

# **Humboldt Community Access & Resource Center**

2019 Annual Report Supplement

2019 PSR  
Results:

J : 75%  
F : 68%  
M : 68%  
A : 82%  
M : 75%  
J : 82%  
J : 82%  
A : 82%  
S : 75%  
O : 71%  
N : 68%  
D : 61%

## The Studio and Canvas & Clay Gallery

### PERIODIC SERVICE REVIEW 2019

The Studio and CANVAS + CLAY Gallery are continuing to grow. We have tried to hold onto our AREAS OF EXCELLENCE (AE), while trying to put more effort and time into our AREAS OF OPPORTUNITY (AO). We are still working on a new updated Periodic Service Review (PSR) in order to maintain a relevant platform for measuring our effectiveness in providing services, maintaining compliance with licensing requirements and furthering our mission.

#### *AREAS OF EXCELLENCE (continuing)*

##### DAILY SCHEDULE

Daily schedule continues to be an AE for The Studio. We have learned that not only does our program benefit from keeping a strict routine with advance notification of changes but our artists appreciate it greatly and have come to depend on it. Our daily schedule of activities and studio placement is posted everyday by Studio Manager, Sam Whitlach. Every artist who attends that day can see what studio they are in, what workshops are scheduled, who is leading the Co-Op Run, and any special events outside of our daily norm. The schedule is adhered to with rarely an exception made and only when reviewed by Sam.

In Progress: To continue to improve our communication with the artists, we are working hard to find a protocol to better inform artists when there are changes in the schedule. The majority of our artists thrive on routine and when there is a change in the schedule, our artists sometimes feel blindsided and it can prevent them from having a successful day and/or cause additional unnecessary stress. We have made a list of artists who would appreciate a note or a call home a few days in advance to give them ample time to prepare for the changes they face.

##### PORTFOLIO REVIEWS

Portfolio Reviews continue to be an AE for us.

In Progress: We still strive to make our portfolio review process more streamline and more manageable for teachers. We are continuing to organize portfolios by creating an efficient system to regulate work and how it is processed through our program. We hope a stronger protocol will alleviate teachers of unnecessary time spent managing artists' works.

#### *AREAS OF EXCELLENCE (new)*

##### FILES: continuing to improve...

The FILES category has moved from an Area of Opportunity to an Area of Excellence! This is mostly due to Office Administrator, Deb Salizzoni's tireless efforts to work with artists, teachers, care providers and RCRC. Due to years of staffing issues and previously lax intake protocol this was a big job to bring back up to our standards.

Every artist file has a current POS and all the current releases for information. Updated medical forms were severely lacking. Deb has put in a lot of time and effort (and phone calls) to get these important documents up

to date for the safety of our clients. She has done an outstanding job at retrieving this information, so much so that we have nearly 80% of clients' medical forms up to date, a huge improvement from the years before.

Another struggle over the years is receiving new IPPs from the regional center. There is only so much we can do in this department as we rely on Service Coordinators to provide these when new ones are completed. Deb has made numerous efforts and phone calls to help remind Service Coordinators when our records are out of date. RCRC has been responsive and we understand that they are also managing large caseloads. Thanks Deb for your tireless efforts and to Service Coordinators for their responsiveness.

## INPUT / SATISFACTION

We continue to receive 87% of clients' feedback. We conduct satisfaction surveys for every ISP and, with the artist's permission, share the information and see how we can respond to it in order to improve or change something for them. It is a great platform for artists to share something that they might not divulge without prompting.

This was our first year of soliciting feedback from our staff. It was such an insightful and inspiring collection of thoughts, ideas and concerns. I am so grateful for all our staff members who took the time to participate. They are a talented, smart and hardworking group who care deeply about what they do, bettering our program and teaching and caring for our artists. We were so fortunate to have such a strong team for 2019 and can't wait to see what they do in 2020!

In Progress: We are still working on a new survey for care providers, RCRC and the general public. I eagerly await all the beneficial feedback I know we will receive.

## *AREAS OF OPPORTUNITY (continuing)*

### BUDGET

With the addition of our new gallery we have been consistently over budget.

### DRILLS

Due to our new rotating safety person (SP) assignment there was a lack of procedure and protocol in place let that person know how to conduct their new responsibilities. We are currently working on a procedure document so that new SPs can easily follow and keep track of duties and deadlines. Art Teacher Tania Fonseca will be stepping into the position for 2020 and we plan on taking home the site safety prize every month!

## *AREAS OF OPPORTUNITY (new)*

### COMMUNITY INCLUSION

Community Inclusion went from being an AE to an AO. We are trying to reevaluate our teachers' positions and see how we might better fit in outside event organization without adding more stress to their already inundated job descriptions. Having said that, Canvas + Clay Gallery continues to bring visitors in and act as a catalyst for fostering relationships with our community.

We have had two major "event" exhibitions this year: our annual Holiday Sale, and our annual group show, Heel. Heel was our first Call for Entry, where we asked the local community and artists from all over the state to submit work inspired by dogs into our juried show. We had guest artists and HCAR Board Member Kerry Walker



serve as our jury. We also asked visitors to vote on their favorite C+C artist. Connections continue to be made through C+C between guest artists and their co-exhibitors. We continue to be open for Arts Alive! every month with a new show every other month.

Rondi Dias, Community Liaison, will now be heading field trips and community relations with the artists. We frequently conduct promotional walks for upcoming shows, where our artists walk through Old Town handing out flyers and postcards. We are working on a field trip checklist / protocol so that we may adhere to our field trip requirement and improve our methodologies.

We are continuing to have HSU's Service Learning Students from Art Education participate in a series of workshops onsite. This provides the artists with exposure to new outside artists, new media and new techniques through a series of classes orchestrated by HSU students. We continue to search for visiting artists to come and teach classes but it is difficult given there is no monetary incentive or budget for them to conduct a workshop.

## STAFF DEVELOPMENT

Although I am putting Staff Development in AO I do believe we have a wonderful team right now, maybe our strongest ever. I think that our SD section is antiquated which is why it is reflecting a low score and we will be addressing this and making the necessary changes for the year to come.

**STAFF MEETINGS:** We currently hold staff meetings on Wednesdays. Due to our large number of part-timers not everyone can make it to our Wednesday afternoon meeting. To remedy this, we are going to rotate meeting days, T/W/TH, so that everyone has an opportunity to attend. Full-time employees will be required to attend at least 3 meetings and part-timers will be required to attend 1 or more, depending on their work schedule.

**COLLEGE OF DIRECT SUPPORT:** This continues to be a hardship for teachers to find the time. We are trying to schedule assignments and figuring out the best way to fit in these courses so that the staff may best benefit from them.

**EVALUATIONS:** Sam and I are working out a schedule so that we may conduct evals more regularly and on time.

**FIRST AID + CPR:** It has been difficult to motivate teachers to keep up to date on these courses. We have made full-time teachers our priority but due to an exorbitant number of part-timers this is hard to schedule. We are continuing to work hard at creating a system to help teachers plan for these courses and inform them of their importance.

## TO-DO LIST:

**FIELD TRIP PROTOCOL / CHECKLIST:** Training new employees, keeping track of where we go / how often and noting successes of field trips, issues that arise and relationships fostered.

**SAFETY PERSON PROTOCOL / CHECKLIST:** A detailed way to keep track of upcoming meetings and deadlines and requirements. We're going for the prize!

**PORTFOLIO MANAGEMENT:** Managing artists work: a streamline system for organizing / processing work.

**HEADS UP ARTISTS PROTOCOL:** For those that want extra time to process changes in our daily schedule.

**SURVEYS FOR CARE PROVIDERS/SUPPORT TEAM, RCRC, AND THE GENERAL PUBLIC:** Complete updates.



## CLIENT SATISFACTION SURVEY 2019 “I’m spectacularly happy.”

CLIENT PARTICIPATION: 46 / 53

### WHAT DO YOU LIKE BEST ABOUT THE STUDIO? (multiple answers included)

*(For the past four years Art Making and Artists + Staff have been the top two ratings in the BEST category. This is something we take pride in, knowing that the artists and the staff make this a desirable place to be where they feel comfortable, welcome, relaxed and empowered to create art and be themselves.)*

MAKING ART: 26 (57%)

(specified) Painting /  
Drawing: 6

Ceramics: 4  
Drawing: 3

Video: 2  
Fiber Arts: 1

*“Working with clay and finding my artistic side. My dad was an artist, but I never saw myself being an artist until coming to The Studio.”*

STAFF + FRIENDS: 12 (26%)

*“New found family; community.”*

*“Making new friends; the right friends. Makes me better at art.”*

PRETTY MUCH EVERYTHING: 5 (11%)

*“Drug free. I see the good here, and it helps your life.”*

*“Making art, the people are really nice and I like to sell.”*

*“I like to relax. I need to slow down; I get worn out.”*

IT’S FUN: 2 (4%)

*“It’s neat, books are nice.”: 1 (2%)*

*“Michael Jackson”: 1 (2%)*

### WHAT DO YOU LIKE LEAST ABOUT THE STUDIO? \*multiple answers included

NOTHING: 20 (43%)

NEED MORE SPACE (IN GENERAL / MORE BATHROOMS / BIGGER KITCHEN): 11 (24%)

*(NEED MORE SPACE Category grew from 14% in 2018 to nearly double this year at 24%.)*

*“It’s crowded in the 3D room; I need it chill.”*

*“Wish 3D room was a lot bigger so we have more space.”*

*“The kitchen. I wish there was a way we could expand the kitchen. Another bathroom. The bathroom problem and the kitchen problem are the two downer parts of The Studio.”*

*“Bigger kitchen, more bathrooms, bigger studio.”*

TOO LOUD: 5 (11%)

*(This complaint dropped from spot number one at 14% in 2018, to number two beaten out by NEED MORE SPACE as the biggest complaint we get from the artists.)*

INAPPROPRIATE BEHAVIOR: 5 (11%)

*"Some people are too much into my personal life."  
"People shouldn't be on their phones. They are here to make art."*

SMOKING/SMOKERS: 3 (4%)

*"Not enough ventilation at Canvas + Clay (people smelling like smoke) ."*

MORE WORKSHOPS: 3 (7%)

I WANT TO MAKE MORE MONEY: 2 (4%)

RULES: 1 (2%)

MORE UNDERGLAZE: 1 (2%)

WAITING FOR CHECKS: 1 (2%)

NEED LONGER DAYS: 1 (2%)

#### **DO YOU FEEL THAT THE STAFF IS HELPFUL AND SUPPORTIVE?**

YES: 46 (100%)

*"Hell yes! Great work. I like all you guys. I'm getting more comfortable with each person."  
"You can change your schedule if you want. It's flexible. If you feel uncomfortable, you can just say so."  
"Staff will fire your work if you have a show coming up."  
"They talk to me when my feelings get hurt."  
"They help plan out a visual so everyone is on the same page."  
"Teachers I love."*

#### **DO YOU FEEL THERE ARE ENOUGH CHOICES IN ART PROJECTS?**

YES: 40 (87%)<sup>23</sup>

*"The choices: you can work with others if you want. I appreciate the space to do work."*

NO, we need more choices / workshops: 6 (13%)

MORE BEADING: 1

MORE FIBER ARTS: 1

WOOD WORKING: 1

MORE JEWELRY: 1

#### **DO YOU FEEL THERE ARE ENOUGH OPPORTUNITIES TO HAVE ARTWORK FROM THE STUDIO SHOWN TO THE GENERAL PUBLIC?**

YES: 36 (78%)



*(We have gone from 76% up to 87% of artists believing there are enough choices in art projects. I believe this is a direct result of more workshops being implemented through teachers such as Jen McLaurin teaching Still Life Painting, Nicole Kita teaching Pottery Wheel and Ben Johnson providing Video Class full-time, in addition to many others.)*

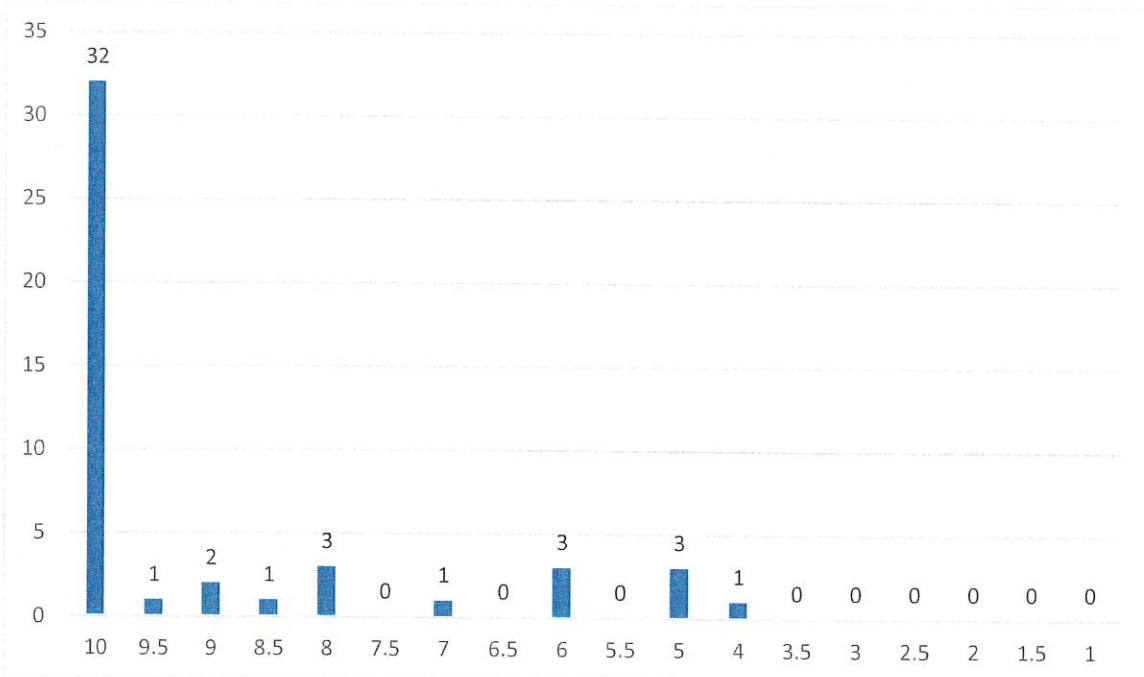
*“Already have CBM and C+C, we're good.”*  
*“I like doing that, for everybody to see it.”*  
*“Yes, 2021 having my own show. Makes me feel good in my heart.”*

NO: 3 (7%)

*“I don't know, no one comes to this gallery anymore (CBM).”*  
*“I like showing my own work ‘solo’ instead of a group.”*

DOESN'T APPLY TO ME / I DON'T KNOW: 7 (15%)

**OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE WITH THE STUDIO?**



*“I gave you an 8 due to The Studio size.”*  
*“I gave a 6 based on needing more room.”*

(Next year we will be using our new and revised edition of the Satisfaction Surveys so that we may procure more elaboration and greater feedback from our artists.)

*REFLECTION 2018 → 2019*

(from 2018) MORE CHOICES IN CERAMICS: 6 (12%) “I would like to have the pottery wheel back.”

With interest in ceramics growth exponentially, we have finally been able to respond to this demand. We have introduced new techniques, revised our room management protocol thanks to Ceramic Studio Manager, Nicole Kita and have successfully set up the pottery wheel with one-to-one workshops scheduled. Artists are very excited to be able to throw again. We have just begun to introduce new clay bodies and we are discussing the possibility of introducing a mid-fire clay body. Due to Kita’s management style and organization, the 3D room is more efficient than ever and every square inch of the space is thoughtfully utilized.

(from 2018) NEED NEW MICROWAVE AND MORE FORKS: 1 (2%)

Rondi Dias has been overseeing CA Mentor Dances with the dance committee. Due to her efforts CA Mentor decided to donate the proceeds from the dance to The Studio and gifted us a much-needed microwave. Now with two big voltage units our kitchen line is somewhat relieved and we have satisfied artists’ requests. We have also purchased a copious number of forks.

NEED MORE 1-to-1: 1 (2%)

Due to our strong team, with strong global awareness and continuing to establish boundaries, we have been able to allow for more one-to-one with artists.

**SATISFACTION SURVEY FOR STAFF 12 /16**

1. How long have you been working at The Studio?

<1: 25% (4)      2-3: 31% (5)      4-5: 31% (5)      6.5: 6% (1)      10.5: 6% (1)

2. What is your favorite part of your job? Multiple answers accepted.

The artists: 11 (92%)	The staff: 3	Being surrounded by art: 2
Personal growth: 2	Flexibility: 2	Independence: 2
Helping artists with successful ceramic construction: 1		Learning with the artists: 1
Working one on one with the artists: 1		Collaborate with artists: 1

“Our clients are an amazing group of people. I love having them in my life and I love that I, as an artist, am helping to facilitate and promote their creative works.”

“The relationships I have with clients, the exponential learning I have experienced as a teacher, artist, and person through working with these artists, getting to feel that my work is meaningful, the diversity of experience (getting to be a curator, lab tech and teacher).”



“I love interacting with the artists. I love seeing their interpretations of life through art. I love that sometimes I can encourage them along the way with love and support.”

3. What are your dislikes regarding your job? Multiple answers accepted.

Pay: 4 (33%)	Too small of budget: 3
Too much work put on teachers: 2	Too small of space: 2
Communication deficits: 2	Skills are underutilized: 1
Lack of growth / feels like “scrapping by”: 1	Paid learning opportunities: 1
No space / time for teachers to make their own art: 1	Lack of art exposure: 1
Promotion/Marketing need improvement: 1	We open too early: 1
Lack of collaborations with artists: 1	

“Struggling with the limited space of our site; not having a budget large enough to satisfy the needs of the program, feeling like the program is unable to grow and we're always ‘making do’ with what we have.”

“The studio space is so crowded. Clients always ask for more space and more restrooms, and I agree with them. We need more space.”

“I feel like this is a problem that is already solved, but in the past I felt that case load management was unfairly delegated to the lowest paid people. I think that was a holdover from prior management, and I appreciate that ISPs are so much less stressful now.”

“Budget: 1 am unable to purchase many of the basic supplies we require on a daily basis with the current monthly supply budget. The cost of supplies has increased dramatically, and our budget doesn’t reflect that. One bag of HSU White clay has increased from \$11 to \$16 in the last five years! The artists are being limited by our lack of basic materials, and suffer artistically from rarely being introduced to anything more than the basics.”

4. Do you feel appreciated at your job? If applicable, please explain.

YES: 12 (100%)

“Yes, but not by administration.”

“As far as verbal affirmation and small awards or staff parties, yes, but it is not reflected on my pay.”

“Yes, my co-workers and director, but not by HCAR admin.”

“Yes, I feel that management is very perceptive and even-keeled. The communication style of all staff is very friendly and respectful.”

“Oh yes! I love everyone I work with, which is very rare in the workplace.”

“Yes, I’ve been able to / allowed to carve out a unique niche here that is really not available elsewhere.”

5. Do you feel supported in your job? If applicable, please explain.

YES: 12 (100%)

“Sometimes I feel staff gets lost in translation. Better communication will help me feel supported.”

“I feel supported by my immediate supervisors and my co-workers. I feel very strongly that this program and all of its employees need more support from the administration.”

“Yes, I feel I am always approached calmly and given the benefit of the doubt, I never go home worried, which is new for me.”

“I work with a supportive team that continues to improve. I feel that I can go to management and my coworkers and be heard. Communication between managers and facilitators is strong and valued.”

“Yes. Sam has really been a huge support. His kindness and level-headedness has really been amazing.”

6. What do you think is the best way of rewarding employees who do a good job?

Merit based raises: 5 (42%)

Monetary incentives (bonuses + awards): 5 (42%)

Positive feedback / verbal acknowledgment: 4 (33%)

More opportunities for teachers to express their own creativity with ideas and projects: 2

Time and space for teachers to work on their own art: 2

“Pay them a lot of money.”

“Give them a raise. If you can give all employees an annual bonus, you can give merit-based raises.”

7. What is the biggest challenge you face at work?

Asking too much given the pay: 9 (75%)

Limited space: 1

Trying to get artists to try new things: 1

The allowance of screen time: 1

Holding professional boundaries with artists: 1

The computer database: 1

Keeping artists committed to projects: 1

Too much paper work: 1

Feeling sleepy: 1

“This is a very demanding job, the clients need a lot of attention. By the time I get home after working 8 hours, I’m exhausted, mentally and socially.”

“The shuffle of keeping up morale while being paid so little.”



“Limitations imposed by physical space and budget. We can’t expand our staff or clientele, with our current location.”

“The emotional needs of our clients deserve to be addressed by professional behaviorists, psychologists, or counsellors, not our current staff - most of which whom went to college for Fine Art. It would be incredible to have a behaviorist available at our program for a few hours per day / each week, to work directly with our clients and to assist staff how to properly address behaviors.”

8. How satisfied are you with your rate of pay? Please circle:

Very unsatisfied: 7 (58%) It’s Okay: 5 (42%) “...but I struggle.” Satisfied: (0%)

If you would like, please elaborate on your answer:

I am struggling financially / unlivable wage: 7 (58%)

“I am dedicated to this job. I think it feels like a career because I am passionate and I take time off work to learn about human behavior and art. I deserve to get paid more than minimum wage.”

“It’s not enough money to improve my quality of life but I love my job so I continue to do it well. If I were anywhere else doing this job and getting this pay I would quit if a raise wasn’t scheduled.”

“My years here did not carry over to new position and now I make less than a brand-new employee/art teacher.”

“It’s just really hard to support myself on minimum wage, most teachers here are college graduates, so that implies that we have loans. However, the insurance, flexibility and benefits are of course a huge incentive.”

“I would like an opportunity to grow and move into more available positions where pay reflects responsibilities, dedication, passion and caring for this career at The Studio and Canvas + Clay Gallery.”

“I think we are all underpaid, but I understand the barriers to higher pay are not necessarily HCAR’s doing.”

“There are few art jobs in the non-profit sector that pay well. However, minimum wage yields minimal work. Without the incentive of a raise, employees have no motivation to improve at their job performance. Staff turnover is frequent and it affects the clients and morale of the program negatively. Constantly training new staff puts a drag on management and fellow co-workers.”

“The pay is satisfactory for a single person, with no real medical problems, renting a small, mediocre apartment in an undesirable neighborhood, but not for an individual with family, nor an aspiring homeowner. I would not be able to support a child or an elderly parent with my current wages. Additionally, my student loan monthly payment (through the government) just increased, therefore putting me at a greater financial strain. If you want college-educated employees, they should make enough to pay their student loans each month.”

9. How could we increase job satisfaction?

- Better pay: 7 (58%)
- Larger space: 2
- Supply incentives to decrease turnover: 1
- Flexibility on how we work with artists: 1
- More In-services: 1
- Paid education to improve job performance: 3
- Time/space for your personal practice: 2
- One site: 1
- Staff parties: 1
- Less fecal matter: 1

“Give the program a larger space to work with, consolidate it to one site so we can more easily work together; reward employees more for good performance, encourage longevity.”

“I’d like to be given more opportunities for personal artistic advancement. I want to learn more about our demographic and their relationship with art.”

10. Do you feel like there are opportunities for advancement?

NO: 8 (67%)                      YES: 4 (33%)

“No, I do not feel there are opportunities for advancement. I’d like to be offered more responsibility for a higher salary.”

“Opportunities are limited, but it is understandable based on the size of our current program and facility. When we move into a larger building, we could have more clients, more staff, more specialized staff: photography, graphic design, social media, and more managers, lead teachers, etc. Many staff currently take on many additional responsibilities, re: Cheri Blackerby Coordinator, Community Liaison, and do not receive additional pay for their additional responsibilities. They should.”

11. How would you recommend improving our services to our clients?

- Extend client hours / add weekend days: 5 (42%)
- More bathrooms: 2
- More storage: 1
- Better supplies / equipment: 1
- More field trips: 1
- Connect with other program: 1
- Hire musicians and start the band up again: 1
- Larger space: 4 (33%)
- More workshops: 2
- More special events: 1
- Bigger kitchen: 1
- Offer more mediums: 1
- More 1-1: 1
- We’re doing great!: 1

“Visiting artist lectures and workshops, where the visiting artist is PAID. Every conversation I have had with a potential visiting artist ended once we discussed the lack of any payment or small stipend. As a program who values community integration, we need to offer some incentive to unite our population to the vast network of local artists who want to host a workshop or lecture, but who can work for free / at a deficit? Many of our clients do not like to go on field trips or walks, we need to bring the local artistic community to them!”



"You're doing great! What The Studio has become under Nicole Brown's management is just fantastic. You should be so proud!"

12. Would providing studio space for your own practice increase your likelihood of staying in your position?

YES: 10 (83%)                      NO: 2 (17%)

"Absolutely! Studio spaces cost from 200-1,000 dollars per month. I haven't had a studio in 10 years; I would be so happy."

"Yes, or treating teaching positions as a partial residency."

"ABSOLUTELY!"

"I would be open to having a studio, in an effort to inspire the artists of how a practicing artist's studio function. I would enjoy having a presence, maybe a small online portfolio on a website for The Studio."

### **Additional Comments:**

"Some things that would be great:

More in-service opportunities.

More outside classes paid for by HCAR (specifically art classes).

Regular performance evaluations and commendations that could be used as valid proof of good performance worthy of better pay."

"I love how slowly I have been given new responsibilities, the emphasis on just getting to know clients, and the care that is put into timing, remaining calm, meeting emotional needs. While I am an impatient person, I feel that the slowness with which I was given entrance has imparted a humbleness to the way I approach this work which has allowed me to succeed as a teacher here. I have a lot of respect for management here, and have learned lessons in my short time here that I have failed to learn over and over in other, less carefully managed environments. I feel safe!"

"It would be exciting to offer more special events in the gallery spaces, C+C is such a large and beautiful space that would lend itself well to community workshops, evening art opening (monthly / bi-monthly ) artists meet and greets, video class screenings, and more fund raising events. It is key to the success of the space to be open more and accessible to people on some weekends - especially in the summer months. More promotion means more for the artists. Including a department for full time grant writing and a department manager for coordinating a community studio space where outside artists could work as well as teaching workshops would generate more necessary revenue."

"More questions from clients. I feel pretty good about the job. It seems like when there is a hiccup in operations, people handle it in a mature manner."

"GREAT JOB!"

Questions from artists: "I love these questions. Including more from the artists is great!"



*From Liz T: How do you view the growth / progress of our program?*

“This place amazes me. There are so many wonderful creative brains here, things are always improving and growing we just need more space so we can make it all happen.”

“It’s stunted. It could be so much bigger / more profitable / more versatile if we had a larger space.”

“I feel like it is something everyone takes seriously and strives for! But there is a lot of risk aversion.”

“Growth / progress is in the works. Always could use more funding, more community involvement, and a larger space. The Studio rooms are maxed out and gaining more space in a larger building would improve the growth of our program. We could have more artists and offer more fine art categories.”

“As a program, our growth is halted by our current building size and bathroom capacity.”

We need a larger building for growth: 4

C+C: 2

We currently have a strong team / staff: 2

Our communication has improved: 1

It is more artist centered: 1

It is more organized and consistent: 1 \**“But I liked it when it was more wild and unpredictable.”*

*If you could lead / organize a workshop, what would you like to teach?*

Embroidery, Drawing portraits, Figure Drawing, Song writing, Color Theory, Pattern Design, Cooking Class, Ceramic Jewelry, Comic Book Illustration, Drama, Improv, Printmaking, Performance Art, Fiber Arts, Installation, throwing large vessels, Ceramic Facial Feature Demos, Ceramic Hand Demos, Handle Pulling, Music Class / Band, Screen Printing, Screen printing on clay.

“Creating art that raises awareness and critical thinking about climate change using upcycled materials.”

From Lisa: What is your favorite color and your favorite animal?

Blue, Mint, Pink li, Purple, Yellow Ochre, Cadmium Red, Orange, Chartreuse, Rainbow,  
Yellow, Olive Green

Goldfinch, Owl, Raccoon, Salmon, Zebra, Egret, Capybara, Pangolin, Cats, Langur, Koalas, Unicorn, Sloth  
(don't tell my cats), Bear, Whale, Dogs

## DEMOGRAPHICS SUMMARY

01/01/19 to 12/31/19

For: All Services at The Studio

Summary Interval: 01/01/19 to 12/31/19

	(Start)	(New)	(Closed)	(End)	(Average)	
Program-consumers:	64	5	3	66	65	
Individual consumers:	64	5	3	61	62	
<b>Age Group Totals :</b>						
0-5 yrs.	5-17 yrs.	17-40 yrs.	41-65 yrs.	66-85 yrs.	86 yrs. +	Unknown
0.0 (0.0%)	0.0 (0.0%)	21.0 (34.4%)	34.0 (55.7%)	6.0 (9.8%)	0.0 (0.0%)	0.0 (0.0%)

	(Yes)	(No)	(Unknown)
Ambulatory Status :	31.0 (50.8%)	3.0 (4.9%)	27.0 (44.3%)
Verbal Status :	31.0 (50.8%)	3.0 (4.9%)	27.0 (44.3%)
	Male	Female	Unknown
Sex :	28.0 (45.9%)	33.0 (54.1%)	0.0 (0.0%)

### Ethnicity Totals :

White	African American/Black	Hispanic	Asian/Pacific Islander	Native American	First Nations/Aboriginal Canadian	Other	Unknown
24.0 (39.3%)	0.0 (0.0%)	3.0 (4.9%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	34.0 (55.7%)

### Disability Totals :

# with one disability listed : 51.0 (83.6%)      # with two disabilities listed : 10.0 (16.4%)      # with multiple disabilities (>2) listed : 0.0 (0.0%)

### Cumulative Totals (Any diagnosis of...):

Developmental Disability	Mental Illness	Physical Disability	Acquired Brain Injury	Alcohol/Other Drug Dependency	Visual Impairments/Blind	Hard of Hearing/Deaf	Other
61.0 (100.0%)	6.0 (9.8%)	2.0 (3.3%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	2.0 (3.3%)

\* Note - Disability totals's may equal more than 100% due to assignments to more than one category.

### Primary/Combo Totals (Primary diagnosis of...):

Developmental Disability	Mental Illness	Physical Disability	Acquired Brain Injury	Alcohol/Other Drug Dependency	Visual Impairments/Blind	Hard of Hearing/Deaf	Dual Diagnosis (AOD/MI)	Other Dual Diagnosis (DD/MI)	Other
55.0 (90.2%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	6.0 (9.8%)	0.0 (0.0%)

## GOALS & OBJECTIVES SUMMARY

01/01/19 to 12/31/19

For: All Services at The Studio

Summary Interval: 01/01/19 to 12/31/19

	(Start)	(New)	(Closed)	(End)
Program-consumers:	64	5	3	66
Long Range Goals:	218	18	19	217

**\* Goal Domain Totals:**

Comm.	ILS	Leisure	Mobility	Self-Care	Social	Work
165	59	28	39	39	133	151
(75.9%)	(27.1%)	(12.9%)	(17.9%)	(17.9%)	(61.1%)	(69.4%)

	(Start)	(New)	(Closed)	(End)
Individual consumers:	64	5	3	61
All Objectives:	282	37	35	284
Obs. by Programs In current view:	144	29	33	140

**\* Objective Domain Totals:**

Comm.	ILS	Leisure	Mobility	Self-Care	Social	Work
222	91	30	52	62	157	189
(78.4%)	(32.2%)	(10.6%)	(18.4%)	(21.9%)	(55.5%)	(66.8%)

\* Note - Domain %'s may total more than 100% due to goals/objectives assigned to more than one domain.

Avg. # Long Range Goals/Person: 3.48  
 Avg. # Objectives/Person: 4.53  
 Avg. # Objectives/Long Range Goal: 1.30

**Objective Type Totals:**

Acquisition: 50 (17.6%)	Improvement: 98 (34.5%)	Maintenance: 135 (47.5%)	Service/Regulatory: 1 (0.4%)
----------------------------	----------------------------	-----------------------------	---------------------------------

**Objective Initiator Totals:**

Consumer	Staff	Care Prov.	Case Manager	Conservator	Parent	Rehab. Couns.	Other/Unspecified
154 (54.2%)	92 (32.4%)	2 (0.7%)	20 (7.0%)	0 (0.0%)	1 (0.4%)	0 (0.0%)	15 (5.3%)

Total Number of Objective Reviews: 312      Number of Objectives Reviewed: 179      Avg # Reviews/Objective: 1.1025      Avg # Objective Reviews/Person: 4.9920  
 Avg # Objective Reviews/Reviewed objective: 1.7430

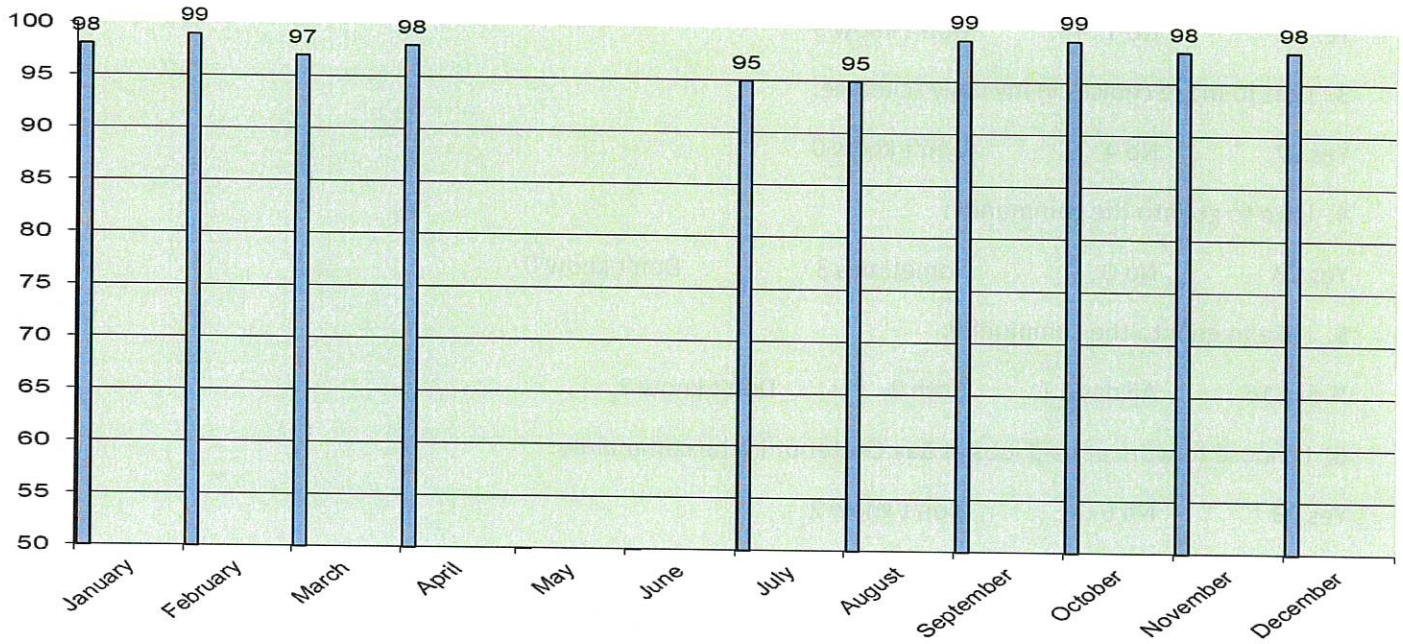
Objective Review Status Totals:	All Objectives	Objectives created by programs in the current view
Met - close:	22 (7.05%)	22 (7.05%)
Met - Continue to monitor:	106 (33.97%)	106 (33.97%)
Continue:	162 (51.92%)	162 (51.92%)
Defer - Lack of progress:	1 (0.32%)	1 (0.32%)
Defer - Consumer request:	1 (0.3%)	1 (0.32%)
Defer - ID team request:	2 (0.64%)	2 (0.64%)
Discontinue - Program exit:	0 (0.00%)	0 (0.00%)
Discontinue - Consumer priority change:	16 (5.13%)	16 (5.13%)
Discontinue - Required resources unavallable:	2 (0.64%)	2 (0.64%)



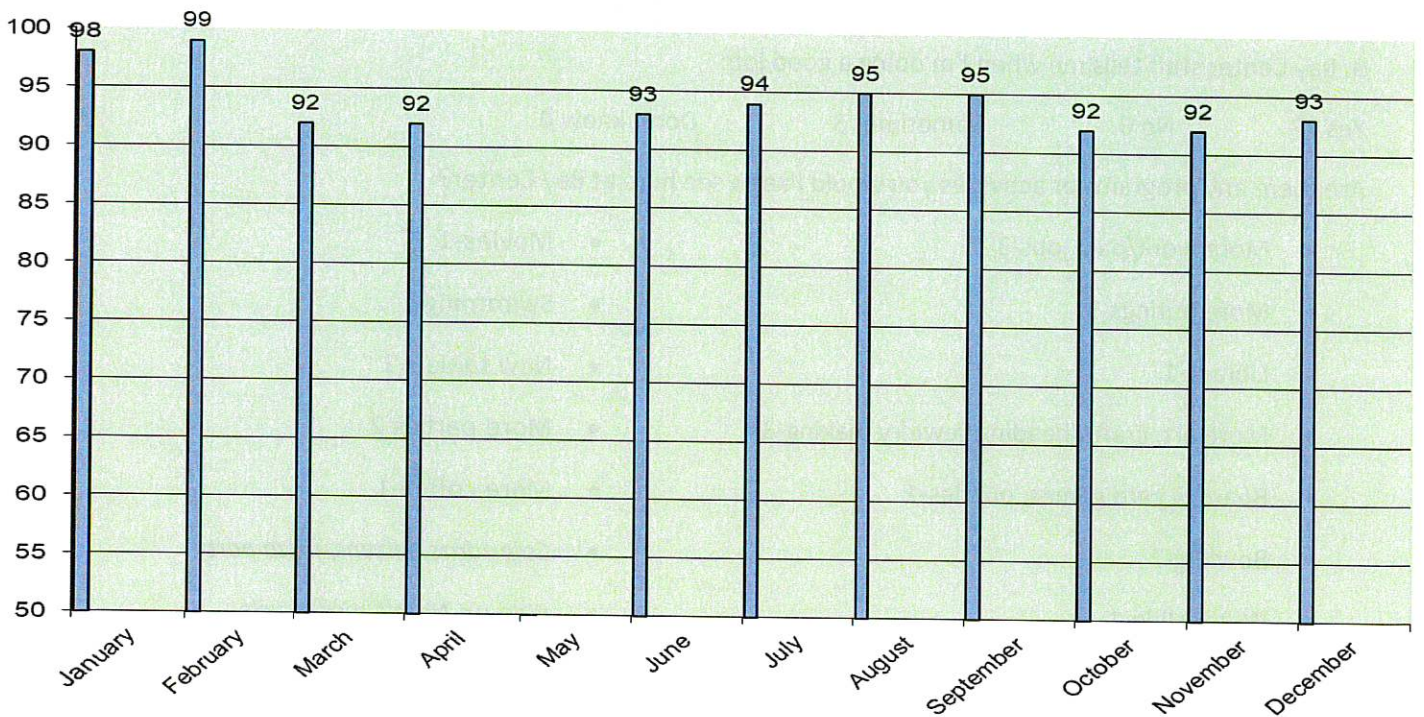
## Bay and Sequoia Centers

### Periodic Service Review 2019

**PSR Results for Bay Center 2019**



**PSR Results for Sequoia Center 2019**



## Bay Center Client Survey 2019

There were 31 respondents.

1. Who is the most important person at my ISP meeting? Me = 25 Terri = 1 John = 1 Kiko = 1 Don't know = 1

2. When I prepared for my ISP meeting I was asked to choose my own Long Range Goals/Dreams for My Future:

Yes 21          No 1          Don't know 9

3. I get to make choices in my daily schedule:

Yes 27          No 4          Don't know 0

4. I like to go into the community:

Yes 28          No 0          Sometimes 3          Don't know 0

5. I like to go into the community:

½ day 16          All day 12          Both 2          Don't know 2

6. I choose to work at paid jobs at Bay Center or in the community:

Yes 23          No 6          Don't know 2

7. I choose to work volunteer jobs at Bay Center or in the community:

Yes 19          No 11          Don't know 1

8. Bay Center staff support me when I'm having a bad day:

Yes 25          No 1          Sometimes 5          Don't know 0

9. Bay Center staff tells me when I'm doing a good job:

Yes 28          No 0          Sometimes 3          Don't know 0

Are there any programs or activities you would like to see here at Bay Center?

- More work/paid jobs-3
- More outings-3
- Library-1
- More art, crafts/beading/jewelry making-3
- Board & card games, puzzles-1
- Bowling-2
- Water slide-1
- Horseback riding-4
- Movies-1
- Swimming-2
- New tablets-1
- More parties-2
- More coffee-1
- *Calendars, kittens, pizza party*
- *Ride on Nate's motorcycle*

# Sequoia Center Client Survey 2019

Total Clients 28

Clients completing survey 26

Non-verbal Clients 5

1. Who is the most important person at your ISP meeting?

Me (or stated own name) = 16      I don't know = 4      No answer = 4      Nod head = 1  
Laugh = 1

2. When I prepared for my ISP meeting, I was asked to choose my own Long Range Goals/Dreams for my future?

Yes = 18      No = 1      I don't know = 6      No answer = 1      Nod head, slap knee = 1

3. Do you get to make choices in your daily schedule at Sequoia Center?

Yes = 22      No = 0      I don't know = 0      Sometimes = 1      No answer = 1  
Slapped knee = 1

4. Do staff members encourage you to do things by yourself?

Yes = 23      No = 0      I don't know = 0      No answer = 1  
Yes + No (chose both) = 1      Leaned forward = 1

5. Do staff members tell you when you're doing a good job?

Yes = 24      No = 0      I don't know = 0      No answer = 1  
Rubbed monkey on head; friendly gesture? = 1

6. Do you like to go into the community?

Yes = 24      No = 0      I don't know = 0      Yes + No (chose both) = 1  
Looked at ceiling = 1

7. When you go into the community, do you go to a variety of places?

Yes = 22      No = 0      I don't know = 0      Sometimes = 1      "la la la" = 1  
"book, purse" = 1      Slapped knee twice = 1

8. Do staff members support you when you are having a bad day?

Yes = 22      No = 1      I don't know = 0      No answer = 2      Stood up, smiling = 1  
"big truck" = 1      "I go take a walk" = 1

9. What would you do all day if you didn't come to the Sequoia Center?

- No answer = 6
- Stay home = 4
- I don't know = 3



- Watch TV = 2
- Be with family
- Be bored
- Go to work
- Attend a different program
- Walk around
- Go bowling
- Go out with home staff
- Do art
- (nods head)
- Play video games
- “Big truck”
- Shopping
- Nothing
- Wheel around the house

10. What is one thing you have learned at the Sequoia Center that you can now do at home?

- Don’t know = 4
- No answer = 6
- Shopping = 2
- Using my words
- “white truck, big truck”
- Everything
- “me”
- Making my own choices
- (nods head)
- “sleep”
- Laugh with staff
- Do art
- (hit head)
- Put clothes away
- Save money
- (asked staff to pat head)
- Help with housework
- Wash
- Cooking
- Stay home

11. Do you have any ideas about new activities we can do at the Sequoia Center?

- No answer = 10
- No/not really = 6
- I don’t know = 6
- Yes = 2
- Math
- “white truck, big truck”
- “fingernails”
- Art activities
- Field trip (to Westside Pizza in Arcata)
- Go to more thrift stores OTHER than the one in Henderson Center
- (covered face with toy)
- Mall

## Bay Center Stakeholders Satisfaction Survey 2019

There were 12 respondents.

1. I am a:

Parent:2    Care Provider:6    Conservator:1    RCRC Service Coordinator:3    Other:0

2. Who should have the most input at a client’s Individual Service Plan (ISP) meeting?

Client:1    Parent:1    Care Provider:0    Conservator:0    RCRC Service Coordinator:0  
Other:0

3. HCAR ISP meetings are centered on the client:

Yes:10      Sometimes:1      No:0      Don't know:1

4. Do you believe that ISP Objectives and related activities promote client independence?

Yes:10      Sometimes:2      No:0      Other:0

5. Clients are encouraged to express their opinions and preferences at the center:

Yes:9      Sometimes:2      No:0      Don't know:1

6. The safety of clients in community settings is emphasized:

Yes:11      Sometimes:0      No:0      Don't know:1

7. Clients are given the opportunity to try things for themselves instead of staff doing everything for them:

Yes:7      Sometimes:3      No:0      Don't know:2

8. Basic job skills learned in work training activities are relevant to community-based employment:

Yes:6      Sometimes:2      No:0      Don't know:4

9. Do the client/s look forward to going to the center every day?

Yes:10      Sometimes:1      No:0      Don't know:0

10. Do you believe the behavioral needs of clients are addressed in a positive, supportive manner?

Yes:11      Sometimes:0      No:0      Don't know:1

11. Vocational training is an important component for my client/s enrolled at the center.

Yes:4      Sometimes:4      No:0      Don't know:2

12. Communication between the center and me is:

Excellent:8      Good enough:3      Needs improvement:1

Are there any additional comments you would like to make to help us improve the quality of service for HCAR clients?

1. *It seems I should be asking my client more specific questions b/c I don't know the answers to this questionnaire.*
2. *RCRC needs to receive ISP reports at least annually.*
3. *According to my clients, HCAR just does the same things over & over, i.e. Target, mall, & the Dollar Store. They would like to experience different activities. Also, they complain about one staff cursing and acting inappropriately at Bay Center.*
4. *My sister attends Bay Center Eureka. She looks forward to going every day and if allowed she'd go when she's ill. Good people. Good organization! Thank you for all you do!*

## Sequoia Center Stakeholder Satisfaction Survey 2019

### 1. I am a:

Parent:3    Care Provider:2    RCRC Service Coordinator:1    Conservator:2    Relative: 4    Other:2

### 2. Who should have the most input at a client's Individual Service Plan (ISP) meeting?

Client:9    Parent:3    Care Provider:2    Conservator:2    RCRC Service Coordinator:2    Other:0

### 3. HCAR ISP meetings are centered on the client:

Yes:11    No:0    Sometimes:0    Other:0

### 4. Do you believe that ISP Objectives and related activities promote client independence?

Yes:11    No:0    Sometimes:0    Other:0

### 5. Clients are encouraged to express their opinions and preferences at the center:

Yes:11    No:0    Sometimes:0    Other:0

### 6. The safety of clients in community settings is emphasized:

Yes:11    No:0    Sometimes:0    Other:0

### 7. Basic job skills learned in work training activities are relevant to community-based employment:

Yes:6    No:0    Sometimes:1    Don't know:4

### 8. Do the client/s look forward to going to the center every day?

Yes:11    No:0    Sometimes:0    Don't know:0

### 9. Do you believe the behavioral needs of clients are addressed in a positive, supportive manner?

Yes:9    No:0    Sometimes:1    Don't know:1

### 10. Communication between the center and me is:

Excellent:10    Good enough:1    Needs improvement:0

## Bay Center Staff Survey 2019

6 respondents

### 1. How long have you been associated with HCAR?

Less than 1 year:0    1-3 years:0    4-6 years:1    7-10 years:1    More than 10 years:4

### 2. What are the top 3 strengths and the top 3 weaknesses of Bay Center?

#### Strengths:

Good staff {6} and clients {3}, good hours {3}, independence/self-direction, good benefits, adaptability, longevity, stability, suggestions are listened to.

#### Weaknesses:

Resistance to change {2}, low pay {2}, not enough staff & client meetings {2}, pens don't work, inconsistent rules {2}, paying for insurance, outdated program, too many staff call-offs, lack of professionalism.

**3. How would you recommend improving our services?** Actually use our shredding trailer, advertise, more community involvement, change from the top; assign each staff to teach or create a class & follow up, re-write program, more adaptive equipment & updated tablets

**4. What could we do to improve our image in the community?** Advertise {3}, work with local groups (e.g. Historical Society, trail maintenance, HSU), more community involvement, what we're already doing.



5. **If you could change one thing about your job, what would it be?** More van outings, starting program an hour later, when businesses are open, four-day work week, make clients/staff less resistant to change/new opportunities, more & more interesting work, more staffing; not in the budget, but better over-staffed than under.

6. **How do you feel about the amount of support provided by your Support Staff?**

Poor:0      Fair:1      Good:2      Excellent:3

7. **What one thing could help to increase your job satisfaction?** More support from support staff, more training on different types of disabilities & how to specifically work with them, a raise (or a gym pass for staff to take clients), more self-confidence to implement change (more all-day activities, new classes at the center), pretty happy with job.

8. **What do you think is the best way of rewarding employees who do a good job?** Don't need to be rewarded for doing my job, Recognition (financial incentives or gift cert.), monetary reward, verbal praise, public recognition, bonus hour off.

9. **What is the biggest challenge in your job?** Staff calling in sick a lot, having to pay part of our insurances is hard to do financially, but we need them, not having enough staff to do classes like reading or math, or getting clients out, we spend too much time (including myself) talking behind each other's backs instead of working through challenges together, sometimes staffing is sparse.

10. **How satisfied are you with your rate of pay?**

Poor:1      Fair:2\*      Good:2      Excellent:1

(\*We always want more. Maybe enough so I could quit my second job.)

**Comment:** Lack of regular staff meetings is causing problems at Bay Center. Some staff make rules without informing staff in next room or support staff. This creates tension/confusion among staff and clients. Staff and clients might enjoy dancing near a quiet radio one day and the next day they're told by another floor staff that the radio needs to be off. Regular staff meetings allow a chance for consensus or discussion in a controlled and polite forum. Staff might have different instinctive responses to a client with regular issues. This confuses the client. Each staff (myself included) believes that their response is the "correct" one. One 30-minute meeting per week, or bi-weekly, could really help everyone arrive at an agreement.

2019 Staff Survey Results --Sequoia Center

1. **How long have you been associated with HCAR?**

Less than 1 year:2      1-3 years:4      4-6 years:2      7-10 years:1      More than 10 years:1

**2. What are the top 3 strengths and the top 3 weaknesses of Sequoia Center?**

**Strengths:**

**Weaknesses:**

People are dedicated/care about their job = 4	Mixed messages/unclear communication = 4
Staff cooperation/teamwork = 4	No answer = 3
Lots of opportunities for clients to go out = 3	Not much variety in activities = 2
Supportive environment/community = 2	Sometimes understaffed/staffing ratio = 2
Helpful support staff = 2	Only one van = 2
Support client's rights	None
Clients are happy	No emotional growth or life skills classes
Small/can focus on clients	Lack of places to take clients
Close to bus stop	Staff calling out AFTER shift start
Setting goals	Staff taking time off without notifying support staff
Cooking class	
Cooperation/ teamwork between clients and staff	

**3. How would you recommend improving our services?**

- No ideas/no answer:3
- More fundraising for client funds:2
- \$\$\$:2
- More variety in client activities
- Simpler data system
- Nothing – good as is
- More clients
- Make sure all staff know & understand when changes are made, to avoid misunderstandings

**4. What could we do to improve our image in the community?**

- No answer:2
- More publicity re: what HCAR does – image isn't bad, just nonexistent.
- More open houses
- Maintaining a positive impact, one person at a time
- Badges
- Educate community
- Don't know
- Advertising – i.e., PSAs... HCAR turns 65 this year, maybe celebrate our diamond jubilee.
- Engage in more community events

**5. If you could change one thing about your job, what would it be?**

- No answer:4
- More than one staff at center (esp. to help smooth transitions):2
- More creative projects
- Higher pay
- Don't know
- Regular staff meetings for more communication re: clients
- Outings to new and different places

**6. How do you feel about the amount of support provided by your Support Staff?**

Poor:0 Fair:1 Good:9

**Comments:**

- “Always available to answer questions”
- “I like the support staff I currently work with”
- “Overall it’s good – sometimes it seems like they don’t communicate with each other enough”
- “Not good – great!”
- “10/10”

**7. What one thing could help to increase your job satisfaction?**

- No answer/not sure:4
- Nothing:3
- Better pay
- Employee reviews so I know how I’m doing
- Gold stars

**8. What do you think is the best way of rewarding employees who do a good job?**

- Sincere “thank you”/ “good job!”:3
- Acknowledgement (in front of peers):2
- Extra bonus/money:2
- Small gifts
- Awards
- Snacks
- Positive affirmations
- More positive notes on noteboard

**9. What is the biggest challenge in your job?**

- No answer:2
- Time management/multitasking with interruptions
- Maintaining a positive attitude every day
- Emotional stress
- Burnout
- When clients won’t do what is asked of them
- Meeting client needs – for everyone – when we’re short-staffed. It’s possible, but very challenging.
- Lots of staff callouts
- One specific challenging client

**10. How satisfied are you with your rate of pay?**

Poor:0 Fair:6 Good:4

**Bay/Sequoia Center Paid and Volunteer Work**

**Paid Work Activity:** Shredding/Sorting, Tri-City Delivery

47 clients are currently enrolled. 51% (24 out of 47 clients) worked at one or more of the two paid work activities. Of the two paid work activities, one is center-based and one is community-based. 49% (23 out of 47 clients) have not participated in paid work at this time.

**Volunteer Activities:** Food for People, Discovery Shop

47 clients are currently enrolled. 51% (24 out of 47 clients) are engaged in a volunteer activity. All volunteer activities are community-based.



**Summary:** There are two paid work activities, with one being completely center-based and one being all or partly community-based. 51% (24 out of 47 clients) worked at one or more of the two paid work activities. 51% (24 out of 47 clients) are engaged in a volunteer activity, all of them being community-based.

HUMBOLDT COMMUNITY ACCESS & RESOURCE CENTER – 2019 ANNUAL REPORT SUPPLEMENT

**DEMOGRAPHICS SUMMARY**

01/01/19 to 12/31/19

For: All Services at Bay Center

Summary Interval: 01/01/19 to 12/31/19

	(Start)	(New)	(Closed)	(End)	(Average)	
Program-consumers:	53	3	1	55	54	
Individual consumers:	47	3	1	49	48	
<b>Age Group Totals :</b>						
0-5 yrs.	5-17 yrs.	17-40 yrs.	41-65 yrs.	66-85 yrs.	86 yrs. +	Unknown
0.0 (0.0%)	0.0 (0.0%)	20.0 (40.8%)	23.0 (46.9%)	6.0 (12.2%)	0.0 (0.0%)	0.0 (0.0%)

	(Yes)	(No)	(Unknown)
Ambulatory Status :	38.0 (77.6%)	2.0 (4.1%)	9.0 (18.4%)
Verbal Status :	31.0 (63.3%)	9.0 (18.4%)	9.0 (18.4%)
	Male	Female	Unknown
Sex :	25.0 (51.0%)	24.0 (49.0%)	0.0 (0.0%)

White	African American/Black	Hispanic	Asian/Pacific Islander	Native American	First Nations/Aboriginal Canadian	Other	Unknown
31.0 (63.3%)	0.0 (0.0%)	1.0 (2.0%)	1.0 (2.0%)	2.0 (4.1%)	0.0 (0.0%)	0.0 (0.0%)	14.0 (28.6%)

**Disability Totals :**

# with one disability listed : 20.0 (40.8%)      # with two disabilities listed : 20.0 (40.8%)      # with multiple disabilities (>2) listed : 9.0 (18.4%)

**Cumulative Totals (Any diagnosis of...):**

Developmental Disability	Mental Illness	Physical Disability	Acquired Brain Injury	Alcohol/Other Drug Dependency	Visual Impairments/Blind	Hard of Hearing/Deaf	Other
49.0 (100.0%)	11.0 (22.4%)	8.0 (16.3%)	0.0 (0.0%)	0.0 (0.0%)	1.0 (2.0%)	0.0 (0.0%)	18.0 (36.7%)

\* Note - Disability totals may equal more than 100% due to assignments to more than one category.

**Primary/Combo Totals (Primary diagnosis of...):**

Developmental Disability	Mental Illness	Physical Disability	Acquired Brain Injury	Alcohol/Other Drug Dependency	Visual Impairments/Blind	Hard of Hearing/Deaf	Dual Diagnosis (AOD/MI)	Other Dual Diagnosis (DD/MI)	Other
38.0 (77.6%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	11.0 (22.4%)	0.0 (0.0%)

**DEMOGRAPHICS SUMMARY**

01/01/19 to 12/31/19

For: All Services at Sequoia Center

Summary Interval: 01/01/19 to 12/31/19

	(Start)	(New)	(Closed)	(End)	(Average)	
Program-consumers:	46	2	3	45	45	
Individual consumers:	38	2	2	37	37	
<b>Age Group Totals :</b>						
0-5 yrs.	5-17 yrs.	17-40 yrs.	41-65 yrs.	66-85 yrs.	86 yrs. +	Unknown
0.0 (0.0%)	0.0 (0.0%)	10.0 (27.0%)	22.0 (59.5%)	5.0 (13.5%)	0.0 (0.0%)	0.0 (0.0%)

	(Yes)	(No)	(Unknown)
Ambulatory Status :	25.0 (67.6%)	6.0 (16.2%)	6.0 (16.2%)
Verbal Status :	19.0 (51.4%)	12.0 (32.4%)	6.0 (16.2%)
	Male	Female	Unknown
Sex :	21.0 (56.8%)	16.0 (43.2%)	0.0 (0.0%)

White	African American/Black	Hispanic	Asian/Pacific Islander	Native American	First Nations/Aboriginal Canadian	Other	Unknown
16.0 (43.2%)	0.0 (0.0%)	4.0 (10.8%)	1.0 (2.7%)	1.0 (2.7%)	0.0 (0.0%)	0.0 (0.0%)	15.0 (40.5%)

**Disability Totals :**

# with one disability listed : 29.0 (78.4%)      # with two disabilities listed : 7.0 (18.9%)      # with multiple disabilities (>2) listed : 1.0 (2.7%)

**Cumulative Totals (Any diagnosis of...):**

Developmental Disability	Mental Illness	Physical Disability	Acquired Brain Injury	Alcohol/Other Drug Dependency	Visual Impairments/Blind	Hard of Hearing/Deaf	Other
36.0 (97.0%)	4.0 (10.8%)	2.0 (5.4%)	1.0 (2.7%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	3.0 (8.1%)

\* Note - Disability totals may equal more than 100% due to assignments to more than one category.

**Primary/Combo Totals (Primary diagnosis of...):**

Developmental Disability	Mental Illness	Physical Disability	Acquired Brain Injury	Alcohol/Other Drug Dependency	Visual Impairments/Blind	Hard of Hearing/Deaf	Dual Diagnosis (AOD/MI)	Other Dual Diagnosis (DD/MI)	Other
32.0 (86.5%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	4.0 (10.8%)	1.0 (2.7%)



# HUMBOLDT COMMUNITY ACCESS & RESOURCE CENTER – 2019 ANNUAL REPORT SUPPLEMENT

## GOALS & OBJECTIVES SUMMARY

01/01/19 to 12/31/19

For: All Services at Bay Center

Summary Interval: 01/01/19 to 12/31/19								(Start) (New) (Closed) (End)			
Program-consumers:		53	3	1				55			
Long Range Goals:		108	1	1				108			
* Goal Domain Totals:											
Comm.	ILS	Leisure	Mobility	Self-Care	Social	Work					
48	65	32	20	36	38	29					
(44.4%)	(60.2%)	(29.6%)	(18.5%)	(33.3%)	(35.2%)	(26.9%)					
Avg. # Long Range Goals/Person: 2.25											
Avg. # Objectives/Person: 4.01											
Avg. # Objectives/Long Range Goal: 1.78											

Summary Interval: 01/01/19 to 12/31/19								(Start) (New) (Closed) (End)			
Individual consumers:		47	3	1				49			
All Objectives:		192	6	5				193			
Objs. by Programs in current view:		144	3	3				144			
* Objective Domain Totals:											
Comm.	ILS	Leisure	Mobility	Self-Care	Social	Work					
65	141	47	26	46	62	39					
(33.8%)	(73.2%)	(24.4%)	(13.5%)	(23.9%)	(32.2%)	(20.3%)					
* Note - Domain %'s may total more than 100% due to goals/objectives assigned to more than one domain.											
Objective Type Totals:											
Acquisition: 60		Improvement: 71		Maintenance: 59		Service/Regulatory: 3					
(31.1%)		(36.8%)		(30.6%)		(1.6%)					
Objective Initiator Totals:											
Consumer	Staff	Care Prov.	Case Manager	Conservator	Parent	Rehab. Couns.	Other/Unspecified				
139	21	8	9	2	5	1	8				
(72.0%)	(10.9%)	(4.1%)	(4.7%)	(1.0%)	(2.6%)	(0.5%)	(4.1%)				

Total Number of Objective Reviews: 77		Number of Objectives Reviewed: 47		Avg # Reviews/Objective: 0.4000		Avg # Objective Reviews/Person: 1.8042	
Avg # Objective Reviews/Reviewed objective: 1.6383							
Objective Review Status Totals:		All Objectives		Objectives created by programs in the current view			
Met - close:		1	(1.30%)	1 (1.30%)			
Met - Continue to monitor:		10	(12.99%)	10 (12.99%)			
Continue:		62	(80.52%)	62 (80.52%)			
Defer - Lack of progress:		0	(0.00%)	0 (0.00%)			
Defer - Consumer request:		0	(0.00%)	0 (0.00%)			
Defer - ID team request:		0	(0.00%)	0 (0.00%)			
Discontinue - Program exit:		0	(0.00%)	0 (0.00%)			
Discontinue - Consumer priority change:		4	(5.19%)	4 (5.19%)			
Discontinue - Required resources unavailable:		0	(0.00%)	0 (0.00%)			

## GOALS & OBJECTIVES SUMMARY

01/01/19 to 12/31/19

For: All Services at Sequoia Center

Summary Interval: 01/01/19 to 12/31/19								(Start) (New) (Closed) (End)			
Program-consumers:		48	2	3				48			
Long Range Goals:		99	7	2				104			
* Goal Domain Totals:											
Comm.	ILS	Leisure	Mobility	Self-Care	Social	Work					
57	58	21	39	38	42	21					
(56.2%)	(57.1%)	(20.7%)	(38.4%)	(37.4%)	(41.4%)	(20.7%)					
Avg. # Long Range Goals/Person: 2.71											
Avg. # Objectives/Person: 5.27											
Avg. # Objectives/Long Range Goal: 1.95											

Summary Interval: 01/01/19 to 12/31/19								(Start) (New) (Closed) (End)			
Individual consumers:		38	2	2				37			
All Objectives:		194	12	5				201			
Objs. by Programs in current view:		168	9	4				173			
* Objective Domain Totals:											
Comm.	ILS	Leisure	Mobility	Self-Care	Social	Work					
77	123	25	53	56	55	15					
(39.0%)	(62.3%)	(12.7%)	(28.8%)	(28.4%)	(27.8%)	(7.6%)					
* Note - Domain %'s may total more than 100% due to goals/objectives assigned to more than one domain.											
Objective Type Totals:											
Acquisition: 60		Improvement: 46		Maintenance: 83		Service/Regulatory: 12					
(29.9%)		(22.9%)		(41.3%)		(6.0%)					
Objective Initiator Totals:											
Consumer	Staff	Care Prov.	Case Manager	Conservator	Parent	Rehab. Couns.	Other/Unspecified				
111	26	10	6	2	4	0	42				
(55.2%)	(12.9%)	(5.0%)	(3.0%)	(1.0%)	(2.0%)	(0.0%)	(20.9%)				

Total Number of Objective Reviews: 158		Number of Objectives Reviewed: 89		Avg # Reviews/Objective: 0.8000		Avg # Objective Reviews/Person: 4.2133	
Avg # Objective Reviews/Reviewed objective: 1.7753							
Objective Review Status Totals:		All Objectives		Objectives created by programs in the current view			
Met - close:		8	(5.06%)	8 (5.06%)			
Met - Continue to monitor:		42	(26.58%)	42 (26.58%)			
Continue:		106	(67.09%)	106 (67.09%)			
Defer - Lack of progress:		0	(0.00%)	0 (0.00%)			
Defer - Consumer request:		0	(0.00%)	0 (0.00%)			
Defer - ID team request:		1	(0.63%)	1 (0.63%)			
Discontinue - Program exit:		0	(0.00%)	0 (0.00%)			
Discontinue - Consumer priority change:		1	(0.63%)	1 (0.63%)			
Discontinue - Required resources unavailable:		0	(0.00%)	0 (0.00%)			



## Summit Support Services

### Supported Living Services and Ongoing Support

#### Periodic Service Review

The monthly Periodic Service Reviews continued over the year, with scores averaging in the low 70's to low 80's. The Individual Service Plans are updated to keep the documentation of client files current. The other important client documentation are the individual support plan reviews and the semi-annual reports which require periodic updating.

#### Program Quality Satisfaction Survey

The satisfaction survey was sent out in December to 88 clients and 15 Regional Center service coordinators. A total of 24 surveys were returned, with an additional 4 returned for the wrong address. This total is just about the average rate of return for surveys as calculated over the years. The return rate was 23%.

#### Survey Tally of the Responses

1. Which of the following are you?

17-client (71%)	4-parent (16.5%)
3-case manager (12.5%)	0-other

2. How long have you been associated with HCAR's Support Service?

0-2 years - 4 (17%)	4-6 years - 1 (4%)
2-4 years - 0	6+ years - 19 (79%)

3. Does the support service do a good job in assisting people to attain greater independence?

'Always' - 17 (71%)	'Never' - 0
'Usually' - 4 (16.5%)	'Don't know' - 2 (8%)
'Sometimes' - 1 (4.5%)	

4. Do you think the support service provides support for clients with a wide range of abilities?

'Always' - 14 (58%)	'Never' - 0
'Usually' - 6 (25%)	'Don't know' - 4 (17%)
'Sometimes' - 0	

5. Does the support service provide a high level of choice, assistance, and encouragement?

'Always' - 15 (62.5%)

'Never' - 0

'Usually' - 6 (25%)

'Don't know' - 2 (8.5%)

'Sometimes' - 1 (4%)

6. Are support workers available for flexible scheduling to help meet a person's individual needs?

'Always' - 12 (50%)

'Never' - 0

'Usually' - 11 (46%)

'Don't know' - 1 (4%)

'Sometimes' - 0

7. Is HCAR's Support Service helpful in handling emergency situations?

'Always' - 13 (54%)

'Never' - 0

'Usually' - 6 (25%)

'Don't know' - 4 (17%)

'Sometimes' - 1 (4%)

8. Are support workers trained enough to meet different support needs?

'Always' - 13 (54%)

'Never' - 0

'Usually' - 8 (33%)

'Don't know' - 3 (13%)

'Sometimes' - 0

9. Do clients have a say in the hiring of their support worker?

'Always' - 16 or 67%

'Never' - 2 or 8%

'Usually' - 1 or 4%

'Don't know' - 5 or 21%

'Sometimes' - 0

10. Have you been satisfied with the support service being provided by HCAR over the past 12 months?

'Always' - 22 (92%)

'Never' - 1 (4%)

'Usually' - 1 (4%)

'Don't know' - 0

'Sometimes' - 0

## 11. Comments

"The lady I have is nice to me and takes me to the places I need to go for shopping, laundry and bank."

"Help direct me towards doing things like chores, household chores on own."

"Give me more hours of help 20 hours is not enough time to get everything done I need help with."

"Be there when needed."

"Just know that Sidra Jones has been there every step of the way to help get me to doctors and surgeries. I am very thankful to have her help. Surgery is not over as I have carpal tunnel. Dr. Kilgore and physical therapy. Happy Holidays to all."

"Hire more people. Your team does a great job, but as I'm sure you're aware our community needs more people hired to provide services for our client's. Thank you."

"I haven't had one in months. - last one was Heidi and she never showed up."

### **Satisfaction Survey Summary & Analysis**

Generally speaking the overall results from this year's survey, compared to last year's survey results, are that satisfaction increased slightly over the past year.

In Question #3 the 'always' & 'usually' responses decreased slightly from 90% to 86 1/2% from last year's to this year's responses.

Responses decreased from last year's responses in question #4, from 86% responded 'always' or 'usually' to this year's 69 % that "HCAR provides support services to clients with a wide range of disabilities. . . "

For question #5, ". . . for a high level of choice, assistance, and encouragement. . ." 87 ½ % responded 'always' and 'usually' in this area, while last year's total was 95%. This represents significant improvement and increased satisfaction in this area.

Regarding question #6, "are support workers available for flexible scheduling to meet a person's individual needs?" 96% responded 'always' and 'usually' to this question. Last year's total was 90%.

For question #7, regarding the "support service's ability to handle emergency situations," 79% responded 'always' and 'usually,' Last year's was 60%, so there was an increase in satisfaction in this area this year.

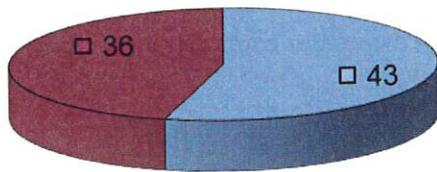
Positive satisfaction declined regarding "support workers being trained enough to meet different support needs," as 87% respond 'always' and 'usually' for question #8. This reflects a significant decline from last year when 75% responded accordingly in the same area.

In question #9 regarding "clients having a choice in the hiring of their support worker," a total of 71% of people responded 'always' and 'usually.' This was a decline in satisfaction from last year's 65%.



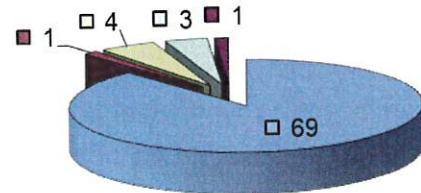
For question #10, "have you been satisfied with the support service being provided by HCAR over the past 12 months?" 96% of those responding answered 'always' and 'usually.' This compares to 90% to the same responses from last year.

### Gender



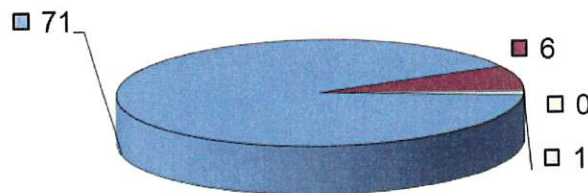
Male Female

### Disability



Developmental Disability Mental Disability  
 Physical Disability Tramatic Brain Injury  
 Alcohol/Drugs

### Ethnicity



Caucasian Native American  
 African American Hispanic

## Respite Services

### Program Quality Satisfaction Survey

In December 2019, the annual satisfaction survey was sent out to 67 client families and 8 Regional Center service coordinators. Of that amount, 14 or 19% of surveys were returned.

#### Survey Tally

**1. Does the worker show that he/she possesses the practical/technical skill and information necessary client care and safety?**

12 (86%) responded 'outstanding'	0 responded 'needs improvement'
0 responded 'above average'	2 (14%) responded N/A
0 responded 'fair'	

**2. Is the worker punctual and reliable?**

11 (79%) responded 'outstanding'	0 responded 'needs improvement'
1 (7%) responded 'above average'	2 (14%) responded N/A
0 responded 'fair'	

**3. Does the worker behave professionally/courteously with the client/other members of the family?**

11 (79%) responded 'outstanding'	0 responded 'needs improvement'
2 (14%) responded 'above average'	1 (7%) responded N/A
0 responded 'fair'	

**4. Overall does the worker meet your needs?**

12 (86%) responded 'outstanding'	0 responded 'needs improvement'
1 (7%) responded 'above average'	1 (7%) responded N/A
0 responded 'fair'	

**5. Is the Respite Services Director professional and courteous?**

11 (79%) responded 'outstanding'

1 (7%) responded 'above average'

0 responded 'fair'

1 (7%) responded 'needs improvement'

1 (7%) responded N/A

**6. Does the Respite Services Director return your calls promptly?**

9 (65%) responded 'outstanding'

1 (7%) responded 'needs improvement'

2 (14%) responded 'above average'

2 (14%) responded N/A

0 responded 'fair'

**7. Does the Respite Services provide adequate training/community education regarding developmental disabilities and related subject?**

10 (72%) responded 'outstanding'

1 (7%) responded 'needs improvement'

1 (7%) responded 'above average'

2 (14%) responded N/A

0 responded 'fair'

**8. What is your overall satisfaction level with the Respite Services Director?**

11 (79%) responded 'outstanding'

1 (7%) responded 'needs improvement'

1 (7%) responded 'above average'

0 responded N/A

1 (7%) responded 'fair'

The written comments included the following:

Need for overnight hours/weekends respite.

So thankful!

For families that use family members like a grandmother as a respite provider, course like "the sexual harassment course" are truly unnecessary. They place an additional burden on the family and on the respite provider (in this case, the grandmother).

Thank you.

Maybe more college students.

Brooke has been a blessing.



**Survey Analysis & Summary**

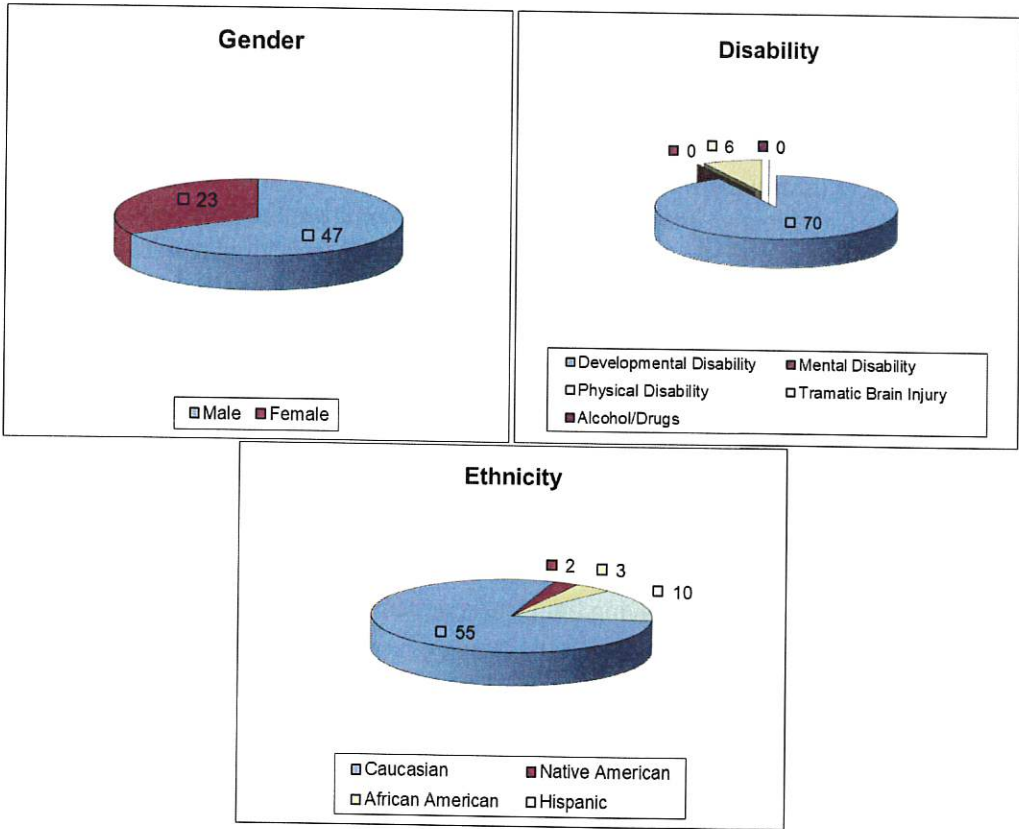
The return rate this year was very similar to last year, but the responses were more positive with overall general satisfaction with the respite services. The responses were very consistent and similar to last year's results. For the most part, the respite service is doing a good job at meeting the needs of our clients and families. The behavior respite program continues to grow, as does the hiring of workers that families want, known as 'exclusive hires.' Exclusive hires tend to promote better use of the respite hours that a family has authorized, and the families feel that they know and trust someone that they have had hired.

For all eight questions, when the 'always' and 'usually' categories are added together, that total ranges from 84-100%. The respite program's service has generated a high level of positive satisfaction!

When reviewing the different questions and their responses from all the responders, it can be inferred that the respite program is doing a reasonably good job from the perspective of the client/client families and the Regional Center service coordinators.

If the two more positive responses 'always' and 'usually' are combined, in all the questions except #6, the responses were higher or better than last year. By reviewing the 'needs improvement' responses, it is determined that some respondents felt that improvement is needed. Many parents expressed the need and desire for more hours of respite, while some expressed the need for more availability of their worker.

Additionally, some of the written comments at the end of the surveys reflect dissatisfaction with the slow pace of getting respite services started. This is usually a function of having an available and interested respite worker wanting to provide respite for that family. The increase in the number of exclusive hires, especially over the past several months has expedited the process of getting families' respite care needs met, and increased monthly respite usage.



## Comprehensive Career Services

### Client Survey

We had a 62% response to the Client Surveys for 2019. Our clients have used multiple services that CCS has provided including; resume help, job development, job placement, and job coaching. Some of our clients are brand new to our program while others have been with us for years. This includes 61% of respondents having been with our program for over 3 years, whereas we have about 25% of people responding that they have been with us between 1-3 years and 14% saying they joined CCS within the past year. Our Survey results were mostly positive with 43% of our respondents rating us as excellent and 43% stating our services were good with also 14% for fair and no one saying our services were poor. Most respondents responded that they would recommend CCS to a friend at 82% and that 86% responded that our services have made a positive change for them. When asked about wages; 21% indicated their wage as excellent, 25% responded as good, 25% as fair, and 4% stated their wages as poor. Most of our clients were satisfied with their wage increases with 63% of responders to this question stating that their raises were satisfactory.

### Employer Survey

CCS has many clients that are employed with HCAR, but in order to prevent a conflict of interest we only gave surveys to employers in our community that employ our clients. Out of those surveys, 6 employers responded and seemed very pleased with our services. Out of those that responded, all 100% were; happy with their employee, satisfied with the job coach, would recommend us to another employer, and would hire from us again. When the employers were asked on how we can improve our services, they responded that it would be helpful to have more in person check-ups at their business. The employers' only additional comments seemed to be that "Things are Going Well."

### PSR Results

Our average PSR score increased from 62% in 2018 to 78% in 2019.

Areas that we are working to improve are: clients who have an individual plan with at least one acquisition, improvement or maintenance objective that meets standards for being well-written, appropriate and functional and which have been reviewed within the last 6 months; clients whose individual plan contains an objective and plan for fading or for individuals already faded to maintenance; individuals whose current individual plan information in the job coach files, office files and HCAR database all match; quarterly safety inspection reports on file and any safety violations or concerns corrected; monthly site walk-through/emergency drill reports on file; and clients that are able to tell you where the nearest emergency exit is located.

Areas that we continue to do well are:

- 1) client files that are neat and contain all the information listed in the template contained in the job coach orientation handbook;
- 2) the intake packet and evidence of having been reviewed/modified within the last twelve months;
- 3) that all currently required intake paperwork has been completed or that there is a copy of written requests for information that is missing;
- 4) client files that contain a copy of a current client resume or a note that a resume is currently being developed or a written job history;



- 5) a career plan consisting of long-range goals, short term objectives and plans for achievement or evidence that creation of a plan is in progress for individuals who have been receiving services for less than 30 days;
- 6) direct client involvement in the creation of the plan;
- 7) individual placement or record indicating progress toward placement;
- 8) an individual was placed in a position matching their career plan goals in at least two of the following areas:
  - a. type of work; number of hours;
  - b. rate of pay;
  - c. retention of individuals employed during the past month continue to hold their jobs;
  - d. individual support hours for each client are sent to RCRC by the 15th of the following month;
  - e. monthly report of support hours and CCS progress is sent along with individual reports by the 15th of each month;
  - f. required documentation (Personal intake information; ROI's for Regional Center, physician, care provider/parent/family as appropriate, transportation as appropriate and other service providers as appropriate; medical/psychological assessments;
  - g. Regional Center IPP;
  - h. current POS) is either present or a copy of the last written request for the information is in the file that is no older than 6 months and
  - i. mentoring.

## GOALS & OBJECTIVES SUMMARY

01/01/19 to 12/31/19

For: All Services at Comprehensive Career Services

Summary Interval: 01/01/19 to 12/31/19								For: All Services at Comprehensive Career Services								
		(Start)	(New)	(Closed)				(Start)	(New)	(Closed)						
Program-consumers:		48	4	0	52			Individual consumers:		46	4	0	50			
Long Range Goals:		124	31	13	142			All Objectives:		186	46	19	213			
Obj's. by Programs in current view:		83	43	9	117			Obj's. by Programs in current view:		83	43	9	117			
* Goal Domain Totals:								* Objective Domain Totals:								* Note - Domain %'s may total more than 100% due to goals/objectives assigned to more than one domain.
Comm.	ILS	Leisure	Mobility	Self-Care	Social	Work	Comm.	ILS	Leisure	Mobility	Self-Care	Social	Work			
71	65	9	35	51	33	55	142	67	16	38	75	52	151			
(53.4%)	(48.9%)	(6.8%)	(26.3%)	(38.3%)	(24.8%)	(41.4%)	(71.2%)	(33.8%)	(8.0%)	(19.0%)	(37.6%)	(26.1%)	(75.7%)			
Avg. # Long Range Goals/Person: 2.77								Objective Type Totals:								
Avg. # Objectives/Person: 4.16								Acquisition:46		Improvement: 53		Maintenance: 108		Service/Regulatory:6		
Avg. # Objectives/Long Range Goal: 1.50								(21.6%)		(24.9%)		(50.7%)		(2.8%)		
Objective Initiator Totals:								Consumer	Staff	Care Prov.	Case Manager	Conservator	Parent	Rehab. Couns.	Other/Unspecified	
								87	92	1	18	0	3	0	12	
								(40.8%)	(43.2%)	(0.5%)	(8.5%)	(0.0%)	(1.4%)	(0.0%)	(5.6%)	

Total Number of Objective Reviews: 27

Number of Objectives Reviewed: 15

Avg # Reviews/Objective: 0.1353

Avg # Objective Reviews/Person: 0.5625

Avg # Objective Reviews/Reviewed objective: 1.8000

Objective Review Status Totals:	All Objectives	Objectives created by programs in the current view
Met - close:	0 (0.00%)	0 (0.00%)
Met - Continue to monitor:	9 (33.33%)	9 (33.33%)
Continue:	13 (48.15%)	13 (48.15%)
Defer - Lack of progress:	0 (0.00%)	0 (0.00%)
Defer - Consumer request:	1 (3.7%)	1 (3.70%)
Defer - ID team request:	0 (0.00%)	0 (0.00%)
Discontinue - Program exit:	0 (0.00%)	0 (0.00%)
Discontinue - Consumer priority change:	4 (14.81%)	4 (14.81%)
Discontinue - Required resources unavailable:	0 (0.00%)	0 (0.00%)



## DEMOGRAPHICS SUMMARY

01/01/19 to 12/31/19

For: All Services at Comprehensive Career Services

Summary Interval: 01/01/19 to 12/31/19

	(Start)	(New)	(Closed)	(End)	(Average)	
Program-consumers:	48	4	0	52	50	
Individual consumers:	46	4	0	50	48	
<b>Age Group Totals :</b>						
0-5 yrs.	5-17 yrs.	17-40 yrs.	41-65 yrs.	66-85 yrs.	86 yrs. +	Unknown
0.0 (0.0%)	0.0 (0.0%)	26.0 (52.0%)	24.0 (48.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)

	(Yes)	(No)	(Unknown)
Ambulatory Status :	18.0 (36.0%)	13.0 (26.0%)	19.0 (38.0%)
Verbal Status :	17.0 (34.0%)	14.0 (28.0%)	19.0 (38.0%)
	Male	Female	Unknown
Sex :	32.0 (64.0%)	18.0 (36.0%)	0.0 (0.0%)

### Ethnicity Totals :

White	African American/Black	Hispanic	Asian/Pacific Islander	Native American	First Nations/Aboriginal Canadian	Other	Unknown
16.0 (32.0%)	1.0 (2.0%)	1.0 (2.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	32.0 (64.0%)

### Disability Totals :

# with one disability listed : 46.0 (92.0%)      # with two disabilities listed : 4.0 (8.0%)      # with multiple disabilities (>2) listed : 0.0 (0.0%)

### Cumulative Totals (Any diagnosis of...):

Developmental Disability	Mental Illness	Physical Disability	Acquired Brain Injury	Alcohol/Other Drug Dependency	Visual Impairments/Blind	Hard of Hearing/Deaf	Other
48.0 (96.0%)	3.0 (6.0%)	1.0 (2.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	1.0 (2.0%)

\* Note - Disability totals's may equal more than 100% due to assignments to more than one category.

### Primary/Combo Totals (Primary diagnosis of...):

Developmental Disability	Mental Illness	Physical Disability	Acquired Brain Injury	Alcohol/Other Drug Dependency	Visual Impairments/Blind	Hard of Hearing/Deaf	Dual Diagnosis (AOD/MI)	Other Dual Diagnosis (DD/MI)	Other
45.0 (90.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	3.0 (6.0%)	1.0 (2.0%)