

**Quality Education Services and Training, (QuEST)**

P.O. Box 3659

Yuba City, CA 95991

Telephone: (530) 741-2140

Internet: crsquest.com

**2022-2023 ANNUAL REPORT**



A California Non-Profit Public Benefit Corporation

## **2022-2023 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 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, 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 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. (Landscaping opportunities are seasonal).

## **2022-2023 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**

- QuEST has been able to provide continuous and stable employment opportunities to clients for 29 years.
- QuEST has maintained Dunnigan Rest Area and PG&E contracts since 1994.
- QuEST began providing assembly services to Pacific Bell, which is now AT&T, in 2003.
- QuEST was awarded Maxwell Rest Area contract in 2018.
- Assembly Contract demands in 2022-2023, have decreased due to fewer Wildfires, after a wet winter and mild (lower temperatures) Spring/Early Summer.

### **Financial Status:**

- QuEST has remained fiscally stable during fiscal year 2022-2023, due to long term contracts.
- QuEST received a Regional Center, hourly rate increase, for Dunnigan and Maxwell Rest Areas, in January 2023.

## **ANNUAL GOALS ACHIEVEMENTS**

### 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 37 for 2022-2023.

- **Work Services Experience Hub achieved 93% of goal.**

### Efficiency:

Goal is to continue Client Attendance Incentive Program and maintain 85%, or above, average attendance.

Average monthly client attendance, for all QuEST Programs, equals 82% for fiscal year.

- **Work Services Experience Hub achieved 97% of goal.**

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

Aggregate Percentage of paid work is calculated monthly, based on each client's daily attendance, and paid work hours. QuEST Assembly Client Monthly Reports, Aggregate Percentage of Paid Work, average equals 92% for 2022-2023.

- **Work Services Experience Hub achieved 100% of goal.**

### Program Evaluation:

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

Quality of Life Survey Question Number 2, inquiring about Independence and choices offered to a client, reflects a 40% increase. Quality of Life Survey Question Number 4, inquiring about taking part in activities within the town you live, has a 35% increase. Clients, families, and Care Providers have chosen to return to local restaurants, and participate in local community activities, after COVID-19 Pandemic.

Quality of Life Survey Question Number 5, inquiring about Rights, Dignity and Respect reflects a 20% increase. There are no privacy issues expressed by clients.

Quality of Life Survey, Question Number 6, inquiring about Emotional Well Being, reflects a 10% increase. Emotional well being, and happiness has continued to increase, based on local community activities, that are new, or have "returned" and been rescheduled, after COVID-19 Pandemic.

- **QuEST achieved 100% of goal.**

## **2022-2023 ANNUAL REPORT**

### **Satisfaction:**

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

2023 Annual Client Survey states 72% of clients, answered Yes to ten questions, about choices and opportunities.

➤ **Work Services Experience Hub achieved 80% 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.

2023 Annual Workforce Development and Management Survey states 98%, 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 2023 Annual Contract Stakeholder Surveys to contract representatives, and return rate was 0% in 2023. 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.

2023 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.**

### **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 four Safety Reward checks in 2022-2023. QuEST had 722 consecutive days without an accident or injury at any program as of June 30<sup>th</sup>, 2023.

➤ **QuEST achieved 100% of goal.**

### **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 \$10.55 per hour in 2022-2023. Maxwell Rest Area client's average earnings equals \$14.17 per hour in 2022-2023.

➤ **Work Services Experience Hub achieved 100% of goal.**

### **Staff Recruitment and Retainment:**

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

QuEST increased "starting" hourly wage. QuEST offers a Staff Recruitment Bonus. There are two Rest Area employment opportunity as of June 30<sup>th</sup>, 2023, for a Job Coach and Production Worker.

➤ **QuEST achieved 100% of goal.**

## **2022-2023 ANNUAL REPORT**

### **PERFORMANCE DATA**

#### **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 continued unprecedented inflation.

#### **Client Complaints/Grievances:**

There have been zero Complaints or Grievances from clients in 2022-2023.

#### **Client Incident Reports:**

There were nine Client Incident Reports completed by Job Coaches in 2023-2023.

#### **Health and Safety:**

There were 48 Record of Injury forms, 0 First Aid Claims, and 0 Worker's Compensation Insurance claims for January – December 2022.

(A Record of Injury form is for a minor incident not requiring medical attention).

#### **Staff Transition:**

There were 3 staff members that transitioned in 2022-2023.

### **2023- 2024 ANNUAL GOALS**

#### **Effectiveness:**

Goal is an average enrollment of 30 clients in Work Services Experience Hub maintaining assembly contracts.

#### **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.

#### **Program Evaluation:**

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

#### **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.

#### **Safety:**

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

#### **Service Access:**

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

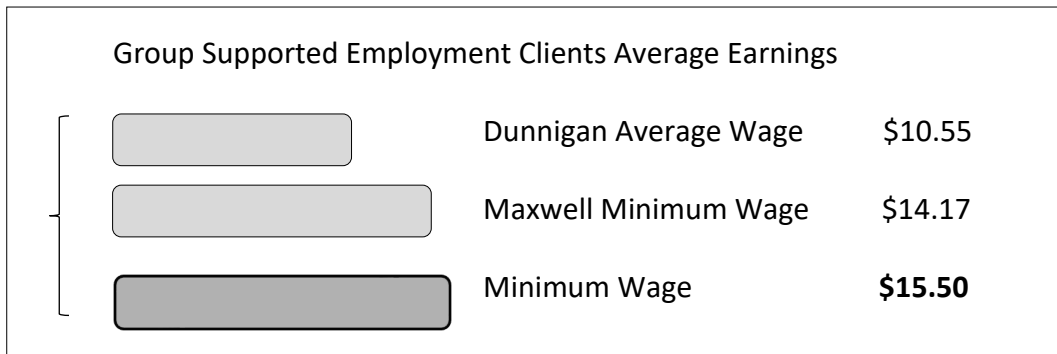
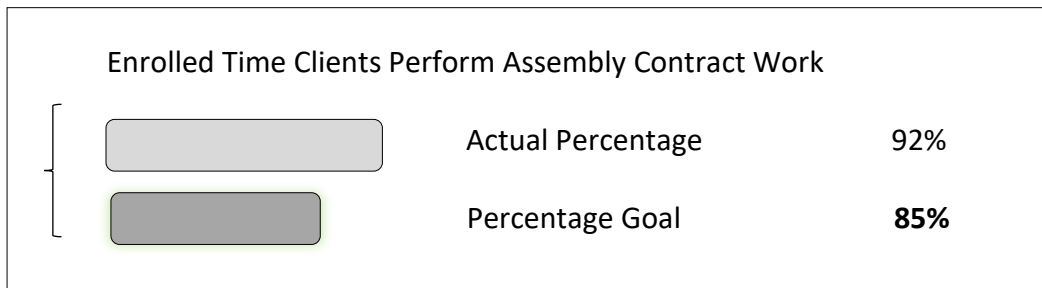
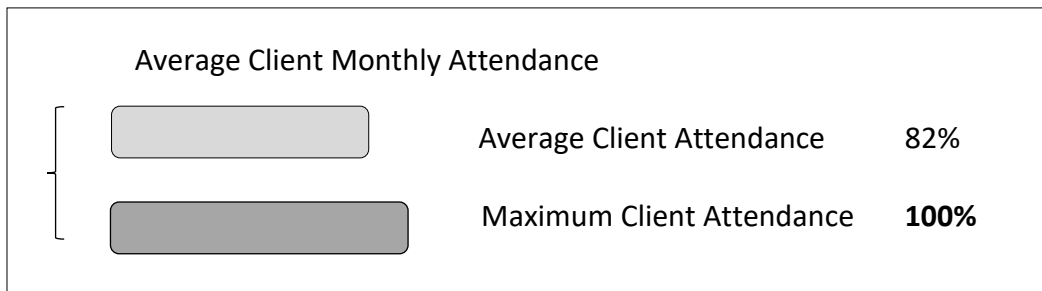
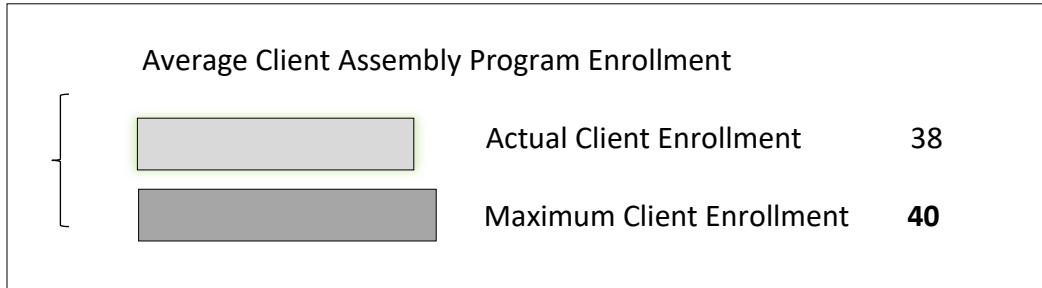
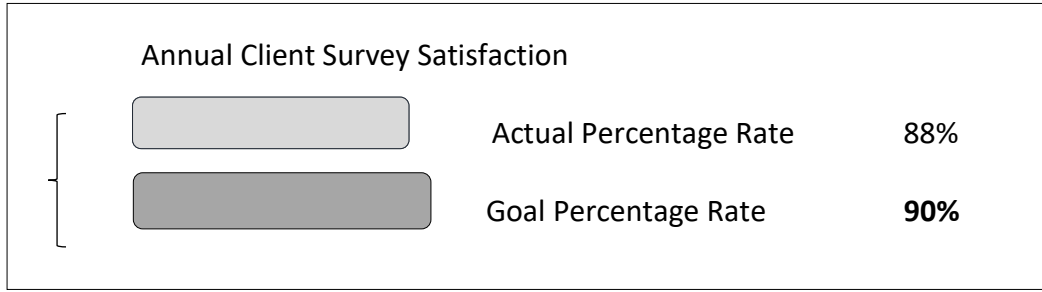
#### **Staff Recruitment and Retainment:**

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

(Revised: August 3<sup>rd</sup> 2023 Based on Input from QuEST Program Coordinatot)

# 2022-2023 ANNUAL REPORT

## 2022-2023 Annual Goals Achievement



## **2022-2023 ANNUAL REPORT**

### **2022-2023 Annual Program Evaluation**

QuEST provided vocational training services to 54 clients from Friday, July 1<sup>st</sup>, 2022 to Friday, June 30<sup>th</sup>, 2023.

#### **Client Statistics:**

The following statistics listed below were calculated by, Case Magic internet cloud system, for fiscal year.

			<b>Demographics</b>			
<u>Age:</u>	<u>Gender:</u>	<u>Language:</u>	<u>Ethnicity:</u>	<u>Living Situation:</u>	<u>Residence:</u>	
28 Age 20 - 39	39 Male	51 English	34 White	23 Parents/Guardian	28 Sutter County	
21 Age 40 - 59	15 Female	3 Other	9 Latino/Hispanic	17 Independently	26 Yuba County	
5 Age 60+			4 African American	14 Residential Care		
			7 Other			

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 12 Case Magic Quality of Life Surveys to determine quality and satisfaction of services provided to clients. 5 Surveys were completed for Group Supported Employment clients, which is 42% of enrollment. 7 Surveys were completed for Work Services Experience Access Hub clients, which is 20% of enrollment.

The completed current and previous fiscal year results, were evaluated and compared to determine quality of services provided for clients.

	<b>2023</b>		<b>2022</b>	
	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1. <i>Activities of Daily Living</i> Are you able to feed yourself, get up and down, toilet and dress yourself?	100%		100%	
2. <i>Independence</i> Are you offered choices of what to wear, what to eat, places to go?	100%		60%	40%
3. <i>Interpersonal relationships</i> Do you have friends?	100%		100%	
4. <i>Social Inclusion and Community Integration</i> Do you take part in activities within the town you live?	75%	25%	40%	60%
5. <i>Rights, Dignity, and Respect</i> Do people around you allow privacy, ask what you think, leave you alone when bathing?	100%		80%	20%
6. <i>Emotional Well Being</i> Do you feel happy?	90%	10%	80%	20%
7. <i>Health Status</i> Do you feel well?	100%		100%	
8. <i>Work Status and Possessions</i> Do you work and have possessions such as a radio, TV, or stereo?	100%		100%	

The percentages for 2023 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 2023 surveys equals 47.88. The total overall average domain score for all completed 2022 surveys equals 17.88.

## **2022-2023 ANNUAL REPORT**

### **Summary:**

QuEST client's average monthly attendance equals 82% for July 1<sup>st</sup>, 2022 to June 30<sup>th</sup>, 2023.

Quality of Life Survey Question Number 2, inquiring about Independence and choices offered to a client, reflects a 40% increase. Quality of Life Survey Question Number 4, inquiring about taking part in activities within the town you live, has a 35% increase. Clients, families, and Care Providers have chosen to return to local restaurants, and participate in local community activities, after COVID-19 Pandemic.

Quality of Life Survey Question Number 5, inquiring about Rights, Dignity and Respect reflects a 20% increase. There are no privacy issues expressed by clients.

Quality of Life Survey, Question Number 6, inquiring about Emotional Well Being, reflects a 10% increase. Emotional well being, and happiness has continued to increase, based on local community activities, that are new, or have "returned" and been rescheduled, after COVID-19 Pandemic.

QuEST continues to provide stable and steady employment for our client workforce. QuEST clients are treated with dignity and respect. QuEST clients are proud of the "meaningful" work they do for "essential" contracts.

Draft: July 5<sup>th</sup>, 2023

Revised: July 20<sup>th</sup>, 2023 based on input from QuEST Program Coordinator



**2022-2023 ANNUAL REPORT**

**2023 Client Survey Results**

There were 49 Surveys distributed to clients on April 5<sup>th</sup>, 2023. There were 39 Surveys returned. The return rate is 80% (39/49). Please review below 2023 Client Survey Results:

<b>Survey Questions:</b>	<b>Yes</b>	<b>No</b>
1. Do you know your work goals?	35	4
2. Do you want to change your work goals?	8	31
3. Do you want to work at another place? * (2 Surveys Blank – Question Not Answered)	5	32
4. Do you want to move or live in another place? * (2 Surveys Blank – Question Not Answered)	12	25
5. Do you spend time with family and friends when you want to? * (1 Survey Blank – Question Not Answered)	36	2
6. Do you choose when, where, and what you would like to eat?	38	1
7. Do you choose when, where, and what you would like to do on the weekends?	39	0
8. Do you choose when, where, and how to spend your money?	38	1
9. Do you know your rights? * (1 Survey Blank – Question Not Answered)	37	1
10. Do you know how to do a grievance? * (1 Survey Blank – Question Not Answered)	32	6
Total Responses =	280	103
Percentages	<b>72%</b>	<b>28%</b>

% Determined by Dividing Total Number of Responses to Total Number of Questions. Total Number of Questions equals 10. For Example: Total Yes Responses equal 280, Divided by 390 (total questions =10 X 39 surveys returned) = 72%. (280/390).

**Anything QuEST Job Coach Can Help You With:** I can't think of anything; yes, they can help me not get an attitude; she helps me to focus; trying to improve myself; he helps me with everything; everything is fine; make sure I do my work correctly to be the best at what I do; want to keep my job for a long time; helps me out by making sure I that I am not spacing out; I am doing assemblies now; yes, I want to do nails; new job skills; just my goals; Josh S. is amazing; all my Job Coach and staff are my family!

**Anything QuEST Program Coordinator (Ralph) Can Help You With:** When I have problems he can help me; he can help me to do a part time job; maybe SSI help if needed; he helps me with everything and keeps me out of trouble; keeping me sitting down working for a long time; new job skills; get a raise; he is Mr. Know it All and Mr. Perfect; Ralph loves cats with lasers that float in space; everything is fine; want to let Ralph know I want to work at QuEST for a long time; I like being at QuEST the best!

**Anything Alta Can Help You With:** Help me be with my family; not now; to stay here and work; a lot of things, I want to work part time; no, Alta Coordinator wants me to do good also; help me find a place to live; she could help me find a place to move into in the future; spend my money; transportation.

**Comments/Suggestions:** For me keep working as I go; I like running the machines, machine 6 is the best I feel that I am done with doing machines and need to do the same area as two other clients for a while; get a raise; I really do like working at QuEST and QuEST has done a lot for me and I have learned a lot from being here at QuEST; it is hard to stay focused since my brother died; I might like to work 2 part time jobs, Pride and QuEST; I like all the stuff they help me a lot when I ask for it; somethings are in motion and is unsure if involvement would be needed; better music don't put me to sleep; change Job Coach; Arthur likes me and gives me the thumbs up; Josh S. is #1, and Ralph is amazing; Ralph is the best; you are one big happy family in QuEST house.

(Revised: August 3<sup>rd</sup> 2023 Based on Input from QuEST Program Coordinatot)

**2022-2023 ANNUAL REPORT**

**2023 Workforce Development Survey Results**

There were twenty (20), Workforce Development Surveys, distributed to staff members on April 5<sup>th</sup>, 2023. There were 11 Surveys returned. The return rate is 55% (11/20).

Please review below 2023 Workforce Development Survey Results:

	<b>Yes</b>	<b>No</b>
1. Do you have all equipment and supplies you need for your job?	11	0
2. Do you have the opportunity to provide input about client assessments?	11	0
3. Do you have the opportunity to provide input about services provided to clients?	11	0
4. Do you participate in client’s meetings?	9	2
5. Do you have the opportunity to provide input about health and safety?	11	0
6. Do you have the opportunity to provide input about worksite/working conditions?	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. Do you feel comfortable talking to Program Coordinator and Administrative staff members?	10	1
10. Would you recommend someone to work at QuEST as a Job Coach or Production Worker?	11	0
	<b>Total Responses =</b>	<b>107 3</b>
	<b>Percentages =</b>	<b>98% 2%</b>

% Determined by Dividing Total Number of Responses to Total Number of Questions. Total Number of Questions equals 10. For Example: Total Yes Responses equal 107, Divided by 110 (total questions =10 X 11 surveys returned) = 98%. (107/110).

**Staff Training Assessment:**

Please note below, training that you would like to attend

- 3 Anger Management                      2 Person Centered Planning
- 3 Client Relationships                    3 Report Writing/Charting for Goals
- 0 Confidentiality                         2 Safety
- 2 Health and Well Being                0 Other: \_\_\_\_\_

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

Benefits and Retirement would make a great job even better!

**Thank You!!!**

**2022-2023 ANNUAL REPORT**

**2023 Annual Contract Stakeholder Survey Results  
How Are We Doing?**

There were three (3) Annual Contract Stakeholder Surveys distributed on April 5<sup>th</sup>, 2023. There were 0 Surveys returned. The return rate is 0%

Please review 2023 Annual Contract Stakeholder Survey Results:

	<b>Yes</b>	<b>No</b>
<b><i>Contract Services:</i></b>		
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
<b><i>Accessibility:</i></b>		
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

*QuEST Administration has determined, due to no verbal or written responses from Contract Agency representative, all needs are being met and there are no identified barriers.*

## **2022-2023 ANNUAL REPORT**

### **2023 Annual Stakeholder Survey Results**

#### **How Are We Doing?**

There were nine (9) 2023 Annual Stakeholder Surveys, distributed via email, to Regional Center Service Coordinators on April 5<sup>th</sup>, 2023. There were two (2) Annual Stakeholder Surveys returned. The return rate is 22% (2/9).

Please review 2023 Annual Stakeholder Survey Results:

	<b>Yes</b>	<b>No</b>
1. Are your client's needs being met?	2	0
2. Are you satisfied with vocational goals and objectives for your clients?	2	0
3. Do you see progress on client's vocational goals and objectives?	2	0
4. Do Individual Service Planning (ISP) meetings address client's needs?	2	0
5. Are all staff members that work with client included in ISP meetings?	2	0
6. Are ISP meetings scheduled in a timely manner?	2	0
7. Are your emails and telephone calls returned in a timely manner?	2	0
8. Are all conversations and documents for clients kept confidential by QuEST?	2	0
9. Are clients you represent treated with dignity and respect?	2	0
10. Are you treated with dignity and respect?	2	0
	<b>Total Responses =</b>	<b>20 0</b>
	<b>Percentages =</b>	<b>100% 0%</b>

% Determined by Dividing Total Number of Responses to Total Number of Questions. Total Number of questions equals 10. For Example: Total Yes Responses equal 20 (10 X 2) Divided by 20 equals 100%. ( 20/20).

**Comments/Suggestions:** QuEST is an impressive program! It offers so many opportunities for learning, growth, and is a positive environment! As always – Well Done! The staff is just amazing. Top notch!!!

## **2022-2023 ANNUAL REPORT**

### **2022-2023 Annual Complaint/Grievance Analysis Form**

This Annual Complaint/Grievance Analysis Form is for fiscal year July 1st, 2022 through June 30th, 2023. A formal complaint is a written statement submitted by a client to Job Coach, Program Coordinator, Executive Director, or Board of Director.

	<b>Yes</b>	<b>No</b>
1 Have any complaints or grievances been reported verbally, or in writing?		✓
2 Are their common complaints/grievances?		✓
3 Does the complaint/grievance note client is aware of client's rights, policies, and procedures?		✓
4 Does the complaint/grievance note staff members are aware of client's rights, policies, and procedures?		✓
5 Are grievance forms complete?		✓
6 Were grievances responded to, in the time frame notated, in the grievance procedure?		✓
7 Were grievance responses clearly stated?		✓
8 Have any written grievances been provided to Executive Director?		✓
9 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 a client.

#### Actions for Improvement:

No reprisal, or barriers to services provided, 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 Experiences Access Hub to improve services for 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.

## **2022-2023 ANNUAL REPORT**

### **2022 - 2023 Annual Incident Report Analysis Form**

This Annual Incident Report Analysis Form is for fiscal year July 1st, 2022 through June 30th, 2023.

	<b>Yes</b>	<b>No</b>
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? (9 Total: 1=Victim of a Crime, 1= Threat, 1=ER Visit, 3=Hospitalizations, 3 Positive COVID-19 Test Results)	✓	
4 Are there any common incidents upon review of all forms?		✓
5 Are their 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 3 Client Incident Reports, completed by Job Coaches, due to Hospitalization. 1 Client Incident Report was for flu/pneumonia, 1 Client Incident Report was for Sudden Illness, 1 Client Incident Report was for a possible swimming injury.

#### Critical Incidents:

There were 2 Critical Incidents. 1 Critical Incident occurred due to Sudden Illness which required ground /air transportation, followed by Hospitalization. 1 Critical Incident occurred due to threats/ violence which required Law Enforcement assistance for safety.

#### Trends:

None.

#### Actions Taken for Improvement:

QuEST staff members will continue to monitor, and treat every incident, as a potentially serious incident.

#### Anticipated Results:

When a serious/critical incident occurs staff members may provide CPR and/or First Aid assistance until First Responders arrive. QuEST staff members, should not hesitate to notify Law Enforcement, if assistance is needed to assure safety.

#### Necessary Education and Training of Workforce:

QuEST staff members should maintain current CPR and First Aid Certification. QuEST staff members review Emergency Behavior Management Intervention Policy and Procedure annually.

#### Preventative Actions Taken/Planned:

None.

#### Reporting Requirements:

QuEST staff members are “Mandated Reporters” and submit Special Incident Reports to Regional Center within 48 hours. 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.

**2022-2023 ANNUAL REPORT**

**2022-2023 Annual Safety Analysis Form**

This Annual Safety Analysis Form is for July 1st, 2022 through June 30th, 2023.

		<b>Yes</b>	<b>No</b>
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 Monthly Safety Drills to ensure health and safety. All staff members and clients participate in Monthly Safety Drill.

Trends:

None.

Actions for Improvement:

None.

Anticipated Results:

None.

Necessary Education and Training of Workforce:

All staff member should maintain current CPR and First Aid Certification.

All staff members will review and complete, a signed acknowledgment, for Injury and Illness Prevention Program, Exposure Control Plan, and Infectious Disease Outbreak Response Plan Training annually.

Preventative Actions Taken/Planned:

None.

Reporting Requirements:

A client or staff member illness or injury, that is not First Aid, is reported to QuEST Worker’s Compensation Insurance Agency. If there is a Motor Vehicle Accident, involving staff members and clients, it is reported to QuEST Vehicle 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.

**2022-2023 ANNUAL REPORT**

**2022-2023 Annual Workforce Transition Analysis Form**

This Annual Staff Transition Analysis Form is for July 1st, 2022 through June 30th, 2023.

Average Number of QuEST Staff Members for Fiscal Year\* 20  
(\*Avg. based on July 2022 through June 2023 Agency Rosters)

Total Number of QuEST Staff Members Transitioned During Fiscal Year: 3

Transition Rate = 3 / 20 **15%**  
(Transition Rate equals average number of staff members, divided by total number of staff members transitioned)

Reason:

Laid Off	0	
Promotion	0	
Resignations	1	33%
Terminations	1	33%
Transferred	1	33%
Total	3	100%

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

By Program:

Administration	0	
Rest Areas	3	100%
WISE Program	0	
Total	0	

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

QuEST experienced a 30% decrease, in Workforce Transition, in 2022-2023. Staff Transition Rate was 44% in 2021-2022. QuEST Executive Director and Work Services Program Coordinator, have increased and revised initial and established pay rates, for workforce. The increased pay rates have assisted QuEST, to recruit and retain qualified staff members, to meet client and contract requirements in 2023-2024.