

Quality Education Services and Training, (QuEST)

P.O. Box 3659

Yuba City, CA 95991

Telephone: (530) 741-2140

Internet: crsquest.com

2020-2021 ANNUAL REPORT



A California Non Profit Public Benefit Corporation

2020-2021 ANNUAL REPORT

MISSION STATEMENT

QuEST is an organization created to provide education, training, and support services to individuals with disabilities (clients). The QuEST Board of Directors is made up of individuals residing in our local communities of Yuba and Sutter counties.

QuEST provides services to ensure that individuals with disabilities have equal opportunities to live, learn, work and participate in activities of their choice within their community.

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

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

Work Services Experience Access Hub

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

Contact(s): Ralph Bonham, Program Coordinator

Telephone: (530) 751-1652

QuEST Work Services Experience Access Hub 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, janitorial, and recycling job skills training to maintain contracts.

2020-2021 ANNUAL REPORT

QuEST Group Supported Employment Access Hub, for Dunnigan and Maxwell Rest Area contracts, is located within Work Services Experience Access Hub. QuEST provides round trip transportation, to and from Rest Area work sites daily, on Interstate 5 for clients. QuEST currently provides employment opportunities for clients in an integrated community setting, experiencing janitorial and landscaping job skills training, to maintain Rest Area contracts.

Business Opportunity

1. QuEST has been able to provide continuous and stable employment opportunities to clients for 27 years.
2. QuEST has maintained Dunnigan Rest Area and PG&E contracts since 1994.
3. QuEST began providing assembly services to Pacific Bell, which is now AT&T, in 2003.
4. QuEST began assembling utility pole supplies for Kortick Manufacturing in 2012.
5. QuEST was awarded Maxwell Rest Area contract in 2018.
6. Assembly Contract demands increased in 2020 due to California's worst wildfire season on record.
7. QuEST renewed all contracts in 2020-2021, during COVID-19 Pandemic, to assure clients would have a place of employment upon their return.

Financial Status:

1. QuEST has remained fiscally stable during fiscal year 2020-2021, due to long term contracts.
2. QuEST has continued to receive revenue from Regional Center, for client attendance based on State of Emergency Guidelines, during COVID-19 Pandemic.
3. Maxwell Rest Area closed in April 2020 for remodeling/renovations. Maxwell Rest Area remains closed as of June 30th, 2021.

ANNUAL GOALS ACHIEVEMENTS

1. Effectiveness:

Goal is an average enrollment of 40 clients in Work Services Experience Hub maintaining assembly contracts.

Average monthly client enrollment in Work Services Experience Hub equals 17 for 2020-2021. QuEST closed to client workforce in March 2020 due to COVID-19 Pandemic. QuEST began Phase One of Re Opening (partial client capacity) starting in September 2020, and Phase Two in November 2020. QuEST is not at full client capacity as of June 30th, 2021.

Work Services Experience Hub achieved 43% of goal.

2. Efficiency:

Goal is to provide a vocational experience for two clients to achieve their fullest potential by transitioning to Group Supported Employment, Production Worker, or employment of their choice in community.

One client was promoted/transitioned from Assembly Department to Production Worker in March 2020.

One client was promoted/transitioned from Assembly Department to Production Worker in November 2019, and then chose to leave QuEST for employment in community of his choice, in May 2021.

Work Services Experience Hub achieved 100% of goal.

3. Program Evaluation:

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

Administrative staff compared six, 2019 and 2021 Quality of Life Surveys, which is 15% of client enrollment. Quality of Life Surveys were not completed in 2020 due to COVID-19 Pandemic closure. Clients answered questions about Activities of Daily Living; Independence; Interpersonal Relationships; Social Inclusion and Community Integration; Rights, Dignity, and Respect; Emotional Well Being; Health Status; Work Status and Possessions. There was a 20% decrease in Independence answers which may be due to Stay at Home Orders during COVID -19 Pandemic.

2020-2021 ANNUAL REPORT

There was a 50% decrease in Health Status due to isolation and loss of daily, living activities, including work during COVID-19 Pandemic. QuEST staff members supported client's to the best of our abilities during COVID-19 Pandemic, while maintaining "essential" contracts.

QuEST achieved 100% of goal.

4. Satisfaction:

Goal is for the Annual Client Survey to have, 90% Satisfaction rate, or above, for choices and opportunities at QuEST.

2021 Annual Client Survey states 88% of clients, answered Yes to fourteen questions, about choices and opportunities.

Work Services Experience Hub achieved 98% of goal.

Goal is for Annual Workforce Development and Management Survey to have, 90% Satisfaction rate, or above, for client choices and opportunities at QuEST.

Annual Workforce Development and Management Survey states 92%, of staff members, answered Yes to ten questions, about their environment and expectations at QuEST.

QuEST achieved 100% of goal.

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 2021. QuEST is meeting contract needs if there are no written issues or concerns.

QuEST achieved 100% of goal.

Goal is for Annual Regional Center Stakeholders Surveys to have 90%, or above, Satisfaction rate.

Annual Regional Center Stakeholder Survey states 96% Excellent, and 4% Satisfactory answers to 12 questions, about client's needs being met at QuEST Work Services Experience Hub.

QuEST achieved 100% of goal.

5. Safety:

Goal is to continue Safety Reward Certificate Program to maintain a safe working environment for all staff members and clients.

QuEST staff members receive a \$50.00 Safety Reward check, for every 100 consecutive days, without an accident or injury at any work site. QuEST had 365 consecutive days (one year) without an accident or injury as of March 17th, 2021. QuEST has 22 consecutive days, without an accident or injury as of June 30th, 2021.

QuEST achieved 100% of goal.

6. Service Access:

Goal is increasing enrollment, of new full time clients, at Work Services Experience Access Hub.

Enrollment at QuEST Work Services Experience Access Hub declined by 9 clients in 2020-2021.

The decline in enrollment is due to closure of Work Services Experience Access Hubs during COVID-19 Pandemic from March 2020 to September 2020.

QuEST Work Services Experience Access Hub is not at full capacity of client workforce as of June 30th, 2021 due to COVID-19 Pandemic.

Work Services Experience Hub achieved 0% of goal.

2020-2021 ANNUAL REPORT

7. Staff Training:

Goal is for Administrative staff to continue to develop competency based trainings, for staff members.

QuEST has accessed, online competency based trainings for staff members, from Gallagher Bassett Risk Control Specialists. QuEST staff members completed competency based Sexual Harassment and Defensive Driving Training in 2021.

QuEST Work Services Experience Access Hub staff members developed Remote and Alternative Day Services, which requires “virtual” vocational training experiences for clients, during COVID-19 Pandemic.

QuEST achieved 100% of goal.

2021- 2022 ANNUAL GOALS

1. Effectiveness:

Goal is an average enrollment of 40 clients in Work Services Experience Hub maintaining assembly contracts.

2. Efficiency:

Goal is to provide a vocational experience for two clients to achieve their fullest potential by transitioning to Group Supported Employment, Production Worker, or employment of their choice in community.

3. Program Evaluation:

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

4. Satisfaction:

Goal is for the Annual Client Survey to have, 90% Satisfaction rate, or above, for QuEST as an employer.

Goal is for Annual Workforce Development and Management Survey to have, 90% Satisfaction rate, or above, for QuEST as an employer.

Goal is for Annual Contract Stakeholders Surveys to have 90%, or above, Satisfaction rate.

Goal is for Annual Regional Center Stakeholders Surveys to have 90%, or above, Satisfaction rate.

5. Safety:

Goal is to continue Safety Reward Program to maintain a safe working environment for all staff members and clients.

6. Service Access:

Goal is for Group Supported Employment Access Hub is to provide client’s job training for maximum earnings.

7. Staff Recruitment and Retainment:

Goal is to recruit and retain qualified employees to assist QuEST clients with vocational goals and QuEST contract requirements.

(Revised August 12th, 2021)

2020-2021 ANNUAL REPORT

PERFORMANCE DATA

1. **Accessibility:**

QuEST has completed Americans with Disabilities Act (ADA) checklist, and reviewed Stakeholder Surveys for Accessibility barriers.

QuEST updates and reviews Accessibility Plans Annually.

There were no Accessibility Barriers in 2020-2021.

2. **Client Complaints/Grievances:**

There have been zero Complaints or Grievances from clients in 2020-2021.

3. **Client Incident Reports:**

There were zero Client Incident Reports, completed by Job Coaches, due to COVID-19 Pandemic closure.

4. **Health and Safety:**

QuEST had 27 Record of Injury Forms, 1 First Aid Claim, and 1 Worker's Compensation Claim in 2020-2021. (A Record of Injury form is for a minor incident not requiring medical attention).

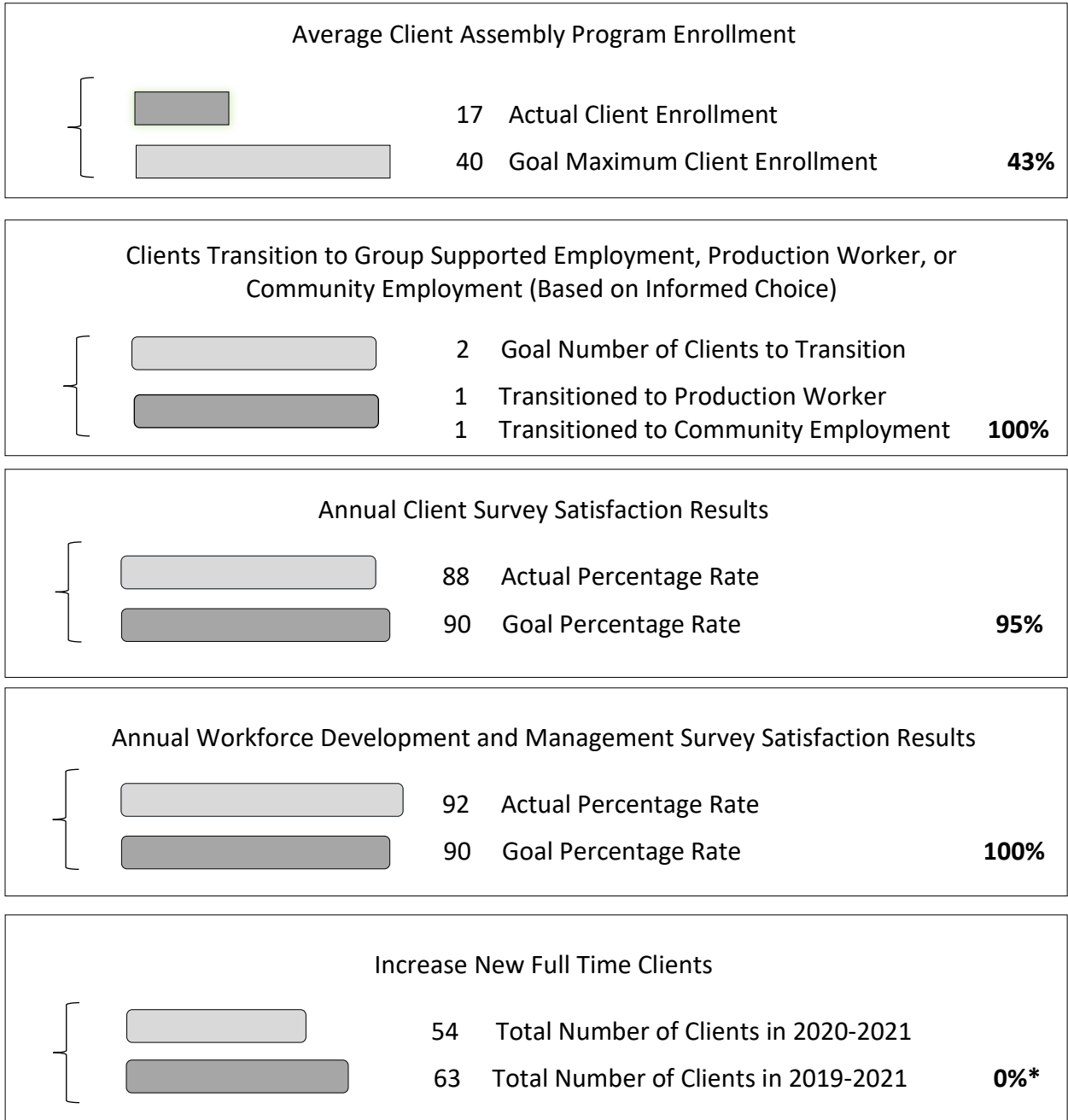
5. **Staff Transition:**

There were three staff members that transferred, and two staff members laid off in 2020-2021.

One Job Coach transferred to a Respite Services Agency. Two Job Coaches transferred from Maxwell Rest Area contract work, to Assembly Program contract work, due to closure of Maxwell Rest Area for remodeling/renovations. Two Production Workers were laid off due to Maxwell Rest Area closure.

2020-2021 ANNUAL REPORT

ANNUAL GOALS ACHIEVEMENT CHART



* QuEST closed to client workforce on March 19th, 2020 due to COVID-19 Pandemic. QuEST began “Phase One” of reopening to client workforce on September 1st, 2020. QuEST began “Phase Two” of reopening to client workforce on November 1st, 2020. The reopening was necessary due to increased Assembly and Rest Area contract demands due to California’s worst wildfire season on record. Annual Goals Achievement form will be distributed to clients that are currently working.

July 6th, 2021

2020-2021 ANNUAL REPORT

ANNUAL PROGRAM EVALUATION

QuEST closed to client workforce on Thursday, March 19th, 2020 due to COVID-19 Pandemic. Maxwell Rest Area was closed for remodeling and renovations on Friday, April 17th, 2020. Maxwell Rest Area remains closed as of Thursday, June 30th, 2021.

QuEST began “Phase One” (partial capacity) of Re Opening Plans for client workforce on Tuesday, September 1st, 2020. QuEST began “Phase Two” of Re Opening Plans for client workforce on Tuesday, November 2nd, 2020. QuEST Re Opening Plans were based on increased contract demands during California’s worst Wildfire season on record. QuEST increased client workforce capacity in April 2021, due to COVID-19 vaccination availability, for staff members and clients. QuEST is not at full capacity of client workforce as of Thursday, June 30th, 2021 (end of fiscal year).

Alternative and Remote Services for clients began on Tuesday, September 1st, 2020 based on guidance from State of CA, Department of Developmental Services, (DDS). Clients that are not working at QuEST may choose to participate in Alternative and Remote Services, which are “virtual trainings” with a focus on vocational skills.

QuEST provided vocational training services “in person and remotely” to 54 clients from Tuesday, September 1st 2020 to Thursday, June 30th, 2021.

Client Statistics:

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

Demographics						
<u>Age:</u>	<u>Ethnicity</u>	<u>Gender</u>	<u>Language</u>	<u>Living Situation</u>	<u>Residence</u>	
13 Age 20 - 29	2 Asian Black/African	37 Male	53 English Non	18 Parents/Guardian	10 Marysville	
15 Age 30 - 39	4 American	17 Female	1 Verbal	24 Independently	11 Olivehurst	
12 Age 40 - 49	9 Latino/Hispanic			12 Residential Care	1 Pleasant Grove	
10 Age 50 - 59	36 White				1 Plumas Lake	
4 Age 60+	3 of Other Ethnicity				1 Sutter	
					30 Yuba City	

All clients were paid their “average wages” during COVID-19 Pandemic. Average wages were based on, actual hours worked at their rate of pay, from August 2019 to February 2020 (six months prior to closure).

Client Quality of Life Surveys:

QuEST Job Coaches completed six Case Magic Quality of Life Surveys to determine quality and satisfaction of services provided to clients. Six Surveys are 15% of current enrollment for July 2019 and May 2021. Quality of Life Surveys were not completed in 2020 due to COVID-19 Pandemic closure.

The completed 2019 and 2021 Quality of Life Survey results, were evaluated and compared to try and determine the quality of services provided during these challenging times.

2020-2021 ANNUAL REPORT

Quality of Life Survey Questions and Answers	2019		2021	
	Yes	No	Yes	No
1. <i>Activities of Daily Living</i> Are you able to feed yourself, get up and down, toilet and dress yourself?	100%	0%	100%	0%
2. <i>Independence</i> Are you offered choices of what to wear, what to eat, places to go?	100%	0%	80%	20%
3. <i>Interpersonal relationships</i> Do you have friends?*	100%	0%	100%	0%
*One client stated she has few friends.				
4. <i>Social Inclusion and Community Integration</i> Do you take part in activities within the town you live?	50%	50%	50%	50%
5. <i>Rights, Dignity, and Respect</i> Do people around you allow privacy, ask what you think, leave you alone when bathing?	100%	0%	100%	0%
6. <i>Emotional Well Being</i> Do you feel happy?	50%	50%	84%	16%
7. <i>Health Status</i> Do you feel well?	100%	0%	50%	50%
8. <i>Work Status and Possessions</i> Do you work and have possessions such as a radio, TV, or stereo?	100%	0%	100%	0%

The percentages for 2019 and 2021 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. The total overall average domain score for all completed 2019 surveys equals 17.875. The total overall average domain score for all completed 2021 surveys equals 18.000.

Summary:

QuEST clients average monthly attendance equals 81% for September 1st, 2020 to June 30th, 2021.

Quality of Life Survey Question Number 2, inquiring about Independence and choices offered to a client, reflects a 20% decrease. Choices of what to eat, places to eat, and places to go, were limited during COVID-19 Pandemic Stay At Home Orders. Parents and Care Providers may have limited choices for their client to save money and decrease exposure to COVID-19 while out in community.

Quality of Life Survey Question Number 7, inquiring about Health Status and feeling well, reflects a 50% decrease. Feeling well during COVID-19 Pandemic has been challenging for everyone. The isolation and loss of daily living activities, including work, may result in a client stating they do not feel well.


QuEST staff members supported client’s, as best we could, during difficult and challenging times, while maintaining “essential contracts”.

July 9th, 2021

2020-2021 ANNUAL REPORT

Annual Client Survey Results

There were 24 Annual Client Surveys distributed on Thursday, April 1st, 2021 to clients that are currently working at QuEST. (QuEST does not have “full capacity” of client workforce, as of May 1st 2021, due to COVID-19 Pandemic). There were 24 Annual Client Surveys returned. The return rate is 100% (24 / 24). Please review below 2021 Annual Client Survey Results, which were distributed to each client.

Survey Questions:	Yes 	No 
1. Do you get to do as much as you want in your community?	23	1
2. Do you spend time with the people you want to?	19	5
3. Do you set your own schedule?	23	1
4. Do you choose when and what to eat?	24	0
5. Do you choose what to do for fun?	24	0
6. Do you have a chance to find a paid job in the community?	19	5
7. Do you choose how to spend your money?	24	0
8. Did you choose the services you receive?	23	1
9. Did you choose who provides your services?	23	1
10. Do you know your goals?	22	2
11. Do you want to change your goals? *	5	18
*(1 Survey Blank = Question Not Answered)		
12. Do you have the privacy you want?	23	1
13. Do you know your rights?	22	2
14. Do you know how to do a grievance?	21	3
	Total Responses =	295 40
	Percentages =	88% 12%

Percentages Determined as Follows: Total Number of Questions equals 14, multiplied by 24 Surveys Returned, equals 336. Total Number of Yes Responses equals 295. (295 / 336 = 88%).

Comments and Suggestions:

I feel like I’m alone when I work by myself.

The shop to be expanded, provide more people with jobs.

I would like to learn how to do machines and assembling.

Don’t like words staff, just superior or teacher.

I like it so far, so no complaints.

I am trying to have more patience with stuff that drives me crazy.

I like working at QuEST.

Vacation time.

I like my Job Coaches

QuEST Rocks!!!

Thank You!!!

04/01/21

(CARF Standards - Input from Stakeholders, Accessibility, Information Mgmt. & Performance Improvement, Human Resources, Leadership)

2020-2021 ANNUAL REPORT

Annual Workforce Development and Management Survey Results

There were twenty one, 2021 Workforce Development Surveys, distributed to QuEST employees on Tuesday, March 30th, 2021. There were ten completed Workforce Development Surveys returned by Friday, May 14th, 2021. The return rate equals 48% (10/21). Please review below Survey results, which were provided to each QuEST employee, and each QuEST Board of Director.

	Yes	No
1. Do you have all equipment, supplies, and technology you need to do your job?	10 100%	0 0%
2. Do you have the opportunity to provide input about services provided to clients?	10 100%	0 0%
3. Do you have the opportunity to provide input about contract requirements?	10 100%	0 0%
4. Do you have the opportunity to provide input to improve health and safety?	10 100%	0 0%
5. Do you feel you are treated with dignity and respect?	10 100%	0 0%
6. Do you feel you are part of a team?	8 80%	2 20%
7. Are your job responsibilities clearly defined?	8 80%	2 20%
8. Are you recognized for a job well done?	10 100%	0 0%
9. Are you satisfied with your pay?	6 60%	4 40%
10. Are you satisfied with paid holidays and paid time off?	10 100%	0 0%

Staff Training Assessment:

Please note below, training that you would like to attend

3 Client Job Search Skills	3 Confidentiality
2 Client Relationships	2 Person Centered Planning
2 Client Social Skills	2 Safety
2 Cultural Diversity/Inclusion	0 Other:

Comments or Suggestions: With the amount of work that has been done this last year, with all of the COVID stuff, is so amazing and we have such an awesome crew!

Thank You!!!

Revised 04/01/2021

(CARF Standards - Input from Stakeholders, Accessibility, Information Mgmt. & Performance Improvement, Human Resources, Leadership)

2020-2021 ANNUAL REPORT

Annual Contract Stakeholder Survey Results

There were five 2021 Annual Contract Stakeholder Surveys, sent via US Mail Service with a stamped self-addressed return envelope, to contract representatives on Thursday, March 31st, 2021. There are zero Surveys returned, as of Friday, May 14th, 2021. The return rate is 0%.

If there are no written identified barriers, opinions, comments or suggestions QuEST has met contract requirements to the best of our abilities during challenging times. It has been challenging for QuEST contract representatives, and QuEST staff members, to meet increased demands during COVID -19 Pandemic. COVID -19 Pandemic resulted in reduced workforces, and required implementation of additional health and safety standards, during California's worst Wildfire season on record.

	Yes	No
<i>Contract Services:</i>		
1. Are your contract needs being met?	0	0
2. Do you receive information about your contract in a timely manner?	0	0
3. Are you treated with dignity and respect?	0	0
4. Are your emails and telephone calls returned in a timely manner?	0	0
5. Are all conversations and documents for your contract kept confidential by QuEST?	0	0
<i>Accessibility:</i>		
6. Are there any attitudinal barriers?	0	0
7. Are there any architectural barriers?	0	0
8. Are there any environmental barriers?	0	0
9. Are there any communication barriers?	0	0
10. Are there any technological barriers?	0	0
11. Are there any transportation barriers?	0	0
12. Have solutions been developed which may prevent contract service delays?	0	0
Please explain any identified barriers:	None	
Overall, what is your opinion of services provided to your agency by QuEST?	None	
Comments or Suggestions to Improve Services to your agency:	None	

THANK YOU!!!

(CARF Standards - Input from Stakeholders, Accessibility, Information Mgmt. & Performance Improvement, Human Resources, Leadership)

2020-2021 ANNUAL REPORT

Annual Regional Center Survey Results

There were seven (7) Annual Stakeholder Surveys distributed, via email, to Regional Center Service Coordinators on Thursday, April 1st, 2021. There were two (2) Annual Stakeholder Surveys returned. The return rate is 29% (2/7). Please review below 2021 Annual Stakeholder Survey Results:

	Excellent	Satisfactory	Needs Improvement
1. Are your client’s needs being met “virtually”?	1	1	0
2. Are your client’s needs being met with “in person” services?	2	0	0
3. Are you satisfied with vocational goals and objectives for clients?	2	0	0
4. Do you see progress on client's vocational goals and objectives?	2	0	0
5. Do “virtual” Individual Service Planning (ISP) meetings address client's needs?	2	0	0
6. Are all staff members that work with your client included in “virtual” ISP meetings?	2	0	0
7. Are “virtual” ISP meetings scheduled in a timely manner?	2	0	0
8. Are your emails and telephone calls returned in a timely manner?	2	0	0
9. Are all conversations and documents for clients kept confidential by QuEST?	2	0	0
10. Are clients you represent treated with dignity and respect?	2	0	0
11. Are you treated with dignity and respect?	2	0	0
12. Overall, what is your opinion of vocational services provided by QuEST?	2	0	0
Total Responses =	23	1	0
Percentages =	96%	4%	0%

% Determined by Dividing Total Number of Responses to Total Number of Questions. Total Number of Questions equals 12. For Example: Total Excellent Responses 23 Divided by 24 equals 96%. (23 / 24).

Comments/Suggestions: Ralph, Patrick, and the rest of the QuEST team are doing an excellent job! Despite COVID, they have kept the program going! Good Job Team 😊

Clients are looking forward to being able to work again.

THANK YOU!!!

(CARF Standards - Input from Stakeholders, Accessibility, Information Mgmt. & Performance Improvement, Human Resources, Leadership)

2020-2021 ANNUAL REPORT

Annual Complaint/Grievance Analysis Form

This Annual Complaint/Grievance Analysis Form is for fiscal year July 1st, 2020 through June 30th, 2021. A formal complaint is a written statement submitted by a client to Job Coach, Program Coordinator, or Assistant Executive Director.

	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 Assistant Executive Director?		✓
10 Have any written grievances been provided to the QuEST Board of Directors?		✓

Cause(s):

QuEST Program Coordinator reviews Client's Rights, and Complaint/Grievance Policy and Procedure, annually with each client and their Planning Team during Individual Service Plan (ISP) Meeting.

Trends:

QuEST Assistant Executive Director and Board of Director's have not received a written Complaint/Grievance from client workforce during fiscal year.

Actions for Improvement:

No reprisal for filing a Complaint or Grievance.

Anticipated Results:

Client and their Planning Team clearly understand there is no reprisal, (do not feel guilty), for filing a written Complaint /Grievance. A Complaint/Grievance may assist QuEST Administration and Work Services Program to improve services to client(s).

Necessary Education of Workforce:

Staff Orientation includes Alta CA Regional Center Zero Tolerance Policy for Client Abuse or Neglect, Client Grievance Policy and Procedure, Department of Developmental Services (DDS) Client's Rights Flyer, and Emergency Behavior Management Intervention Policy and Procedure

QuEST staff members complete Codes of Ethical Conduct Training annually which includes: Alta CA Regional Center Zero Tolerance Policy for Client Abuse or Neglect; CA Attorney General Whistleblower Policy and Procedure; QuEST Codes of Ethical Conduct Implementation Policy and Procedure; QuEST Codes of Ethical Conduct Policy and Procedure; QuEST Media Relations Policies and Procedures; QuEST Reporting Waste, Fraud, Abuse or Other Wrongdoing Policy and Procedure; and QuEST Violation of Ethical Codes of Conduct Policy and Procedure.

Preventative Actions Taken/Planned:

None.

Reporting Requirements:

None.

Date:

July 1st, 2021

Completed By:

Melody Robertson, Executive Secretary

2020-2021 ANNUAL REPORT

Annual Incident Report Analysis Form

This Annual Incident Report Analysis Form is for fiscal year July 1st, 2020 through June 30th, 2021. *QuEST closed to client workforce on Thursday, March 20th, 2020 due to COVID-19 Pandemic. QuEST began Phase One of Re Opening Plans on Tuesday, September 1st, 2020. QuEST began Phase Two of Re Opening Plans on Tuesday, November 2nd, 2020. Re Opening to client workforce was necessary to meet contract demands for California's worst Wildfire season on record.*

	Yes	No
1 Have any Incident Reports been completed in writing by QuEST Programs?		✓
2 Are forms complete?		✓
3 Is the type of incident/cause reported on the form?		✓
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?		✓

Cause(s):

There were zero Client Incident Reports, completed by Job Coaches, due to COVID-19 Pandemic closure. QuEST has not Re Opened to full client capacity as of Tuesday, June 30th, 2021.

Trends:

None.

Actions Taken for Improvement:

None.

Anticipated Results:

None.

Necessary Education and Training of Workforce:

Self-Advocacy, Client's Rights, and Mandated Reporting Requirements Trainings.

Preventative Actions Taken/Planned:

None.

Reporting Requirements:

QuEST staff members are "Mandated Reporters" and submit Special Incident Reports to Regional Center within 48 hours. QuEST staff members may seek assistance from local Law Enforcement anytime. If there is a work injury, that is not First Aid, it is reported to Worker's Compensation Insurance agency. If there is a Motor Vehicle Accident, it is reported to Vehicle Insurance agency.

Date:

July 9th, 2021

Completed By:

Melody Robertson

Title:

Executive Secretary

2020-2021 ANNUAL REPORT

Annual Safety Analysis Form

This Annual Safety Analysis Form is for July 1st, 2020 through June 30th, 2021.

		Yes	No
1	Have Facility Reports for all QuEST programs been completed monthly?	✓	
2	Are all questions answered on Facility Reports?	✓	
3	Are there two signatures on completed Facility Reports?	✓	
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?	✓	
6	Are safety drills practiced at different times throughout program day?	✓	
7	Are safety drills completed within three minutes at each program?	✓	

Cause(s):

There are currently 12 Safety Drills to be done monthly to ensure health and safety. All staff members and clients participate in Safety Drills.

Trends:

COVID-19 Pandemic Health and Safety Protocol and Guidelines, were developed, with assistance from QuEST Worker's Compensation Insurance, Risk Control Specialists.

Actions for Improvement:

None.

Anticipated Results:

QuEST Administrative staff members will continue to review CDC, State of CA, and Bi-County Health Officer's Guidelines and Directives during COVID-19 Pandemic.

Necessary Education and Training of Workforce:

All staff members and clients will be trained on proper use of Personal Protective Equipment (PPE), including face coverings/masks, hand sanitizing, and hand washing.

All staff members will participate in Injury and Illness Prevention Program, Injury and Illness Prevention Program COVID-19 Supplement, Exposure Control Plan, and Infectious Disease Outbreak Response Plan Training.

Preventative Actions Taken/Planned:

QuEST Work Services Program and Administrative office have implemented Health & Safety Protocols which include frequent cleaning and sanitizing of facility.

Work Services Program Assembly staff members and clients are required to wear mask/facial covering, as per Assembly contract requirements.

Reporting Requirements:

A client or staff member illness or injury, that is not First Aid, is reported to QuEST Worker's Compensation Insurance Agency. A Special Incident Report (SIR) for a client injury is submitted to Regional Center within 48 hours. If an illness or injury requires hospitalization, it will be reported to CAL-OSHA within 8 hours. QuEST will follow advice and guidance of all regulatory agencies for an illness or injury.

Date:

July 9th, 2021

Completed By:

Melody Robertson

Title:

Executive Secretary

2020-2021 ANNUAL REPORT

Annual Staff Transition Analysis Form

This Annual Staff Transition Analysis Form is for July 1st, 2020 through June 30th, 2021.

Average Number of QuEST Staff Members for Fiscal Year* 21
(*Avg. based on July 2020 through June 2021 Agency Rosters)

Total Number of QuEST Staff Members Transitioned During Fiscal Year: 5

Transition Rate = $5 / 21$ **24%**
(Transition Rate equals average number of staff members, divided by total number of staff members transitioned)

Reason:

Laid Off	2
Promotion	0
Resignations	0
Terminations	0
Transferred	3
Total	5

By Program:

Administration	0
Rest Areas	4
Work Services Program	1
Total	5

QuEST closed Work Services Programs to client workforce on Thursday, March 19th, 2020 due to COVID-19 Pandemic. QuEST began "Phase One" of Re Opening to client workforce on September 1st, 2021. QuEST began "Phase Two" of Re Opening to client workforce on November 1st, 2020. The Re Opening to client workforce was necessary due to California's worst wildfire season on record.

Cal Trans closed Maxwell Rest Area on Thursday, April 17th, 2020 for remodeling/renovations. Maxwell Rest Area Job Coaches transitioned to Work Services Program Assembly Department. Two Maxwell Rest Area Production Workers were laid off, and one is "on call" for Dunnigan Rest Area. Cal Trans projected re-opening date for Maxwell Rest Area is June 2021.

Revised: July 1st, 2021