also work 21 hours in a row with no overtime but other than that I have no complaints. *Manager's note: the 21 hours in a row are IHSS hours. 3:00-midnight on Sunday (IHSS), Midnight to 9:00 am (IHSS), 9:00 am-12:00 (PFI). No overtime is required.*
- I think Curtis did a great job as a supervisor and I was sorry to see him go. We are a few weeks into a new supervisor and so far he seems engaged and well suited to the task
- I would like opportunities to get additional training and certifications in specific conditions pertinent to our clients- classes, off-site programs, etc. I think this would greatly enhance my ability to help our clients as well as advance my career.
- I'd like to recognize my assistant manager Noreen for all her efforts in training me to be successful in my position. Thanks to her dedication I've learned to thrive in all the various departments here
- I'm a returning employee and I think it will take time to fully adjust. I don't remember passing any meds before (2007-2008) and along with the staff meeting I think there needs to be periodic meetings with the house manager and all the support staff who deals with each particular client
- Is it possible to separate overall management into two questions so we can respond to overall management and assistant management fulfilling duties? Because it's hard to answer for two people in one question who doesn't handle things the same. There were situations and one I dealt with and another VERY SERIOUS situation I brought to her attention and was on lunch at the time that was completely disregarded a unimportant and it involved innocent children who I now feel I failed
- Lanita, Petty, and Patsy are a pleasure to work with
- My understanding of goals, strategies, and responsibilities would be higher except these keep changing. That is the nature of the business but I didn't feel I could rate them any higher.
- None at this time
- Not at this time
- Once we get the craziness of the schedules worked out I think things will go much more smoothly

- Org charts, job descriptions updated, and known pay scales by position would improve employee satisfaction, otherwise it can feel subjective and/or limiting
- Outstanding job
- Please keep in mind I still want to take a class regarding jewelry knowledge. I see Carolyn looking tired and I want to be ready
- The new location has helped so much with our sales. Main St. in Fort Bragg is the ideal place. We certainly get more tourists
- This job requires a great deal of responsibility, and professionalism as it should- we serve people- however it is not a very livable wage in this area
- Would like to also receive newsletters to keep up with what's going on with Parents and Friends clients and employees

## 2014 Thrift Store Customer Satisfaction Survey Results

### 46 Survey Responses

- 1) Do you ever donate items to the Thrift Shop:  
95% of respondents said yes
- 2) Has that been a pleasant experience?  
4.38 on a scale of 1 to 5
- 3) Have you found the staff member to be considerate and responsive to your requests?  
4.32 on a scale of 1 to 5
- 4) How would you rate:
  - a. Store hours:  
4.2 on a scale of 1 to 5
  - b. Ability to find what you're looking for:  
4.43 on a scale of 1 to 5
- 5) What type of products are you looking for when shopping?

Furniture:	7%
Men's Clothing:	29%
Women's Clothing:	49%
Children's Clothing:	16%
Kitchen Items:	42%
Electronics:	24%
Linens:	18%
Books:	36%
Knick Knacks:	7%
Sewing Items:	1%
Toys:	1%
Frames:	1%
Other:	13%
Home items:	4%
Yarn:	1%
Collectibles:	4%
- 6) If there was a problem that required you to contact us was the problem resolved promptly and to your satisfaction  
4.07 on a scale of 1 to 5
- 7) We would appreciate any general comments you may have regarding our service:
  - A good place
  - An outstanding thrift store with a huge selection
  - Clean, soft music, and nice people!
  - Everyone was very friendly and helpful to everyone
  - Go GO GO!
  - Good store, good people
  - Great store, great people
  - Great store, keep up the good work
  - Great!
  - I love Paul Bunyan
  - I love the friendly atmosphere
  - I visit every day

Like the store, convenient, well laid out  
Love the daily specials and clearances whenever  
Love your main street location and the lights  
More specials please!  
Pricing is good, items are clean you have a changing inventory  
Reorganize your books  
The cell phone rule seems to be ignored by most of clerks, except for Shirley Hung.  
Maybe the sign should be in red letters to stand out and it would be nice if clerks said something to enhance  
The people that work at PFI are the best! Prices are always good. Lucky PFI, Noreen, Amanda, Julie, Josh and all are here  
The staff is very courteous and pleasant and help with explaining things  
This place is great  
Very nice assistant manager  
We would like to have more 50% off on all items

## 2014 LIFE Stakeholder Survey Results

**2014: 11 Responses**

**2013: 4 Responses**

**Are you satisfied with LIFE on the Coast with Parents and Friends Inc?:**

**2014: 4.64 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

### **2014 Comments:**

Great program

Help XXX to do whatever he likes to do

They love program- helping them develop self-worth

They provide a sense of community to our parks

Very professional, very thorough, very compassionate, very communicative, very intelligent, resourceful, imaginative, etc.

They helped him open up with others, got him a part time job

### **2013 Comments:**

Great program

because it's different on different days

**Do you feel that LIFE on the Coast is effective at helping to support people to be successful in accessing community resources?**

**2014: 4.64 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

### **2014 Comments:**

They supported my son in many ways

Beat the heck out of other similar service providers, good team!

I can see social and communication growing each time I meet with them

They go to more places than I do

XXX is happy and busy

### **2013 Comments:**

It gives the clients something to do and go places

**Do you feel that LIFE on the Coast offers its services in a compassionate, respectful, and attentive manner?**

**2014: 4.73 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

### **2014 Comments:**

My son says they respect him and treats him like a man

Each time it's been a great group of people

The workers are very respectful and truly like the clients

XXX likes them

**2013 Comments:**

None

**Would you recommend LIFE on the Coast to a family member or friend?**

**2014: 4.64 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

**2014 Comments:**

I believe the clients are immensely gratified by the attention, time, and compassion they receive from 99% of PFI employees

They are very good at their job

I think it's a great builder of people with strong characters

I have!

Nice people

**2013 Comments:**

None

**Do you receive required paperwork in a timely manner?**

**2014: 4.13 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

**2014 Comments:**

Ya'll got lots going on

And they send us mail like newspaper on what they do

I have not dealt with any paperwork

We learning new roles since XXX became independent

I don't receive any reports that I know of

**2013 Comments:**

None

**Does the staff at LIFE on the Coast make themselves available to answer your questions and concerns in a timely manner?**

**2014: 4.7 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

**2014 Comments:**

Seems like PFI staff "aim to please" very communicative and concerned- A+!

Straightforward

I leave a message and I am called back same day, thank you

Just a phone call away

I haven't dealt that much with LIFE staff

**2013 Comments:**

None

**Are your phone calls returned in a timely manner?**

**2014: 4.6 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

**2014 Comments:**

Both phone and electronic

They always call me back same day

No problems

**2013 Comments:**

None

**What could LIFE on the Coast do to better serve people with disabilities in their goals?**

**2014 Comments:**

Just do what you're doing, it works for my son

To motivate them and help them in any way

I think LIFE is doing a great job

Increase pay/salaries to keep staff longer

They say there's always room for improvement however I think you're doing a great service

We are happy with the program the way it is

**2013 Comments:**

doing a great job

more publicity

**What do you think LIFE on the Coast greatest strengths are?**

**2014 Comments:**

They treat clients like family and they care about their feelings

Exist

That we get to socialize with people and get out in the community

Driving clients to where they need to be

Friendliness of staff

An amazing team of managers right now- seems like everyone is working well together- seamless services-wrap around too

Each member is doing different things all the time and I see that in our small town

The workers

Making XXX feel appreciated and independent

**2013 Comments:**

teaching the clients to be aware of all activities in the community

do stuff- do running around

**Please list any changes that you would like to see in LIFE on the Coast.**

**2014 Comments:**

More clients working at jobs they enjoy working at  
To use people to have cooking, knitting crocheting, singing  
None that I can think of  
Better pay all around  
None that I can think of

**2013 Comments:**

None

**Please list any additional comments you may have.**

**2014 Comments:**

My son has had some back pain, but they work with him, also seizures and they have had to bring him home early, but they are so kind to him, it makes me feel confident in the workers, thank you  
You guys rock! This community is so fortunate to have such an organization and staff such as yourselves- you make such a positive difference in so many lives- Thank you!  
Please continue to mentor to all your members as you do already  
I love the way each client has a program, just for them, clients are not grouped together with no considering them as people

**2013 Comments:**

thanks for all the work you are doing!

## 2014 LIFE Client Survey Results

### 26 Responses

**Are you satisfied with LIFE on the Coast with Parents and Friends Inc?:**

**3.85 on a scale of 1 to 5**

I don't like working with XXX

**Do you feel that LIFE on the Coast is effective at helping to support people to be successful in accessing community resources?**

**4.04 on a scale of 1 to 5**

I like coffee and cookies and Koala drinks. I like the Cookie Co. because my friends are there.

**Do you feel that LIFE on the Coast offers its services in a compassionate, respectful, and attentive manner?**

**4.04 on a scale of 1 to 5**

Mostly except I don't feel that XXX always listens to me

**Would you recommend LIFE on the Coast to a family member or friend?**

**3.88 on a scale of 1 to 5**

**Do you receive required paperwork in a timely manner?**

**4 on a scale of 1 to 5**

**Does the staff at LIFE on the Coast make themselves available to answer your questions and concerns in a timely manner?**

**4.04 on a scale of 1 to 5**

Maybe

**Are your phone calls returned in a timely manner?**

**4.05 on a scale of 1 to 5**

Sometimes

**What could LIFE on the Coast do to better serve people with disabilities in their goals?**

Camping and overnights and sleepovers. Plays with dress up costumes, arts and crafts, dancing, swimming, more

Help with talking to clients

**What do you think LIFE on the Coast greatest strengths are?**

Coffee, walking, paying pool

More memberships and more outings

**Please list any changes that you would like to see in LIFE on the Coast.**

I don't like landscaping- I am tired of doing this every Monday, but I like the cleaning crew

Walkabouts

Take tours and meet people

More shopping

Beading and make bracelets. Knitting hats and purses

**Please list any additional comments you may have.**

I wish I had a better boss. Sometimes he gets bossy. He needs to have a sense of humor. I'd like to work with XXX

You are doing a good job

Like being with people, made friends very fast

## **TJC Employer Survey Results**

**2014: 10 Responses**

**2013: 5 Responses**

**Are you satisfied with the services provided by The Job Connection of Parents and Friends Inc?**

**2014: 4.6 on a scale of 1 to 5**

**2013: 4.6 on a scale of 1 to 5**

**2014 Comments:**

Always timely, never late, always wears a smile, takes direction well, maintains a perfect time card

Coaching services are strong. Employee is capable and able to do job

Constantly good communication regarding client

Great manager

Printha is really good at what she does

Responsive service, our employee is competent and friendly, job coaches are excellent

Some work well with client, some don't. Clients need leadership. JCs should know enough about our policies to help clients in their work

TJC has provided a great service to our company

**2013 Comments:**

The new management is doing a great job

Have had a very good positive experience with the job connection

**Do you feel The Job Connection program is effective in helping support employers who hire and work with people with disabilities?**

**2014: 4.4 on a scale of 1 to 5**

**2013: 4.6 on a scale of 1 to 5**

**2014 Comments:**

Excellent guidance

Printha is a very good interpreter. She explains things better than I can

Job Connection always does its utmost to accommodate our schedules

Again I'd like to see some efforts, if second button needs to be buttoned, monitor and point out mistakes

TJC employees go above and beyond to support clients with disabilities

**2013 Comments:**

None

**Do you feel that The Job Connection staff offers their services in a respectful and professional manner?**

**2014: 4.6 on a scale of 1 to 5**

**2013: 4.4 on a scale of 1 to 5**

**2014 Comments:**

Not pushy- informative and responsible

Very nice lady

You can also be professional and respectful pointing out more attention should or could be applied to their work

TJC employees have treated our staff and clients with respect and professionalism

**2013 Comments:**

Absolutely

**Do you feel that The Job Connection manager and staff have communicated with you in a timely manner? (Responses, appointments, paperwork, phone calls?)**

**2014: 4.6 on a scale of 1 to 5**

**2013: 4.4 on a scale of 1 to 5**

**2014 Comments:**

Always as scheduled, much appreciated

Printha is very communicative and informs us of any change, mtg., etc.

Yes

Printha is awesome

Job Coaches usually communicate needs in a timely manner

**2013 Comments:**

None

**Would you recommend The Job Connection program to a colleague or fellow business person?**

**2014: 4.5 on a scale of 1 to 5**

**2013: 4.6 on a scale of 1 to 5**

**2014 Comments:**

I have been very happy and satisfied. I have specifically referred to Mendocino Cookie Co.

I already have

If asked, sure

Guess I didn't realize this. I thought TJC was PFI and diagnosis of developmental challenges prior to 18

Great program! Provides mutual benefits to employer and client

**2013 Comments:**

None

**What do you think are the greatest strengths of The Job Connection program of Parents and Friends?**

**2014 Comments:**

Showing the community the power of working together

Giving employment to clients

Good communication, works with the employer's needs

The employees are very dedicated

Supporting the employee. Builds confidence

Organization and scheduling, job coaches are great. Our employee is dependable and always suggests ways to improve processes here  
Support working with challenges directly connected to each individual  
The ability to provide quality of life to clients through employment  
Helping the worker navigate the job environment

**2013 Comments:**

connecting challenged people with the community and the other way around  
It is managed really well and there is an intention to match employees really well with jobs and employers that fit

**What could The Job Connection do to better support employers who hire and work with employees with disabilities?**

**2014 Comments:**

I'm so happy with my current situation that I don't have any suggestions at this time  
Nothing

Continue to help us understand our employee's strengths and weaknesses so that we communicate effectively about job tasks and choose appropriate tasks for our employee to do. Just hope that you continue to prosper! Keep up your excellent work.

I think all bases are covered

Communicate with business manager re: potential opportunities the worker may have

**2013 Comments:**

at this time they are doing a good job

More PR. This wonderful caring service should be the first thought when people have appropriate jobs available

not sure because I don't know the big picture, serving our employee well

**Please list any changes that you would like to see in The Job Connection program:**

**2014 Comments:**

Solve all my challenges the way you and your team have helped my solve my service area challenge

All people open to training, sometimes I feel my suggestions aren't accepted

**2013 Comments:**

None

**Please list any additional comments you may have.**

**2014 Comments:**

Please keep up the great work

Thank you for your work

I'm always open to train

Thank you!!

Good program

**2013 Comments:**

XXX is now in our thoughts and hearts

Great job! Keep doing what you're doing, and I hope the job connection continues to expand and be able to serve even more of the community



## TJC Stakeholder Survey Results

**2014: 9 Responses**

**2013: 8 Responses**

**Are you satisfied with the services provided by The Job Connection of Parents and Friends Inc?**

**2014: 4.89 on a scale of 1 to 5**

**2013: 4.63 on a scale of 1 to 5**

**2014 Comments:**

Because you don't give up

They are wonderful and services as well

Great job by great folks

Professional, thorough, consistent, compassionate, communicative, intelligent, etc. This goes for every manager in this organization, amazing and on fire at this time. Thank you so much

Excellent, consistent quality in case related communication

They helped XXX be able to get his own place

**2013 Comments:**

are there to support my son with his needs on his job

the intention to help find jobs could not be stronger or clearer

Printha and Tara do a great job

very satisfied

**Do you feel The Job Connection program is effective in helping support employers who hire and work with people with disabilities?**

**2014: 4.78 on a scale of 1 to 5**

**2013: 4.75 on a scale of 1 to 5**

**2014 Comments:**

Makes all the difference

Absolutely

Job services are delivered consistently, reliably and with sensitivity to the needs of the client and potential employer

He is very happy and busy

**2013 Comments:**

they help them work out their problems and work with them to learn the job

Employments successful and enjoyable

this seems obvious

works great for XXX

very helpful

**Do you feel that The Job Connection staff offers their services in a respectful and professional manner?**

**2014: 5 on a scale of 1 to 5**

**2013: 4.75 on a scale of 1 to 5**

**2014 Comments:**

Always

The level of respect, dedication, collaboration, and compassion are exceptional  
XXX likes them all

**2013 Comments:**

yes have always been very respectful to myself and my son  
all their services are excellent  
always excellent  
very compassionate

**Do you feel that The Job Connection manager and staff have communicated with you in a timely manner? (Responses, appointments, paperwork, phone calls?)**

**2014: 5 on a scale of 1 to 5**

**2013: 4.71 on a scale of 1 to 5**

**2014 Comments:**

Always appreciate being consulted

Always fine

Yes we end to work together in real-time, works really well

Printha Worthen is a dedicated human services practitioner. It is a pleasure to work with her on behalf of clients

They keep us informed

**2013 Comments:**

The job connection employees are always meeting with myself and son to make sure his goals and job are going ok

?

as far as I know

very timely matter

They have always answered my questions within a day or two

you make yourselves available

rarely needed

in a timely manner

**Would you recommend The Job Connection program to a colleague or fellow business person?**

**2014: 5 on a scale of 1 to 5**

**2013: 4.57 on a scale of 1 to 5**

**2014 Comments:**

Without reservation

If they talk about the client and no one else when they have meetings

The best in town, comparatively to other agencies in other towns/cities as well

Professional, exceptional dedication, respect and intelligence to engage in collaborative working relationships

Good people, very helpful

**2013 Comments:**

I have recommended in the past and will in the future  
very much

Do you mean to people needing jobs that do not have disabilities?  
my family already have your program

**What do you think are the greatest strengths of The Job Connection program of Parents and Friends?**

**2014 Comments:**

The intention you bring to a discouraging work  
Skilled and compassionate employees and staff

All of it

Communication

This is a wonderful program because it gives people with disabilities a chance to be  
productive in a safe environment with caring people and support

I'm not sure, seems like all bases are being covered

Great communication

Finding what works best for their clients

**2013 Comments:**

The way they treat the clients

If we need questions answered are available  
staff

Compassion and intention and perseverance! Enthusiasm!  
excellent attitude, outstanding competence  
friendship for by brother XXX

**What could The Job Connection do to better support employers who hire and work with employees with disabilities?**

**2014 Comments:**

I don't know

Be located in a geographic area with more employment options

Not sure, they do it all

**2013 Comments:**

It is good now

I cannot suggest more than you do

Keep on doing what they're doing

this program is the best

**Please list any changes that you would like to see in The Job Connection program:**

**2014 Comments:**

None

**2013 Comments:**

we are completely satisfied with the service

none

I don't know what you are hoping to hear with this survey, I have been filling them out  
for 20 years- my son is "high functioning" but aging now and not very healthy- he badly

needs work to do bot for income and for self-esteem- his family is, as always, filled with gratitude for the work you do- we appreciate you far beyond what you can imagine unless you have a handicapped child in which case you know what Parents and Friends gices is priceless and precous for our children, so thatnks for everything you do!

0

someone to help the first Sunday at the grange with XXX  
name tags for employees

**Please list any additional comments you may have.**

**2014 Comments:**

Thank you for all you do

Printha is awesome

Good people, they work hard

**2013 Comments:**

None

## 2014 TJC Client Survey Results

### 21 Responses

**Are you satisfied with the services provided by The Job Connection of Parents and Friends Inc?**

**4.38 on a scale of 1 to 5**

**Do you feel The Job Connection program is effective in helping support employers who hire and work with people with disabilities?**

**4.67 on a scale of 1 to 5**

**Do you feel that The Job Connection staff offers their services in a respectful and professional manner?**

**4.48 on a scale of 1 to 5**

**Do you feel that The Job Connection manager and staff have communicated with you in a timely manner? (Responses, appointments, paperwork, phone calls?)**

**4.52 on a scale of 1 to 5**

**Would you recommend The Job Connection program to a colleague or fellow business person?**

**4.57 on a scale of 1 to 5**

**What do you think are the greatest strengths of The Job Connection program of Parents and Friends?**

Work

Help you out a lot

Don't know

Help people when we need help

Being a good go between me and my boss if there is a problem

Get job for me

Get job for people and help them keep that job

Helps people with disabilities get jobs

Help find work or jobs

Making money

**What could The Job Connection do to better support employers who hire and work with employees with disabilities?**

I don't know

Don't know

They could help me more

Not sure for right now

Teach me the computer

More people

**Please list any changes that you would like to see in The Job Connection program:**

No  
Not at this time  
Don't know  
None  
Not at this time  
I don't know

**Please list any additional comments you may have.**

No  
The thrift store is an alright place to work  
I like to see more people

## 2014 TCC Stakeholder Survey Results

**2014: 6 Responses**

**2013: 8 Responses**

**Are you satisfied with the services provided at The Community Connection with Parents and Friends Inc?**

**2014: 4.67 on a scale of 1 to 5**

**2013: 4.63 on a scale of 1 to 5**

**2014 Comments:**

We have been with community connection for many years. We are very satisfied

Everyone at class is great

**2013 Comments:**

On time, better supervision and consistency than previous program

Very much so! There is no other program I would use if this was not available

Communication between providers and family has been excellent. Example: XXX had a slight rash- that night it was brought to our attention

Our family feels fortunate for the TCC program, services are exceptional

XXX has learned lots and he is happy. Sure from time to time something happens, but we take care of it

Staff cares, the job is not just a paycheck

**Do you feel The Community Connection with Parents and Friends Inc. is effective at helping to support people to be successful in accessing activities?**

**2014: 4.83 on a scale of 1 to 5**

**2013: 4.63 on a scale of 1 to 5**

**2014 Comments:**

They do a great job

We see them out everywhere

They do a great job

**2013 Comments:**

Yes, there has been drastic improvement socially and physically in her since starting this program

New activities are always being offered

yes, in that from the curriculum- music, swimming appeals and has enhanced XXX unique lifestyle

TCC is sensitive to each person's likes, dislikes, and personal needs in choosing activities

It is good that you talk to him and explain things to him and you encourage him to do things

My kids love the activities

**Do you feel that The Community Connection offers its services in a compassionate, respectful, and attentive manner?**

**2014: 4.83 on a scale of 1 to 5**

**2013: 4.63 on a scale of 1 to 5**

**2014 Comments:**

Employees are wonderful  
Staff people are great  
Workers to a good job

**2013 Comments:**

all staff do a great job  
ABSOLUTELY!! This question addressed the heart and soul of your program, your  
hallmark so to speak  
Very caring and patient, Staff sets an environment of respect and value. Their acceptance  
promotes growth/  
You show respect when you talk to him and me too. There is communication instead of  
talking to me and not him.  
They care

**Would you recommend The Community Connection to a family member or friend?**

**2014: 4.67 on a scale of 1 to 5**

**2013: 4.88 on a scale of 1 to 5**

**2014 Comments:**

Definitely  
I have

**2013 Comments:**

I have  
STRONG YES!!!  
I have and continue to do so.  
In fact I did to a friend of mine and CCC's if they did stay here, but they stayed in another  
city

**Do you receive required paperwork in a timely manner?**

**2014: 4.83 on a scale of 1 to 5**

**2013: 4.75 on a scale of 1 to 5**

**2014 Comments:**

Leann is very professional  
Leann does a great job

**2013 Comments:**

Leann is very good at what she does  
Without fail!!!  
Days before they should be back in. I also reminders like days that you are going to be  
closed  
always

**Does the staff at The Community Connection make themselves available to answer your  
questions and concerns in a timely manner?**

**2014: 4.4 on a scale of 1 to 5**

**2013: 4.75 on a scale of 1 to 5**

**2014 Comments:**

Always

Leann always returns our calls

**2013 Comments:**

always

Excellent Rapport!! We appreciate and enjoy very much the "Daily Briefings" from "Michael's Angels" upon dropping Michael off at days end

Very responsive! Any concern is addressed and a healthy solution is TCC's goal

All the time I ask questions or tell you something and you don't ignore what we have to say

Never a problem

**Are your phone calls returned in a timely manner?**

**2014: 5 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

**2014 Comments:**

Leann does a great job

Always

I don't know

**2013 Comments:**

Leann is always calling me right back

Always!!

yes as soon as you get back in

Always!!

**What could The Community Connection do to better serve people with disabilities in accessing community activities?**

**2014 Comments:**

We know our small town makes it hard to find activities

Not sure

Don't know

Can't think of anything right now

The people

**2013 Comments:**

Nothing I can think of

Please allow me to address this question next time- at present we're focused on both XXX and my mother,

A new van

You take him everywhere and explain a lot of things nicely. Can't think of anything

**What do you think is The Community Connection's greatest strengths?**

**2014 Comments:**

All employees

Workers  
Workers  
Staff and how they work with people  
I don't know

**2013 Comments:**

Retention of staff  
everyone is respectful and caring  
To listen to concerns and feel comfortable  
Keeping people safe  
PROVIDERS/STAFF (Personal interest in client, program, variety of activities) Answer?  
PROVIDES and COMMUNICATION  
Providing a safe and caring environment. Staff is compassionate, caring and respectful,  
also FUN!  
one on one/communication the way you train your workers/work with parents and listen  
to them  
patience

**Please list any changes that you would like to see in The Community Connection.**

**2014 Comments:**

Not sure  
Don't know  
Work on weekends  
Weekend support

**2013 Comments:**

none  
Not really  
None, extremely satisfied with the program  
nothing/revive the wood working shop, more jobs that they can do

**Please list any additional comments you may have.**

**2014 Comments:**

Great program!!!  
PFI is awesome!  
We are very pleased

**2013 Comments:**

Very thankful to have this program, Leann and assistants are very attentive  
She would like to be informed on what client did for the day. So would like for us to ask  
about Dr. appointments  
It's a great program, Leann is very easy to work with  
I'd simply like to take this opportunity to thank all of those providing care to XXX for the  
attention, respect, and love conveyed "Thank You!!!"  
TCC is an awesome program. It is obvious the leadership sets a positive nurturing  
atmosphere that spreads to staff, then carried to each clients. We feel TCC is part of our  
family, thank you  
Leann is a great manager



## 2014 24/7 Stakeholder Survey Results

**2014: 3 Responses**

**2013: 2 Responses**

**Are you satisfied with the services provided by 24/7 Supported Living Services with Parents and Friends Inc?**

**2014: 4.67 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

**2014 Comments:**

All do a great job

**2013 Comments:**

None

**Do you feel 24/7 Services with Parents and Friends Inc. is effective at helping to support people to be successful in their homes as well as in the community?**

**2014: 4.33 on a scale of 1 to 5**

**2013: 4.0 on a scale of 1 to 5**

**2014 Comments:**

PFI is a great organization

**2013 Comments:**

None

**Do you feel that the staff offers its services in a compassionate, respectful, and attentive manner?**

**2014: 4.67 on a scale of 1 to 5**

**2013: 5.0 on a scale of 1 to 5**

**2014 Comments:**

Staff is wonderful

**2013 Comments:**

None

**Would you recommend this program to a family member or friend?**

**2014: 5 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

**2014 Comments:**

Definitely

**2013 Comments:**

None

**Do you receive required paperwork in a timely manner?**

**2014: 4.67 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

**2014 Comments:**

None

**2013 Comments:**

None

**Does the staff that provide the support make themselves available to answer your questions and concerns in a timely manner?**

**2014: 4.67 on a scale of 1 to 5**

**2013: 4.0 on a scale of 1 to 5**

**2014 Comments:**

None

**2013 Comments:**

None

**Are your phone calls returned in a timely manner?**

**2014: 5 on a scale of 1 to 5**

**2013: 4.5 on a scale of 1 to 5**

**2014 Comments:**

Leann always returns our calls right away

Leann is always wonderful and very caring

**2013 Comments:**

None

**What could 24/7 Supported Living Services do to better serve people with disabilities in their own homes or in accessing community activities?**

**2014 Comments:**

Nothing I can think of

**2013 Comments:**

None

**What do you think is the programs greatest strengths?**

**2014 Comments:**

Teaching people to be more independent

Workers

Caring staff

**2013 Comments:**

Having staff that care

The staff and the management

**Please list any changes that you would like to see in this program.**

**2014 Comments:**

None

**2013 Comments:**

None

**Please list any additional comments you may have.**

**2014 Comments:**

This is not anyone's fault but it would be nice if there were more activities in our community. Don't know who to complain to at the city level

Very happy with services

I am so thankful for all the PFI and staff do for us. Could not be happier.

**2013 Comments:**

I am grateful for all this program has done

## 2013 SLS Stakeholder Satisfaction Survey Results

### 2013: 5 Responses:

**Do you feel that Coastal Support service recipients are satisfied with their supports?**

**4.8 on a scale of 1 to 5**

No Comments

**Do you feel that Coastal Support Services provides quality supported living services?**

**4.6 on a scale of 1 to 5**

No Comments

**Overall, have you had positive interactions with Coastal Support direct service and management staff?**

**5 on a scale of 1 to 5**

No Comments

**Do you feel Coastal Support direct staff do a good job of providing supports to service recipients?**

**4.8 on a scale of 1 to 5**

No Comments

**In your opinion are the service recipients receiving good medical/dental care?**

**4.0 on a scale of 1 to 5**

As parents, we still do much of the support in this area

**Are recipients learning to advocate for themselves and make their own decisions?**

**4.4 on a scale of 1 to 5**

As much as possible

**Does support staff help service recipients to be part of the community?**

**5 on a scale of 1 to 5**

No Comments

**Do you feel that the rights of recipients are being respected?**

**4.8 on a scale of 1 to 5**

No Comments

**Is Coastal Support Services office accessible to you and our service recipients?**

**4.8 on a scale of 1 to 5**

Calls not always returned

**Do you find it easy to contact Coastal Support Services by phone?**

**4.8 on a scale of 1 to 5**

Calls not always returned

**What do like best about our supported living services?**

**4.6 on a scale of 1 to 5**

Very good staff!

I like that you are there, your services are a miracle for the populations you serve- for the parents you are the gift of a lifetime

what I've seen is real, I have limited experience with SLS- thanks though, you guys ROCK!

**Is there anything that you would like to see change about our supported living service?**

**4.6 on a scale of 1 to 5**

No Comments

**2014 SLS Stakeholder Survey Results**

**7 Responses**

**Are you satisfied with the services provided by Coastal Support Services of Parents and Friends Inc?**

**4.86 on a scale of 1 to 5**

I am happy with communication and everything

They helped XXX be able to get his own place

Incredibly flexible, attentive, supportive and all the things I wrote on the other surveys

Because you address the issues that matter to me, concerning my son- you "keep an eye on him"

**Do you feel Coastal Support Services program is effective in helping support people with disabilities to be successful in living independently?**

**4.43 on a scale of 1 to 5**

He is happy and enjoys them

You guys "rock"- so many of our clients benefit from your ability to do your jobs so well

**Do you feel that your support staff and The Coastal Support Services manager have offered their services in a respectful and compassionate manner?**

**4.71 on a scale of 1 to 5**

XXX likes them

**Do you feel that your support staff and The Coastal Support Services manager have communicated with you in a timely manner? (Responses, appointments, paperwork, phone calls?)**

**4.57 on a scale of 1 to 5**

They keep us informed

Again, we tend to operate in real time as needed

I wonder why I am never "consulted" when my son is needful or unhappy- when there is a concern about him I fell, often that I could give important input about what he may be able to do or not do

**Would you recommend Coastal Support Services program to a family member or friend?**

**4.71 on a scale of 1 to 5**

Nice helpful people

Depth of expertise and resources

You are there- a miracle in itself

My brother has been with this program for many years and he is provided with all he needs.

They are very good to communicate with his sister and brother-in-law in all applications of his life

**What do you think Coastal Support Services program does best?**

Education and compassion of employees

Finding new ways for XXX to be able to do more things

Again- depth, ability to change and adjust to client needs- very caring and compassionate staff- great manager

I wish I could answer that, I don't know

Their devotion to their clients

**What could Coastal Support Services do to better support you to meet your independent living goals?**

Not sure, they do it all

Again, better wages to minimize attrition of employees

I would only wish you more money

I think they could let the client do more on-hands duties like cook and clean

**Please list any changes that you would like to see in The Coastal Support Services program:**

None that I can think of

My son is "high functioning" but is apt to stumble in situations he does not understand- I am most grateful to know someone there will catch him when he falls and let me know- Meadow is always available to talk to and she is just a wonderful person. I wish XXX would have had someone help him "cook" as Coemella suggested and also a few sessions with a therapist- Neither of those things happened but we are so grateful for employment at Paul Bunyan. XXX went through a bad patch and the response from Coemella was so appreciated and all of you. Teach more independent cooking skills, teach more independent skills

**Please list any additional comments you may have.**

Good helpful and happy people

Thanks so much for all you do

You are a great program and provide clients with all the best in living in a city who supports people with disabilities

## 2014 SLS Client Survey Results

### 15 Responses

**Are you satisfied with the services provided by Coastal Support Services of Parents and Friends Inc?**

**4.33 on a scale of 1 to 5**

Because they are real helpful for me  
Because I like Meadow a bunch and we stick together like glue  
Good friends and help me when I need help  
Not yet

**Do you feel Coastal Support Services program is effective in helping support people with disabilities to be successful in living independently?**

**4.4 on a scale of 1 to 5**

Because that is what they do  
Because everybody needs help to do everything  
I get help to be on my own  
Very helping

**Do you feel that your support staff and The Coastal Support Services manager have offered their services in a respectful and compassionate manner?**

**4.4 on a scale of 1 to 5**

Help in teaching what I need to know  
Because I can trust them  
Everybody's really nice and I shred in the office and I like everybody, they're friendly and talk with me and stuff  
Team work  
Yes very  
Especially Ann

**Do you feel that your support staff and The Coastal Support Services manager have communicated with you in a timely manner? (Responses, appointments, paperwork, phone calls?)**

**4.4 on a scale of 1 to 5**

They make sure I get the problem solved  
Because they are the kind of people that are very supportive to me  
Because Meadow gives me my business schedule all the time and always calls me  
So every time I take my 3:00 pm med the staff is fast in getting it to me  
Sometimes  
I like my calendar

**Would you recommend Coastal Support Services program to a family member or friend?**

**4 on a scale of 1 to 5**

Because I get a lot of help and they would too  
Because I get a lot of help and they would too  
Because I think that they can help everyone

They help me  
Sister  
Because you guys are doing good work

**What do you think Coastal Support Services program does best?**

Help all who need help  
Helps out people  
Help me out  
Take me places  
Believe people and listen to them  
Have Meadow help me with my shredding and medicines and bank  
Amanda helps me a lot on the job  
Quite helpful and nice people to work with  
Ann good friend  
Help me with things we need  
Help appointment and at home  
Take me shopping and all that  
Assistance and support  
Assist

**What could Coastal Support Services do to better support you to meet your independent living goals?**

They are doing a lot of work to see that they are met  
I'm not sure  
No- everything is a ok  
Change my job  
Nothing  
Ride skunk train  
Nothing  
I don't remember  
Take to store, Ukiah, Santa Rosa for grocery shopping or clothes shopping

**Please list any changes that you would like to see in The Coastal Support Services program:**

Just fine at this time  
Expand to help more people  
They are none  
Change my job to help me work at Purity  
About the same  
None  
No I think you guys are doing the right thing

**Please list any additional comments you may have.**

Quite helpful and nice people to work with  
Find a ring for girlfriend

