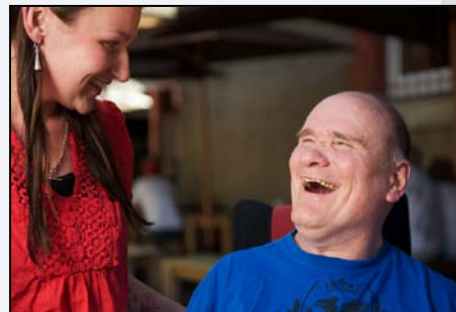




NORTHERN CALIFORNIA ADULT SERVICES

Annual Report



Golden Gate Regional Center

FISCAL YEAR 2010-2011

Annual Report

Northern California Adult Services

Submitted to:

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For Time Period: Fiscal Year 2010-2011

Introduction

Life Steps Foundation, Inc. is in the business of human services. Its first priority is the consumers. The Adult Services units of Life Steps help and support adult individuals who have developmental disabilities achieve their life dreams and goals to the fullest extent possible. Life Steps seeks to continually improve its services by learning from those it serves and from other stakeholders. Life Steps also strives to objectively evaluate its effectiveness at helping individuals reach their goals. In this way, it makes every effort to provide the highest service quality in California. Service policies and practices are transparent and open to scrutiny. Providing quality service and measuring that service against a standard is a team effort.

Northern California Adult Services - Social Dynamics Program is a center-based program for adults who have developmental disabilities and severe behavioral challenges. It provides an opportunity for individuals to actively, appropriately communicate their needs rather than resorting to maladaptive behavior. We recognize that behavior is a meaningful expression of an individual's thoughts and feelings. Maladaptive behaviors occur when people do not have the skills to make their needs, wants and desires known. The Social Dynamics Project of Life Steps provides an opportunity for consumers to communicate their needs by learning appropriate techniques, thereby decreasing their reliance on maladaptive behaviors.

Through community integration and through reproducing a daily routine that duplicates--as much as possible--the daily routines of typical individuals, the program encourages consumers to function adaptively in various social and vocational milieus. Social Dynamics provides behavioral interventions and education based on structuring a low-pressure environment rich in positive reinforcement. The program uses a therapeutic method of shaping appropriate behaviors in the setting (community and/or center) in which they are needed. Non-aversive behavioral interventions are the norm. Following the initial assessment, the treatment team develops interventions that include a functional analysis of the consumer's behavior (detailed description of the behavior, consequences of maintaining the behavior, frequency of the behavior and behaviors incompatible with the maladaptive behavior).

A person-centered behavioral intervention plan is then developed, including the consumer's input. Maladaptive behaviors are extinguished by teaching consumers adaptive, alternate responses. Consumers are encouraged to learn how to make clear choices and develop their interpersonal, communicative, recreational, leisure, self-help, advocacy, vocational and interpersonal skills in order to decrease their reliance on maladaptive responses when attempting to communicate their needs.

To date, Northern California Adult Services – Social Dynamics Program expanded services to Individualized Day Service (IDS) and the Transportation Program.

The general goal of the IDS program is to provide non-aversive behavioral, education, training, and support to adults with developmental disabilities who require assistance in reducing or extinguishing challenging behaviors which severely limit their opportunity to participate in inclusive community environments and their personal goals.

Northern California Adult Services Transportation Program, not only provides transportation for consumers in the center based program, but also provides information and training on accessing other transportation options. Mobility training is part of the training plan for all individuals served.

Direct-care partners (program educator, drivers and attendant), project managers, supervisors and other stakeholders must participate in this effort. Such multi-participation promotes an environment that makes the consumers the first priority and that emphasizes knowledge sharing to advance this goal. The Social Dynamics adult day program, Individualized Day Service (IDS) program also known as program support by Golden Gate Regional Center and the Transportation program are northern California projects of Life Steps Foundation provide the services and supports necessary for individuals to maintain and increase self-sustaining, self-determined independence.

Managing quality services requires understanding service standards; establishing clear, measurable, client-driven outcomes when providing services; and having a way to measure services progress toward the desired outcome. Performance gaps provide feedback, which enhances service quality and performance, in meeting consumers' efforts toward attaining their goals.

Statement of Purpose

This report gathered important information regarding two aspects of the Northern California Adult Services (NCAS) that Life Steps provided to the Golden Gate Regional Center during Fiscal Year 2010-2011. The first involved consumers, staff and other stakeholder satisfaction with services; the second evaluated the success in achieving client outcomes. Life Steps uses this information to maximize its projects' efficiency and service quality and to ensure progress toward anticipated outcomes of the individuals served.

Type of Data Collected

Life Steps collected qualitative data from self-reported service satisfaction questionnaires and from consumers outcome records completed by program educators.

Frequency of Data Collection

Life Steps collected service satisfaction data for this report last March 2011. Consumer outcome data were based on functioning level outcomes established in annual Individual Service Plans (ISP). Life Steps also compared these data to annual or semi-annual progress reports.

Data Collection and Analysis Method

The division of Training, Clinical and Quality Management (TCQM), working collaboratively with the regional operations unit in Northern California, coordinated the data. TCQM also performed basic tabulations and statistical analysis to optimize objectivity.

Life Steps mailed satisfaction surveys to Golden Gate Regional Center case managers and consumers' care givers, residential facility, conservator and/or parent. Consumers' care givers, residential facility, conservator and/or parent received they survey via hand-delivery services of our transportation personnel and sent back via transportation personnel; regional center case manager via electronic mail and received responses via electronic mail. Life Steps encouraged all respondents to be as candid as possible to maximize their influence on changing and improving services in whatever specific ways they wanted. Life Steps also distributed staff surveys to its employees, subsequently collected last March 2011. The project Administrator and management personnel developed the consumer survey and the regional center satisfaction survey collaboratively with Life Steps management personnel as well in northern California.

Life Steps chose a survey method that would tend to elicit the most candid responses possible and anonymous reporting from those directly involved in consumers' service. This method gathered data consistently from all three groups surveyed and yielded information that would help create an action plan to improve services. However, this method has some limitations. For example, those who do respond to satisfaction surveys tend to be more satisfied with services than those who do not. Moreover, many individuals who have developmental disabilities have difficulty reading and writing, so they may not have been able to respond to the survey. Finally, research has shown that individual who have cognitive limitations, and other vulnerable populations, tend to acquiesce or agree with survey statements. But despite these limitations, this method has yielded valid results. Interpreting survey results merely requires using reasonable caution.

A quality management team reviewed the data gathered. Based on the results, the team composed an action plan that addressed perceived gaps in service quality.

Life Steps also assessed progress made toward consumer-desired outcomes by recording the consumers' functional status regarding ISP-identified domains established in an initial report. For mid-progress reports, Life Steps collected data that compared the functional status of outcomes to those of initial reports to determine if clients met objectives or not.

Fiscal Year 2010-2011 Service Data Results

Consumer Service Parent/Caregiver Satisfaction Survey

Life Steps sent surveys to consumers Parent/Caregiver Satisfaction Survey. It received 28 responses, which represents a 35 percent response rate. Following are the numerical results and graph representation of results.

Table 1 Consumer Service Parent/Caregiver Satisfaction Survey

Questions 1 – 4 measure your satisfaction with the Educator.

Questions 5 – 7 measure your satisfaction with Life Steps.

	Always	Often	Sometimes	Never
1. My educator understands my child/consumer's needs.	24	2	1	0
2. My educator is warm and friendly.	22	5	1	0
3. My child/consumer's educator communicates with me on a daily basis about how my child/consumer's day went through communication logs/book	15	8	5	0
4. My educator is reliable.	22	5	0	0
5. Life Steps personnel (e.g., manager, office staff) are helpful and respectful.	25	3	0	0
6. Life Steps personnel provide me with important parent resource information.	16	10	1	1
7. I would recommend Life Steps services to others.	24	2	1	1

Figure 1 reflects the respondents' level of satisfaction with Life Steps services according to the seven questions asked in Table 1.

For the question:

How could your educator be more helpful to you and your child/consumer?

Comments:

Answer #1: "We're satisfied."

Answer #2: "We're satisfied."

Answer #3: "Always inform home if there will be an incidence in day program with the communication book".

Answer #4: "Always inform the home in any kinds of incidence at day program through the communication book".

Answer #5: "Clearer communication between the educator and the provider/consumer's Staff".

Answer #6: "Be more compassionate and patient".

Answer #7: "Continue being more caring".

Answer #8: "Educator is a great help to the child/consumer to be independent and to be able to achieve their goals".

Answer #9: "By and through open communication with me".

Answer #10: "Keep communication by logging at the communication book on a daily basis how consumer's day went".

Answer #11: "Employee "R" does an excellent job with John. I have nothing else to add. Thanks".

Answer #12: "To create a training technique to help my son be re-train in some hygienist/
Potty".

Answer #13: "To communicate more often regarding consumer's activity/performance
at day program".

Answer #14: "By continuing to keep her in programs despite her recent negative behaviors".

Comments:

Comment #1: "Thanks for the care".

Comment #2: "Thanks a lot"!

Comment #3: "Excellent"

Comment #4: "Very well satisfied with the program and the people that work here".

Comment #5: "Lifesteps provides a great service and I am very happy with it".

Comment #6: "Keep up the good work"!

Comment #7: "Thank for your support and your excellent job".

Comment #8: "Thank you for your services".

Comment #9: "Continue the good work".

Comment #10: "Provide additional/better education to the bus aides that these consumers
don't understand".

"We appreciate your continued acceptance of Kathy and her behaviors".

Although survey results were mostly positive, some results suggested the need to seek solutions over the next fiscal year. Life Steps concluded that consumers would benefit if it reviewed how it provides services so that consumers had a greater sense of improvement in their daily life functions.

Staff Satisfaction Survey

This year, as part of its quality management standardization, Life Steps sent 25 surveys to the frontline partners who provide direct service to consumers in northern California. 23 responded to the survey, which represents a 98 percent response rate. Life Steps distributed surveys during business hours. All surveys were anonymous.

Table 2 Staff Satisfaction Survey Results

	Always	Often	Sometimes	Never
1. Does Life Steps provide you with enough information to provide the families and program participants with quality services?	10	10	3	0
2. Does the regional center provide adequate background information about the program participant and family prior to acceptance in the day program?	9	7	7	0
3. I receive the appropriate amount of supervision to provide quality service.	13	6	3	0
4. I receive adequate training for providing quality services.	14	7	2	0
5. My Supervisor / manager provides timely responses to my questions from the field.	13	6	4	0
6. I have a balanced workload so that I can provide quality work.	14	7	2	0

Comments:

Comment #1. "Our young leaders are good visionaries. They have had that vision that is clearly articulated to all employees; forcibly in all occasions. This inspired employees and accomplish the respective goals, and realized it. The teamwork is magnificent attributed by their attributes and competencies".

Comment #2. "I personally enjoy working for this company, the staff and management has did nothing but help me through all work related to making me become a better worker and the by far the best a better person".

Results indicate that staff recognized the vision, teamwork and core competencies of the management staff.

Regional Center Satisfaction Survey

Life Steps sent 135 surveys to current Golden Gate Regional Center case managers and only 2 responded, which represents a .1 percent response rate. This is a very low sample response. Following are the numerical results.

Table 3 Regional Center Services Satisfaction Survey

	Lowest				Highest
	1	2	3	4	5
1. Are reports submitted in a timely, professional manner?	0	0	0	0	2
2. Does Life Steps staff provide updates about the consumers in your caseload?	0	0	0	0	2
3. Is Life Steps programming client-centered, and does it demonstrate progress toward meeting goals and objectives?	0	0	0	1	1
4. Are Life Steps personnel helpful and respectful?	0	0	0	0	2
5. Do Life Steps personnel return telephone calls and e-mail in a timely manner?	0	0	0	0	2
6. Rate the quality of our program content?	0	0	0	1	1

For the question(s):

What actions could we take to make your job easier?

Comments:

Answer #1: "I think Lifesteps have done a great job of timely reports which does make my job easier"

For the question(s):

List three things that Life Steps Foundation does well.

Comments:

Answer #1:

1. Report writing
2. being flexible to client needs
3. creative goals (+ being open to creative goals).

Answer #2:

1. Reports
2. Client-centered, good relationship with parents
3. Good in returning calls and e-mails

Life Steps Adult Services at the Northern California Adult Services made the following improvements toward the above goals during the Fiscal Year 2010-2011:

- **Quality Goals for Consumer Service Satisfaction.**
Continued improvement on service delivery
- **Quality Goals for Regional Center Service Satisfaction.**
Maintain positive rapport and coordination for consumers care, welfare, safety and security
- **Quality Goals for Staff Satisfaction.**
Developed weekly huddle for consumers case management and maintenance of team building exercises
- **Quality Goals for Improving Client Outcomes.**
The program will continue the extensive GAP Analysis every three(3) years and yearly annual independent audit by independent contractors/consultant(s).

Fiscal Year 2011-2012 — Quality Improvement Action Plan

Based on the results of this years satisfaction surveys and client outcome, Life Steps Northern California Adult Services will target the following action steps for improvement of services for the next year.

- **Quality Goals for Regional Center Service Satisfaction.**
Northern California Adult Services will continue the best practice standards and enhance consumers services deliverable.
- **Quality Goals for Staff Satisfaction.**
Northern California Adult Services will continue and schedule team building trainings and exercises to maintain cohesive work environment.
- **Quality Goals for Improving Client Outcomes.**
Northern California Adult Services will continue to explore additional active treatment plan and activities. Establish additional community partners for their community involvement and inclusion.
The program will continue the extensive GAP Analysis every three(3) years and yearly annual independent audit by independent contractors/consultant(s).

Conclusion

The corporate quality management team and the operations management team of Life Steps Adult Services in northern California, which serves Golden Gate Regional Center completed this report. Life Steps also distributes the report to its chief executive officer, the Human Resources Division, and the director of TCQM. The Golden Gate Regional Center case managers and supervisor assigned to the consumers served also receive a copy. Life Steps will also distribute the report to the supervisor and personnel who work with the consumers who receive NCAS services in the Golden Gate Regional Center catchment area. NCAS personnel will share the survey results with the consumers to reinforce the commitment to voice their needs and concerns.