

## Quality Education Services and Training (QuEST)

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### 2018-2019 Annual 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.

Age: 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+.

Attendance: 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%.

Contract Work: QuEST clients in WISE Program Assembly Department spent an average of 95% of enrolled time performing contract work in fiscal year.

Ethnicity: QuEST provided services to 37 white, 15 Latino or Hispanic, 4 Asian, and 2 East Indian clients.

Gender: QuEST provided services to 40 male and 18 female clients.

Language: QuEST provided services to 54 clients that speak English, and 4 clients that speak another Language.

Living Situation: 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.

Monthly Wage: 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.

Productivity: 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%.

Residence: 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.

		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,t 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.