

Quality Education Services and Training, (QuEST)

P.O. Box 3659

Yuba City, CA 95991

Telephone: (530) 741-2140

Internet: crsquest.com

2019-2020 ANNUAL REPORT



A California Non Profit Public Benefit Corporation

2019-2020 ANNUAL REPORT

MISSION STATEMENT

QuEST is an organization created to provide education, training, and support services to individuals with disabilities (clients). QuEST's Board of Directors is made up of individuals residing in local communities in 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 staff 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 closed to client workforce on Thursday, March 19th, 2020 due to COVID-19 Pandemic. QuEST remains closed to client workforce as of June 30th, 2020 (end of fiscal year).

2019-2020 ANNUAL REPORT

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, landscaping, janitorial, and recycling job skills training to maintain contracts.

QuEST Group Supported Employment Access Hub, for Dunnigan and Maxwell Rest Area contracts, location is 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 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 supplies for Kortick Manufacturing in January of 2012. Kortick Manufacturing expanded employment opportunities for clients in Spring of 2018.
4. QuEST was awarded Maxell Rest Area contract in 2018. Maxwell Rest Area contract expanded employment opportunities for six clients in summer of 2018.
5. QuEST expanded PG&E contract in April 2019, due to Carr Fire and Camp Fire in 2018.
6. QuEST has been able to provide continuous and stable employment opportunities for clients for 25+ years.

Financial Status:

1. QuEST has remained fiscally stable during fiscal year 2019-2020, 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. QuEST was awarded a Paycheck Protection Program Loan in April 2020 during COVID-19 Pandemic.
4. Maxwell Rest Area closed in April 2020 for remodeling/renovations. Rest Area tentatively scheduled to reopen in January 2021.

ANNUAL GOALS ACHIEVEMENTS

Effectiveness:

1. Goal is an average enrollment of 40 clients in Work Services Experience Hub.
Average monthly client enrollment in Work Services Experience Hub equals 41 for 2019-2020.
Work Services Experience Hub 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 87% for 2019-2020.
Work Services Experience Hub achieved 97% of goal.

Efficiency:

1. Goal is clients spending, no less than 85% of enrolled time, performing assembly contract work.
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 96% for 2019-2020.
Work Services Experience Hub achieved 100% of goal.

Program Evaluation:

1. Goal is to review Annual Client Evaluation Surveys to assist in determining the quality of services provided.
Administrative staff compared six 2018-2019 Case Magic Quality of Life Surveys and two Home and Community Based Services (HCBS) Client Surveys. HCBS Surveys were done for all QuEST clients.

2019-2020 ANNUAL REPORT

Clients answered 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 as weakest) is used to calculate overall average score for each client on Quality of Life Survey. A percentage was determined to calculate overall average score for all clients on HCBS Survey.

QuEST achieved 100% of goal.

Safety:

1. 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 has 105 consecutive days, without an accident or injury as of June 30th, 2020. QuEST had 33 Record of Injury Forms, 1 First Aid claim, and 3 Worker's Compensation Insurance claims in 2019-2020. (A Record of Injury form is for a minor 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.

2020 HCBS Client Survey does not ask a comparable question.

QuEST achieved 94% 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.

2020 HCBS Staff Survey does not ask comparable questions. A written comment states "The clients are treated with care and respect".

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 distributed Annual Contract Stakeholder Surveys to contract representatives, and return rate was 20% in 2020. Contract Services state 100% Satisfaction, 0 Accessibility Barriers, and no written issues or concerns.

QuEST achieved 100% of goal.

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.

Annual Regional Center Stakeholder Survey states (88% Excellent + 12% Satisfactory + 0% Needs Improvement), satisfaction rate for client services provided in 2020. A written comment states "Hard Working Dedicated Staff!! Thank you for all you do!

QuEST achieved 100% of goal.

Service Access:

1. Goal is for Group Supported Employment Access Hub, to provide client's job skills training experiences 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.

2019-2020 ANNUAL REPORT

Dunnigan Rest Area client's average earnings equal \$6.80 per hour in 2019-2020. Maxwell Rest Area client's average earnings equals \$7.16 per hour in 2019-2020.

QuEST achieved 100% of goal.

Staff Training:

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

QuEST did not include a Staff Training Assessment on 2020 Home and Community Based Services Staff Survey.

QuEST has accessed, online competency based trainings for staff members, from Gallagher Bassett Risk Control Specialists. Assistant Executive Director assigns trainings for all QuEST staff members.

QuEST is developing Remote and Alternative Day Services, which will require "virtual" vocational training experiences for clients during COVID-19 Pandemic. QuEST staff members will access Department of Developmental Services, You Tube, and other internet websites to research vocational trainings for clients.

QuEST achieved 100% of goal.

2020-2021 ANNUAL GOALS

Effectiveness:

1. The target goal is average enrollment of 40 clients in Work Services Experience Access Hub maintaining assembly contracts.

Efficiency:

1. The target 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 the community.

Program Evaluation:

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

Satisfaction:

1. The target goal is for Annual Client Survey to have 90% satisfaction rate, or above, for choices and opportunities at QuEST.
2. The target goal is for Annual Workforce Development and Management Survey to have 90%, satisfaction rate, or above, for client choices and opportunities at QuEST.
3. The target goal is for Annual Contract Stakeholder Surveys to have 90%, or above satisfaction rate.
4. The target goal is for Annual Regional Center Surveys to have 90%, or above satisfaction rate.

Safety:

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

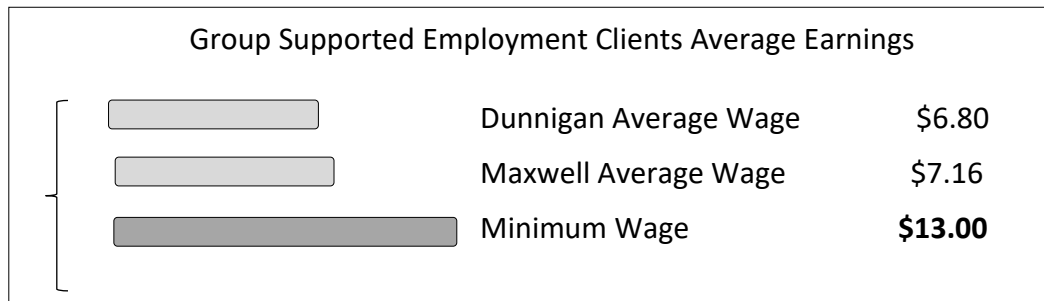
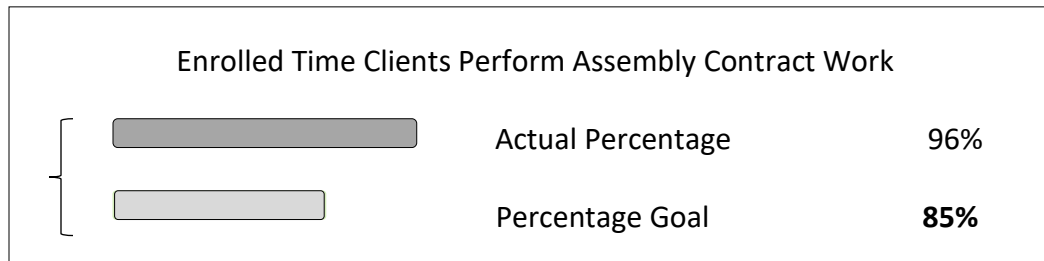
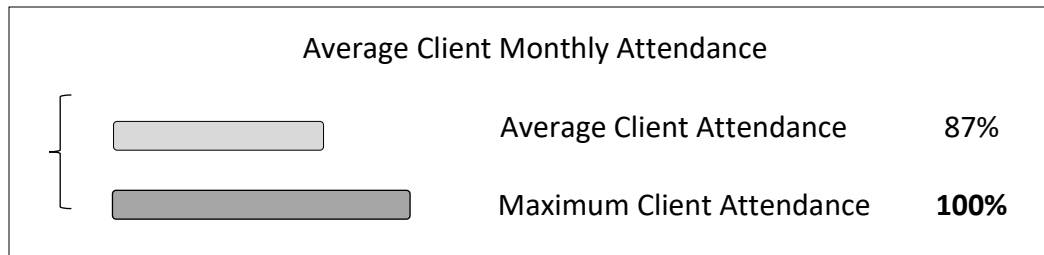
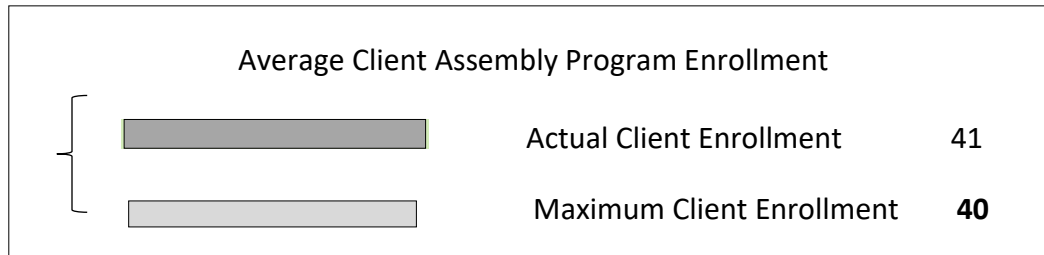
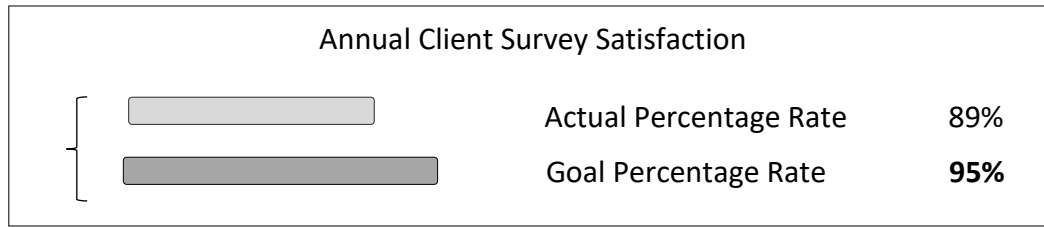
Service Access:

1. The target goal is increasing enrollment, of new full time clients, in Hub Access Experience opportunities at QuEST.

Staff Training:

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

**Quality Education Services and Training (QuEST)
2019-2020
Annual Goals Achievement**



QuEST closed to client workforce on March 19th, 2020 due to COVID-19 Pandemic. QuEST remains closed to client workforce as of today Monday, July 6th, 2020. Annual Goals Achievement form will be distributed to clients after Reopening.

2019-2020 ANNUAL REPORT

2019-2020 Annual Program Evaluation

QuEST provided vocational training services to 63 clients from July 1st, 2019 through March 19th, 2020. QuEST closed to client workforce on Thursday, March 19th, 2020 due to COVID-19 Pandemic. QuEST remains closed to client workforce as on Tuesday, June 30th, 2020 (end of fiscal year).

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 14 clients ages 20 - 29; 17 clients ages 30 - 39; 14 clients ages 40 - 49; 13 clients ages 50 - 59; and 5 clients age 60+.

Attendance: QuEST clients average monthly attendance from July 1st, 2019 through March 19th, 2020 equals 86%.

Contract Work: QuEST clients in Assembly Department spent an average of 96% of enrolled time performing contract work from July 1st, 2019 through March 19th, 2020.

Ethnicity: QuEST provided services to 2 Asian; 5 Black or African American; 9 Latino or Hispanic; 43 White; and 4 of Other Ethnicity.

Gender: QuEST provided services to 45 male and 18 female clients.

Language: QuEST provided services to 62 clients that speak English, and 1 client that is Non Verbal.

Living Situation: QuEST provided services to 20 clients that live at Home; 31 clients that live Independently; 11 clients that live in Residential Care; and 1 client that lives in Supported Living.

Monthly Wage: QuEST clients earned an average monthly wage of \$512.78 from July 1st, 2019 through December 31st, 2019. QuEST clients earned an average monthly wage of \$585.34 from January 1st, 2020 through March 19th, 2020.

Productivity: QuEST clients average monthly productivity was 41% from July 1st, 2019 through December 31st, 2019. QuEST clients average monthly productive was 40% from January 1st, through March 19th, 2020.

Residence: QuEST provided services to 12 clients that live in Marysville; 12 clients that live in Olivehurst; 1 client that lives in Pleasant Grove; 1 client that lives in Plumas Lake; 1 client that lives in Sutter; and 36 clients that live in Yuba City; Sutter County clients equal 37, and Yuba County clients equal 26.

Client Quality of Life Surveys:

QuEST completed six Case Magic Quality of Life Surveys to determine quality and satisfaction of services provided to clients for 15% of current enrollment in July 2019. QuEST consulted with CARF Surveyors in January 2020 for accuracy of Case Magic records for Accreditation Standards. Quality of Life Surveys were not completed in 2020 due to closure of QuEST due to COVID-19 Pandemic.

The completed 2019 Quality of Life Survey results, were evaluated and compared 2020 Home and Community Base Services Client Survey Results, that asked similar questions, to try and determine the quality of services provided during these challenging times.

2019-2020 ANNUAL REPORT

		Yes	No
1. <u>Choices</u>			
2019 Question:	Are you offered choices (what to wear, what to eat, places to go)?	100%	0%
2020 Question:	Do you get to choose your program hours/days?	59%	41%
2. <u>Friendships</u>			
2019: Question:	Do you have friends?*	100%	0%
	<i>*One client stated she has few friends.</i>		
2020 Question:	Do you have the chance/opportunities to meet people in local community?	94%	6%
3. <u>Community Integration</u>			
2019 Question:	Do you take part in activities within the town where you live?	50%	50%
2020 Question:	Do you choose to participate in community outings or activities?	92%	8%
4. <u>Dignity and Respect</u>			
2019 Question:	Do the people around you allow privacy, ask what you think, leave you alone while bathing?	100%	0%
2020 Question:	Do you have any privacy or confidentiality concerns?	13%	87%

The percentages for 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. The percentage for 2020 questions and answers were determined by review of completed Home and Community Based Client Survey Results for QuEST.

QuEST clients surveyed about Friendships: Community Integration: and Dignity and Respect: are all Satisfactory. QuEST clients surveyed about Choices, Needs Improvement.

Summary: QuEST clients average monthly attendance equaled 86%. QuEST clients like coming to work, enjoy their job and friendships, and were working very hard to meet increased assembly contract demands, with staff support and training, prior to closure due to COVID-19 Pandemic.

QuEST is currently developing Remote and Alternative Day Services for clients with a focus on vocational skills. This will provide clients with choices of vocational services they would like to participate in, based on input from their Planning Team.

It is unknown when QuEST may reopen to client workforce.

Revised: September 15th, 2020 based on input from Work Services Program Coordinator.

2019-2020 ANNUAL REPORT

2020 Home and Community Based Services (HCBS) Work Services Client Survey Results

QuEST sought input from individual with disabilities (clients) to determine if we provide inclusion and community integrated opportunities. There were 43 surveys returned which is 100% of current enrollment of 43 clients.

Survey Questions:	Yes	No
1. Do you have the chance/opportunities to meet people in local community?	42 98%	01 02%
2. Do you choose to participate in community outings or activities?*(* = 1 Survey Blank, Question Not Answered)	36 84%	06 16%
3. Do you feel that services provided by QuEST keep you from meeting people in local Community? (* = 1 Survey Blank, Question Not Answered)	05 14%	37 86%
4. Do you have access throughout QuEST building/facility?	39 91%	04 09%
5. Do you get to choose your program hours/days?	29 68%	14 32%
6. Do you know how to request a change in program services?	35 82%	08 18%
7. Do QuEST staff members respect your privacy?*(*= 2 Surveys Blank, Question Not Answered)	38 89%	03 11%
8. Do you have any privacy or confidentiality concerns?*(* = 1 Survey Blank, Question Not Answered)	06 16%	36 84%
9. Do you know your rights?	41 96%	02 04%
10. Do you know how to do a grievance?	35 82%	08 18%
11. Do QuEST staff members communicate in an appropriate/understandable manner?	41 96%	02 04%

Total % of Positive Responses = 956 / 11 Questions = 87%

Comments: I know we have Grievance forms, I just don't know how to fill one out.
I want to ride on the forklift and in the future maybe to become staff someday.
I have asked to try banding and was told it is too hard. I would like to try.
This has been my favorite work place. I will love to stay working here. QuEST rocks!!
I'm a good worker.
I like it here because of my friends that I have and the staff are nice too!
I like QuEST a lot.
They treat me right.

3/25/2020

2019-2020 ANNUAL REPORT

2020 Home and Community Based Services (HCBS) Group Supported Employment Client Survey Results

QuEST sought input from individual with disabilities (clients) to determine if we provide inclusion and community integrated opportunities. There were 10 surveys returned which is 84% of current enrollment of 12 clients.

Survey Questions:	Yes	No
1. Do you have the chance/opportunities to meet people in local community?	09 90%	01 10%
2. Do you choose to participate in community outings or activities?	10 100%	00 00%
3. Do you feel that services provided by QuEST keep you from meeting people in local community?	00 00%	10 100%
4. Do you have access throughout QuEST building/facility?	10 100%	00 00%
5. Do you get to choose your program hours/days?	05 50%	05 50%
6. Do you know how to request a change in program services?	10 100%	00 00%
7. Do QuEST staff members respect your privacy?	10 100%	00 00%
8. Do you have any privacy or confidentiality concerns?	01 10%	09 90%
9. Do you know your rights?	10 100%	00 00%
10. Do you know how to do a grievance?	07 70%	03 30%
11. Do QuEST staff members communicate in an appropriate/understandable manner?	10 100%	00 00%

Total Positive Responses = 1000 / 11 Questions = 91%

Comments: None

2019-2020 ANNUAL REPORT

2020 Home and Community Based Services (HCBS) Staff Survey Results

QuEST provides services for individuals with disabilities (clients) that are partially paid for with Federal funds from Center for Medicare and Medicaid Services (CMS) Agency. State of California must comply with what is called Home and Community Based Services (HCBS) Final Rule established by CMS. HCBS requires inclusion and community integration opportunities for clients.

QuEST obtained input from staff members to determine if we provide inclusion and integrated opportunities for clients. Please review Home and Community Based Services Settings Staff Survey Results. Seven Surveys were returned which is 100% of current total of 7 staff members.

Survey Questions:	Yes		No	
1. Does QuEST provide opportunities for your client to interact in local community?	7	100%	0	00%
2. Does your client choose to participate in community outings or activities?	7	100%	0	00%
3. Do you feel that services provided by QuEST segregates clients from local community?	0	00%	7	100%
4. Do you and your client have access throughout QuEST building/facility?	7	100%	0	00%
5. Does your client get a choice of their program days/hours?	5	72%	2	28%
6. Do you know how to request a change in program services?	6	86%	1	14%
7. Does QuEST share Client's Rights with you and your client?	7	100%	0	00%
8. Does QuEST share Grievance Policy and Procedure with you and your client?	7	100%	0	00%
9. Does QuEST respect the privacy of your client?	7	100%	0	00%
10. Do you have any privacy or confidentiality concerns?	0	00%	7	100%
11. Do QuEST staff members communicate in an appropriate/understandable manner?	7	100%	0	00%

Comments: I very much enjoy working at QuEST. The clients are treated with care and respect.

Total Positive Responses = 900/11 Questions = 82%.

2019-2020 ANNUAL REPORT

2020 Annual Contract Stakeholder Survey Results How Are We Doing?

There were five (5) Annual Contract Stakeholder Surveys distributed to Contract Representatives. There was one (1) Survey returned. The return rate equals 20% (1 / 5).

Please review below Annual Contract Stakeholder Survey Results:

	Yes	No
<i>Contract Services:</i>		
1. Are your contract needs being met?	1	0
2. Do you receive information about your contract in a timely manner?	1	0
3. Are you treated with dignity and respect?	1	0
4. Are your emails and telephone calls returned in a timely manner?	1	0
5. Are all conversations and documents for your contract kept confidential by QuEST?	1	0
	100%	0%
<i>Accessibility:</i>		
6. Are there any attitudinal barriers?	0	1
7. Are there any architectural barriers?	0	1
8. Are there any environmental barriers?	0	1
9. Are there any communication barriers?	0	1
10. Are there any technological barriers?	0	1
11. Are there any transportation barriers?	0	1
12. Have solutions been developed which may prevent contract service delays?	0	1
	0%	100%

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: No written responses.

2019-2020 ANNUAL REPORT

2020 Annual Stakeholder Survey Results How Are We Doing?

There were ten (10) Annual Stakeholder Surveys distributed to Regional Center Service Coordinators in April 2020. There were three (3) Surveys returned. The return rate equals 30% (3 / 10).

Please review below Annual Stakeholder Survey Results.

	Excellent	Satisfactory	Needs Improvement	
1. Are clients you represent vocational needs being met?	3	0	0	
2. Are you satisfied with vocational goals and objectives for clients?	3	0	0	
3. Do you see progress on client's vocational goals and objectives?	2	1	0	
4. Do Individual Service Planning (ISP) meetings address client's needs?	3	0	0	
5. Are all staff members that work with client included in ISP meetings?	2	1	0	
6. Are ISP meetings scheduled in a timely manner?	2	1	0	
7. Do you receive client Progress Reports in a timely manner?	3	0	0	
8. Are your emails and telephone calls returned in a timely manner?	3	0	0	
9. Are all conversations and documents for clients kept confidential by QuEST?	3	0	0	
10. Are clients you represent treated with dignity and respect?	3	0	0	
11. Are you treated with dignity and respect?	3	0	0	
12. Overall, what is your opinion of vocational services provided by QuEST?	3	0	0	
	Total Responses	32	3	0
		88%	12%	0%

% Determined by Dividing Total Number of Responses to Total Number of Questions. Total Number of Questions equals 12. For Example: 32 Total Excellent Responses Divided by 36 equals 88%. (32 / 36).

Comments/Suggestions: Hard Working Dedicated Staff! Thank you for all you do! 🤗🤗🤗🤗

THANK YOU!!!

2019-2020 ANNUAL REPORT

2019-2020 Annual Complaint/Grievance Analysis Form

This Annual Complaint/Grievance Analysis Form is for fiscal year July 1st, 2019 through June 30th, 2020. A formal complaint is a written statement by a 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 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 staff members 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, 2020

Completed By:

Melody Robertson, Executive Secretary

2019-2020 ANNUAL REPORT

2019 - 2020 Annual Incident Report Analysis Form

This Annual Incident Report Analysis Form is for fiscal year July 1st, 2019 through June 30th, 2020.

	Yes	No
1 Have any Incident Reports been completed in writing by QuEST Programs? (9 Total, 5 = Work Services Experience, and 4 Group Supported Employment Experience)	✓	
2 Are forms complete? (Type of Incident Not Indicated on 1 Report)		✓
3 Is the type of incident/cause reported on the form? (Type of Incident Not Indicated on 1 Report)		✓
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):

Clients express anger, and other emotions which are documented in a Special Incident Report (SIR).

Trends:

Verbal and physical threats by clients, and individuals in their lives, while at work and home.

Actions Taken for Improvement:

Engage Client Planning Team to help identify supports for health and happiness.

Contact local Law Enforcement to report and deter threats.

Anticipated Results:

Decrease in verbal and physical threats.

Necessary Education and Training of Workforce:

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

Preventative Actions Taken/Planned:

Follow up with Client Planning Team for identified supports for health and happiness.

Follow up with local Law Enforcement, which may include obtaining a Restraining Order.

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:

Draft: July 6th, 2020; Revised: September 15th, 2020 based on input from Work Services Program Coordinator.

Completed By:

Melody Robertson, Executive Secretary

2019-2020 ANNUAL REPORT

2019-2020 Annual Safety Analysis Form

This Annual Safety Analysis Form is for July 1st, 2019 through June 30th, 2020.

Clients did not participate in Monthly Safety Drills starting in March 2020. QuEST closed to client workforce on Thursday, March 19th, 2020 due to COVID-19 Pandemic. QuEST remains closed to client workforce as of June 30th, 2020

		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:

A COVID-19 Pandemic Health and Safety Protocol and Guidelines, are currently being 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 Training, Injury and Illness Prevention Program COVID-19 Supplement, Exposure Control Plan, and Infectious Disease Outbreak Response Plan.

Preventative Actions Taken/Planned:

QuEST has implemented a Health Screening upon arrival at QuEST, which includes "touchless" taking of temperature, and completion of COVID-19 symptom questionnaire. QuEST Work Services Program and Administrative office have implemented Health & Safety Protocols which include frequent cleaning and sanitizing of facility.

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:

Draft: July 6th, 2020; Revised: September 15th, 2020 based on input from Work Services Program Coordinator.

Completed By:

Melody Robertson, Executive Secretary

2019-2020 ANNUAL REPORT

2019-2020 Annual Workforce Transition Analysis Form

This Annual Staff Transition Analysis Form is for July 1st, 2019 through June 30th, 2020.

Average Number of QuEST Staff Members for Fiscal Year* 27
(*Avg. based on July 2019 through June 2020 Agency Rosters)

Total Number of QuEST Staff Members Transitioned During Fiscal Year: 8

Transition Rate = 8 / 27 **30%**
(Transition Rate equals average number of staff members, divided by total number of staff members transitioned)

Reason:

Laid Off	7	88%
Promotion	0	0%
Resignations	0	0%
Terminations	0	0%
Transferred	1	12%
Total	8	100%

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

By Program:

Administration	0	0%
Rest Areas	1	12%
WISE Program	7	88%
Total	8	100%

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

QuEST closed to client workforce on Thursday, March 19th, 2020 due to COVID-19 Pandemic. QuEST remains closed to client workforce as of Wednesday, July 1st, 2020. QuEST staff members continue to meet Assembly and Rest Area contract requirements

Cal Trans closed Maxwell Rest Area on Thursday, April 17th, 2020 for remodeling/renovations. Maxwell Rest Area Job Coaches transitioned to 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 January 2021.

Annual Workforce Transition Analysis form includes QuEST Production Workers hired to meet increased PG&E Assembly contract demands. PG&E contract demands decreased during COVID-19 Pandemic, which resulted in layoffs.

Draft: July 1st, 2020

Revised: September 15th, 2020