

# Humboldt Community Access and Resource Center

## Annual Membership Dinner

Fiscal Year 2022-2023



H-CAR Sign Artist: Chris Johnson

## Highlights this past year:

HCAR Administration building gets a new agency sign.

The Board of Directors commissioned artist Chris Johnson to create a unique art piece/agency sign for the administration building. And it's stunning!



HCAR implemented a new Payroll system, Paylocity.

Offered monthly training on how we can help improve the lives of people served.

The Studio received a safety grant and implemented emergency preparedness activities through the artistic lenses!

Created a commercial on Self-Determination and finalized the  
Self-Determination Jump Start grant.

Hired Chris Miller as the agency's Director of Respite.

Invested three months of operating funds in Certificate of Deposits (CDs).

Starting wages are \$16.21/hr, excellent benefits, with annual evaluations  
and performance-based wage increases.

The Board of Directors received a board training and facilitation grant!

Enhanced the agency's fiscal team by promoting  
Tanya Fugate to lead the department as the Full Charge Bookkeeper  
and supported by Sophie Stanfield as Bookkeeper.

Enhanced the agency's human resource department,  
lead by Debi Hatfield, Director of HR, with her HR Assistant Jennifer Cho.  
Together, they have streamlined employee recruitment and  
onboarding through Paylocity.

## **Activities completed by HCAR during this fiscal year**

*(These were the plans at last year's annual membership meeting.)*

- HCAR invested in a new phone system with an implementation date to be determined by AT&T and Nylex. **Completed**
- HCAR invested and is pending the implementation of a new, platform-based, web-based payroll system called Paylocity. This system supports the digital processing of standard Human Resources requirements currently completed on paper and a benefit retrieval system. **Completed**
- Expanded HCAR's Human Resource Department with the addition of the Human Resource Assistant position. This Department had previously been staffed with two professionals. After several years of a one-person operation, the agency returns to two full-time positions. **Completed**
- Expanded development and utilization of the HCAR webpage. **Completed**

HCAR FY 2022-2023

Annual Survey Results:

How are we doing?

What is working?

What is not working?

And, the next steps.....

# What's Working

- Everyone believes in the Mission at HCAR.
- I am always pleased with the services provided by HCAR.
- HCAR works hard to meet my needs and promote my attainment of new skills.
- Communication is transparent.
- I recommend HCAR services to my friends.
- It is always a positive experience.
- Communication with us is great! I know what is going on and get all my questions answered.
- The yard crew does awesome work!
- Employee Evaluations
- Implementing Person-Centered training and increasing partnerships between services.
- More welcoming spaces for clients, families, and community members.
- Finding better matches between staff and people they serve.
- HCAR and the employees give services in a kind, professional manner.

# What's Not Working

- I want to see HCAR be more involved in the community.
- Hire more staff so I can have more service hours filled.
- Bring on more employees so we can do better!
- Do better!
- Training is uneven across programs; some staff are better trained than others.
- Better daily oversight of employees.
- Increase education for employees on how to serve people with disabilities and give them the equipment they need to provide excellent services.
- CCS needs more job coaches and better connections with the community to get jobs for clients and be a presence in the community.
- Summit Support employees need schedules and more care-providing training.
- Summit Support needs more management to run the services.
- Departments need more consistency in clear communication.
- More job coaches are needed so more clients can be supported to work.

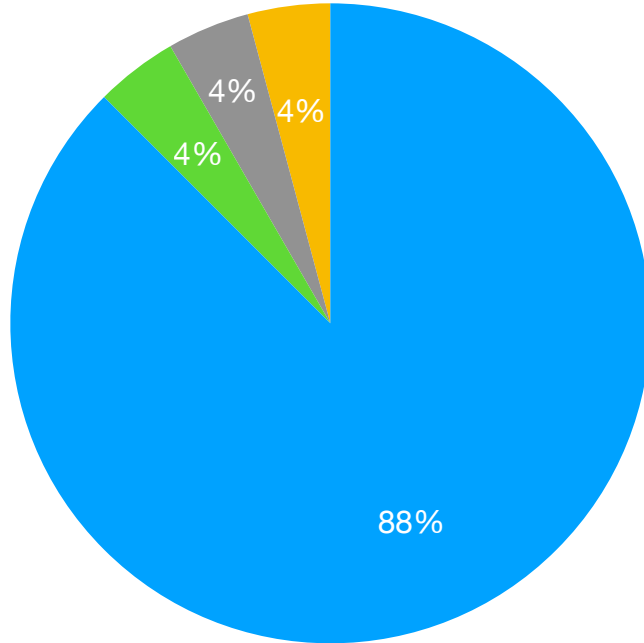
# What are the Next Steps?

- Ensure all Summit Support employees have schedules for clients to know who is coming into their homes and when.
- Ensure all Summit Support employees are given basic caregiving training.
- Increase Comprehensive Career Services in the community by attending job fairs, local employment meetings, and working with the schools.
- Hire more job coaches to serve more clients looking for work, wanting internships, getting volunteer work, and attending school.
- Increase oversight of employees working in the community.
- Ensure training programs and communications with employees are more consistent across all programs.
- Bay Center needs to offer more community access to do fun things.
- The Studio needs to go to more art events in the community.



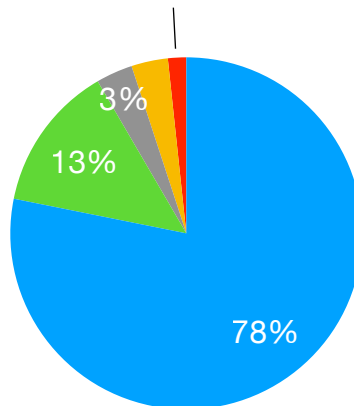
## Services Centered on Individual Goals and Interests

Key: \* Yes \* Sometimes. \*No \*I don't know



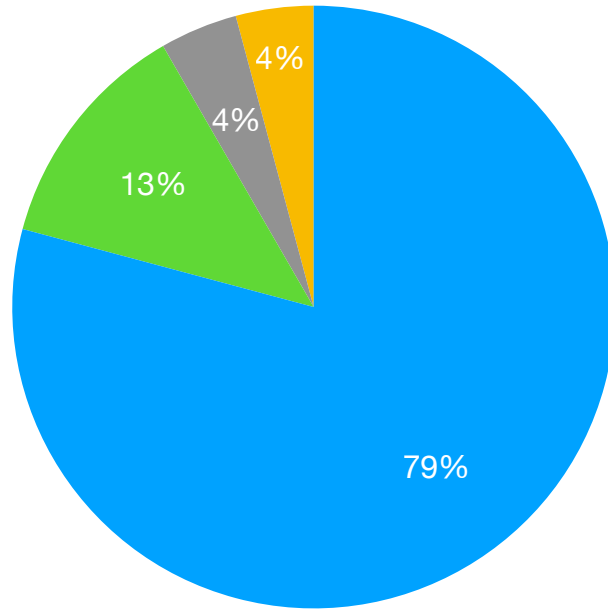
Survey Results from the previous year, FY 21/22

● Yes ● Sometimes ● No  
● Don't Know ● No Response



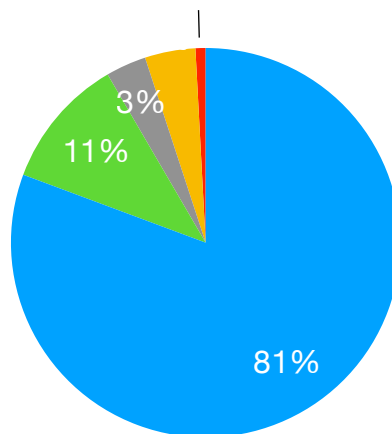
Individuals are encouraged to express their opinions and preferences.

Key:    ● Yes    ● Sometimes    ● No    ● I don't know



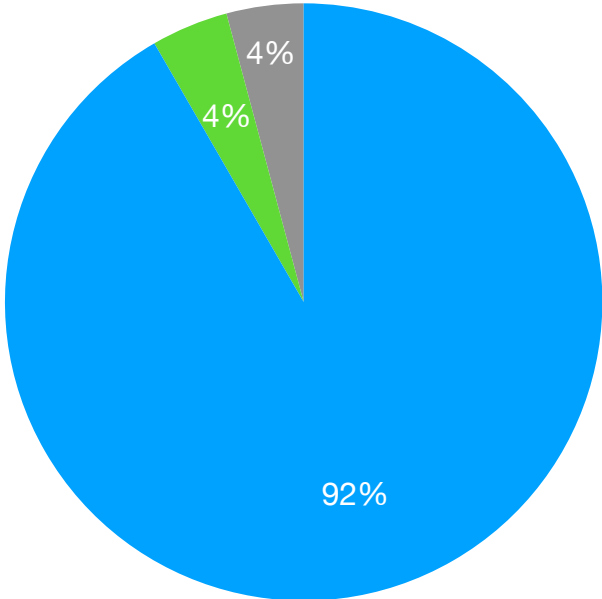
Survey Results from the previous year, FY 21/22

● Yes    ● Sometimes    ● No  
● Don't Know    ● No Response



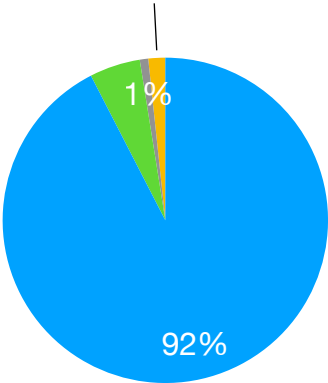
# Safety is Emphasized

Key:      ● Yes      ● Sometimes      ● No      ● I don't know



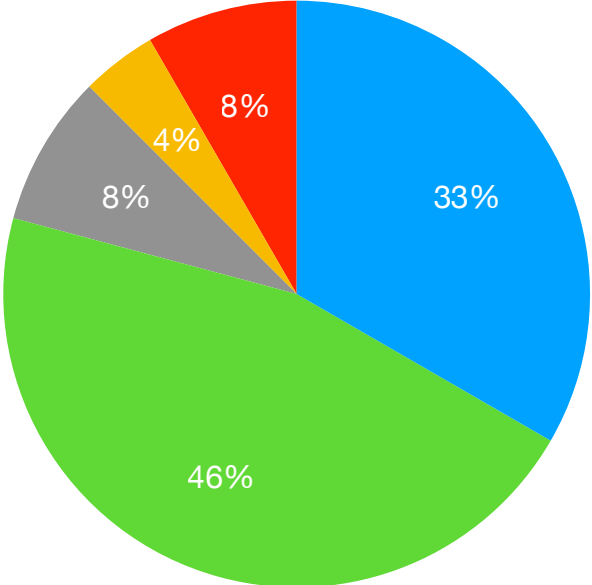
Survey Results from the previous year, FY 21/22

● Yes      ● Sometimes      ● No      ● Don't Know



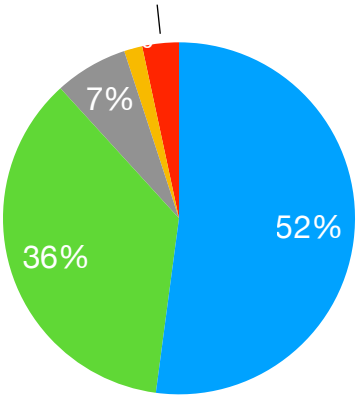
# Provide a High Level of Choice, Assistance, and Encouragement

Key: Always Usually Sometimes Never I don't know



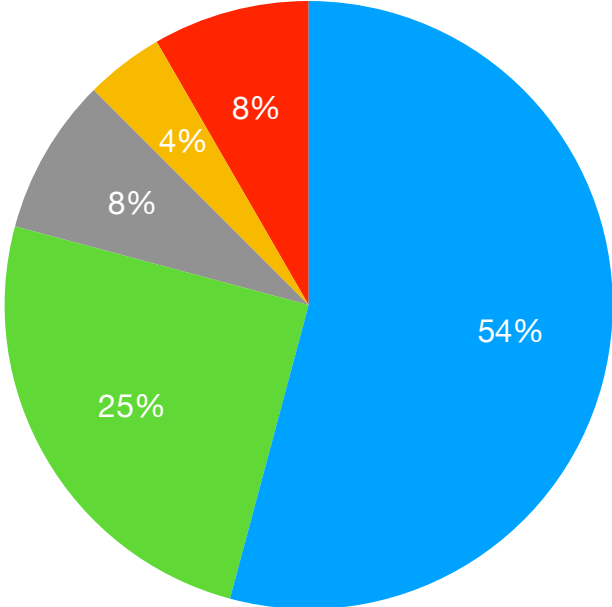
## Survey Results from the previous year, FY 21/22

Always Usually Sometimes Never Don't Know



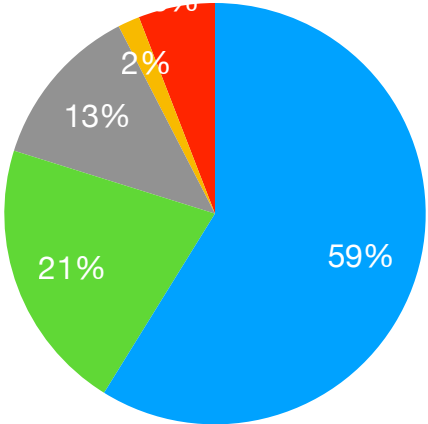
# Individuals Receive Positive Behavior Supports

Key: Always Usually Sometimes Never I don't know



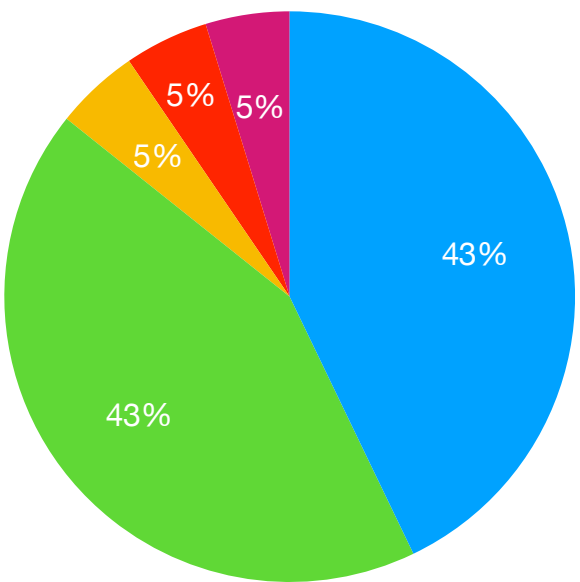
## Survey Results from the previous year, FY 21/22

Always Usually Sometimes Never Don't Know



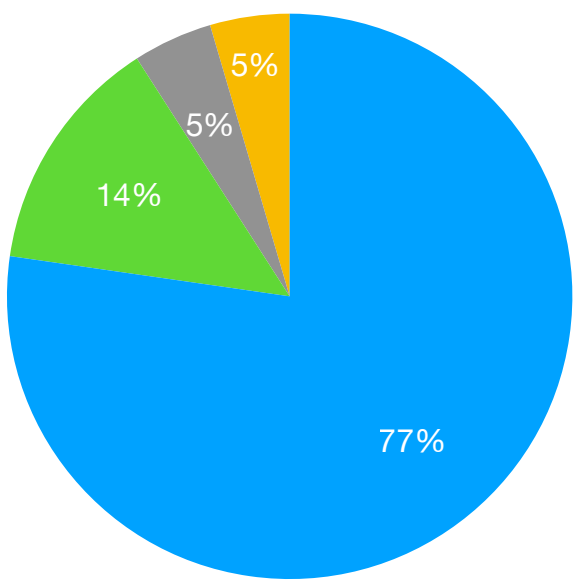
# Quality of Communication between Services and People Served

Key:      ● Excellent      ● Good      ● Satisfactory  
         ● Needs Improvement      ● Unsatisfactory      ● I don't know



# Quality of Communication between HCAR and Employees

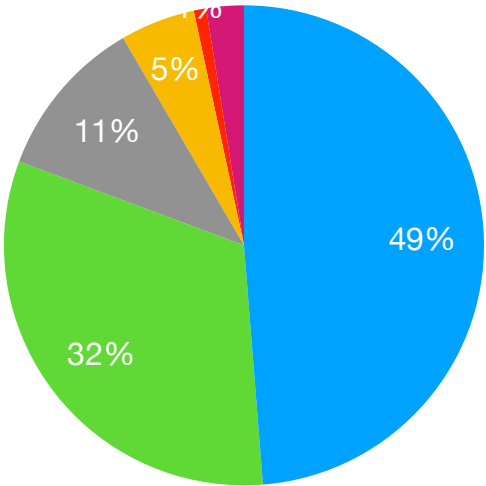
● Always      ● Usually      ● Sometimes      ● Never  
● I don't know



# Quality of Communication - Continued

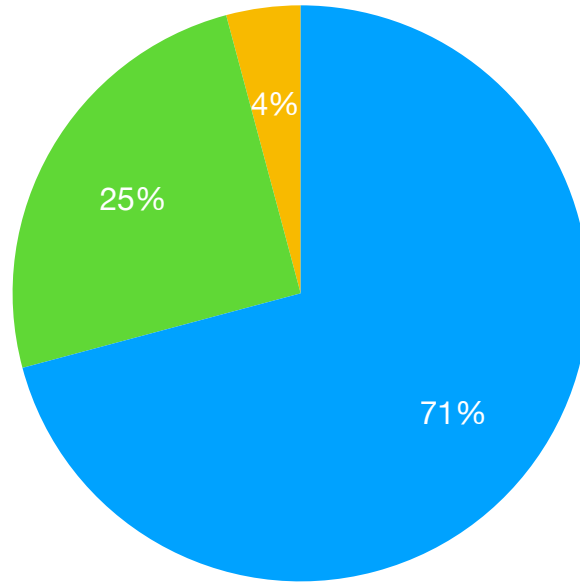
Survey Results from the previous year, FY 21/22

- Excellent
- Good
- Satisfactory
- Needs Improvement
- Unsatisfactory
- Don't Know



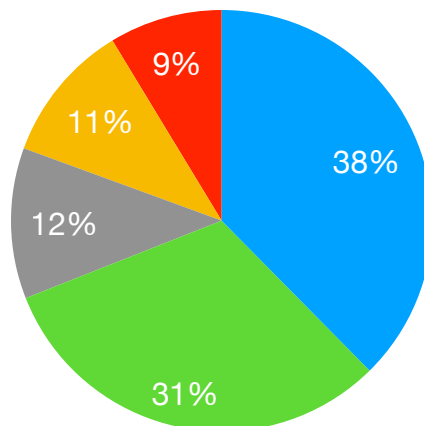
## Likely to Recommend HCAR to Friends or Colleagues

Key: Always Usually Sometimes Never Don't know



### Survey Results from the previous year, FY 21/22

Always Usually Sometimes Never I don't know





# Comprehensive Career Services FY 22/23 Survey Results

Comprehensive Career Services supports participants gain meaningful employment in inclusive community businesses such as

**Humboldt Spay and Neuter**

**Bayshore Malle**

**Apartment management**

**Cal Trans**

**Safeway**

**Yard Crew**

**Ferndale Farms**

**Office Cleaning Services**

**In Home Support Services**

**Life Skills Coach**



CCS Program Director: Marche Hines



Jeff Calloway, Rest Stop Attendant with Cal Trans, received special recognition for his excellence on the job.

# RECOGNIZING "EXCELLENCE" at WORK



Jeff Callaway, Trinidad Rest Area Attendant

"Hi, my name is Sheri Schmiedl. We recently made a trip to Trinidad and [stopped] at the rest place on the east side of the street. And there is a person by the name of Jeff that takes care of it. And I'm telling you, you couldn't get any better. That place is spotless. He's cleaning it all the time. He greets the people. I just couldn't believe it. It made our trip so neat. And we stayed there more than one night, going to the state beaches and going back to that rest area because it was so nice. Beautiful trees, beautiful trails. Thank you very much."

Ninety-year-old Registered Nurse Sheri Schmiedl reached out to the District 1 Public Information Office after her trip in June just to share her appreciation for Jeff Callaway who has served as the Attendant of the Trinidad Rest Area for 16 years.

Callaway maintains the restroom facilities, clears the redwood viewing trails of debris and branches, and removes trash from the grounds. He also tests water quality to ensure it's safe to use and reports that data to Caltrans staff monthly. Perhaps most importantly, he connects with travelers who need a place to rest and stretch their legs before they head back out onto windy and often unfamiliar roads.

Callaway's employment represents a 30-year partnership between Caltrans and the Humboldt Community Access and Resource Center (HCAR) to provide rest area maintenance at the two locations north of Trinidad on U.S. 101.

HCAR is a private non-profit agency that supports more than 300 individuals with intellectual and/or developmental disabilities with employment, independent living and day programs among other services.

Executive Director Kim Nash said the partnership with Caltrans creates opportunities for people who may be discriminated against or not considered for community employment. "What makes Caltrans unique is their commitment to working with people with disabilities because they understand these folks can provide quality, reliable work," Nash said. She highlighted that HCAR's clients are paid prevailing wages with health care benefits.

Maintenance Facility Coordinator Mike Thiel has been working with Jeff and HCAR for nearly 16 years. "It's always been a pleasure working, visiting, repairing equipment breakdowns, and solving issues with these guys" he said. "When visiting the rest area, I usually leave with a smile."

Callaway said he loves his job, and his favorite part is meeting people from all over the world. He's even become friends with travelers from as far away as Argentina, collecting phone numbers initially and now adding them to his ever-growing list of Facebook friends.

Schmiedl emphasized that she travels a lot, and Callaway helped make her trip so wonderful she can't wait to come back and visit Trinidad again soon. Callaway said he felt "happy and really good" to have someone compliment his hard work. Nash added, "Knowing that someone took the time to recognize the quality of services provided by Jeff and HCAR on behalf of Caltrans is noteworthy. We understand that most people likely call to complain about roads, but this person saw excellence."

**- Meriah Miracle**

Participant Survey Responses ....

5 out of 23 participants responded to the survey

**What I like about CCS**

I like Comprehensive Career Services because.....

I like working hard.

I get support whenever I need it.

I like my job coach.

I set employment goals

Ensures I receive important communications from Social Security and other community benefit programs

**What is not working at CCS**

Supervisors need more training on helping me find work or paid internships.

Some of my coaching only happens over the phone when I prefer supports in-person.

Helps me consider jobs that I had not thought of applying to.

Not enough positive support to try new jobs.

Not enough help accessing trainings and education programs that I can learn new skills to get jobs.

**Participant Survey Statistics....**

On a scale of 1 to 10, with 10 being the greatest, I rate my experience with CCS

2 clients rated it as a **10**

1 client rated it as a **8**

1 client rated it as a **1**

**Participants currently employed in the community....**

All respondents said **Yes**, they are employed in the community.



# Respite Services

**Now introducing new Respite Director, Chris Miller!**



## **What is Best about Respite Services**

The client says their respite worker is their "buddy."

They do different activities together.

It gives the client and family a break from each other.

We get a break to be a couple.

"We love our respite worker. She does a phenomenal job!"

## **What I like Least about Respite Services**

I am worried workers may not be able to provide respite overnight.

Need more workers in the Fortuna area.

Need more hours allowed.

## **Participant Survey Statistics**

6 participants, clients and their families responded

**On the Scale of 1 to 10, with 10 being great, Respite Services rated as....**

Three clients rated it as a 10

Two clients rated it as a 8

One client rated it as a 5

**Respite staff are helpful and Supportive**

Five clients said Yes.

One client did not respond.

**I feel safe with my Respite worker**

Six clients said Yes

**Respite workers have the skills to provide professional supports and safety**

Five clients rated it as Outstanding

One client rated it as Above Average

**Choice in days and schedule available**

Five clients said Yes

One client said No

# Summit Support

**Director Bill Spenceley**

**Program Coordinator Jemica Arceneaux**

## **What Participants Like about Summit Support**

Support Workers are helpful.

Support Workers assist me every day.

It provides quality care.

The Support Workers "Rock!"

## **What Participants like Least about Summit Support**

Lack of communication

The support workers vary in their level of training

The support workers are working too hard

There are not enough support workers

Workers need more training

## **Participant Survey Statistics**

**On a scale of 1 to 10, with 10 being the greatest,**

Four clients rated it as a 10

One client rated it as a 9

One client rated it as a 8

One client rated it as a 5

**Flexible scheduling to meet Participants' needs**

Four clients said Always; One client said Usually

One client said Sometimes; One said Never

**Support Workers are helpful in Emergency Situations**

Five clients said Always;

Two said they Didn't now

**Do Participants have a say in hiring their own support workers?**

Four clients said Always

One client said Usually

Two clients said Never

# THE BAY CENTER FY 22/23 SURVEY RESULTS

## What Participants Love

- Work production!
- The staff are fun, kind and supportive.
- Seeing my friends.
- Going on walks and seeing movies.
- Learning about nutrition, cooking and menu planning.
- Creating art
- Community outings.
- Shopping and banking in Henderson Center.

## What Participants Don't Like

- When peers don't respect me and my space!
- Not enough community outings.
- When we don't have enough staff.
- Exercise!!

## Bay Center News:

The Bay Center is implementing the requirements for the Home and Community-Based Services Waiver required by the Department of Developmental Services. This means the clients makes the choices as to which community inclusive activities they want to do during the day.

Bay Center provided a person-centered planning training for all staff over two-days.

Bay Center staff received Crisis Prevention and Intervention (CPI) Training and certification.

## Bay Center Goals identified by the Participants

**Go Horseback Riding**

**Spend time more time reading at the library.**

**Go on the bus more often.**

**Increase paid work options.**

**Learn how to cook and be independent in preparing meals for myself and for family, friends and housemates.**

**Go to the Fortuna Parks and shop in the downtown.**

**Do Tie Dye days**

**Learn more about computers and computer programs.**

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## Participant Survey Statistics

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13 out of 30 participants responded to this survey

**On the Scale of 1 to 10, with 10 being great, rated Bay Center as.....**

Six clients rated it as a **10**

One client rated it as a **9**

One client rated it as a **8**

Three client rated it as a **7**

Two clients rated it as a **5**

### **I choose my daily schedule**

All respondents (13 participants) said **yes**. Participants decide each day how they spend their time at Bay Center and work on their individual goals.

### **I like to be in the community...**

7 clients said **all day**

5 clients said **half-day**

1 client said **not at all**

### **I feel safe with my staff...**

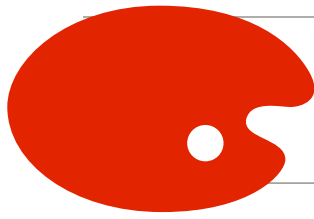
13 clients said **yes**



Bay Center Program Director: Wes Patterson

Bay Center Manager: Candi Williams

Bay Center Division Coordinator: Anita Hart



# THE STUDIO &

## CANVAS AND CLAY

### FY 22/23 SURVEY RESULTS

#### *What the artists say they like best about The Studio is...*

Its a place where people with disabilities can spend their day working on their art.

Drawing; seeing other artists work and projects

Spending time with great people

The Facilitators and Artists “are so cool.”

Working with clay and getting my hands dirty.

Being with my friends and artists.

The Studio and Canvas & Clay Gallery  
Program Director: Nicole Brown

Program Manager: Pete Castellano

Gallery Manager: Jennifer McLaurin





## *What is not working at The Studio and Gallery.....*

The transportation to and from The Studio is hard to access.

Some artists are not nice to other artists

Cliques, gossip and drama amongst the artists

The area in Old Town, people screaming

Having to participate in Individual Service Plan meetings

The Gallery is cold

## **The Studio and Canvas & Clay Artists' Surveys Statistics**

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13 out of 25 artists responded to the survey

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**On a scale of one through ten, with ten being the greatest, rated The Studio and Canvas & Clay:** twelve (12) people rated it a 10 & one (1) person rated it a 9

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**I choose my daily schedule:** twelve (12) said "Yes" & one (1) said "I don't know"

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**I would like to go into the community to attend events and art-based classes:** ten (10) said "Yes"; two (2) said "No" & one (1) said "I don't know"

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**I feel safe with my staff:** thirteen (13) said "Yes"

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**I am encouraged to say my preferences and opinions:** ten (10) said "yes"; three (3) said "sometimes"