

Quality Education Services and Training, (QuEST)

P.O. Box 3659

Yuba City, CA 95991

Telephone: (530) 741-2140

Internet: crsquest.com

2021-2022 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 (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 is 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

Secretary:

Alanna Propst

Board Member:

Stephen Wilson

Board Member:

John Abe

Board Member:

Brian Abe

DIRECTORY

Administrative Office:

Location: 725 Walnut Street, Yuba City, CA 95991

Contact(s): Susan Abe, 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.

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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 28 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 2021, due to California's worst wildfire season, on record.

Financial Status:

1. QuEST has remained fiscally stable during fiscal year 2021-2022, due to long term contracts.
2. Maxwell Rest Area closed in April 2020 for remodeling/renovations. Maxwell Rest Area re-opened in August 2021.
3. QuEST received a Regional Center, hourly rate increase, for Dunnigan and Maxwell Rest Areas, in April 2022.

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 34 for 2021-2022. QuEST has some clients, that chose not to return to work, due to ongoing COVID-19 Pandemic. QuEST is not at full client capacity as of June 30th, 2022.

Work Services Experience Hub achieved 85% 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 Group Supported Employment Program at Maxwell Rest Area in August 2021.

One client was promoted/transitioned from Assembly Department, to Group Supported Employment Program at Maxwell Rest Area in December 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 2021 and 2022 Quality of Life Surveys, which is 11% of client enrollment. 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.

Quality of Life Survey Question Number 2, inquiring about Independence and choices offered to a client, reflects a 20% decrease.

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Quality of Life Survey Question Number 4, inquiring about not taking part in activities within the town you live, has a 10% decrease. Choices of what to eat, places to eat, and places to go, were limited due to COVID-19 Pandemic. Clients, families, and Care Providers may be hesitant to purchase clothing, eat out at a restaurant, or go to a community activity, with a large crowd, due to COVID-19 Pandemic. Clients, families and Care Providers may also be hesitant to participate in community activities due to increased crime and unprecedented inflation in 2022.

Quality of Life Survey, Question Number 5, inquiring about Rights, Dignity, and Respect, reflects a 20% decrease. Privacy issues were expressed by clients, that currently live independently in community, with a roommate. Clients may benefit from privacy, dignity, respect, and boundaries (personal space) training from their Independent Living Skills Instructor.

Quality of Life Survey, Question Number 6, inquiring about Emotional Well Being, reflects a 4% decrease. Quality of Life Survey Question Number 7, inquiring about Health Status and feeling well, reflects a 50% increase. Hopefully, Emotional Well Being and Health Status will continue to improve, due to clients returning to work, after COVID-19 Pandemic.

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.

2022 Annual Client Survey states 89% of clients, answered Yes to ten questions, about choices and opportunities.

Work Services Experience Hub achieved 99% 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.

2022 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 2022 Annual Contract Stakeholder Surveys to contract representatives, and return rate was 0% in 2022. 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.

2022 Annual Regional Center Stakeholder Survey states 100% of Regional Center Service Coordinators, answered Yes to ten questions, about services provided for clients.

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 staff members received three Safety Reward checks in 2021-2022. QuEST had 357 consecutive days without an accident or injury at any program as of June 30th, 2022.

QuEST achieved 100% of goal.

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6. Service Access:

Goal is for Group Supported Employment Access Hub 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, twice per year to determine productivity, and earnings per hour.

Dunnigan Rest Area client's average earnings equal \$7.46 per hour in 2021-2022. Maxwell Rest Area client's average earnings equals \$8.16 per hour in 2021-2022.

QuEST achieved 100% of goal.

7. Staff Recruitment and Retainment:

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

QuEST experienced an increase in staff transitions during COVID-19 Pandemic. QuEST offers a Staff Recruitment Bonus. QuEST decreased time frame for staff members to receive Staff Recruitment Bonus.

QuEST has one employment opportunity as of June 30th, 2022.

QuEST achieved 100% of goal.

2022- 2023 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 continue Client Attendance Incentive Program and maintain 85%, or above, average attendance.

Goal is clients spending, no less than 85% of enrolled time in program, performing assembly contract work in QuEST.

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 retain staff members to assist QuEST clients with vocational goals and contract requirements.

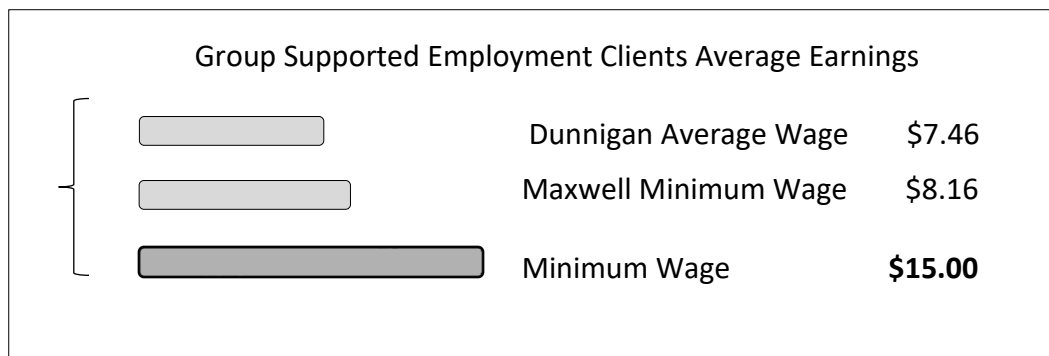
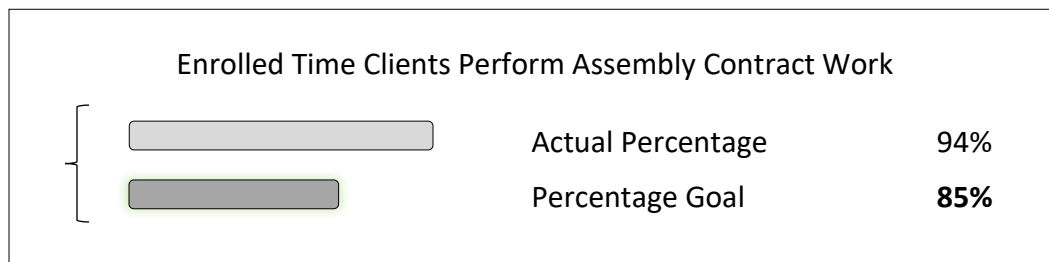
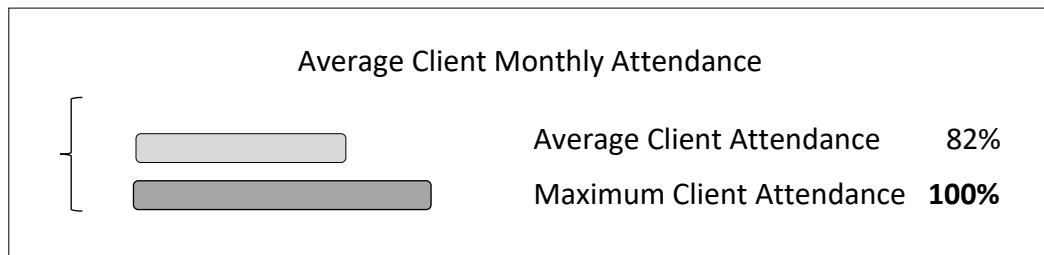
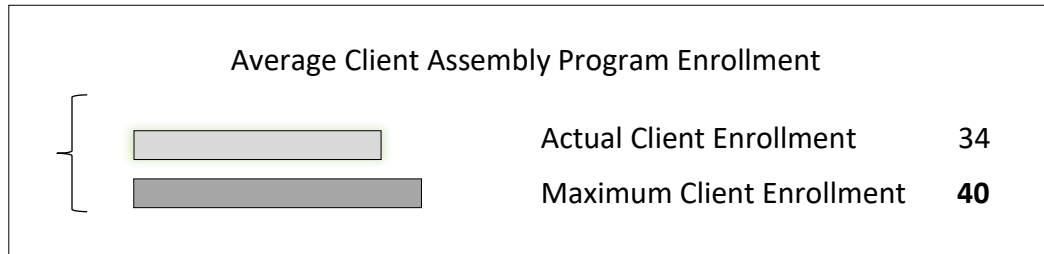
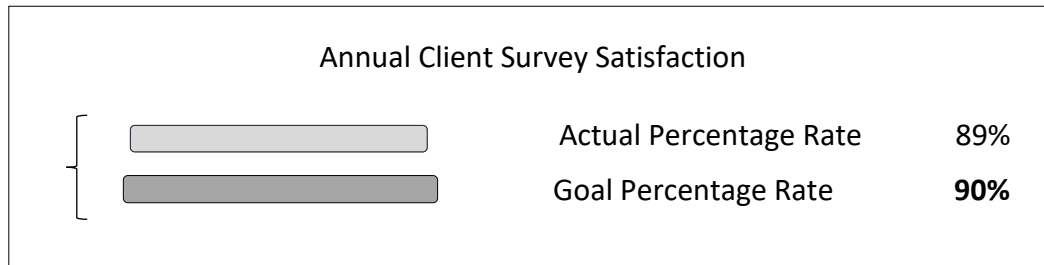
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PERFORMANCE DATA

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. Administrative Office moved to a new location, that is currently not accessible. Administrative Office will be remodeled based on availability of products, and approval of projected costs, during unprecedented inflation.
2. **Client Complaints/Grievances:**
There have been zero Complaints or Grievances from clients in 2021-2022.
3. **Client Incident Reports:**
There were five Client Incident Reports completed by Job Coaches in 2021-2022.
4. **Health and Safety:**
There were 43 Record of Injury forms, 0 First Aid Claims, and 1 Worker's Compensation Insurance claim for January – December 2021.
(A Record of Injury form is for a minor incident not requiring medical attention).
5. **Staff Transition:**
There were 7 staff members that transitioned in 2021-2022, which is a significant increase, during COVID-19 Pandemic.

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Annual Goals Achievement



July 5th, 2022

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2021-2022 Annual Program Evaluation

QuEST provided vocational training services “in person” to 56 clients from Thursday, July 1st, 2021 to Thursday, June 30th, 2022.

Client Statistics:

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

Demographics					
<u>Age:</u>	<u>Ethnicity</u>	<u>Gender</u>	<u>Language</u>	<u>Living Situation</u>	<u>Residence</u>
Age 20 - 9 29	African 4 American	41 Male	55 English	20 Parents/Guardian	1 Live Oak
Age 30 - 20 39	10 Latino/Hispanic	15 Female	1 Non- Verbal	22 Independently	12 Marysville
Age 40 - 11 49	38 White			14 Residential Care	10 Olivehurst
Age 50 - 11 59	4 Of Other Ethnicity				Pleasant 1 Grove
5 Age 60+					Plumas 2 Lake
					1 Sutter
					Yuba 29 City

All client’s wages are paid based on Productivity, which is determined by a Time Study.

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 May 2021. Six Surveys are 11% of current enrollment for June 2022.

The completed 2021 and 2022 Quality of Life Survey results, were evaluated and compared to try and determine the quality of services provided for clients.

	2021		2022	
	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?	80%	20%	60%	40%
3. <i>Interpersonal relationships</i> Do you have friends?	100%	0%	100%	0%
4. <i>Social Inclusion and Community Integration</i> Do you take part in activities within the town you live?	50%	50%	40%	60%

	2021		2022	
	Yes	No	Yes	No
5. <i>Rights, Dignity, and Respect</i> Do people around you allow privacy, ask what you think, leave you alone when bathing?	100%	0%	80%	20%
6. <i>Emotional Well Being</i> Do you feel happy?	84%	16%	80%	20%
7. <i>Health Status</i> Do you feel well?	50%	50%	100%	0%
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 2021 and 2022 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 2021 surveys equals 18.000. The total overall average domain score for all completed 2022 surveys equals 17.875.

Summary:

QuEST client’s average monthly attendance equals 85% for July 1st, 2021 to June 30th, 2022.

Quality of Life Survey Question Number 2, inquiring about Independence and choices offered to a client, reflects a 20% decrease. Quality of Life Survey Question Number 4, inquiring about not taking part in activities within the town you live, has a 10% decrease. Choices of what to eat, places to eat, and places to go, were limited due to COVID-19 Pandemic. Clients, families, and Care Providers may be hesitant to purchase clothing, eat out at a restaurant, or go to a community activity, with a large crowd, due to COVID-19 Pandemic. Clients, families and Care Providers may also be hesitant to participate in community activities due to increased crime and unprecedented inflation in 2022.

Quality of Life Survey, Question Number 5, inquiring about Rights, Dignity, and Respect, reflects a 20% decrease. Privacy issues were expressed by clients, that currently live independently in community, with a roommate. Clients may benefit from privacy, dignity, respect, and boundaries (personal space) training from their Independent Living Skills Instructor.

Quality of Life Survey, Question Number 6, inquiring about Emotional Well Being, reflects a 4% decrease. Quality of Life Survey Question Number 7, inquiring about Health Status and feeling well, reflects a 50% increase. Hopefully, Emotional Well Being and Health Status will continue to improve, due to clients returning to work, after COVID-19 Pandemic.

QuEST staff members continue to support clients, as best we can, during challenging economic times, while maintaining “essential contracts”.

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2022 Client Survey Results

There were forty-nine (49) blank 2022 Client Surveys distributed on Wednesday, May 4th, 2022. There were forty-one (41) completed 2022 Client Surveys returned. The return rate is 84%. (41 / 49). Please review below 2022 Client Survey Results.

Survey Questions:

	Yes +	No -
1. Do you spend time with family and friends when you want to?	40	1
2. Do you choose when, where, and what you would like to eat?	39	2
3. Do you choose when, where, and what you would like to do on the weekends?	40	1
4. Do you choose when, where, and how to spend your money?	40	1
5. Did you choose when, where, and who provides your services?*	39	1
(*One Survey Blank – Question Not Answered)		
6. Do you know your work goals?	34	7
7. Do you want to change your work goals?*	12	28
(*One Survey Blank – Question Not Answered)		
8. Do you have privacy?	40	1
9. Do you know your rights?	41	0
10. Do you know how to do a grievance?	35	6
	Total = 360	48
	89%	11%

Anything QuEST Can Help You With:

Helping me learning to use any other areas. When I'm ready learning how to make DG5 coils on machines. I would like to do more than clean up all the time. I would like to do more grips more often. I want to work with Miss Bertha more. I would like to give the Rest Area a try.

Trying to be more patient with things that go on in the summer time because it gets very hot.

How to take care of any issues or problems that I may have.

I am just trying to be a good worker and I am trying hard to stay focused.

I'm looking for a second job so I can earn more money.

Get a raise.

I want to move into an apartment, meet with my family.

Nothing I can think of.

No, I'm good.

Comments:

I want to do overtime. I want to make more money. I haven't spoken to my Alta Worker for a long time.

I love working here. This is my best job ever. QuEST rocks!! Let's keep winning every year!!!

Thank You for your time.

I am very proud to have such a good job working at QuEST. I want to continue working at QuEST.

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2022 Workforce Development Survey Results

There were seventeen (17) 2022 Workforce Development Surveys distributed to QuEST staff members on Monday, April 4th, 2022. There were eleven (11) 2022 Workforce Development Surveys returned. The return rate is: 65% (11 / 17).

Please review below 2022 Workforce Development Survey Results:

	Yes	No
1. Do you have all equipment and supplies you need for your job?	11	0
2. Do you have access to technology (Telephone, Tablet, Computer) you need for your job?	11	0
3. Do you have the opportunity to provide input about services provided to clients?*	10	0
(*One Survey Blank – Question Not Answered)		
4. Are you satisfied with vocational goals and objectives for clients?*	9	0
(*Two Surveys Blank – Question Not Answered)		
5. Do you participate in client’s meetings?*	6	3
(*Two Surveys Blank – Question Not Answered)		
6. Do you have the opportunity to provide input about health and safety?	11	0
7. Do you feel you are treated with dignity and respect?	11	0
8. Do you feel you are part of a team?	11	0
9. Are you recognized for a job well done?	11	0
10. Would you recommend someone to work at QuEST as a Job Coach or Production Worker?	11	0
Total Responses =	102	3
Percentages =	92%	3%

% Determined by Dividing Total Number of Responses to Total Number of Questions. Total Number of Questions equals 10.

For Example: Total Yes Responses equal 102, Divided by 110 (Total Questions 10 X 11 Surveys Questions), equals 92%. (102 / 110).

Staff Training Assessment:

Please note below, training that you would like to attend

- | | |
|----------------------------|-------------------|
| 0 Communication | 0 Task Analysis |
| 0 Confidentiality | 3 Time Management |
| 3 Health/Nutrition | 0 Vehicle Safety |
| 1 Person Centered Planning | 0 Other: _____ |

What Comments or Suggestions do you have to help us serve you better as an employee:

Benefits Please.

None.

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2022 Annual Contract Stakeholder Survey Results How Are We Doing?

There were five (5) blank 2022 Annual Contract Stakeholder Surveys, distributed via US Postal Service Mail, with a stamped self-addressed return envelope on Thursday, May 5th, 2022. There were zero (0) 2022 Annual Contract Stakeholder Surveys returned to QuEST.

	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?

No responses.

Comments or Suggestions to Improve Services to your agency:

None.

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2022 Annual Stakeholder Survey Results

How Are We Doing?

There were eight (8) Annual Stakeholder Surveys distributed, via email, to Regional Center Service Coordinators on Monday, April 4th, 2022. There were three (3) Annual Stakeholder Surveys returned. The return rate is 38% (3/8). Please review below 2022 Annual Stakeholder Survey Results.

	Yes	No
1. Are your client's needs being met?	3	0
2. Are you satisfied with vocational goals and objectives for your clients?	3	0
3. Do you see progress on client's vocational goals and objectives?	3	0
4. Do Individual Service Planning (ISP) meetings address client's needs?	3	0
5. Are all staff members that work with client included in ISP meetings?	3	0
6. Are ISP meetings scheduled in a timely manner?	3	0
7. Are your emails and telephone calls returned in a timely manner?	3	0
8. Are all conversations and documents for clients kept confidential by QuEST?	3	0
9. Are clients you represent treated with dignity and respect?	3	0
10. Are you treated with dignity and respect?	3	0
	Total Responses =	30 0
	Percentages =	100% 0%

% Determined by Dividing Total Number of Responses to Total Number of Questions. Total Number of Questions equals 10.

For Example: Total Yes Responses equal 30 (10X3) Divided by 30 equals 100%. (30 / 30).

Comments/Suggestions: QuEST is an outstanding program that give our clients a safe working environment.

They are treated with respect and dignity. The staff always go the extra mile for the employees. Ralph and his

crew are all around excellent. 😊

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2021-2022 Annual Complaint/Grievance Analysis Form

This Annual Complaint/Grievance Analysis Form is for fiscal year July 1st, 2021 through June 30th, 2022. A formal complaint is a written statement submitted by a client to Job Coach, Program Coordinator, Executive Director, or Board of 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 Executive Director?		✓
10 Have any written grievances been provided a QuEST Board of Director?		✓

Cause(s):

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

Trends:

QuEST 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

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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.

2021 - 2022 Annual Incident Report Analysis Form

This Annual Incident Report Analysis Form is for fiscal year July 1st, 2021 through June 30th, 2022.

	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? (5 Total: 4 = Positive COVID-19 Test Results and 1=Emotional Abuse)	✓	
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 4 Client Incident Reports, completed by Job Coaches, due to positive COVID-19 test results.

Critical Incidents:

None.

Trends:

COVID-19 and COVID-19 variants continue to cause illness in our local population.

Actions Taken for Improvement:

Staff members and clients are encouraged to stay home, if they are sick, to prevent transmission of COVID-19. Staff members and clients are encouraged to "self-test" prior to their scheduled work day if feeling sick. If there is a positive COVID-19 test at worksite all stations, tools, vehicles and offices will be sanitized.

Anticipated Results:

Decreased COVID-19 positive test results.

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Necessary Education and Training of Workforce:

Staff members and clients are reminded to stay home when they do not feel well, and to test, if they are exhibiting signs consistent with COVID-19.

Preventative Actions Taken/Planned:

Staff members and clients will continue to clean and sanitize worksite stations, tools, vehicles and offices.

Reporting Requirements:

QuEST staff members are “Mandated Reporters” and submit Special Incident Reports to Regional Center within 48 hours. QuEST is required to report positive COVID-19 cases to Worker’s Compensation Insurance agency. 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.

2021-2022 Annual Safety Analysis Form

This Annual Safety Analysis Form is for July 1st, 2021 through June 30th, 2022.

	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 13 Safety Drills to be done monthly to ensure health and safety. All staff members and clients participate in Safety Drills.

Trends:

None.

Actions for Improvement:

None.

Anticipated Results:

None.

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, if required during ongoing COVID-19 Pandemic.

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:

None.

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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.

2021-2021 Annual Workforce Transition Analysis Form

This Annual Staff Transition Analysis Form is for July 1st, 2021 through June 30th, 2022.

Average Number of QuEST Staff Members for Fiscal Year* 16
(*Avg. based on July 2021 through June 2022 Agency Rosters)

Total Number of QuEST Staff Members Transitioned During Fiscal Year: 7

Transition Rate = 7 / 16 **44%**
(Transition Rate equals average number of staff members, divided by total number of staff members transitioned)

Reason:

Laid Off	0	
Promotion	3	43%
Resignations	4	57%
Terminations	0	
Transferred	0	
Total	7	100%

(Percentages determined by dividing reason total, by total number of staff members transitioned).

By Program:

Administration	0	
Rest Areas	1	14%
WISE Program	6	86%
Total	5	100%

(Percentages determined by dividing program total, by total number of staff members transitioned).

QuEST experienced a significant increase, in Workforce Transition, during ongoing COVID-19 Pandemic. Unfortunately, some well qualified, long term, staff members chose to pursue different careers. The Workforce Transition is not exclusive to QuEST, an agency that provides vocational training opportunities, in our local community.

QuEST Executive Director and Work Services Program Coordinator, have increased and revised initial and established pay rates, for workforce. The increase in pay rates may assist QuEST to recruit and retain qualified staff members, to meet client and contract requirements in 2022-2023.