

Parents and Friends Inc.
July 2015 Annual Outcomes Reports
Goals, Results, and Plans

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Parents and Friends, Inc.

Outcomes Results

July 1 2014- June 31 2015

Parents and Friends, Inc.

2014/2015 Strategic Plan--Outcomes

July 2015

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 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

Outcome: Accomplished. An in-house trainer has been trained and certified and Pro-Act training for staff is being performed regularly.

- b. Diabetes management training for manager and four staff.
 - i. Responsibility: SLS Manager
 - ii. Timeframe: 2014/2015

Outcome: Accomplished. PFI hired a SLS manager with diabetes management training and trained thirteen staff.

- c. Certified Dementia Practitioner course for manager.
 - i. Responsibility: SLS Manager
 - ii. Timeframe: 2014/2015

Outcome: Accomplished. Manager has completed certified dementia Practitioner training and is training staff.

- d. Contracted training with local professionals including nutritionist, Registered Nurse and Certified Assistive Technology professional.
 - i. Responsibility: SLS Manager
 - ii. Timeframe: 2014/2015

Outcome: Accomplished. An in house Certified Assistive Technology professional is in training now for certification. A local certified nutritionist has done training for staff and is available for further staff training and/or specific client support needs. An

RN is available for staff training through the Community Connection and has done several G-tube use and maintenance trainings at the Community Connection.

- 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

Outcome: Not completed. Training for staff so far has centered around college of direct support.

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.

Outcome: Accomplished. LIFE has reorganized with leaders in each of the program segments. Curriculums have been written for each segment and clients have selected which they wish to participate in, with no minimum number. The new building with home laundry and cooking facilities has been completed and is being used for cooking/nutrition classes, self-advocacy and independent skills training. A new organic garden has been completed with wheel chair accessible raised beds to teach gardening and nutrition and includes client participation in the local farmers' market.

3. 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.

Outcome: Not Accomplished. We are still exploring ways for adding behavioral modification support to our programs. Progress has been made with the regional center phycologist and a private firm who provides services but no final agreements have been reached yet.

4. 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

Outcome: Accomplished. PFI continues to be financially stable and predictable despite no relief from cut backs over the past ten years and increasing costs. PFI continues to belong to and support advocacy groups for Title 17 and the developmentally disabled.

5. 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.
 - ii. Timeframe: 2014/2015
- d. 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.
 - i. Responsibility: Exec. Dir. And all Managers.
 - ii. Timeframe: 2014/2015

Outcome: Partially accomplished. Performance evaluations are up to date as are job descriptions. We continue to subscribe to the annual northern California non-profit wage and salary survey and use it as the basis for PFI wage ranges. The in house training program is in place but still not living up to our expectations and needs. It will be an ongoing project for 2015-16.

6. Create and maintain open and honest two way communications

- a. Continue at least quarterly newsletter mailings.
 - i. Responsibility: Board Volunteer.
 - ii. Timeframe: 2014/2015
- b. Conduct surveys of all stakeholders, employees and consumers annually.
 - i. Responsibility: All Managers.
 - ii. Timeframe: 2014/2015
- c. Sponsor, through the board of directors, two fund raising events annually.
 - i. Responsibility: Board fundraising committee.
 - ii. Timeframe: 2014/2015
- d. Keep the web page, face book, etc. current and relevant.
 - i. Responsibility: Business office manager.
 - ii. Timeframe: 2014/2015

Outcome: Accomplished.

July 2015-June 2016 Coastal Support Services Outcome Results

Outcome Goals	Categories of Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Previous Outcome
Effectiveness								
Establish Consumer ISP Goals	Percentage of consumers with up to date ISPs	All consumers	Biannual	ISP Files	CSS Manager	CSS: 100%	75 %	CSS:84%
					24/7 Manager	24/7: 100%	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%	78 %	CSS: 41%
					24/7 Manager	24/7: 90%	85%	24/7: New Goal
Efficiency								
Maximize Consumer Services	Percentage of authorized support hours delivered	All consumers	Annual	Billing Forms	CSS Manager	CSS: 85%	79%	CSS: 67%
					24/7 Manager	24/7: 90%	89%	24/7: New Goal
Service Access								
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%	99 %	CSS:96%
					24/7 Manager	24/7:100%	100%	24/7: New Goal
Satisfaction								
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%	96%	CSS: 95%
					24/7 Manager	24/7: 90%	80%	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%	100%	CSS: 97%
					24/7 Manager	24/7: 90%	100%	24/7: New Goal

2014/2015 Coastal Support Services Outcome Results Detail

July 2014-June 2015

Effectiveness:

Establish Client ISP Goals

Goal: 100% **Outcome:** 75% **Not Achieved**

Outcome: 75%

Not Achieved

7 ISP out of 28 were not completed timely or have not been completed.

Maximize Progress on ISP Goals

Goal: 85 %

Outcome: 78%

Not Achieved

This is an area that requires continuous support and monitoring, as there are many variations that change the outcomes in this category such as changes in plans, motivating factors, and resources.

Efficiency:

Maximize Client Services

Goal: 85% **Outcome:** 79% Not Achieved

Outcome: 79%

Not Achieved

Despite the fact that the goal was not met there were significant gains in this area. Due to established scheduling efficiencies.

Service Access:

Maximize Client Retention

Goal: 100% **Outcome:** 99% Not Achieved

1 client passed away during the reporting period.

Satisfaction

Increase participants satisfaction

Goal 95% **Outcome: 96%** **Achieved**

Outcome: 96%

Achieved

Of 23 survey participants, 22 rated their satisfaction as an average of 4 (on a scale of 1 to 5) or higher.

Increase stakeholders satisfaction

Goal 95%

Outcome: 100%

Achieved

Of 4 survey participants, 4 rated their satisfaction as an average of 4 (on a scale of 1 to 5) or higher.

2014/2015 24/7 Outcome Results Detail
July 2014-June 2015

Effectiveness:

Establish Client ISP Goals

Goal: 100% **Outcome:** 100% **Achieved**

All clients supported through the 24/7 program have up to date ISP's.

Maximize Progress on ISP Goals

Goal: 90 % **Outcome:** 85% **Not Achieved**

Each client supported have goals they set during their ISP. There were a total of 22 goals set by all clients. Out of those 22 goals, 18 have been reached or making positive progress for an outcome of 85%.

Efficiency:

Maximize Client Services

Goal: 90% **Outcome:** 89% **Not Achieved**

There were 2815 total hours authorized per month for the seven clients supported through 24/7. We averaged 2505 hours of support per month for all clients. For an average total of 89% authorized support hours delivered per month.

Service Access:

Maximize Client Retention

Goal: 100% **Outcome:** 100% **Achieved**

All clients that have been receiving services continue to receive services

Satisfaction

Increase participants satisfaction

Goal 90% **Outcome: 80%** **Not Achieved**

Of 5 survey participants, 4 rated their satisfaction as an average of 4 (on a scale of 1 to 5) or higher.

Increase stakeholders satisfaction

Goal 90%

Outcome: 100 Achieved

Of 2 survey participants, 2 rated their satisfaction as an average of 4 (on a scale of 1 to 5) or higher.

July 2014-June 2015 The Community Connection Outcome Results

Outcome Goals	Categories of Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Previous Outcome
Effectiveness								
Maximize Progress on ISP Goals	Percentage of client goals achieved	All participants goals	Bi-annually	ISPs and Case Files	TCC Manager	90%	90%	91%
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%	93%	92%
Maximize # of online training courses taken	Percentage of employees who have completed or have made progress in 1 online courses	TCC employees	Annually	online site or employee schedules	TCC manager	1 course per year per staff	1 course per staff some more	0
Efficiency								
Maximize progress on employee goals	Percentage of employee goals achieved or making progress	All employee goals	Bi-Annually	log books / evaluations	TCC Manager	85%	90%	80%
Maximize staff attendance	Percentage of days staff worked when scheduled	All employees	Bi-Annually	MITC/ schedules and	TCC Manager	95%	93%	92%
Maximize client attendance	Percentage of days clients attend per days authorized	All TCC participants	Bi-Annually	billing forms/ schedule	TCC Manager	95%	97%	95%
Service Access								
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	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%	65%
Satisfaction								
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%	N/A	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%	89%	Not yet measured

2014/2015 The Community Connection Outcome Results Detailed **July 2014-June 2015**

Effectiveness

Maximize Progress on ISP goals

Goal: 90%

Outcome: 90 %

Achieved

All of the clients served at The Community Connection each have four goals that they set for themselves, for a total of 32 goals. Out of those goals, 29 goals were met or are making positive progress. The three goals that were not met, will be discussed at the next IPP/ISP meeting to see if they would like to continue working on those goals or set different ones. We have two new clients that came to us in June. They too will set goals which we will discuss and evaluate when it is time to do outcomes again.

Maximize Days at 1:1 ratio

Goal 95%

Outcome: 93 %

Not Achieved

There was a total of 1924 days which all participants received support. Out of those 1924 days there were 1783 days with proper one on one support, for an outcome of 93%. This is only 1% better than last time.

Maximize # of online training courses taken

Goal 1 course per year

Outcome: 1 course or more

Achieved

With all the new employees here at The Community Connection, we have still managed to get almost all of them to complete at least one course on the online training in the last year. Some of our older staff have also completed one course. We will continue to make progress with the online training in the coming year.

Efficiency

Maximize progress on employee goals

Goal 85%

Outcome: 90%

Achieved

The Community Connection has lots of new staff, who have just set goals for the coming year. Out of the other staff there were 11 goals set. Out of those 11 goals, 10 have been achieved or making positive progress towards meeting. For an outcome of 90%. Next time we report on outcomes, there will be more goals to report on, as the new employees will have been working towards meeting the goals they set for themselves.

Maximize staff attendance

Goal 95%

Outcome: 93%

Not Achieved

Out of the 1924 days staff was scheduled to work, they worked 1783 days for a difference of 141 days or an outcome of 93%. Although this was better than last time we still did not achieve this goal. Out of the 141 days staff did not work, 66 days were due to illness, 29 days staff was on vacation, 1 day was due to jury duty and 45 days staff was off without pay.

Maximize participant attendance

Goal 95%

Outcome: 97%

Achieved

Out of 1935 days participants were authorized, they attended 1881 days for a difference of 54 days or an outcome of 97%. Out of the 54 days, 38 days were due to illness, 8 days were due to vacation and 8 days participants were out due to family things.

Service Access

Increase number of new opportunities offered to participants

Goal 2 Per Month

Outcome: 2+ per month Achieved

Participants are always trying new things and activities. Part of staff's job is to be creative and think of new things for our people to do. Some have played pinball machines, miniature golfing, tried new sports in which they have never done before and many new projects/games inside and outside of the facility.

Increase the amount of time spent outside the facility

Goal 60%

Outcome: 65%

Achieved

All of the participants that are supported here at The Community Connection are here six hours per day. All but two are here five days per week. During the warmer months, all people are out and about at least four hours per day. When they swim alone, it takes almost 3 hours from start to finish. Almost all participants swim two days per week. Others are routinely out volunteering, working out at the CV Starr or Senior Center. Most all of our people after lunch go out into the community. Either they walk or take our big bus to the beach or such until it is time to pack things up and go home. Even during the colder months, routine stuff like swimming, volunteering, working out are still done. Outside activities are usually done, but the bus or Dial A Ride is used instead of walking. The only reason a person would be in the facility more than out would be if they have a medical reason in which they need to stick around inside.

Satisfaction

Increase participants satisfaction

Goal 90%

Outcome: N/A

Discontinued

None of the clients participated in the satisfaction survey this year. Next year a survey will be customized in order to ensure that all TCC clients can participate.

Increase stakeholders satisfaction

Goal 90%

Outcome: 89%

Not Achieved

Of 9 survey participants, 8 rated their satisfaction as an average of 4 (on a scale of 1 to 5) or higher.

July 2014-June 2015 The Job Connection Outcome Results

Outcome Goals	Categories of Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Previous Outcome
Effectiveness								
Maximize Placement	Percentage of people referred for individual job development placed in jobs	Authorizations for Job Development	Bi-annually	Case Files	TJC Manager	50%	55%	63%
Maximize Progress on IHSP Goals	Percentage of client goals achieved	Individual And Group	Bi-annually	IHSPs and Case Files	TJC Manager	SEP: 58%	68%	SEP 57%
						Group 55%	43%	Group 57%
Efficiency								
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%	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%	83%	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%	83%	100%
Service Access								
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%	100%	92%
Maximize authorized service	Percentage of authorized services hours provided for individually placed clients	All individual job coach hrs provided	Monthly	Billing forms	TJC Manager	85%	90%	85%
Satisfaction								
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%	88%	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%	100%	Not Measured Yet

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

Outcome Goals	Categories of Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Previous Outcome
Effectiveness								
Maximize ISP goal progress	Percentage of goals achieved	All goals	Bi-annually	ISPs and Case Files	LIFE Manager	75%	45.5%	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%	83%
Increase client training	Number of training sessions Offered per Quarter	All people served	Bi-annually	Training Logs	LIFE Manager	100%	83%	75%
Efficiency								
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	0%	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%	80%	100%
Maximize staff goal progress	Percentage of employee goals achieved	All goals	Bi-annually	Personnel Files	LIFE Manager	75%	87%	60%
Service Access								
Maximize Attendance	Percentage of authorized days attended	All clients	Bi-annually	Billing and authorizations	LIFE Manager	75%	68%	68%
Satisfaction								
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		76%	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		86%	Not Measured Yet
Maximize Staff Survey Participation	Percentage of completed surveys received	LIFE staff members	Annually	Survey Results	LIFE Manager		N/A	Not Measured Yet
Maximize Client Survey Participation	Percentage of completed surveys received	All people served	Annually	Survey Results	LIFE Manager & Program Assistants		100%	Not Measured Yet

2014/2015 LIFE on the Coast Outcome Results Detailed

July 2014-June 2015

Effectiveness

Maximize Progress on ISP goals:

Goal: 75% Outcome: 45.5% Not Achieved
There were a total of 66 goals; 33 of these goals were met. LIFE on the Coast will start to write goals in a measurable form.

Increase community employment/full time enrollment:

Goal: 75% **Outcome:** 83% **Achieved**
31/37 clients had community employment. 1 of these clients were enrolled full time at the local Mendocino College. 11 Clients were employed through LIFE work groups. 13 of these clients were employed on a work group at PBTS. 6 of these clients were employed in various places in the community.

Increase Client Training:

Goal: 100% **Outcome:** 83 % **Not Achieved**
LIFE on the Coast held six client trainings. Out of these trainings 31 clients were trained and 6 clients were not trained.

Efficiency

Minimize waiting period for services:

Goal: <5 working days **Outcome:** 0% **Not Achieved**
This goal was not achieved. We had two new clients that were not ready to participate at the time we received their authorization. However LIFE on the Coast was ready to serve clients at once authorization was received.

Increase Staff Training:

Goal: 2 courses per FT employee, per quarter, **Outcome: 71%** **Not Achieved**
FILL IN DETAIL HERE: 7 full time staff have completed a total of 10 out of 14 College of Direct Support courses.

Maximize progress on employee goals:

Goal: 75%	Outcome: 87%	Achieved
FILL IN DETAIL HERE: There were a total of 8 employee goals 7 of these goals were achieved.		

Service Access

Maximize attendance:

Goal: 75% **Outcome: 68%** **Not Achieved**
FILL IN DETAIL HERE: Out of 7566.5 days authorized 5197 days were attended.

Satisfaction

Increase participants satisfaction

Goal **Outcome: 76%** **Not Specified**

Of 37 survey participants, 28 rated their satisfaction as an average of 4 (on a scale of 1 to 5) or higher.

Increase stakeholders satisfaction

Goal **Outcome: 86%** **Not Specified**
Of 7 survey participants, 6 rated their satisfaction as an average of 4 (on a scale of 1 to 5) or higher.

Maximize Staff Survey Participation

Goal **Outcome: ??%** **Discontinued**
Because the staff survey is anonymous we were unable to identify how many of the LIFE staff participated. This goal will be discontinued for next year.

Maximize Client Survey Participation

Goal **Outcome: 100%** **Achieved**
Of 37 clients authorized for services, 37 participated in the survey

Parents and Friends, Inc.

Outcomes Goals

July 1 2015- June 31 2016

Parents and Friends, Inc.

2015/2016 Strategic Plan Goals

July 2015

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 2015-2016 fiscal year:

1. **Maintain financial stability and predictability.**
2. Budget for profitability, stressing quality of services and products offered and organizational efficiency.
 - a. Responsibility: Exec. Dir.
- 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. Responsibility: Exec. Dir.

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. Responsibility: Exec. Dir.
2. Conduct performance reviews for all personnel at least annually. Responsibility: Exec. Dir. And all Managers.
3. Keep job descriptions updated and communicate clearly what expectations are and how performance will be measured. Responsibility: Exec. Dir. And all Managers.
4. 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. Responsibility: Exec. Dir. And all Managers.

Create and maintain open and honest two way communications

1. Continue at least quarterly newsletter mailings. Responsibility: IT Mgr/Board Volunteer.
2. Conduct surveys of all stakeholders, employees and consumers annually. Responsibility: All Managers.
3. Sponsor, through the board of directors, two fund raising events annually. Responsibility: Fund Raising Mgr./Board fundraising committee.
4. Keep the web page, face book, etc. current and relevant. Responsibility: IT Mgr.
5. Maintain open door policy for all employees, clients, stakeholders and community members. Responsibility: All mtrs. Exec. Dir.

Expand Client population by receiving authorizations for and in taking at least ten additional clients into various programs.

1. Work closely with Regional Center coordinators and TLC staff to be the agency of preference for new clients to the area and graduating high school clients.
2. Expand programs to include a weekend/off hour's community integration program and client in school respite program to get to know clients and their families who will be matriculating into adult services in the future.
3. Work with other agencies to explore possibilities of absorbing some of their existing clientele.

Responsibility: Exec. Director/Management team.

Enhance staff development and training in a comprehensive and measurable way.

1. Improve new staff orientation through a formalized, time spaced process including specific initial training, presentations by managers on their specific programs and a history of PFI, Title 17 and past and current industry standards and best practices policies and procedures.
2. Develop a specific curriculum for new employees and an ongoing training program through College of Direct Supports for more in depth general topics and department/program in depth trainings on specific program topics.
3. Develop a compensation plan with specific pay scales based on job title and the current Northern California Wage and Salary Survey.
4. Develop a personnel review policy that rates employees within their pay scale based equally on performance and their percentage of completion of the ongoing training curriculum for PFI and their specific program.
5. Explore the possibility of creating certificate requirements for completion of varying levels of college of direct supports curricula.
6. Explore the possibility of partnering with ROP or similar organizations to provide CNA training for interested SLS staff.

Responsibility: Exec. Director/Management team.

July 2015-June 2016 Coastal Support Services Outcome Goals

Outcome Goals	Categories of Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Previous Outcome
Effectiveness								
Establish Consumer ISP Goals	Percentage of consumers with up to date ISPs	All consumers	Biannual	ISP Files	CSS Manager	95%		75%
Maximize Progress on ISP Goals	Percentage of consumer goals showing positive progress	All consumer goals	Biannual	ISP Files	CSS Manager	90%		78%
Efficiency								
Maximize Consumer Services	Percentage of authorized support hours delivered	All consumers	Annual	Billing Forms	CSS Manager	90%		79%
Maximize Consumer Retention	Percentage of consumers who have received services and are continuing to receive services	All referrals	Biannual	Case files	CSS Manager	100%		99%
Satisfaction								
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	98%		96%
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	100%		100%

July 2015-June 2016 The Community Connection Outcome Goals

Outcome Goals	Categories of Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Previous Outcome
Effectiveness								
Maximize Progress on ISP Goals	Percentage of participants goals achieved or making positive progress	All participants goals	Bi-annually	ISPs and Case Files	TCC Manager	90%		90%
Maximize # of online training courses taken	Percentage of employees who have completed or have made progress in 1 online courses	All TCC employees	Annually	online site or employee schedules	TCC manager	95%		New Goals
Efficiency								
Maximize staff attendance	Percentage of days staff worked when scheduled	All employees	Bi-Annually	ADP/ schedules and	TCC Manager	90%		93%
Maximize progress on employee goals	Percentage of employee goals achieved or making progress	All employee goals	Bi-Annually	log books / evaluations	TCC Manager	90%		90%
Maximize client attendance	Percentage of days clients attend per days authorized	All TCC participants	Bi-Annually	billing forms/ schedule	TCC Manager	95%		97%
Service Access								
Maximize Participants Retention	Percentage of participants who have and continue to receive services	All TCC participants	Bi-Annually	Billing Forms	TCC Manager	100%		New Goals
Increase amount of time spent outside the facility	Percentage of authorized time clients spend outside the facility	All TCC Participants	Bi-Annually	Schedule and log books	TCC Manager	65%		65%
Satisfaction								
Maximize staff satisfaction	Percentage of staff members who give a satisfaction rating average of 8 on a 1 to 10 scale	All TCC staff members	Annually	Survey Results	TCC Manager	90%		New Goals
Maximize client participation in surveys	Percentage of clients who participate in the satisfaction survey	All TCC staff and participants	Annually	Survey Results	TCC Manager	100%		New Goals
Maximize stakeholder satisfaction	Percentage of stakeholders who give a satisfaction rating average of 4 on a 1 to 5 scale	All TCC stakeholders	Annually	Survey Results	TCC Manager	95%		89%

July 2015-June 2016 The Job Connection Outcome Goals

Outcome Goals	Categories of Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Previous Outcome
Effectiveness								
Maximize Placement	Percentage of people referred for individual job development placed in jobs	Authorizations for Job Development	Bi-annually	Case Files	TJC Manager	60%		55%
Maximize Progress on IHSP Goals	Percentage of client goals achieved	Individual And Group	Bi-annually	IHSPs and Case Files	TJC Manager	SEP: 65%		68%
						GROUP: 50%		43%
Efficiency								
Complete 4 training courses per year, per staff	Complete 4 training courses per year per staff member	TJC staff members	Bi-annually	CDS Reports & Training Rosters	TJC Manager	100%		100%
Expedite placement process	Percentage of placements made within 90 days of Placement Authorization	All Clients referred and placed	Bi-annually	Case Files	TJC Manager	90%		100%
Maximize Job Retention	Percentage of clients maintaining jobs for more than 3 months	Individually placed clients this year	Annually	Case Files	TJC Manager	85%		83%
Service Access								
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	90%		100%
Maximize authorized service	Percentage of authorized services hours (includ PVSA) for individually placed clients	All individual job coach hrs provided	Monthly	Billing forms	TJC Manager	90%		90% (w/o PVSA)
Satisfaction								
Maintain 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	90%		88%
Maintain 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	90%		100%

July 2015-June 2016 L.I.F.E. on the Coast Outcome Goals

Outcome Goals	Categories of Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Previous Outcome
Effectiveness								
Maximize ISP goal progress	Percentage of goals achieved	All goals	Bi-annually	ISPs and Case Files	LIFE Manager	75%		45.5%
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	85%		83%
Increase client training	Number of training sessions Offered per Quarter	All people served	Bi-annually	Training Logs	LIFE Manager	90%		83%
Efficiency								
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		0%
Increase staff training	Complete 2 training courses per Quarter, per full time staff member	LIFE full time staff members	Bi-annually	CDS Reports	LIFE Manager	100%		80%
Maximize staff goal progress	Percentage of employee goals achieved	All goals	Bi-annually	Personnel Files	LIFE Manager	92%		87%
Service Access								
Maximize Attendance	Percentage of authorized days attended	All clients	Bi-annually	Billing and authorizations	LIFE Manager	76%		68%
Satisfaction								
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%		76%
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	90%		86%
Maximize Client Survey Participation	Percentage of completed surveys received	All people served	Annually	Survey Results	LIFE Manager & Program Assistants	100%		100%

Parents and Friends, Inc.

Plans and Reports

July 2015

Parents and Friends, Inc.

Accessibility Plan

June 2015

Purpose

The purpose of this report is to describe measures that Parents and Friends took during 2014/2015 and will take during 2015/2016 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 100 serves 75 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.

New Location!:521 E. Chestnut 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 521 E. Chestnut St.
- The Community Connection is a state licensed day activity program offering services to individuals with severe disabilities. TCC is in the process of meeting licensing requirements and moving from 240 N. McPherson St. to 521 E. Chestnut 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 quarterly 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 quarterly. All employees are informed upon hire and annually of the Safety and Accessibility Committee and its functions. Employees are also made aware of how to report safety concerns and safety topics are regularly discussed at all types of meetings.
- Safety inspections

Regular quarterly bi-annual inspections completed by the Committee result in action items and plans of action towards removal of hazards and barriers.

- Manager meetings
The Report Coordinator attends weekly Manager'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.

2014/15 Accessibility Report:

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

This year PFI purchased a building at 521 E. Chestnut St. The entire building has been remodeled and brought into compliance with ADA standards. This building has provided space for many of the activities that clients participate in with the L.I.F.E. on the Coast program. It has also served as office space for some of the staff and meeting and training space for staff and clients. It is planned that The Community Connection day program will move from 240 N. McPherson St. into the 521 E. Chestnut St. building once Community Care Licensing has approved the new space.

350 Cypress St. continues to be in use. One building is providing office and meeting space for staff, another building is being used as a workshop for client activities through the L.I.F.E. on the Coast program. This last year, PFI has installed a community garden in the outdoor space at 305 Cypress St. providing clients and community members with a space to learn about organic gardening and nutrition. The garden produce and flowers are to be sold at the local Farmer's Market and will provide ingredients to be used in the Learning Kitchen that has been installed at 521 E. Chestnut St.

350 Cypress St. is PFI's oldest location and as of this report, all of the possible improvements have been made to bring Cypress Street Center as close to ADA compliant as is practical. It will not be possible to make the location completely ADA compliant. Our strategy has been to minimize activities and Cypress Street Center and provide alternate locations for staff and clients to meet and participate in activities.

Following is a list of items that were identified in July 2014-June 2015 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, ChSt.: 521 E. Chestnut St.

Items Completed in 2013/2014:

1. Some door knobs require grasping or twisting of the wrist (ADA checklist, item 1.44)
Current Status: Completed 02/2015: The front door of the farmhouse at CSC is the only handle that is not compliant. It would require replacing the entire door and be a large expense. As of 02/2015 activities at CSC have been minimized and the majority of activities have been moved to the new building on Chestnut St. For activities that continue at CSC staff will be available to assist any individual requiring help.
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: Completed 02/2015: The 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. It would require replacing the entire ramp and be a large expense. As of 02/2015 activities at CSC have been minimized and the majority of activities have been moved to the new building on Chestnut St. For activities that continue at CSC staff will be available to assist any individual requiring help.
3. Carpets and mats should be secured to prevent tripping (ADA checklist, item 1.49, 2.49)
Current Status: Completed 02/2015: Carpets and mats in buildings at Cypress St. are not secured. One building has cement floors and carpets cannot be tacked down into the cement. The other building has mats that need to be cleaned under regularly and tacking them down would damage the floor and prevent cleaning. As of 02/2015 activities at CSC have been minimized and the majority of activities have been moved to the new building on Chestnut St. For activities that continue at CSC staff will be available to assist any individual requiring help.
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: Completed 02/2015: The entrance to the Farmhouse building at Cypress St. has only 53 inches of depth clearance because of the dimensions of the ramp. As of 02/2015 activities at CSC have been minimized and the majority of activities have been moved to the new building on Chestnut St. For activities that continue at CSC staff will be available to assist any individual requiring help.

Communication Barriers

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

Current Status: Completed 07/2014: PFI has purchased and installed ADA compliant signage for all rooms in the Admin building.

Items Continuing for 2015/2016:

Architectural Barriers

1. Thrift Store Checkout Counter Accessibility: A check-writing surface should be provided at a height of no more than 34 inches that a wheelchair can pull up to. The accessible checkout

counter should be labeled with signage if both counters are not accessible. (ADA Checklist: 2.72-2.80)

Current Status: New item: Because both checkout counters are glass they can't be modified easily.

Short Term Plan 07/2015-06/2016: Seek a table or shelf that would meet ADA requirements for a check writing surface. Direct staff to provide assistance to people who need it until a solution can be put in place.

Long Term Plan: When it becomes necessary to replace one of the counters, purchase one that meets ADA requirements.

Person Responsible: Thrift Store Manager

2. Aisles and walkways in the thrift store should be 36 inches wide.

Current Status: Continuing item: because merchandise is always fluctuating and being rearranged, 36 inch clearance is not always maintained between all items.

Short Term Plan 07/2015-06/2016: Staff will work to make sure that an accessible path is maintained to the extent possible.

Long Term Plan: See short term plan.

Person Responsible: Management and staff at the Thrift Store.

3. Clearance in front of light switches: all buildings.

Current Status: Continuing item: this is an ongoing item. In some spaces it is not possible to maintain clearance in front of light switches because of the shape and requirements of the space. Staff should be aware and make every attempt to maintain clearance in front of light switches in all buildings.

Short Term Plan 07/2015-06/2016: Staff will work to make sure that clearance is maintained in front of light switches.

Long Term Plan: See short term plan.

Person Responsible: Management and staff at all locations.

4. Front door at Redwood Ave. is too heavy and closes too fast.

Current Status: New item: the front door is too heavy to be opened easily by someone using a wheelchair or who has other challenges. (ADA Checklist: 1.46)

Short Term Plan 07/2015-06/2016: Install a door bell so that someone can ring for assistance if necessary.

Long Term Plan: Install an automatic door opener, or identify a permanent building that can renovated to make the entrance meet ADA requirements.

Person Responsible: Safety and accessibility committee.

5. Bathrooms in TCC boiling do not meet ADA requirements.

Current Status: Continuing item: see ADA checklist, priority 3.

Short Term Plan 07/2015-06/2016: The Community Connection is in the process of being licensed to move to the Chestnut St. building where the bathrooms meet ADA requirements. The current building that TCC is operating out of is not owned by PFI and would require major renovations in order to bring it into compliance with ADA requirements.

Long Term Plan: See short term plan.

Person Responsible: TCC Manager and ED.

Environmental Barriers

None Identified

Attitudinal Barriers

6. Potential Employer preconceived bias about developmental disabilities

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

Five new employers were found this year. Involvement with the Chamber of Commerce, Kiwanis Club, Soroptimist Club, Leadership Mendocino, and fundraising and PR activities

Short Term Plan 07/2015-06/2016: 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

7. 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 Soroptimist and Kiwanis clubs, and fundraising and PR activities.

Short Term Plan 07/2015-06/2016: Maintain strong relationship with current supporters and stakeholders.

Long Term Plan: See short term

Person Responsible: Board of Directors, Executive Director

8. 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. 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.

Short Term Plan 07/2015-06/2016: Continue to train existing and new staff according to the existing training plan and use all opportunities for staff training allowed in the RCRC grant.

Long Term Plan: See short term

Person Responsible: Executive Director

Financial Barriers

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

Current Status: Continuing item: Continued- Maintained all current fundraising events. Created a position for a full time staff person to specialize in Technology and Fundraising. This staff member will work to grow existing events and also look into grant writing and additional opportunities for fundraising.

Short Term Plan: Research alternate sources of income including fundraising and grants, work with specialized staff to maximize alternate sources of revenue not dependent on the state budget.

Long Term Plan: See short term

Person Responsible: Fundraiser/Grantwriter, Executive Director, Board of Directors

Employment/Service Access Barriers

10. 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 SLS support this year, two new clients were referred to the LIFE program, five new clients have been referred to TCC, and 15 new clients were served by TJC.

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

None Identified

Technological Barriers

11. Limited access to equipment for staff:

Current Status: Continuing 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 (07/2015-06/2016): keep current computers up to date with software updates. Continue to provide cell phones to all staff and seek computers at reasonable costs. A full time staff person is now responsible for Internal Technology for staff and clients. This person is available for application support in order to make sure that staff are accessing features available through existing software and make recommendations on upgrades as well as addressing other technological needs.

Long Term Plan: See short term

Person Responsible: IT Staff, Executive Director, All Managers

12. Limited access to technology for clients.

Current Status: Continuing 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. Also, a full time staff person is now responsible for assistive technology for clients. The RCRC grant is being used to fund this staff person to become certified as an assistive technologist and there are additional grant funds that will be available to fund devices and applications to be used by clients.

Long Term Plan: See short term

Person Responsible: IT Staff, 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 previously owned vehicles and also purchased another passenger van. As of 06/2015 PFI has five passenger vans, with one being wheel chair accessible and also has a wheel chair accessible bus.

Short Term Plan (07/2015-06/2016): 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, 2015

Race	PFI	Mendocino	California
White persons, percent	75%	76.5%	57.6%
Black persons, percent	1.4%	.07%	6.2%
American Indian and Alaska Native persons, percent	4.2%	4.9%	1%
Asian persons, percent	2.8%	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	17%	22.2%	37.6%
Age/Gender	PFI	Mendocino	California
Persons 65 years old and over, percent	1.4%	15.4%	11.4%
Female persons, percent	34%	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 2015.

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 71.

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, 2014 – June 30, 2015

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 was one allegation of wrongdoing by two staff people filed by another staff person. The allegation was thoroughly investigated by the Executive Director and the Corporate Compliance Officer and Supervisors involved. Recommendations were made by the investigative team and have been followed by all involved parties. The matter has been settled and details are confidential. Records of the allegation, investigation, and resulting recommendations are kept in the Business Office for review by appropriate parties if necessary.

Corrective Actions and Trends:

All necessary policies and procedures are in place and have been followed, corrective action specific to the allegation has been completed, no general corrective action is necessary to prevent recurrence.

July 2014-June 2015 Policy and Procedure Recommendations:

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

Personnel Policies and Procedures were last reviewed and approved in May 2015

Client Employee Policies and Procedures were last reviewed and approved in May 2015

Department Specific Policies and Procedures were last reviewed and approved in March 2015

Board of Directors Bylaws and Handbook were last reviewed and approved in May 2015

Program Manager's Policies and Procedures were last reviewed and approved in March 2015

July 2014-June 2015 Committee Members:

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

Committee Member: Rick Moon, Executive Director

Committee Member: Mike Hall, Board President

Committee Member: Daphne Haney, Accountant and HR Consultant

Parents and Friends, Inc.
Critical Incident Analysis
2014/2015

July 2014- June 2015 Incident Summary:

Date	Location	Result	Description	
7/11/14	Community	First Aid	Client fell while walking and skinned elbow	Trip/fall
7/18/14	Community	No Injury	Medication error: meds given late	Medication
8/7/14	Thrift Store	First Aid	Client burned by coffee maker	Minor
8/8/14	Community	No Injury	Medication error: meds not given	Medication
8/11/14	Community	First Aid	Client fell while walking and skinned elbow	Trip/fall
9/23/14	Community	No Injury	Client grabbed staff person by wrist in frustration	Aggression
12/9/14	CSC	No Injury	Fire extinguisher fell off of wall and onto client's foot	Minor
2/26/15	Community	First Aid	Client scratched by cat at humane society	Minor
3/3/15	Chestnut St	First Aid	Client scratched by sharp edge on car	Minor
3/26/15	Chestnut St	First Aid	Client scratched by sharp edge on door	Minor
4/8/15	Chestnut St	First Aid	Client cut finger washing dishes	Minor
4/10/15	Client home	First Aid	Staff person strained back assisting client during a seizure	Minor
4/30/15	Thrift Store	No Injury	Very small fire in ashtray- extinguished	Other
5/1/15	Community	Dr. Visit/ Work Comp	Staff person sprained ankle playing basketball with client	Other
5/5/15	Unknown	First Aid	Client had cut on finger	Minor
5/7/15	Community	No injury	Minor car accident in staff person's car	Car accident
5/19/15	CSC	First Aid	Client had cut on finger	Minor
5/21/15	Community	First Aid	Client had scratch on foot	Minor
5/26/15	Client Home	First Aid	Client had cut on finger	Minor

Parents and Friends Critical Incident Analysis

July 2013- June 2014 Incident Summary

Of 19 total incidents documented only 13 resulted in any injury. We will be summarizing only incidents that resulted in injury:

- 6 (46%) happened in the community
 - 3 (23%) happened at Chestnut St
 - 2 (15%) happened in client's homes
 - 1 (8%) happened at the Thrift Store
 - 1 (8%) happened at Cypress Street
-
- 12 (92%) required 1st Aid
 - 1 (8%) required Doctor's visits

July 2014- June 2015 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.
- There are no apparent trends in the cause of various incidents. Most incidents are minor or unrelated to each other.

Actions for Improvement:

- Continue training all staff in first aid and CPR including seizure procedures.
- Continue to use a centralized medication system and staff person to serve as a medication coordinator
- Continue to 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.
- Continue bi-annual safety inspections, annual review of all safety postings and procedures, quarterly safety committee meetings, and regular training for all staff.

Results since last report (7/14):

- 2 incidents involved medication errors. Medication coordination has now been centralized and one staff person is responsible for prescriptions, documentation, and medi-setting for the vast majority of clients. This has greatly reduced errors and near errors and has resulted in a significant increase in the accountability and reliability of medication support provided to clients. ***This was an action for improvement identified in last year's report that has been accomplished during 2014-2015.***
- 2 incidents resulted from trip and fall accidents. This is a significant decrease from previous years and is an achievement considering the number of people who have

ambulatory challenges. Trainings provided to staff in providing effective support to clients requiring assistance walking may have been helpful in reducing the amount of accidents. These trainings will be continued regularly as there is staff turnover, and as a refresher. ***This was an action for improvement identified in last year's report that has been accomplished during 2014-2015.***

- Only one incident involved physical aggression from clients. This is a significant decrease from previous years. A senior staff person has been certified as a Pro-Act trainer and training is being provided to all staff people in order to reduce and prevent future incidents. ***This was an action for improvement identified in last year's report that has been accomplished during 2014-2015.***
- Many incidents (62%) involved minor scrapes and cuts to client's fingers. It seems that these incidents are not the result of any particular hazard and are not avoidable. Staff handled the incidents well and were prepared with first aid supplies to treat the injuries.
- The overall number of incidents reported has reduced dramatically, from 52 total incidents in 2013-2014 to 19 total in 2014-2015. It appears that increased staff training, attention to safety hazards, and luck contributed to the decrease.

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

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
2015/2016

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 PFI's 2014/2015 goals:

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.
 Status (07/2015): **In Progress, Continuing for 2015/2016** All staff have been assigned the course and 6% of staff have completed it.

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: Create and assign a staff person to maintain the database.
 Timeframe: June 2014-June 2016.
 Status (07/2015): **Completed.** A database has been created, and a staff person has been assigned to maintain it.

Parents and Friends, Inc.
Employee Retention Rate Analysis
June 1, 2014 – June 30, 2015

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 116 to 125 employees, including an increase from 31 to 32 client employees. During this same time 36 employees left employment at PFI for a number of reasons. As a result, 45 new employees were hired at PFI during the year, 36 to replace employees who had left and 9 because of expanded needs to support services. The 36 employees who left PFI left for a number of reasons. Those reasons are:

Unknown/Found Another Job	Personal/Not Job Related	Reorganization/ Job Eliminated	Relocated	Medical	Poor Performance	Total
8	10	1	6	3	8	36

The chart above shows that PFI experienced a 21% turnover rate of staff for voluntary reasons and 10% for involuntary reasons from July 1, 2014 through June 30, 2015.

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 16% vs 14% 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. Maintain an open door and open communications policy.
7. Have ED attend each department staff meeting at least quarterly.
8. Offer 403b retirement program to all staff

Parents and Friends, Inc.
Risk Management Controls System
June 2015

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

Exposure	Control Mechanism	Responsibility	Schedule/Report	Review Date
General Liability	General Liability Insurance policy in effect. Annual review of policy w/ insurance broker prior to renewal.	Executive Director	Philadelphia Indemnity Ins. Policy 9/25/14 – 9/25/15 Ongoing	August 2015
	Maintain Safety Committee / OSHA Compliance.	Safety Committee		Ongoing
Professional Liability	Maintain current Insurance Policy. Annual review of policy w/ insurance broker prior to renewal.	Executive Director	Same as General Liability	August 2015
Property Loss	Maintain current Insurance Policy. Annual review of policy w/ insurance broker prior to renewal.	Executive Director	Same as General Liability	August 2015
Vehicle Loss	Maintain current Insurance Policy. Annual review of policy w/ insurance broker prior to renewal.	Executive Director	Same as General Liability	August 2015
Business Loss/Interruption	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
<u>Loss of Reputation</u>	Maintain PFI Website Maintain Open Communication with Consumers, Family/ Guardian and the Community. Maintain annual Stakeholder, Consumer and Employee Surveys. Parents and Friends Newsletter	IT Staff Board of Directors, All PFI Staff Program Managers/ Administration Fundraising Staff	Ongoing Ongoing Annually Quarterly	Ongoing Ongoing Annually Quarterly
<u>Liability to Employees</u>	Maintain viable employment opportunities	Board of Directors, ED, TJC Staff	Ongoing	Ongoing
<u>Loss Of Accreditation</u>	Dept. Of Habilitation / Dept. Of Rehabilitation Maintain current Insurance Policy. Maintain Safety Committee / OSHA Compliance. CARF Survey CPR Certification	Program Managers Executive Director Safety Committee, All PFI staff Management Team / Board Of Directors Program Managers	Ongoing Same as General Liability Annually Annually Annually	Ongoing August 2015 Annually Annually Annually
<u>Loss / Reduction or Interruption of Income</u>	Match income w/ expenses- reacts quickly to changing finical situations. Contingency fund of \$100,000. Weekly and Monthly cash flow to match.	Executive Director Board of Directors / Executive Director Executive Director	Monthly Monthly Weekly/Monthly	Monthly Monthly Weekly/Monthly
<u>Financial miss management or malfeasance</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>Inability to hire and maintain sufficient Quantity of experienced employees.</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>Natural Disaster, Fire and Accident Prevention</u>	Safety Plan	Safety Committee	Quarterly	Quarterly

Parents and Friends, Inc.
Technology and Systems Report
June 2015

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.

- Parents and Friends web page, which is maintained by a staff person.
- 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 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. Dropbox has been installed on all computers which is used to share and store files including policies and procedures and reports and allows cloud storage, file synchronization and file sharing between users.
- PFI has implemented ADP, 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. ADP works with Quickbooks and allows for more efficient and auditable processing of payroll and billing.
- 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 email 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 at 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.

2015 Satisfaction Survey Results

2015 Employee Opinion and Satisfaction Survey Results

94 Responses

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

24/7:

- Very grateful to feel accepted as part of a larger family
- I enjoy my job, would appreciate more training and better interdepartment communication
- Extremely
- Very satisfied
- Pretty satisfied
- Very satisfied
- Good
- Very satisfied

CSS:

- Extremely
- Great
- I am in satisfaction with my position
- OK (x2)
- Pretty good so far
- Satisfied (x2)
- Satisfied most of the time
- Very (x3)
- Very Satisfied (x3)
- Very well, though the extra assignments are a bit stressful. I like a permanent

LIFE:

- Highly satisfied
- Satisfied (x4)
- Very
- Very- I love my job

Thrift Store:

- 10
- Going on 7 years- I must be happy at Paul Bunyan Thrift Store
- Good (x2)
- Happy (x3)
- I am happy with my job
- I am very satisfied with my position and responsibilities here at Paul Bunyan
- I like my job (x2)
- I'm fine
- It's okay but always would like to progress
- Love it
- Oh yes
- Satisfied (x3)
- Very (x3)
- Very happy love working in store

- Very satisfied (x2)
- Yes I'm ok
- Yes, I like what I do

TCC:

- I am very satisfied with this job
- Very satisfied
- I am very happy except I would like to do more but my fingerprints are taking a long time to come back
- I am very satisfied
- I am very satisfied with my job
- I am positive and confident at my position
- I LOVE my job
- Good :)
- On a scale of 1-10 I'd say about a 6. Love my position but it isn't always the best and sometimes a hard situation
- Definitely, I've taken on new responsibilities and have learned a little more about the office procedures

TJC:

- Very
- Yes, I love my job!
- Okay

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
7.64	9.3	7.65	8.73	9.6	9.86	8.7

I am highly motivated to see PFI succeed:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
9.28	9.78	9.31	9.64	10	9.97	9.65

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

24/7	LIFE	SLS	TCC	TJC	TS	ALL
8.85	9.44	8.56	9.45	9.67	9.63	9.27

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

24/7	LIFE	SLS	TCC	TJC	TS	ALL
9.14	9.2	8.73	9.36	9.67	9.69	9.21

I feel that opportunities for career advancement are clear:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
6.93	7.06	6.6	8.18	7.5	9.36	7.65

I clearly understand my job responsibilities:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
9.29	8.8	9.19	9.73	10	9.83	9.44

My supervisor has been sensitive to my work related problems:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
9.21	9.4	8.04	9.64	9.83	9.77	9.26

I look to my supervisor as a positive role model:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
8.86	9.4	8.85	9.73	9.83	9.9	9.39

I feel that I have a voice and that I get meaningful opportunities to provide positive contributions and ideas to my program functions:

24/7	LIFE	SLS	TCC	TJC	TS	ALL
8.07	9.3	7.54	8.09	10	9.77	8.68

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
43%	70%	50%	64%	67%	30%	47%

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

24/7	LIFE	SLS	TCC	TJC	TS	ALL
86%	90%	81%	82%	100%	93%	85%

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

24/7	LIFE	SLS	TCC	TJC	TS	ALL
36%	80%	50%	91%	67%	73%	61%

Do you know who your Safety Committee Representative is?

24/7	LIFE	SLS	TCC	TJC	TS	ALL
64%	100%	81%	91%	83%	83%	81%

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
71%	80%	62%	55%	83%	53%	61%

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

24/7	LIFE	SLS	TCC	TJC	TS	ALL
79%	90%	85%	91%	67%	27%	65%

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

24/7	LIFE	SLS	TCC	TJC	TS	ALL
36%	80%	58%	73%	67%	17%	48%

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
29%	80%	54%	73%	67%	17%	46%

Please note any further comments:

24/7:

- I have been watching clips about Autism and the success so many are having with the issues when addressed and I am thinking we have clients who could have an improved quality of life through innovative and improved learned methods of communication
- I felt satisfied with our former supervisor and I am happy and comfortable with the recent change

CSS:

- I do not feel supported in my position nor do I feel the expectations are clear. I have tried to follow the instructions only to find they have changed, without warning- which leaves me frustrated in my job and unable to feel like I am able to succeed for my supervisor.
- I hope with such a wide variety of opportunities we will be able to accommodate any new clients. Regardless of capabilities, it's a personal goal to attempt making new friends within the company. Above all I hope with the upcoming transition we are able to have our clients comfortable safe and happy with their environment and staff
- I need more time to interface with the garden and ideas for meal planning as well as alternative possibilities for meals
- I really need help with computer study
- I think communication with all parties possibly involved with schedule changes needs to be informed in a timely manner, (especially and including the clients) also other staff that overlap...e.g. and i.e. XX and CC who may have different staff simultaneously
- It appears that this agency is growing and increasing in number. I also believe our company is sincere in assisting our people we serve with dignity and compassion for their disabilities. That inspires me greatly.
- Love it here
- This program is very supportive to the clients and staff

LIFE:

- My job is evolving positively and while there has been some disorganization and I haven't always felt clear about directions, I do feel very strongly that PFI as a whole is a wonderful, responsible and positive place to work. Thanks!
- I think we should all work together like a well oiled machine

Thrift Store:

- 10
- Going on 7 years- I must be happy at Paul Bunyan Thrift Store
- Good (x2)
- Happy (x3)
- I am happy with my job
- I am very satisfied with my position and responsibilities here at Paul Bunyan
- I like my job (x2)
- I'm fine
- It's okay but always would like to progress
- Love it
- Oh yes
- Satisfied (x3)
- Very (x3)
- Very happy love working in store
- Very satisfied (x2)
- Yes I'm ok
- Yes, I like what I do

TCC:

- I just want to say good job to all supervisors for doing a good job
- I love this program and the goals set forth. I enjoy watching and being a part of its growth. It's helped me be the best kind of me, thank you
- I am really happy we got more employees. I just wish we were all on the same page. It would make things in the work environment a lot easier. I think it's because there are so many new employees

TJC:

- I would love to have employees earn more money but applaud the wisdom of possible incentive checks. Not sure if there is a wage scale adjustment plan for when min wage goes to \$10.00 in January 2016. Would like to hear if so.

2015 Thrift Store Customer Satisfaction Survey Results

45 Survey Responses

- 1) Do you ever donate items to the Thrift Shop:

87% of respondents said yes

- 2) Has that been a pleasant experience?

4.36 on a scale of 1 to 5

- 3) Have you found the staff member to be considerate and responsive to your requests?

4.5 on a scale of 1 to 5

- 4) How would you rate:

a. Store hours:

4.56 on a scale of 1 to 5

b. Ability to find what you're looking for:

4.42 on a scale of 1 to 5

- 5) What type of products are you looking for when shopping?

Kitchen	64%
Women's	56%
Linens	42%
Books	36%
Electronics	29%
Men's	27%
Children's	22%
Furniture	13%
Art	4%
Jewelry	4%
All	2%
Housewares	2%
Knitting items	2%
Pet items	2%
Rugs	2%
Office supplies	2%
Tools	2%
Video tapes	2%
Work out equipment	2%
Yarn	2%
Inspiration	2%

- 6) If there was a problem that required you to contact us was the problem resolved promptly and to your satisfaction

4.04 on a scale of 1 to 5

- 7) We would appreciate any general comments you may have regarding our service:

- Appreciate 2/1 and discounts
- excellent
- Great store. Different racks for different size dresses for 25+ years and seasons- too high for short folks

- great thrift store, friendly staff, and great prices
- I feel you should consider swap out furniture items when it benefits both parties
- I love this place, thanks to all of you
- keep it going
- love love love your beautiful store
- Love your store, employees have always been friendly, courteous, helpful. It's a pleasure shopping here and our town of Fort Bragg is very lucky to have you
- Love your store, stop by as often as I can
- Maybe have the cell phone sign on counter. People don't seem to notice it
- positive attitudes, friendly
- Shirley is a ok
- so nice and clean and friendly
- Sometimes I think the prices are a little high otherwise no problems
- Sort clothing by sizes would be helpful. To use debit card!
- Still need real fitting room doors!?
- the employees are courteous and helpful and work to keep the store clean and neat
- the folks here are the nicest and most pleasant to work with ever
- this thrift store has been great
- whenever I'm visiting Ft. Bragg I always stop in and find some treasures- love the store

2015 LIFE Stakeholder Survey Results

2015: 3 Responses

Are you satisfied with the services provided at Parents and Friends Inc.?

2015: 4.33 on a scale of 1 to 5

2015 Comments: None

Do you feel Parents and Friends Inc. is effective at helping to support people to be successful?

2015: 4.33 on a scale of 1 to 5

2015 Comments: None

Do you feel that Parents and Friends Inc. offers its services in a compassionate, respectful, and attentive manner?

2015: 4.33 on a scale of 1 to 5

2015 Comments: None

Would you recommend Parents and Friends Inc. to a family member or friend?

2015: 4.67 on a scale of 1 to 5

2015 Comments: None

Do you receive required paperwork in a timely manner?

2015: 3.67 on a scale of 1 to 5

2015 Comments: None

Does the staff at Parents and Friends Inc. make themselves available to answer your questions and concerns in a timely manner?

2015: 4.0 on a scale of 1 to 5

2015 Comments: None

Are your phone calls returned in a timely manner?

2015: 4.0 on a scale of 1 to 5

2015 Comments: None

What could Parents and Friends Inc. do to better serve people with disabilities?

2015 Comments:

Help increased number of people obtain competitive employment

Work opportunities for people who have limited communication

What do you think is Parents and Friends Inc. greatest strength?

2015 Comments:

Creative ways to serve people

Community involvement and supportive and respectful of people served

Please list any changes that you would like to see in Parents and Friends Inc. services.

2015 Comments: None

11. Please list any additional comments you may have.

2015 Comments:

Thank you for your excellence and leadership

2015 LIFE Stakeholder Survey Results

2015: 11 Responses

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

2015: 4.9 on a scale of 1 to 5

2015 Comments:

Very helpful fulfilling "circle" orders

I think they have great programs for the people. Something for everyone.

It gives the handicapped something to do

So very helpful, nothing is too much trouble

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

2015: 4.9 on a scale of 1 to 5

2015 Comments:

Without them people would just be stuck at home

It's helping others that are in need of services- like helping to move furniture

It gives them confidence in themselves. Helps them make decisions

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

2015: 4.7 on a scale of 1 to 5

2015 Comments:

I love the staff that has worked with my son. They always treat him with respect.

They're good to the handicapped and treat them with respect

Do you feel that your support staff and LIFE on the Coast manager have communicated with you in a timely manner? (responses, appointments, paperwork, phone calls?)

2015: 4.6 on a scale of 1 to 5

2015 Comments:

With special events etc.

Could use to send bills out on a regular basis

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

2015: 4.5 on a scale of 1 to 5

2015 Comments:

I have in the past and will in the future

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

2015 Comments:

The different things they offer lot of life skills

The staff

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

2015 Comments:

They do a good job already

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

2015 Comments: None

Please list any additional comments you may have.

2015 Comments: None

2014 LIFE Client Survey Results

37 Responses

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

2015: 4.14 on a scale of 1 to 5

2015 Comments:

Because I have my good best friends with me that happens to be drivers
Because I like to meet people
Because I love their
Because sometimes I'm happy with what you do and sometimes not happy with what you do
I like being in Parents and Friends
I like it
I like to meet new people
I like to swim, I like to cook and to clean the office
It's given me opportunities to spend time with friends and meet people
Talk to people
Wants to be put with different staff

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

2015: 4.11 on a scale of 1 to 5

2015 Comments:

Because they're great with it
Cleaning the bathrooms and cleaning the trash. Putting the trash out on the corner at all three places
Don't know
I attend Adam's cooking class
I like it
I like to go to the golf course
I like to help the people their
They provide classes and opportunities to do things that clients are interested in

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

2015: 4.22 on a scale of 1 to 5

2015 Comments:

Because I am respectful to all the manager and clients and staff member
Feel comfortable and like it
Mike
Sometimes staff is hard on me
Talk to people
They treat me pretty good
Yes they have been very flexible and understanding
We love Chuckie

Do you feel that your support staff and LIFE on the Coast manager have communicated with you in a timely manner? (responses, appointments, paperwork, phone calls?)

2015: 4.25 on a scale of 1 to 5

2015 Comments:

I don't receive phone calls but I do have a list of LIFE staff

No

They call me on the same day

They have let me know about any schedule changes

Yes they did

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

2015: 4.0 on a scale of 1 to 5

2015 Comments:

Don't know

Don't know anyone

Friend

Haven't seen my sister in a while

I always do

I like it

Meadow could go

More people on the work crew, get the job done faster

They have helped me do things I might not have had the opportunity to do otherwise

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

2015 Comments:

Cooking swimming and walking

Fun

Gets me to where I need to go

Getting me to work on time

Go to lunches

Help find new activities

Help people socialize

Help with the clients and their needs

Helping others

Helps you

I enjoy the cooking

I like attending Adam's cooking class. I really enjoy swimming with Chucky

I like the class

It is so good for me

LIFE on the Coast is doing a good job with their job

Making sure we have lots of friends and staff

Nothing

Offering client to do different things they might not otherwise get to do

Take me for a ride, take me places, meet new people, take me places

Takes me out and does things

The best thing I love is hanging out with my wonderful drivers

Transportation

Work

Yes I think LIFE on the Coast is doing great, I love being here with anyone here with Amy and others

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

2015 Comments:

Can't think of anything

Doing things in the evenings or on Saturday's, like go to a movie

Help me with problem with XX

I don't have goals

I don't know (x2)

I don't remember what my goals are

I don't understand the question

My goals are great they find goals with LIFE on the coast

New work crew

Nothing I can think of

Nothing necessary

Put me with different staff

Support

Talk to people

Try to work with the goals and stay committed with it, also tell the staff about your goals on what you want to do

Work more at offices and go swimming and cooking

Working at Mendoza's, not getting in the way while sweeping

Yes they do

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

2015 Comments:

Be able to change staff to go out to lunch with

Be here on time

Cats/helping everyone/ buy lunch at different places/co out to McKereker beach/Zumba/out to lunch/cooking/recording studio

Change up with the staff

Finding a job

Good

I like being with new people

I kind of like it the way it is

I think people should communicate with each other

Kristy back in the program

Less noise have fun at the same time

Like to play soccer for a hobby

Love to see and hang with Chucky listening to Justin Timberlake

More fun

No (x2)

No change

No changes

No changes at this time but I don't like be with others because I see my ex girlfriend at the Paul Bunyan Thrift Store

None

They help me with my way

Please list any additional comments you may have.

2015 Comments:

Bring my stuff up from town to home

For all the work

Hope XXX and I can be friends would like to see the Giants game, would like to go to the theatre, would like to see football games

I like being with my friends

I like Crans class

I like to have change in the LIFE on the Coast program, hang out with everyone

I love this place. Is our country. Be polite. Be respect to others. Stay with a group. Be kind.

I love to dance and sing Karaoke. I love to make my drivers laugh, hang out with them. I also enjoy Chucky, he's my dearest friend

If a place is dirty take more time and clean up the mess

Mow

No

None (x2)

Thanks for everything you have given me you guys are like my family to me Amy thanks for being the sister you are my friend thanks I love you all

TJC Stakeholder Survey Results

2015: 12 Responses

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

2015: 4.83 on a scale of 1 to 5

2015 Comments:

Always doing their best, always finding way to improve service

I feel good about what I'm able to give and learn

Strong program, great, committed, skilled staff, do a great job!

They do an excellent job!

They have always been there for my son

Very helpful and it's a great service to have

You create handicapped jobs

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

2015: 4.92 on a scale of 1 to 5

2015 Comments:

Employers are able to make a difference in our community and make people feel good when maybe they couldn't hire without job coaches

My individuals would not be able to work at all without Job Connection, a must!

There not many jobs out in the community for handicapped and it gives them something to do

They have really helped my son a lot

Yes without their support employers wouldn't take the time to train the employees so they wouldn't hire then

Yes, by all means with no doubt! They are awesome!

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

2015: 4.59 on a scale of 1 to 5

2015 Comments:

Always to my knowledge

I have noted that all employees are very respectful and compassionate

The staff takes time to get to know individuals and their needs which helps to better support

They are very respectful, kind and willing to answer questions you may have they're good to their employees and the handicapped

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

2015: 4.83 on a scale of 1 to 5

2015 Comments:

Just right

My questions are always answered so quick

Printha is speedy in returning my calls, very communicative otherwise
So efficient
Yes
Yes they are always able to communicate and meet with me and when needed without delay.

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

2015: 4.83 on a scale of 1 to 5

2015 Comments:

Absolutely
I have recommended this program in the past
I would always recommend them
I would recommend this service to anyone
It's a great thrift store and reasonable
They are the best in town for what they do
They do a great job

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

2015 Comments:

The ability to recognize the client's needs and address them at the time
Passion and commitment
Helps people on their jobs
Helping get people jobs that might not be able to do it on their own
Respectful and help people with disabilities get jobs
Training so the employer doesn't have to
Dealing with the public
The intention to serve, to help those who cannot help themselves
On the job day after day, handling difficult situations well
The employees that provide services and the management team
People and clients have a voice and they are cared about
Management is so knowledgeable

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

2015 Comments:

Already the greatest
As far as Paul Bunyan Thrift Store I don't see where a change is necessary
I am not sure as it seems they are doing an excellent job.
I am not sure how new staff is trained with individual. For me the more training the better
I can't think of anything
I think they are doing well and I really like the service they have
They do a great job now

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

2015 Comments:

Can't think of any, it's a wonderful program

I would like to be n more regular communication with the JC. Right now there are no problems with contacting each other on an as needed basis. It would be nice to start weekly check-ins!

None known

Please list any additional comments you may have.

2015 Comments:

Can't think of any, great program

I thank Printha Worthen for her detailed attention to my brother's performance and life quality.

It's a miracle that you exist, I bless you all every day

On a whole I am very happy with JC. I love most of all how willing JC employees are in compromising for the greater good of the individual.

Printha is a delight to work with

Printha is super! (as you know)

2015 TJC Client Survey Results

25 Responses

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

4.32 on a scale of 1 to 5

2015 Comments:

Been a good service

I don't attend that

I get paid for it working

I like my job, it's 14 years now. I clean and help put ice in the ice machine

Printha is nice

The staff people are so sweet and nice

Work

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

4.38 on a scale of 1 to 5

2015 Comments:

Don't know

I feel comfortable with them, I enjoy their (staff's) company and they set things right.

I learn how to work and when to take breaks

Service has been real good

yes is doing well but maybe get more better later

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

4.46 on a scale of 1 to 5

2015 Comments:

Do not have one

Don't know

My job coach doesn't talk to me at work sometimes. She doesn't have time to talk to the boss at McDonald's

The job coach understands when I need to use my phone and lets me

The manager are doing good

They have helped a lot

They know where it's at (heart, peace sign)

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

4.42 on a scale of 1 to 5

2015 Comments:

Do not have one

I love sharing ideas and solutions with them and working together in a team

They check on getting me more hours in the summertime

They have taken care of things promptly

They talk to me right away

Yes

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

4.3 on a scale of 1 to 5

2015 Comments:

Don't know

Don't know anyone

Friend

Printha will help them find a job

There is a lot of love and support. I love the positive environment and understanding

They do very good at finding job for you!!

To my mom Kristina

Very well organized

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

2015 Comments:

Communicate with us

Help people get jobs

Help people look for jobs

Help with job

Helps me get organized

I don't know

Make me feel safe at work

Nice

No comment

Show up for work, put clean clothes on, work harder, get more money at all three places

Support

They help do a lot of good

They help me meet people

To train people

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

2015 Comments:

Don't know

Find more different jobs for me to try

Help me get more red shirts for McDonalds I want more hours, noon to 4:00

I do

I like to take walks

Just be there for us

n/a

Not really

Stacy is doing a wonderful job

To have special garden classes and more programs to inspire challenged people and about gardening and taking good care of the planet
Work different

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

2015 Comments:

Don't know

I hope that the garden program would really thrive, prosper, branch out, and get bigger and better and everyone would be so happy with gardening. Let the magic begin!

I would like to work at different job places

Keep my job (McDonalds) clean

No

None (x3)

Please list any additional comments you may have.

2015 Comments:

Good work

I am so hoping that I can or will make a big difference in helping to bring this intensely important movement on. From gardening of all kinds and recycling goes so darn well with being green. With love from sister Rainbow. Thank you, I enjoy it a lot!

I walk on the bridge to go to work

I would like to work somewhere else with more hours

n/a

No

None (x2)

The people are very nice and happy

2015 TCC Stakeholder Survey Results

2015: 6 Responses

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

2015: 4.56 on a scale of 1 to 5

2015 Comments:

High turnover, low wages, lack of good employee pool in our community

Staff is well trained. Staff also are very caring people

They care

They help XX and he is very happy and I'm happy

We have lived in numerous areas. I feel TCC and PFI to be the most successful in providing services

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

2015: 4.67 on a scale of 1 to 5

2015 Comments:

I think low wages and lack of training contribute to poor services

I would like if they can have more activities

Staff goes on outings into the community

They do what he wants

Yes, I feel TCC works very hard at helping people choose activities they enjoy and making it happen

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

2015: 4.67 on a scale of 1 to 5

2015 Comments:

They care

We have seen my daughter being told "hurry and there will be candy" etc. to gain her compliance

XX is respected, esteemed and valued for his individuality- Staff responds quickly to his needs

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

2015: 4.56 on a scale of 1 to 5

2015 Comments:

Because they help the community members

Best program! XX is loved respected and nurtured- I recommend it when an opportunity arises

Past services

Some of the workers seem very unprofessional. Effective ongoing education required such as school paraprofessionals, CNAs etc. receive

Do you receive required paperwork in a timely manner?

2015: 4.88 on a scale of 1 to 5

2015 Comments:

Always
I can know what happened
Leann is very responsive
Very timely

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

2015: 4.89 on a scale of 1 to 5

2015 Comments:

Always
I am always called back, they flex around our family needs and schedules, sometimes at their own inconvenience
Yes, very willing and in a concerned manner to listen and facilitate solutions to concerns.
Very flexible and caring

Are your phone calls returned in a timely manner?

2015: 4.88 on a scale of 1 to 5

2015 Comments:

At this point always
Leann and her assistant are very responsive!!!
They returned the calls
Yes, Leann and Debbie respond quickly

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

2015 Comments:

Always improving- daily
Camping sports and do more activities
Have higher expectations
I feel TCC does an excellent job in accessing activities- they try to accommodate client's choices
I wished he could get to swimming and exercise there

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

2015 Comments:

Caring, listening to moms
Leann!
Its staff
Having one person to help with what I want to do
Leadership of program, combine with excellent staff
One to one/walking home on good days
I like the program
Its community involvement, the staff compassionate interaction with clients. They have fun and enjoy clients. Also I don't worry when XX is at TCC- safe environment
Leann and staff

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

2015 Comments:

Cooking class so they can work alone so they can make their own lunch

More real people that would stay there to help the people

My wish list: a new van, wheelchair accessible, back yard for BBQ/outdoor fun

Retention of professional looking/acting/driving of staff. *Better pay for those who rise to this standard

Please list any additional comments you may have.

2015 Comments:

Exploration of more of the short-term and Mendocino activities that are offered. I would be thrilled to give up a whole day of services a month for all PFI staff to attend REAL PROFESSIONAL trainings and presentations, allow family members to attend

Good program!

I wished I could help more but I can't because I am busy here

I would like them to have more activities. Thanks for everything

Just to thank you Leann and Debbie and the staff at PFI for Community Connection's services- beautifully achieved- We appreciate all you do for "the man"

Staff are all really nice

We are extremely happy with Leann Debbie and staff as reflected by XX's smile

2015 24/7 Stakeholder Survey Results

2015: 3 Responses

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

2015: 4.5 on a scale of 1 to 5

2015 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?

2015: 5 on a scale of 1 to 5

2015 Comments: None

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

2015: 4.5 on a scale of 1 to 5

2015 Comments: None

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

2015: 5 on a scale of 1 to 5

2015 Comments: None

Do you receive required paperwork in a timely manner?

2015: 4.5 on a scale of 1 to 5

2015 Comments: None

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

2015: 4.0 on a scale of 1 to 5

2015 Comments: None

Are your phone calls returned in a timely manner?

2015: 4.0 on a scale of 1 to 5

2015 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?

2015 Comments: None

What do you think is the programs greatest strengths?

2015 Comments:

Enabling people to live in own home

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

2015 Comments: None

Please list any additional comments you may have.

2015 Comments: None

2015 24/7 Stakeholder Survey Results

2015: 4 Responses

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

2015: 3.75 on a scale of 1 to 5

2015 Comments:

I can't trust staff

They take me walking, clean the house and I buy food to eat

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?

2015: 3.75 on a scale of 1 to 5

2015 Comments:

No they're not helping

We go movies sometimes, go walking, cook at home, sometimes go out and eat dinner

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

2015: 4.0 on a scale of 1 to 5

2015 Comments:

They say things I don't like

I call and they don't call me back

Do you feel that your support staff and 24/7 manager have communicated with you in a timely manner? (responses, appointments, paperwork, phone calls?)

2015: 4.0 on a scale of 1 to 5

2015 Comments:

If they call in sick they call me

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

2015: 4.5 on a scale of 1 to 5

2015 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?

2015 Comments:

Cooks good meals

Shopping, makes mac and cheese and goes to Denny's and outings

Takes you shopping

Take me shopping, take me walking, help me clean my house, come in at 6 pm, leave at 8 am and out of town shopping for more clothes

What do you think is the programs greatest strengths?

2015 Comments:

Be happy. I like three of my workers, two not as much, they don'[t want to do anything with me
Don't know
Making sure I get my pills

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

2015 Comments:

More shopping, take me places on weekends, go over the hill, Applebees

Please list any additional comments you may have.

2015 Comments:

All my staff are really nice
I hate XX she evil
Do more things

2015 SLS Stakeholder Survey Results

7 Responses

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

2015: 4.75 on a scale of 1 to 5

2015 Comments:

The coastal support services and Parents and Friends Inc are well run organizations which I have continued good impression of all areas of work they provide for our family. I am grateful and appreciative of all they do. Well done!

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

2015: 4.75 on a scale of 1 to 5

2015 Comments:

They give support in all areas of the lives and relief to families with disabled family members! We are very happy with the services

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

2015: 4.75 on a scale of 1 to 5

2015 Comments: None

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?)

2015: 4.75 on a scale of 1 to 5

2015 Comments: None

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

2015: 4.75 on a scale of 1 to 5

2015 Comments:

I highly recommend this organization!

What do you think Coastal Support Services program does best?

2015 Comments:

The different phases of support work well together in a harmonious way to provide support to those in need who qualify for the services provided. The strength is in the wonderful talented staff. No complaints there. Well done!

We have dealt with the employment end of Parents and Friends and are very impressed by all that they do.

The intention to serve- its creativity

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

2015 Comments:

I cannot think of any improvements. Job well done!
I do not know your policies so can't answer

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

2015 Comments:

No changes. I see a job well done!
I do not know the full program you employ

Please list any additional comments you may have.

2015 Comments:

Everyone is very professional and quick to respond to requests for client's wellbeing no matter what that might be. With us it pertains to their SSI and SSA, the budget, and SSA requirements. They have all been really wonderful.

Thank you for everything you do, my son would be on the street without you

2015 SLS Client Survey Results

23 Responses

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

2015: 4.75 on a scale of 1 to 5

2015 Comments:

Because I like Meadow

I don't know

I like the new people there

I like the staff

They have helped me a lot

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

2015: 4.75 on a scale of 1 to 5

2015 Comments:

They have supported with getting errands done and household chores

Work yes

I don't think I live independently

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

2015: 4.75 on a scale of 1 to 5

2015 Comments:

Also have felt that I am respected

Because Meadow's nice

I like the way my manager works

I need to talk to Lanita

Lanita good

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?)

2015: 4.75 on a scale of 1 to 5

2015 Comments:

Always on top of making appointments and getting me there and helping with the paperwork

I like the responses I get

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

2015: 4.75 on a scale of 1 to 5

2015 Comments:

Dad

Don't know

Excellent program

Friend

I like new people
If I know anybody

What do you think Coastal Support Services program does best?

2015 Comments:

Care

CSS is doing ok with my best but I don't like be with others because I don't like be with others

Don't know

Gives us a lot of support

Help live on our own and be as independent as we can be. They are there for us

Helping me with appointments and with errands

Living

Meadow checks out my medicine and pill boxes and banking and helping me with my office and work calendar ("White Out") and getting ready for work and music group

Nida church

People are nice

Talk to us in a way we can understand

They are there for us

They help me with shopping, they help me with my finances, I like the way staff communicates with me

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

2015 Comments:

Amanda helps my goals

Can't think of anything

Do not know

Don't know

Help me move

I will think about it hard and let you know

I'm doing good with my clothes at Paul Bunyan

My goals are fine I have doing ok with CSS meet my independent

None

Nothing

Talk to you

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

2015 Comments:

Don't know

I don't like be with CSS program, I don't like Meadow Fish

I like when I am with Coastal Support Services

No

None

Nope

Nothing
Talk to you

Please list any additional comments you may have.

2015 Comments:

I really enjoy living in my own home
No
No comments
None (x2)
Not right now