



hope services

# SVDN-Parent/Caregiver Meeting

September 24th

# Agenda

- Introductions
- Hope organization
- SVDN program overview
- Issue review/open discussion
- Program improvements: Training
- Financial update-system in crisis
- Meeting summary



# Introductions

- Jackie Rabouin- Client Advocate
- Cathy Bouchard- Manager Day Programs
- Lori Arnberg- Central District Manager
- Ray Smith- President and CEO



# Jackie Rabouin

## Client Advocate

- Hope Services: Client Advocate 8 years
  - Agency point person for consumer advocacy
  - Provide training for staff, investigate/monitor incidents, technical assistance, internal grievance
- Superior Court, Family Court Services 6 years
- San Andres Regional Center 15 years
  - Clients rights advocate, service coordinator
  - Provided technical assistance to providers on program requirements, corrective action plans
- Education: BA & MS & Ph.D. Licensure: Marriage & Family Therapist



# Cathy Bouchard

## Specialty Director, Day Programs

- Hope Services: 30 years+
  - Started first SVDN model in 2002
  - Started new Bridge Program and After School program
  - Held first Client Advocacy position at Hope
- Participant on committees with Parents Helping Parents and Autism Society Bay Area
- Education: Illinois State University; Special Education



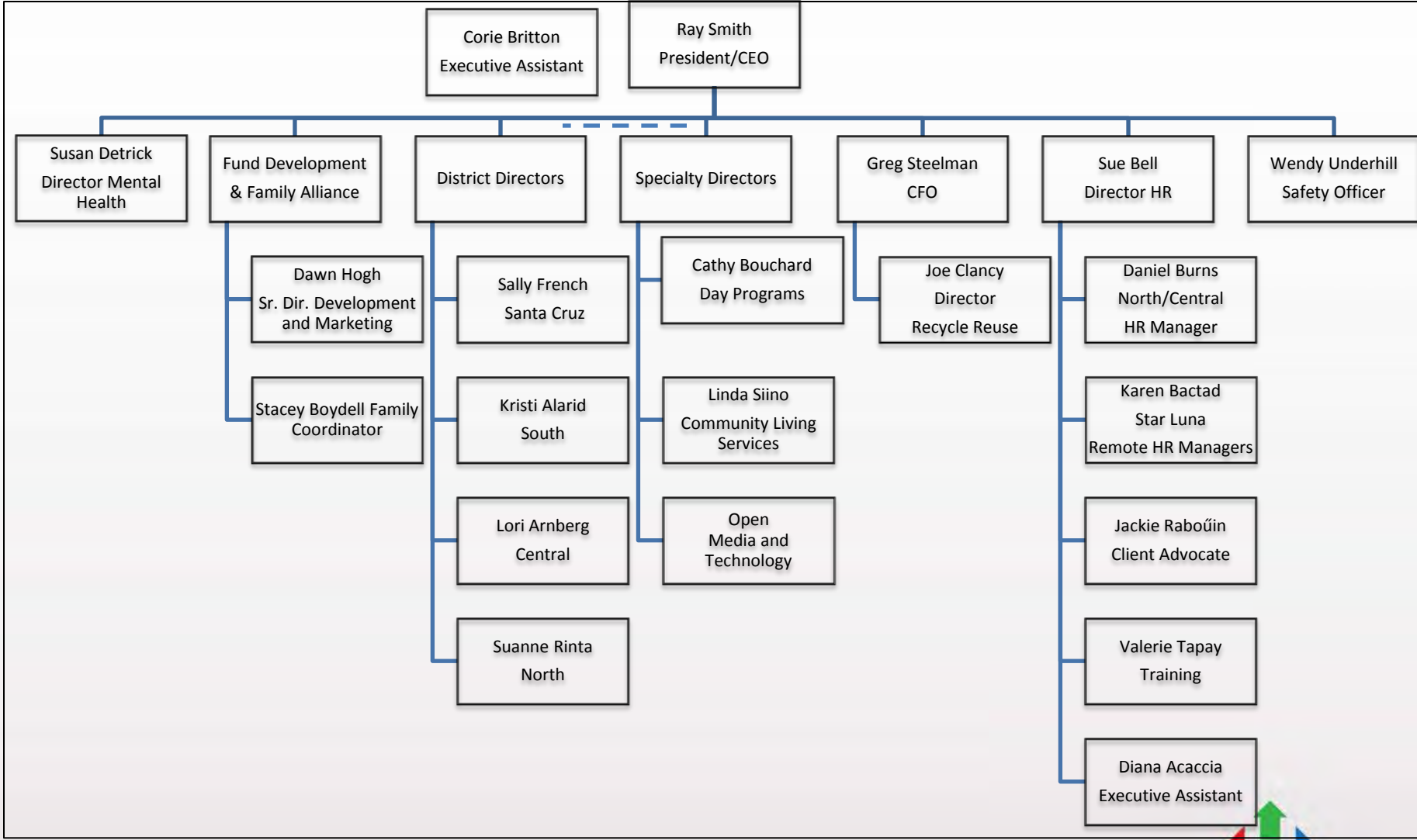
# Lori Arnberg

## Central District Director

- Hope Services: 34 years
  - 8 years as District Director
  - 7 years in Direct Service as an Instructor and Job Coach
  - 9 Years as a Coordinator for a work program (Gilroy workshop)
  - 10 years as Production Manager responsible for sub-contracted work at 9 work facilities throughout the organization
- Education: Gavilan College
- Multiple trainings in Management and Rehabilitation through Source America



# Hope Executive Org Chart





- Serving over 3,000 clients and families
- Six counties
- Largest Bay Area non-profit ~\$40 M

Amazing is all in a day's work.



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# Hope's Services



Amazing is all in a day's work.



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# SVDN Program Overview



# SVDN Activities

## Paid Jobs:

- **Agilent Technologies** - identification and sorting of various recyclable
- **Vending** - stocking vending machines and counting the collected money
- **Money Counting** - recount vending machine profits, roll coins, deposit
- **Safeway** - parking lot litter removal at Midtown Safeway

## Volunteer Jobs (with a paid stipend):

- **Adopt-A-Park** - litter removal at Frank Bramhall Park
- **John XXIII** - lunch services to seniors & after lunch clean up
- **Live Oak Adult Day Services** - light grounds clean up
- **Lords Pantry** - sorting and packing of food



# SDVN Activities (p2)

## Volunteer Jobs:

- **Books Aloud** - rewinding of audio tapes for the visually impaired
- **Sacred Heart Community Services, Food Pantry** - sorting and packing of food for low income individuals
- **Sacred Heart Community Services, Clothes Closet** - clothes sorting
- **Errands for Don** - running errands for elderly gentleman
- **Hospice of the Valley** - packing of oral swabs, occasionally some literature assembly
- **Office Errands Group** - perform various errands for the SDVDN office
- **YMCA Donation Pick Up** - pick up and transportation of lost and found items to Hope, Las Colinas
- **SVDN Pony** - pick up and delivery of any inter-office mail
- **Flower Arrangement & Delivery** - pick up of donated flowers and arrangement & delivery of bouquets

## Independent Living:

- **Cooking** - meal planning, shopping for required lunch items and meal preparation.
- **Laundry** - wash, dry and fold a load of laundry
- **Money Management** - instruction & exercises related to money concepts
- **Computer Lab** - basic computer usage. Group develops PowerPoint presentation for meetings
- **Personal Shopping** - locating and purchasing items from shopping list at local Target store



# SVDN Activities (p3)

## Fitness:

- **Open Workout** - Cardio exercises on various fitness equipment
- **Swimming** - recreation swim time. Indoor/outdoor
- **Weight Lifting** - instruction on proper weight lifting techniques
- **Zumba** - group exercise class with fast movements and dance moves set to music
- **Step Aerobics** - group exercise class set to music using a step prop
- **Yoga** - group exercise class focused on core strength building and positioning
- **Basketball** - non-competitive practice of basketball
- **Tennis** - non-competitive practice of tennis
- **Bocce Ball** - non-competitive practice of bocce ball
- **Golf** - practice driving balls and golf swing at local golf course
- **Batting Cages** - practice batting at Fontanetti's Athletic



# SVDN Activities (p4)

## Leisure:

- **Library Group** - independent time using library resources
- **Photography** - picture taking and photo printing
- **Bowling** - participate in 1 or 2 games of bowling at local bowling alley
- **Billiards** - participant in non-competitive practice of billiards
- **Board Games** - participate in various, non-competitive board games & puzzles
- **Nail Salon** - manicures and color change of nails
- **Scrapbooking** - ongoing work on personal scrapbook with photos from home
- **Gardening** - plant, maintain and harvest produce from SVDN community garden

## Other: Participant-Planned Day (Open Day)

- Group plans their activity for the day.
- Focus concepts: leisure planning, cooperation, compromise and budgeting



# SVDN Issues Overview



# Known Issues(gifts) Overview

- Inappropriate behavior between two clients
- Distracted driving by staff member (texting, and speaking on phone)
- Unattended clients
- Stolen client backpack
- Moving of problem staff member
- Lack of managerial supervision
- Failure to recognize behavior vs health issue
- Clients purchasing cigarettes and alcohol as volunteer grocery shoppers for aged disabled
- Staff running personal errands while on duty





# Actions Plans



# Actions taken to-date

- One Employee put on progressive discipline and left the company, replacement staff hired
- Hired professional driver training company; annual training required
- Documenting unannounced supervision
- Grievance procedure posted on web with cards (see handouts in back)
- SVDN supervisor taking leadership training and additional staff added



# Training



# Improvements: Training

- All staff training tracked via Hope University
  - Last three Months: Communicating Effectively with Participants, Positive Approaches to Challenging Behaviors, Conflict Resolution, Client Rights, Teaching Strategies, Complaint as a Gift, Professionalism
- Client Safety Training
  - Vehicle, Community, Personal, Summer, Home, Bullying, Germs, Environmental
- Additional training to include:
  - Supervisor responsibilities
  - Investigating and responding to concerns
  - Skill development for clients (community and personal safety)



# Additional Training

- Full Power Teaching Kits:
  - Safety with Feeling & Words, Being Powerful to be Safe, Getting Help to Be Safe, Using Personal Safety, Safety Comics
- Out & About: Traveling Safely
- Emergency Plan (site and non-site)
- Extensive new hire training (orientation, mandated reporting, harassment, HIPPA, OSHA-bloodborne pathogens, adult CPR, proper lifting, general safety, medication procedures)
- On line access to 55 courses from College of Direct support and Law Room



# Handouts in Back of Room

- Progressive Discipline Procedure
- New Hire Orientation and Training Checklist
- Whistleblower Policy: When a Law is broken
- Procedures for Performance Evaluation
- Community Support Facilitator Competency
- Grievance Procedure & Cards



# Financial Update



# Financial Update

## A System in Crisis

- **SVDN Financial FY 2015** (July 2014-June 2015)
  - Government & Commercial sales funding: \$733.4K
  - Total Expenses: \$800.7K
  - Caregiver contributions:(three parents) \$ 6.5K
  - Net Program Loss **\$ 60.8k**
- **SVDN Budget FY 2016** (July 2015-June 2015)
  - Government & Commercial sales funding: \$771.4K
  - Total Expenses: \$878.7K
  - Caregiver contributions: \$?
  - Net Program Loss **\$107.4K**





# Pay Adjusted for Inflation from the time of State Freeze on Program Fees

- SVDN Financial FY 2015 (July 2014-June 2015)
  - Government & Commercial sales funding: \$733.4K
  - Total Expenses: \$887.4K
  - Caregiver contributions: \$ 6.5K
  - Net Program Loss **\$ 150.0K**
- SVDN Budget FY 2016 (July 2015-June 2015)
  - Government & Commercial sales funding: \$771.4K
  - Total Expenses: \$963.6K
  - Caregiver contributions: \$?
  - Net Program Loss **\$212.3K**



# SVDN (35 clients) compared to HMBDN (25 clients)

- **SVDN Financial FY 2015** (July 2014-June 2015)
  - Government & Commercial sales funding: \$733.4K
  - Total Expenses: \$800.7K
  - Caregiver contributions:(3 families, 8.5%) \$ 6.5K
  - Net Program Loss \$ 60.8k
- **HMBDN Financial FY 2015** (July 2014-June 2015)
  - Government & Commercial sales funding: \$567.6K
  - Total Expenses: \$621.3K
  - Caregiver contributions: (11 families, 44%) \$40.8k
  - Net Program Loss \$12.9K



# Staff Affect Quality of Service

- Today: Average Support Staff Wage: \$15.20/hour
  - Continuation of state funding freeze (over 10 years)
  - Many staff have been forced out of their homes
    - Moved in with relatives or friends
    - Some staff are homeless
    - Many good employees have moved out of area
    - This impacts our ability attract and retain good employees
    - MV Transportation issues are just the beginning, next will be SLS staff impact, then other programs
- Direct Support Staff target wage: \$17.80/hour
  - This would get them back to where they were 10 years ago (buying power)
- Hope Services is executing a strategic plan, but will take 3+ years to be fully underway, will it happen in time?



# Summary

- No program will be issue free
  - Safety is top priority
  - Must have “dignity of risk” real world
  - No severe issue (major)
  - Must always work on “continuous improvement”
  - Funding problem may eventually lead to program failure
  - Need caregiver involvement
    - Funding
    - Program participant
    - Feedback





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# Open discussion