

Quality Education Services and Training, (QuEST)

P.O. Box 3659

Yuba City, CA 95991

Telephone: (530) 741-2140

Internet: crsquest.com

2018-2019 ANNUAL REPORT



A California Non Profit Public Benefit Corporation

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MISSION STATEMENT

QuEST is an organization created to provide education, training, and support services to individuals with disabilities. QuEST's Board of Directors is made up of individuals residing in our community of Yuba and Sutter counties.

QuEST is fully committed to the philosophy that all persons with disabilities have a right to enjoy and fully participate in the daily activities of society and our community, including work.

QuEST feels that the extent to such rights are exercised by an individual with disabilities should be determined only by his or her own desires and special needs.

Values

Quality: Committed to excellence in service to clients.

Integrity: Dedication to conducting business in an honest and forthright manner.

Teamwork: Recognize the need to work in conjunction with our fellow workers.

Respect: Demonstrate the highest regard for the worth and rights of others.

Creativity: Practice continuous improvement through innovation and changes, as needed, in an effort to provide new opportunities to clients and staff.

BOARD OF DIRECTORS

President:

Rebecca Horwath

Vice President:

Kristie Varricchio

Secretary:

Alanna Propst

Board Member:

Stephen Wilson

Board Member:

John Abe

PROGRAM DIRECTORY

Administrative Office:

Location: 1585 Butte House Road, Suite D, Yuba City, CA 95991

Contact(s): Susan Abe, Executive Director or Andy Fatten, Assistant Executive Director

Telephone: (530) 741-2140

QuEST Administrative staff provides support to all individuals with disabilities, and staff members, while encouraging growth based upon Mission Statement.

WISE Program:

Location: 935B Spiva Avenue, Yuba City, CA 95991

Contact(s): Andy Fatten, Program Coordinator or Ralph Bonham, Assistant Program Coordinator

Telephone: (530) 751-1652

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QuEST provides employment opportunities for adult individuals with disabilities (clients).

WISE Program is located in a central area of Yuba City adjacent to shopping malls, restaurants, an elementary school, and a community park. QuEST currently provides assembly, landscaping, janitorial, and recycling job skills training to maintain contracts.

QuEST Group Supported Employment Program, for Dunnigan and Maxwell Rest Area contracts, location is within WISE Program. QuEST provides round trip transportation, to and from these work sites daily on Interstate 5, for clients. QuEST currently provides employment opportunities for clients in an integrated community setting, completing janitorial and landscaping job skills training, to maintain contracts.

Business Opportunity

1. QuEST has maintained Dunnigan Rest Area and PG&E contracts since 1994.
2. QuEST expanded employment opportunities for clients in 2003. QuEST began providing assembly services to Pacific Bell, which is now AT&T.
3. QuEST began assembling utility pole repair supplies for Kortick in January of 2012. Kortick Manufacturing expanded employment opportunities for clients in Spring of 2018. QuEST began assembling 700 fiberglass utility cross arms, per week.
4. QuEST expanded PG&E contract in April 2019 due to increased demands due to Carr Fire and Camp Fire in 2018.
5. QuEST has been able to provide continuous and stable employment opportunities for clients for several years. QuEST has waiting lists for all programs, and will enroll new clients, as vacancies occur.

Financial Status:

1. QuEST has continued to remain fiscally stable, during fiscal year 2018-2019, due to long term client employment contracts.
2. QuEST PG&E contract remains stable, after utility agency filed Chapter 11 bankruptcy, in January 2019.
3. QuEST Worker's Compensation Insurance expenses, continue to decrease, due to Safety Reward Program.
4. QuEST reviews all client employment contracts annually.

ANNUAL GOALS ACHIEVEMENTS

Effectiveness:

1. Goal is an average enrollment of 40 clients in WISE Assembly Program.
Average monthly client enrollment in WISE Assembly Program equals 42 for 2018-2019.
WISE Program achieved 100% of goal.
2. Goal is to continue Client Attendance Incentive Program and maintain 90%, or above, average attendance.
Average monthly client attendance equals 91% for 2018-2019.
WISE Program achieved 100% of goal.

Efficiency:

1. Goal is clients spending, no less than 85% of enrolled time in program, performing assembly contract work in QuEST.
Aggregate Percentage of paid work is calculated monthly, based on each client's daily attendance, and paid work hours. QuEST Assembly Client Monthly Reports, Aggregate Percentage of Paid Work, average equals 95% for 2018-2019.
WISE Program achieved 100% of goal.

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Program Evaluation:

1. Goal is to review Annual Client Program Evaluation Surveys to assist in determining the quality of services provided.

Administrative staff has reviewed six 2017-2018 Program Evaluation Surveys, where clients answered 40 of 65 total questions (62%), with a rating of 75% or above in 2017-2018. The 65 questions ask about choices, relationships, lifestyle, health and well-being, rights, and satisfaction of services provided.

Administrative staff compared six 2018-2019 Case Magic Quality of Life Surveys, where clients answered 6 questions about choices, friendships, community participation, dignity and respect, well-being, and health status. A four point scale system, (with 4 as strongest and 1 is weakest) is used to calculate overall average score for each client.

QuEST achieved 100% of goal.

Safety:

1. Goal is to continue Safety Reward Certificate Program to maintain health and safety. QuEST staff members receive a \$50.00 Safety Reward check, for every 100 consecutive days, without an accident or injury at a work site. QuEST has 268 consecutive days, without an accident or injury at any work site as of June 30th, 2019. QuEST has 25 Record of Injury Forms, 0 First Aid claims, and 2 Worker's Compensation Insurance claims in 2018-2019. A Record of Injury form is for a first aid incident not requiring medical attention.

QuEST achieved 100% of goal.

Satisfaction:

1. Goal is for the Annual Client Survey to have, 95% Satisfaction rate for clients knowing and understanding goals. Annual Client Survey states 89% of clients like, understand, and know their goals in 2019. **QuEST achieved 93% of goal.**
2. Goal is for Annual Workforce Development and Management Survey to have, 95% or above, Satisfaction rate. Annual Workforce Development and Management Survey states 96%, (75% Excellent + 21% Satisfactory), satisfaction rate for QuEST, as an organization and employer, in 2019. **QuEST achieved 100% of goal.**
3. Goal is for Annual Contract Stakeholders Surveys to have 90%, or above, Satisfaction rate. QuEST distributed Annual Contract Stakeholder Surveys to contract representatives, and return rate was 0% in 2019. QuEST is meeting contract needs if there are no written issues or concerns. **QuEST goal not measurable.**
4. Goal is for Annual Regional Center Stakeholders Surveys to have 90%, or above, Satisfaction rate. Annual Regional Center Stakeholder Survey states 100%, (100% Excellent + 0 % Satisfactory + 0% Needs Improvement), satisfaction rate for client services provided in 2019. **QuEST achieved 100% of goal.**

Service Access:

1. Goal is for Work Services, Group Supported Employment Program, to provide client's job training for maximum earnings. Each client's earnings are determined by a timestudy. A timestudy is done for each client, at Dunnigan and Maxwell Rest Area sites, twice per year to determine productivity, and earnings per hour.

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Dunnigan Rest Area client's average earnings equal \$6.72 per hour in 2018-2019. Maxwell Rest Area client's average earnings equals \$7.43 per hour in 2018-2019.

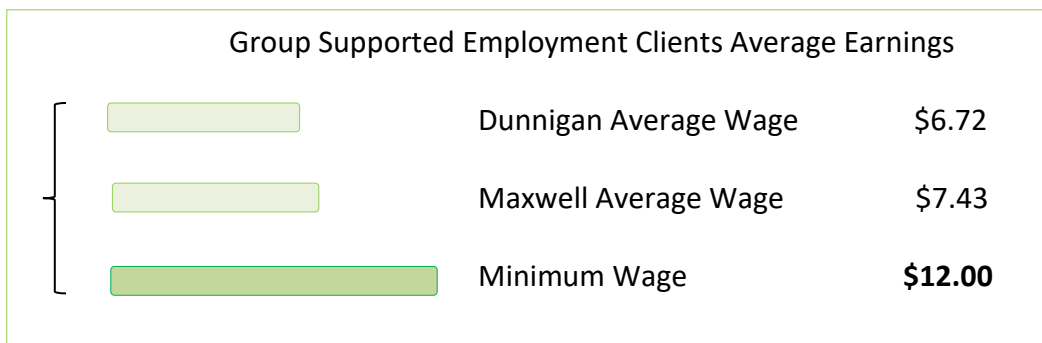
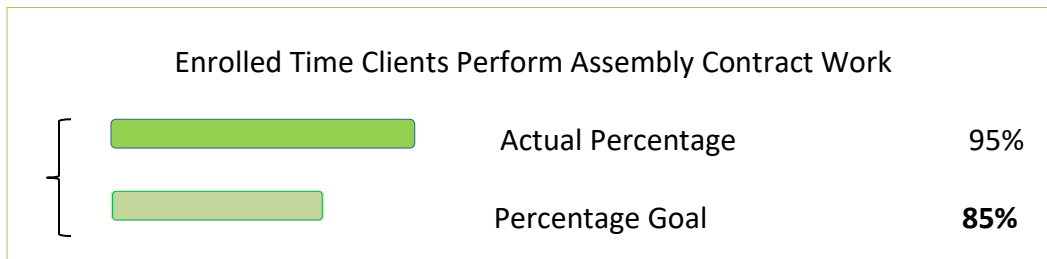
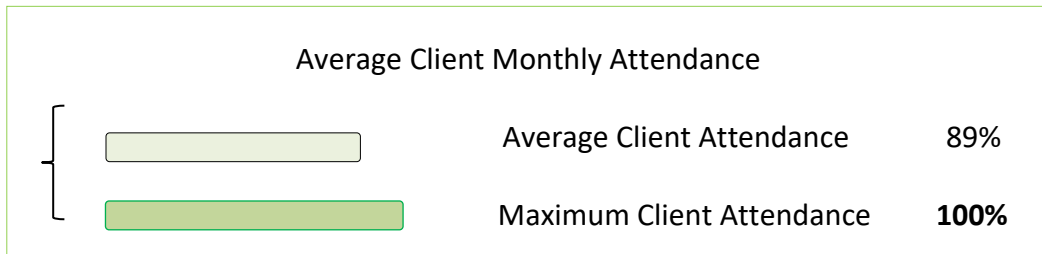
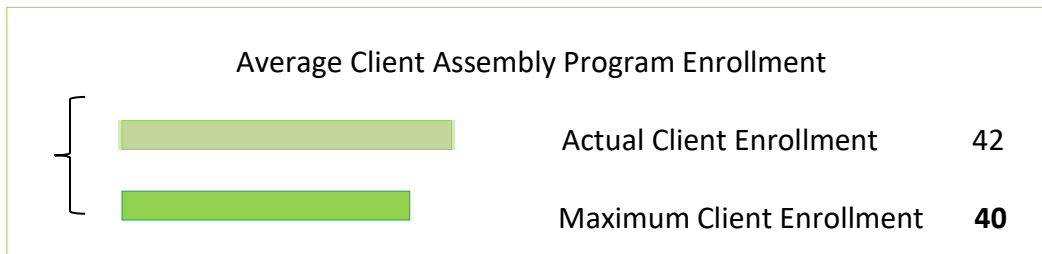
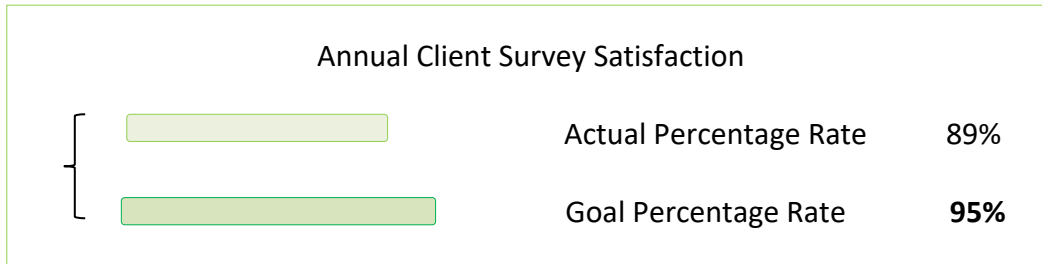
QuEST achieved 100% of goal.

Staff Training:

1. Goal is for Administrative staff to continue to develop staff training, based on Staff Training Assessment, on Annual Workforce Development and Management Survey. Administrative staff members have identified 24 training topics. QuEST Administration has obtained 23 videos, and written documents, for monthly staff training.
QuEST achieved 96% of goal.

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2018-2019 Annual Goals Achievement



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PERFORMANCE DATA

Accessibility:

1. QuEST has completed an A.D.A. checklist, and reviewed Stakeholder Surveys for accessibility barriers.
2. QuEST updates and reviews Accessibility Plans annually.
3. All accessibility barriers have been addressed for 2018-2019.

Client Complaints/Grievances:

1. There have been no complaints or grievances from clients in 2018-2019.

Client Incident Reports:

1. QuEST had 5 total completed Special Incident Reports in 2018-2019.
2. There were zero (0) Client Special Incident Reports at Dunnigan and Maxwell Rest Areas in 2018-2019.

Staff Transition:

1. One staff member was promoted, one staff member resigned, and two staff members were terminated in 2018-2019.
2. The Staff Transition Rate is 5% for 2018-2019.

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PROGRAM EVALUATION

QuEST provided vocational training services to 58 clients from July 1st, 2018 through June 30th, 2019.

Client Statistics:

The following statistics listed below were calculated by Case Magic internet cloud system, and Monthly Client Reports Data, entered for each client during fiscal year.

<u>Age:</u>	QuEST provided services to 16 clients ages 20 - 29; 14 clients ages 30 - 39; 15 clients ages 40 - 49; 8 clients ages 50 - 59; and 5 clients age 60+.
<u>Attendance:</u>	QuEST clients average monthly attendance from July 1st, 2018 through December 31st, 2018 equals 92%. QuEST clients average monthly attendance from January 1st, 2019 to June 30th, 2019 equals 89%. The average monthly attendance for all QuEST clients in fiscal year July - June equals 91%.
<u>Contract Work:</u>	QuEST clients in WISE Program Assembly Department spent an average of 95% of enrolled time performing contract work in fiscal year.
<u>Ethnicity:</u>	QuEST provided services to 37 white, 15 Latino or Hispanic, 4 Asian, and 2 East Indian clients.
<u>Gender:</u>	QuEST provided services to 40 male and 18 female clients.
<u>Language:</u>	QuEST provided services to 54 clients that speak English, and 4 clients that speak another language.
<u>Living Situation:</u>	QuEST provided services to 28 clients that live independently; 17 clients that live in home; 12 clients that live in residential care, and 1 client that lives in supported living.
<u>Monthly Wage:</u>	QuEST clients earned an average monthly wage of \$407.04 from July 1st, 2018 through December 31st, 2018. QuEST clients earned an average monthly wage of \$419.49 from January 1st, 2019 through June 30th, 2019. The average monthly wage all QuEST clients earned in fiscal year was \$413.26.
<u>Productivity:</u>	QuEST clients average monthly productivity was 37% from July 1st, 2018 through December 31st, 2018. QuEST clients average monthly productive was 39% from January 1st, through June 30th, 2019. The average monthly productivity for all QuEST clients in fiscal year equals 38%.
<u>Residence:</u>	QuEST provided services to 39 clients that live in Yuba City; 10 clients that live in Olivehurst; 6 clients that live in Marysville; 1 client that lives in Pleasant Grove; 1 client that live in Plumas Lake; and 1 client that lives in Sutter. Sutter County clients equal 39, and Yuba County clients equal 19.

Client Quality of Life Surveys:

The following survey results listed below were determined by reviewing and comparing six clients 2017-2018 Annual Program Evaluation Summary Tool which asks 65 questions about choices, relationships, lifestyle, health and well-being, rights and satisfaction.

The following survey results listed below were determined by reviewing and comparing six clients 2018-2019 Case Magic Quality of Life Surveys, which asks 6 questions about choices, friendships, community participation, dignity and respect, well-being, and health status.

This is the first time QuEST has implement Case Magic Quality of Life Survey to determine quality and satisfaction of services provided to clients for 15% of current enrollment of 40 clients.

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	Yes	No
1. <u>Choices</u>		
2017-2018 Question: Does each person have opportunities for making every day decisions?	100%	0%
2018-2019 Question: Are you offered choices (what to wear, what to eat, places to go)?	100%	0%
2. <u>Friendships</u>		
2017-2018 Question: Does each person have opportunities form making contact with family, friends, and community members on a regular basis?	100%	0%
2018-2019: Question: Do you have friends?*	100%	0%
<i>*One client stated she has few friends.</i>		
3. <u>Community Integration</u>		
2017-2018 Question: In what ways does each person participate in everyday community activities with other community members?		
Answers: Work, walking, going to the movies, going to a Day Program, shopping, gas station, hanging out at Mall, manicures/ pedicures, talking to store clerks.		
2018-2019 Question: Do you take part in activities within the town where you live?	50%	50%
4. <u>Dignity and Respect</u>		
2017-2018 Question: How is each person treated by those wo work with him or her?		
Answers: Good, really good, respected.		
2018-2019 Question: Do the people around you allow privacy, ask what you think, leave you alone while bathing?	100%	0%
5. <u>Well-Being</u>		
2017-2018 Question: Is each person happy with his/her life right now?	84%	16%
2018-2019 Question: How often do you feel happy?	50%	50%
6. <u>Health Status</u>		
2017-2018 Question: Is each person healthy most of the time?	100%	0%
2018-2019 Question: What about your overall health, how do you feel?		
Answers: Very good and good.		

The percentages for 2018-2019 questions and answers were determined by review of completed Quality of Life Surveys domain score. If a client domain score is 3 - 4 strongest it was Yes, if a client domain score is 1 -2 weakest, it was No.

QuEST clients surveyed Choices, Friendships, Dignity and Respect, and Health Status are all Satisfactory. QuEST clients surveyed Community Integration and Well Being Status Needs Improvement.

QuEST has secured funding for a Tailored Day Program to assist with clients community integration and inclusion goals. QuEST is currently striving to provide additional community access for clients while meeting increased assembly program contract demands.

Summary: QuEST provides vocational training to a diverse group of clients, in a safe environment, that choose to live and work in the local communities. QuEST clients average monthly attendance equals 91%, and average time clients spend working on assembly contract demands equals 95%, with an average increase in productivity to 39%. QuEST clients like coming to work/program, enjoy their job and friendships, and have worked very hard during fiscal year to meet increased assembly contract demands, with staff support and training.

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2019-2020 ANNUAL GOALS

Effectiveness:

1. Goal is average enrollment of 40 clients in WISE Assembly Program.
2. Goal is continue Client Attendance Incentive Program, and maintain 90%, or above, average attendance.

Efficiency:

3. Goal is for QuEST staff to manage assembly contract work available, so clients spend no less than 85%, of enrolled time in program, doing assembly contract work.

Program Evaluation:

4. Goal is to review Annual Client Program Evaluation Surveys to assist in determining quality of services provided for clients.

Safety:

5. Goal is to continue Safety Reward Program.

Satisfaction:

6. Goal is for Annual Client Survey to have 95% satisfaction rate, or above, for clients knowing and understanding goals.
7. Goal is for Annual Workforce Development and Management Survey to have 95%, satisfaction rate, or above for QuEST as an organization, and employer.
8. Goal is for Annual Contract Stakeholder Surveys to have 90%, or above satisfaction rate.
9. Goal is for Annual Regional Center Surveys to have 90%, or above satisfaction rate.

Service Access:

10. Goal is for Work Services, Group Supported Employment Program, to provide client's job training for maximum earnings.

Staff Training:

11. Goal is for Administrative Staff to continue to develop staff training, based on Staff Training Assessment, on Annual Workforce Development and Management Survey.

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2019 Annual Client Survey Results

There were 57 blank Annual Client Surveys distributed. There were 52 Annual Client Surveys returned. The return rate is 92% (52 / 57).

	YES	NO
Goals:		
Do you like your work goals?	47	5
<i>Do you know and understand your work goals?</i>	46	6
Do you want to change your work goals?*	18	33
*(1 Survey Blank - Question Not Answered)		
Job:		
Do you like your job?*	48	3
*(1 Survey Blank - Question Not Answered)		
Do you want to change jobs?*	14	36
*(2 Surveys Blank - Question Not Answered)		
Do you want to be a volunteer?	15	37
Do you want to go to college?*	7	44
*(1 Survey Blank - Question Not Answered)		
Rights:		
Do you know your rights?	49	3
Do you know how to do a complaint or grievance?	49	3
Did you do a complaint or grievance last year?	6	46

If you want to change your work goals, what can we do to help you?

Don't know, keep reminding me of them, making an effort, I want to learn more skills, talk to Supervisor or Job Coach, a meeting, meeting with Andy, I want to be a salesperson. I have been coming to work every day and would like to change the goal I have right now, try new job skills, improve workplace knowledge, it's at the annual meeting, not sure don't want to change my goals.

If you want to change jobs, what can we do to help you?

No, try new jobs, same, help me look for a job and give me advice, talk to my Alta worker, I am good on everything, help me get a job at Pride, keep working on my goals now, I like working at QuEST.

If you want to be a volunteer, what can we do to help you?

Never, see where I can volunteer, see if there's anywhere to volunteer, give skills and knowledge in what to do, Alta or Andy, I'm not sure I don't know, I want to help outdoors and I'll watch how people do it here, inform me about volunteer options, if equipment needs cleaning I can do that.

If you want to go to college what can we do to help you?

My workers, already attending college, get back to Yuba City early, work around my work schedule.

Comments and Suggestions (Anything you would like QuEST to do for you).

Keep things the same, reduce the drama in the workplace where another co-worker isn't creating a hostile work environment, how to run a big machine, I'd like to try Kortick and new jobs, learn more job skills, thank staff for pushing us to working hard and making good money. I love Kortick. I want to continue working for QuEST for a very long time, it is money and it's a job that keeps you busy, I like working out at the Rest Area and love my Job Coaches, I want to be trained on making pallets, teach me everything, I want to go to a higher level, like a Job Coach.

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2019 Annual Workforce Development and Management Survey Results

There were fourteen (14) blank Annual Workforce Development and Management Surveys distributed to employees, and there were thirteen (13) returned in May 2019. The return rate equals 93% (13/14). Please review below 2019 Annual Workforce Development and Management Survey results. A copy of 2019 Annual Workforce Development and Management Survey was provided to each QuEST employee.

Organization:	Excellent	Satisfactory	Needs Improvement
The level of cooperation and teamwork is:	8	5	0
My opportunity to provide input about decisions affecting work is:	10	3	0
My opportunity to share thoughts with Program Coordinator is:	12	1	0
My opportunity to share thoughts with Administrative Workforce is:	11	2	0
My job at QuEST is:*	10	2	0
*(1 Survey Blank -Question not Answered)			
Employment:			
My opportunity to make good use of my work skills is:	10	3	0
My expectations for my job are:*	7	4	1
*(1 Survey Blank -Question not Answered)			
My workplace environment is:	10	2	1
My recognition for a job well done is:	10	3	0
Total Number of Responses	88	25	2
	75%	21%	2%

For percentage results, the following calculations were used: 9 Questions Total on each Survey, Multiplied by 13 returned equals 117. Example: 88 / 117 (88 is Total Number of Responses to Excellent Column) = 75%.

Staff Training Assessment:

Please note below trainings that you would like to attend.

1	Client Integration and Inclusion	2	Cybersecurity/Technology
2	Client Job Search Skills	1	Person Centered Planning
2	Client Relationships	2	Safety
1	Client Social Skills	0	Other: None

What comments or suggestions do you have, to help us serve you better, as a valued QuEST employee?

I would like retirement benefits.

Health insurance.

Raises.

Andy is doing a great job!

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2019 Annual Contract Stakeholder Survey Results:

How Are We Doing?

QuEST distributed five (5) blank Stakeholder Surveys to Work Services Contract representatives in April 2019. There were no completed surveys returned to QuEST in May 2019. The return rate equals 0%.

Please review below 2019 Annual Stakeholder Survey Results:

	Yes	No	Needs Improvement
Contract Services:			
Are your contract needs being met?	0	0	0
Do you receive information about your contract in a timely manner?	0	0	0
Are you treated with dignity and respect?	0	0	0
Are your emails and telephone calls returned in a timely manner?	0	0	0
Are all conversations and documents for your contract kept confidential by QuEST staff members?	0	0	0
Accessibility:	Yes	No	
Are there any attitudinal barriers?	0	0	
Are there any architectural barriers?	0	0	
Are there any environmental barriers?	0	0	
Are there any communication barriers?	0	0	
Are there any technological barriers?	0	0	
Are there any transportation barriers?	0	0	
Have solutions been developed which may prevent contract service delay to delay to your agency?	0	0	

Please explain any identified barriers:

No written responses.

Overall, what is your opinion of services provided to your agency by QuEST?

No written responses.

Comments or Suggestions to Improve Services to your agency:

None. QuEST is meeting contract needs. There are no concerns/complaints, that were noted on Stakeholder Survey, and returned to QuEST.

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2019 Annual Stakeholder Survey Results

How Are We Doing?

There were twelve (12) blank surveys distributed to Alta CA Regional Center Service Coordinators. There was 1 (one) survey returned. The return rate = 8%, (1 / 12). Please review below Stakeholder Survey Results.

	Excellent	Satisfactory	Needs Improvement
Are clients you represent vocational needs being met?	1	0	0
Are you satisfied with vocational goals and objectives for clients?	1	0	0
Do you see progress on client's vocational goals and objectives?	1	0	0
Do Individual Service Planning meetings address client's needs?	1	0	0
Are all staff members that work with client included in Individual Service Planning meetings?	1	0	0
Are Individual Service Planning meetings scheduled in a timely manner?	1	0	0
Do you receive client Progress Reports in a timely manner?	1	0	0
Are your emails and telephone calls returned in a timely manner?	1	0	0
Are all conversations and documents for clients kept confidential by QuEST staff members?	1	0	0
Are clients you represent treated with dignity and respect?	1	0	0
Are you treated with dignity and respect?	1	0	0
Overall, what is your opinion of vocational services provided by QuEST?	1	0	0
Total Responses	12	0	0
	100%	0%	0%

% Determined by Dividing Total Number of Responses to Total Number of Questions. Total Number of Questions equals 12. For Example: 12 Total Excellent Responses Divided by 12 equals 100%. (12 / 12 = 100%).

Comments/Suggestions:

QuEST gives our clients a wonderful opportunity to earn money and have the support they need to do so. Thank You.

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2018-2019 Annual Complaint/Grievance Analysis Form

This Annual Complaint/Grievance Analysis Form is for fiscal year July 1st, 2018 through June 30th, 2019. A formal complaint is a written statement by a staff member or client submitted to Program Coordinator or Administrative Office.

	Yes	No
1 Have any complaints or grievances been reported verbally, or in writing, at any QuEST Program?		✓
2 Have any complaints or grievances been received verbally, or in writing, at any QuEST Program?		✓
3 Are there common complaints/grievances at one QuEST Program?		✓
4 Does the complaint/grievance note client is aware of client's rights, policies, and procedures?		✓
5 Does the complaint/grievance note staff members are aware of client's rights, policies, and procedures?		✓
6 Are grievance forms complete?		✓
7 Were grievances responded to, in the time frame notated, in the grievance procedure?		✓
8 Were grievance responses clearly stated?		✓
9 Have any written grievances been provided to the Executive Director?		✓
10 Have any written grievances been provided to the QuEST Board of Directors?		✓
11 Are employees offered training to prevent additional complaints or grievances?		✓

Comments:

There have been no complaints/grievances for fiscal year 2018-2019. 2019 Annual Client Survey question about complaints and grievances need to be revised, so clients understand to respond Yes or No, if a verbal or written complaint was done and outcome.

Trends:

None.

Actions Taken or Changes Made to Improve Performance:

Revise 2020 Annual Client Survey questions.

Anticipated Results:

Clients will be able to answer question which will assist QuEST with accurate records, documentation, and analysis of complaints and grievances.

Preventative Actions Taken/Planned:

None.

Date:

July 2nd, 2019

Completed By:

Melody Robertson

Title:

Executive Secretary

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2018 - 2019 Annual Incident Report Analysis Form:

This Annual Incident Report Analysis Form is for fiscal year July 1st, 2018 through June 30th, 2019.

	Yes	No
1 Have any Incident Reports been completed in writing by QuEST Programs? (3 Total = Assembly Program - 2, Rest Area - 0)	✓	
2 Are forms complete?		✓
3 Is the type of incident/cause reported on the form? (1=Transportation Incident, 1 =Work Related Injury, 1 = Medical Emergency)	✓	
4 Are there any common incidents upon review of all forms?		✓
5 Are there multiple incidents at one QuEST Program?		✓
6 Does the Incident Report note that client/staff member is aware of their rights, policies, and procedures?		✓
7 Are actions taken/planned and anticipated results clearly stated?	✓	
8 Are preventative actions taken/planned and anticipated results clearly stated?	✓	
9 Have Incident Reports been forwarded to Administrative Office, Regional Center, or Worker's Compensation Insurance Agency, if applicable?	✓	
10 Are employees offered training to prevent further actions?	✓	

Comments:

QuEST Rest Area staff are commended for keeping clients safe at work site(s), which are near very busy Interstate 5 highway, during, fiscal years 2016-2017, 2017-2018, and 2018-2019.

Actions Taken or Changes Made to Improve Performance:

No Special Incidents Reports, including an accident or injury, at Dunnigan Rest Area work site(s), for three consecutive years. No Special Incidents Reports, including an accident or injury, at Maxwell Rest Area work site(s), for one year. QuEST has 286 consecutive days without an accident or injury at any program as of June 30th, 2019.

Anticipated Results:

None.

Preventative Actions Taken/Planned:

None.

Date:

July 2nd, 2019

Completed By:

Melody Robertson

Title:

Executive Secretary

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2018-2019 Annual Safety Analysis Form

This Annual Safety Analysis Form is for July 1st, 2018 through June 30th, 2019.

	Yes	No
1 Have Facility Reports for all QuEST programs been completed monthly?	✓	
2 Are all questions answered on Facility Reports? (August 2018 - Incomplete - Does not indicate Safety Drill practiced)		✓
3 Are there two signatures on completed Facility Reports? (August 2018 - Missing One Signature)	✓	
4 Are different safety drills practiced at each QuEST Program during year?	✓	
5 Is time started, and time finished, of every safety drill noted on completed Facility Reports? (August 2018 - Incomplete - Does not document Time Start and Time Finished)	✓	
6 Are safety drills practiced at different times throughout program day?	✓	
7 Are safety drills completed within three minutes at each program?		✓
8 Are problems, and solutions, written on completed Facility Reports?	✓	
9 Are there any common problems, or trends, upon review of all completed Facility Reports?		✓
10 Are employees offered safety training?	✓	

Comments:

None.

Trends:

QuEST has a significant increase in Record of Injury forms, due to increased assembly contracts demands

Actions Taken or Changes Made to Improve Performance:

Monthly Facility Reports will be reviewed to assure completion and accuracy. Fire Drills should be completed within three minutes.

Anticipated Results:

Fire Drill completion within three minutes may prevent injury or loss of life. Completed Facility Reports will assist QuEST with accurate documentation, and analysis of monthly Safety Drills. QuEST had 2 Record of Injuries, 2 First Aid Claims, and 3 Worker's Compensation Insurance Claims in 2017-2018. QuEST had 25 Record of Injuries, 0 First Aid Claims, and 2 Worker's Compensation Insurance Claims in 2018-2019. QuEST has not filed a Worker's Compensation Insurance Claim since September 2018. QuEST has 286 consecutive days without an accident or injury at any program, as of June 30th, 2018.

Preventative Actions Taken/Planned:

Assure staff members and clients that building, equipment, and personal belongings, may all be replaced. The most important thing is no injuries or loss of human lives due to fire.

Date:

July 2nd, 2019

Completed By:

Melody Robertson

Title:

Executive Secretary