



People Services, Inc.  
Dedicated to Dignity ♦ Committed to Choice

Annual Report  
2020 – 2021

**Board of Directors:**

Cindy Ustrud  
Kathy Windrem  
Mike Powers  
Mike Adams  
Joel Andre  
Michelle Lamkin  
Peggy Buchholz  
Dave Herrick  
Dana Kearney  
Ana Goff  
Maria Cruz

Dana Lewis  
Executive Director

# **People Services, Inc.**

## **Annual Report**

### **Fiscal Year 2020-2021**

People Services, Inc. continues to thrive through the changes and challenges of another year! COVID persisted throughout the year and brought even more new guidelines and regulations to the industry. This seems to be a recurring theme for this organization that has been surviving many barriers over the last 47 years!

Service satisfaction in these changing times continues to be an important focus throughout the agency. It is very important to us that our services are meeting individualized needs and that we are making a positive difference for all concerned. Our focused role is to keep service delivery “person centered” so we are meeting the individual needs of each consumer. This has been an extremely challenging mission due to COVID demanding less group and/or site-based services. Maintaining sufficient staffing to meet this need has also been an extreme challenge.

This year introduced “Alternative Services” for those we serve. Due to a pro-active decision last year to be flexible and innovative we were already ready and experienced to provide this service opportunity.

As was previously noted, People Services, Inc. strives for excellence even in the most challenging of times!

People Services, Inc. has continued to rise to the challenge of educating from within and taking steps to keep clients and staff safe as they determined how best to maintain services for those in need.

People Services, Inc. has not shut down! Its' creative forces and determination to serve has been exemplary. Services have continued to be extended to in-home services if requested and needed; Respite services increased to meet the various needs of the families; day programs have become very flexible and talented in providing a variety of remote resources to serve the multiple needs of those we serve. Work crews were able to offer client employees an opportunity to return to work.

This year was also time to be surveyed by the Commission on Accreditation of Rehabilitation Facilities, (CARF). This is a very important accreditation for the Agency to maintain funding from the Department of Rehabilitation. When our communities open again and we are able to pursue "customized employment" this funding will be vital. COVID-19 has been a huge barrier to this new service which was ready to debut just as the pandemic took over our normalcy!

The CARF survey did happen via zoom and lots of documents being downloaded and reviewed from afar. It was another opportunity to use our resources and ability to think outside the box to showcase our Agency. We are proud to share that we were awarded a 3-year accreditation status which is the best you can get!

The COVID-19 pandemic did not end by the time FY20-21 came to an end!

Despite the challenges, difficulties, and abrupt changes that needed to occur People Services, Inc. served 296 individuals, 195 males and 101 females. Forty-two of these clients achieved paid work employment

and twenty-one provided volunteer community work. Both types of work provide opportunities for building self-esteem; confidence; pride; work related behaviors and skills. People Services, Inc. volunteers continue to fill a list of unmet needs county-wide!

The dynamic Leadership Team within People Services, Inc. continues to strive for excellence in safety and disaster planning. Our experience and training have prepared us for a variety of challenges, including how to use our self-initiative and resourcefulness to respond to the COVID-19 pandemic!

Due to the need to put safety first we were unable to have our annual fundraiser for the second year in a row! These lost donations truly harm the ability for People Services, Inc. to continue the enhanced services so many need.

We are all aware we are entering Fiscal Year 21-22 still within the mandates; challenges; and changes caused by COVID-19. We sincerely feel we can fight hard along with the funding and referrals agencies; families and clients to maintain services for those we serve.

We continue to be a TEAM of people dedicated to dignity and committed to choice for those we serve.

We ask you to join our MISSION: **Accept-Respect-Include.**

**People Services, Inc.  
Konocti Industries**

***2020-2021 Outcome Measurement Objectives:***

<b>Objective</b>	<b>Outcome</b>	<b>Comments</b>
1. S.E. Group client/consumers will have an annual aggregate attendance of 90% or greater for the fiscal year 2020-2021.	63%	For the first 6 months, this objective was not met, due to the pandemic. There were closures and staggered schedules, so it was not possible to meet it. Will continue the objective next year.
2. 100% of phone calls will be returned within a 24-hour (business) timeframe to potential K.I. customers.	100%	370 out of 370 phone calls were returned within a 24-hour time period throughout the fiscal year.
3. Konocti Industries will conduct at least one shared client meeting semi-annually with Konocti Connections or Konocti Respite Services or K.S. Lakeport regarding shared clientele.	100%	Two Shared Client Meetings were held during the fiscal year, one in September of 2020 and one in January 2021.
4. 100% of K.I. Clients, Parents, Family Members, Residential Support Providers and Funding and Referral Sources who participate in person-centered meetings or give input via person-centered planning documents.	100%	Nine out of nine input opportunities were completed this fiscal year.
5. K.I. Customers surveyed will indicate that they were satisfied that their work was completed promptly on a written satisfaction survey.	100%	Sixty-five customer surveys were sent out and 17 were returned. Seventeen out of seventeen indicated that their work was promptly completed.
6. 100% of individuals on a waiting list will wait no more than 3 months to be determined to receive services or be determined ineligible.	N/A	There were no referrals throughout the fiscal year. Will continue objective next year.

***Comments:***

- ***All Konocti Industries Client Employees returned to work in December 2020.***
- ***There has been an emphasis on safety training, particularly, how to be safe during the COVID-19 pandemic. Topics included safety precautions at work and when out in the community during off-work times.***

**People Services, Inc.**  
**Konocti Lifestyles**

***2020-2021 Outcome Measurement Objectives:***

<b>Objective</b>	<b>Goal</b>	<b>Outcome</b>	<b>Comments</b>
1. Konocti Lifestyles clients will maintain an aggregate attendance of 80% or greater throughout the fiscal year.	100%= 80% or greater attendance	Met at 88%	An attendance spreadsheet was kept on the 15 clients that attended Konocti Lifestyles.
2. K.L.S. Dept. will increase the number of Class B drivers from 3 to 5 by the end of the fiscal year.	100% or 5 drivers	Not met: Continues to have 3 drivers.	Objective was not met due to a staff shortage and staff could not study for the test.
3. KLS will have at least two individuals working with the Job Development and Employment Specialist.	2 or more	Met at 100% 2 out of 2 for the last 6 months.	Program was closed from March 2020-to August 2020.
4. K.L.S. will obtain an aggregate score of 90% or greater for overall satisfaction with services.	90%	Met at 100%	From 15 out of 15 clients survey.
5. K.L.S. will obtain an aggregate score of 90% or greater for overall satisfaction in informal interviews with 3 families and three Stakeholders throughout the fiscal year.	90%	Met at 100% 3 out of 3 for each group for the fiscal year	
6. KLS will call to arrange an intake appointment within three business days of obtaining all referral information and the Purchase of Service.	100%	Met at 100% (2 out of 2 referrals for the fiscal year.)	

***Comments:***

- *At the end of the fiscal year, Konocti Lifestyles had 15 clients enrolled in the program.*
- *K.L.S. supported clients in alternative ways during pandemic, including Zoom and activity packages that could be done at home.*

**People Services, Inc.**  
**Konocti Instructional Services- Lakeport**

***2020-2021 Outcome Measurement Objectives:***

<b>Objective</b>	<b>Goal</b>	<b>Outcome</b>	<b>Comments</b>
1. K.I.S-Lkpt. will maintain an enrollment of at least two consumer workers in C.I.E. Job Development at all times.	100%	50%	Due to Competitive Integrated Employment program changes, there are limited openings and only one person can be served at this time.
2. All attendees choosing to participate in worker training will learn to fill out a timecard.	100%	39%	Program pandemic closures limited the amount of training time for this task. Will continue this objective next year.
3. Ninety five percent of clients, family members, residential support providers and funding/ referral sources will state that they feel respected by K.I.S. Lkpt. Staff.	95%	100%	Eleven out of 22 surveys were returned. Eleven of the eleven survey participants felt that they were respected by K.I.S. Lkpt. staff.
4. All client/consumers will begin services within five business days of the receipt of the completed client entry packet.	95%	N/A	There were no referrals for the last 6 months due to program closure due to the pandemic. Data not available for the first 6 months.

***Comments:***

- ***Alternative services continue due to the pandemic.***
- ***Five clients are working at the Lakeport Thrift Store on a staggered schedule.***
- ***In -person services for clients are now being provided by Konocti LifeStyles in a 1:1 ratio.***

**People Services, Inc.**  
**Konocti Instructional Services: Clearlake**

***2020-2021 Outcome Measurement Objectives:***

<b>Objective</b>	<b>Goal</b>	<b>Outcome</b>	<b>Comments</b>
1. All client /consumers participating in paid worker training will learn to create a resume.	100%	100%	5 out of 5 client/consumers in paid worker training.
2. Clients will indicate that they are satisfied with the services that they receive.	95%	95%	Nineteen out of twenty client surveys were returned. On a scale of 1-5, one is the most satisfied and five is the least satisfied, The aggregate score was 1.5.
3. Stakeholders will indicate that they are satisfied with the services that are provided.	95%	100%	Ten out of ten surveys from stakeholders indicated a high degree of satisfaction with the services provided. The aggregate score, as above was 1.5.
4. Clients referred to K.I.S. Cl. will begin services within 5 working days of completion and submission of all required paperwork.	100%	N/A	Due to COVID-19, there have been no new referrals to program.

***Comments:***

- ***Services during the pandemic are now being provided in a 1:1 ratio.***
- ***Fifteen client/consumers are now receiving services in this manner.***
- ***Other clients are receiving remote services, such as weekly bingo, newsletter, handmade greeting cards, and customized art projects.***
- ***In addition, a COVID-19 informational newsletter was sent out twice monthly with health and safety tips.***
- ***The program has also started a You Tube channel that was helpful in maintain contact with client/consumers.***
- ***Program renovations include two new offices and a new lobby area.***
- ***The old lobby has been turned into an art gallery and old offices have become a business center where clients can receive employment training and search for jobs.***



**People Services, Inc.  
Konocti Connections**

***2020- 2021 Outcome Measurement Objectives:***

<b>Objective</b>	<b>Goal</b>	<b>Outcome</b>	<b>Comments</b>
1. Konocti Connections will increase their billing hours by 10% over the next fiscal year.	10% increase of 2019-2020 billable hours. Goal: 14,808.50	6%- 14,302.25 hours were billed this year.	Due to limited community access, the goal was not reached. Will continue this objective next year.
2. K.C. will maintain all semi-annual reports and I.S.S.P's current acc. to a tickler.	75% of Semi-annual reports and I.S.S.P.'s for all clients served.	100% of semi-annual reports were maintained.	Thirteen out of thirteen reports were maintained.
3. K.C. clients will indicate on their I.S.S.P. that their K.C. services are "Very Good".	85% of clients surveyed with the Client Service Delivery Questionnaire.	100% of questionnaire respondents stated that their K.C. services were "Very Good".	Thirty-five questionnaires were distributed and nineteen were completed and returned.
4. K.C. will obtain an aggregate score of 95% for overall stakeholder satisfaction.	95% of funding and referral representatives that participate in the Satisfaction Survey process.	No surveys were returned so that there is no data to report for this objective.	
5. Program Director will attempt to make contact with new referrals in three days or less, after receiving the referral and Purchase of Service. Attempt= 3 times.	100% of program referrals throughout the fiscal year.	100% Three out of three referrals were contacted this fiscal year.	

***Comments:***

- ***Konocti Connections currently serves approximately 35 client/consumers.***
- ***Konocti Connections has had to alter services due to the pandemic. Alternative services include, but are not limited to: remote services, zoom meetings, contact phone calls, COVID-19 activity packets, limited essential community shopping and video medical appointments.***

**People Services, Inc.**  
**Konocti Transportation Services**

*2020-2021 Outcome Measurement Objectives:*

<b>Objective</b>	<b>Goal</b>	<b>Outcome</b>	<b>Comments</b>
1. K.T.S, will receive 5 or less phone calls per year about late vans. Late is defined as more than 15 minutes before or after the scheduled pick-up time.	95%	100%	There were no calls for late vans throughout the fiscal year.
2. K.T.S. will hire more drivers to maintain 8-10 drivers throughout the fiscal year.	95% of goal	38%	Goal was not met due to COVID-19 pandemic, and program closures. Drivers retired, moved and left during this time period, and it has been very difficult to hire replacement drivers.
3. K.T.S. will receive an overall satisfaction rating from client/consumers from a written Satisfaction Survey.	90% of clients surveyed.	100%	Seven out of seven clients. Seven surveys were returned.
4. K.T.S. will receive an overall satisfaction rating from all Redwood Coast Regional Center Service Coordinators on a written Satisfaction Survey.	100% of Redwood Coast Service Coordinators	N/A	Five surveys were sent out to the Service Coordinators, but none were returned.
5. K.T.S. will supply timely transportation services to all P.S.I. clients after a P.O.S. is received. (1 business day)	100%	100%	Thirteen out of thirteen referrals for programs this fiscal year started with K.T.S. transportation within one business day of receiving the K.T.S. Purchase of Service.

**Comments:**

- *Konocti Transportation Services has operated with a limited number of drivers this year. (See objective#2)*

**People Services, Inc.  
Konocti Respite Services**

***2020-2021 Outcome Measurement Objectives:***

<b>Objective</b>	<b>Goal</b>	<b>Outcome</b>	<b>Comments</b>
1. All families requesting services will begin receiving services within a two-week period. (Pending completion of the hiring process.)	90%	69%	During the fiscal year, fifty-five families requested services and thirty-eight families began services within 2 weeks. This objective was not met due to increased referrals and staff shortages due to the pandemic. Will continue to hire more staff!
2. K.R.S. will hire and maintain a staff of at least five bilingual respite providers.	95%	100%	This goal was exceeded as Konocti Respite Services now has twelve bilingual staff members!
3. K.R.S. will obtain an aggregate score of 95% for overall satisfaction by families and clients on the annual satisfaction survey.	95%	100%	Ten out of ten families surveyed marked that they were "very satisfied" with the services they were receiving.
4. K.R.S. will obtain an aggregate score of 95% for overall satisfaction by stakeholders-- i.e., funding/referral representatives, on the annual satisfaction survey.	95%	100%	Five out of five funding and referral representatives (R.C.R.C. Service Coordinators), expressed that Konocti Respite Services met their needs "most of the time," or "all of the time," on an annual satisfaction survey.
5. Families requesting respite services will receive an intake packet within a two-week period.	95%	96%	Fifty-three out of fifty-five families requesting services this fiscal year received an intake packet during a two-week period.

***Comments:***

- ***This fiscal year, the number of hours of respite services provided increased, even though there were staff shortages due to the pandemic.***
- ***On average, Konocti Respite Services provides support to approximately seventy families per month!***

# CASELOAD CHARACTERISTICS

## FISCAL YEAR SUMMARY

### JULY 2020 TO JUNE 30, 2021

In the fiscal year July 2020 to June 2021, 296 consumers were served, 22 more than last year. Out of the 296 served, 240 are still continuing services. The number of consumers doing paid work in this period totaled 42 which is 13 less than last fiscal year. Of the forty-two consumers who are doing paid work, 21 of these paid workers are also participating in Community Integration Work Adjustment Volunteer Work. There are an additional 52 consumers participating in Community Integration Work Adjustment through community volunteer work. There are 195 males and 101 females. One Hundred Sixty-Five of these consumers are receiving services from Respite, 41 more than last year. Twenty-Five Percent of all Clients Served Received Alternative Services and Seventy-Five Percent are being served traditionally (Alternative Services is a way for consumers to receive nonresidential services that may have been disrupted by the COVID-19 pandemic).

#### ◆ Funding

◆ Consumers funded by Redwood Coast Regional Center:	293
◆ North Bay Regional Center:	1
◆ Self Determination:	2

#### ◆ Age Groups

◆ 0 - 15 yrs.	113 consumers	38%
◆ 16 - 21 yrs.	27 consumers	9%
◆ 22 - 35 yrs.	52 consumers	18%
◆ 36 - 45 yrs.	30 consumers	10%
◆ 46 - 54 yrs.	25 consumers	8%
◆ 55 - 64 yrs.	27 consumers	9%
◆ 65+ yrs.	22 consumers	8%

#### ◆ Residence

◆ Group Home	10	3%
◆ Independent	50	17%
◆ Family	205	69%
◆ Board and Care	3	1%
◆ Mentor Home	8	3%
◆ ICFDDH	1	1%
◆ Other (friend)	1219	6%

#### ◆ Alternative Services

◆ KIS-Clearlake	89% of Clients Served in Service Unit
◆ KIS-Lakeport	70% of Clients Served in Service Unit
◆ KRS	2% of Clients Served in Service Unit
◆ KLS	8% of Clients Served in Service Unit

◆ Out of the 296 persons served this fiscal year, 128 have shared services in one or more Service Units.

- ◆ Out of the 240 consumers continuing services in 2020-2021, 104 have shared services.
- ◆ Previous fiscal year 19-20 showed 274 persons served with 235 continuing services.

Of the 56 consumers terminating services, 12 never utilized their purchase of services.

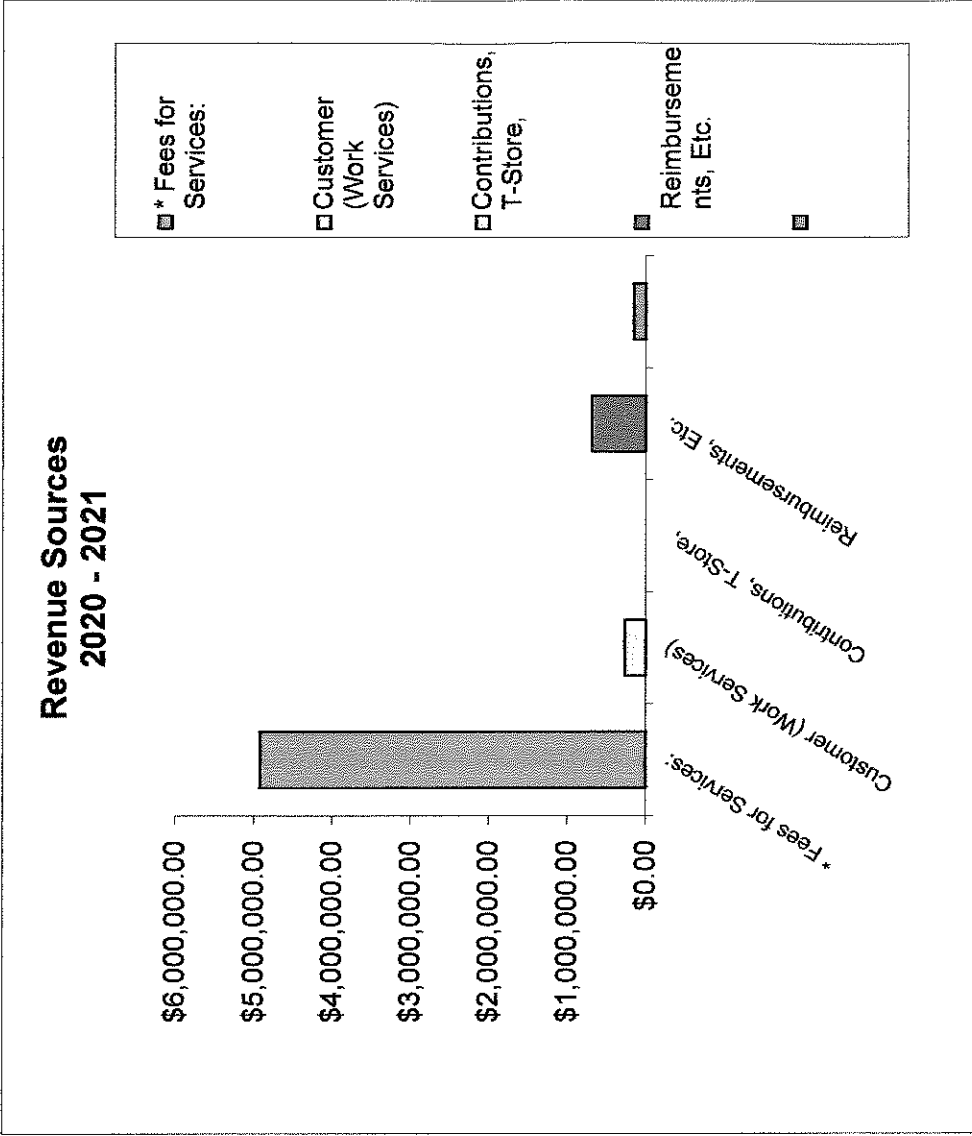
For the remaining 45, the termination of services was for the following reasons:

- |   |  |
|---|--|
| ◇ 9 moved out of service area (2 KC, 3 KRS, 3 KIS-LKPT, 1 KIS-CL) | ◇ 14 no longer wanted/requested services (4 KC, 1 KI, 3 KLS, 5 KRS, 1 KIS-CLK) |
| ◇ 1 deceased (1 KIS-LKPT)   | ◇ 2 unable to meet intensive behavioral needs (1 KC, 1 KIS-CLK)                |
| ◇ 3 changed service providers (3 KIS-CLK)                         | ◇ 4 termination with no notice/reason given (3 KRS, 1 KLS)                     |
| ◇ 5 RCRC cancelation of POS due to no contact (3 KC, 2 KRS)       | ◇ 2 Other (4 KC, 1 KI, 1 KIS-CLK)  |
| ◇ 4 POS expired (4 KIS-KLPT)                                      |  |

**Special Note:** 11 left KC, 4 left KLS, 24 left KRS, 2 left KI, 8 left KIS-LKPT, 8 left KIS-CLK

**Revenue Sources**  
2020 - 2021 Fiscal Year

* Fees for Services:	\$4,916,034.00
Customer (Work Services)	\$264,747.00
Contributions, T-Store,	\$682,467.00
Reimbursements, Etc.	\$152,336.00
Other Income	<u>                    </u>
	\$6,015,584.00



\*Dept. of Developmental Services via Regional Centers

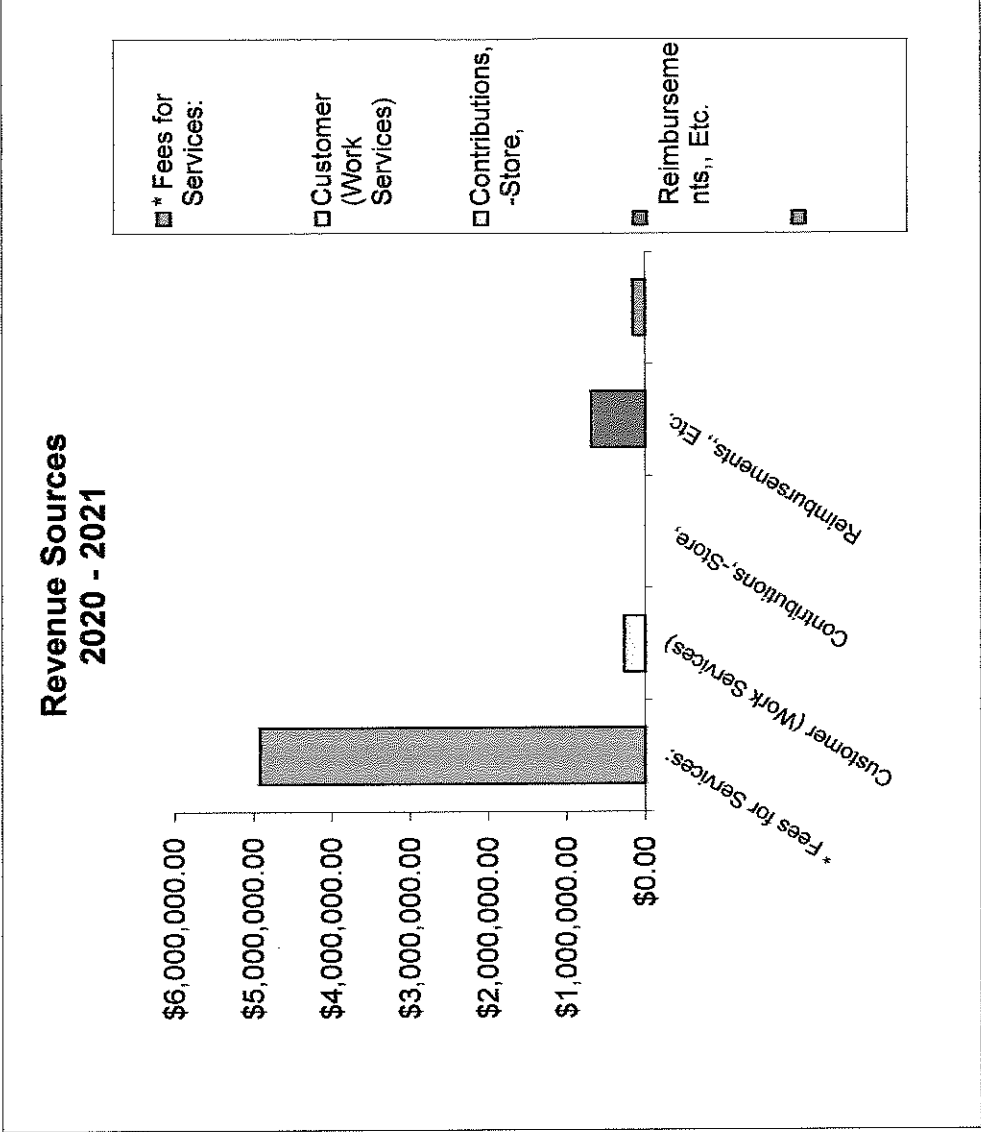
Other Informational Revenue:

Administrative Fees: \$505,943.00 10%

(Excludes Administrative Support Services Expense)

**Revenue Sources**  
2020 - 2021 Fiscal Year

* Fees for Services:	\$4,916,034.00
Customer (Work Services)	\$264,747.00
Contributions, -Store,	\$682,467.00
Reimbursements,, Etc.	\$152,336.00
Other Income	<u>\$6,015,584.00</u>



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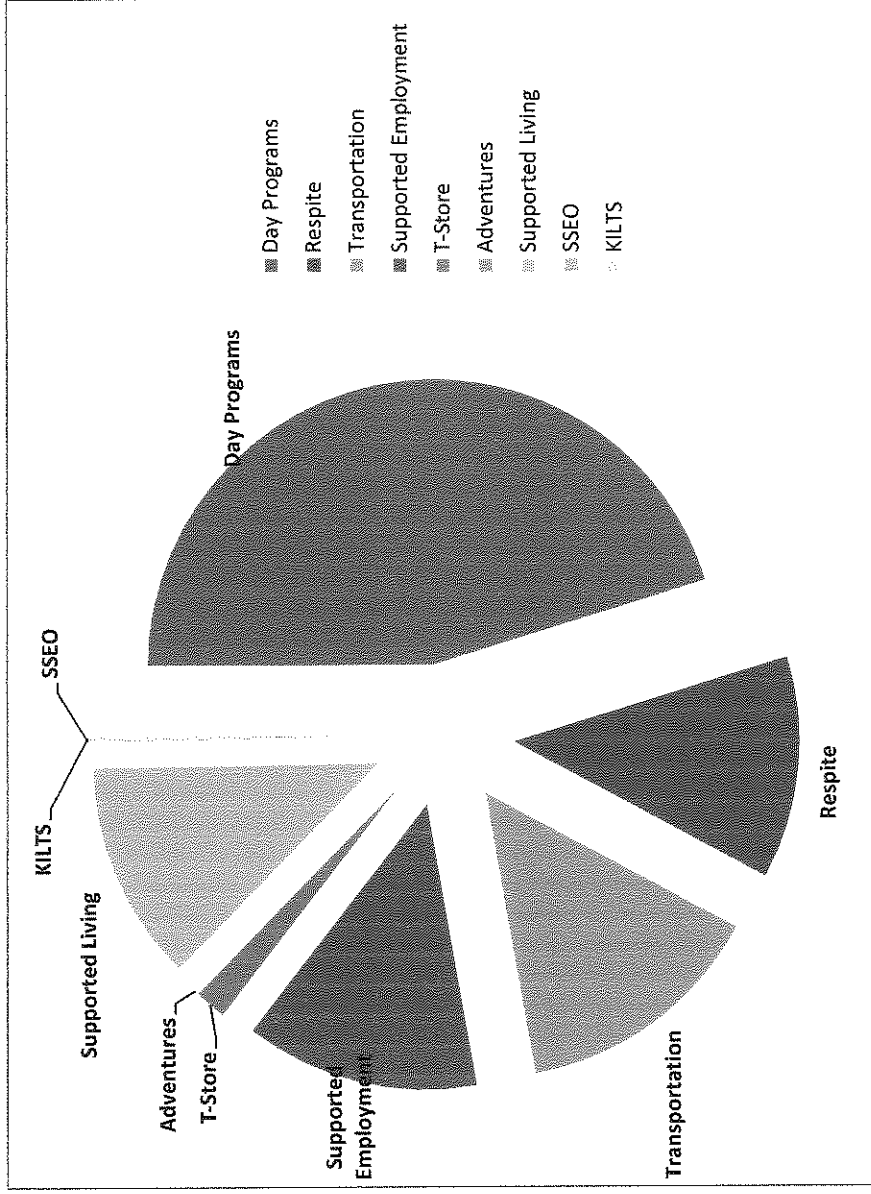
Other Informational Revenue:

Administrative Fees: \$505,943.00 10%

(Excludes Administrative Support Services Expense)

**Expense Sources:**  
**2020 - 2021 Fiscal Year**

Day Programs	\$2,202,507.00
Respite	\$614,243.00
Transportation	\$697,626.00
Supported Employment	\$648,356.00
T-Store	\$88,226.00
Adventures	\$9.00
Supported Living	\$606,006.00
SSEO	\$845.00
KILTS	\$10,803.00
TAC	\$16,699.00
<b>Total</b>	<b>\$4,885,320.00</b>
Administrative Support	\$688,491.00
Services	\$5,573,811.00
<b>Total</b>	<b>\$5,573,811.00</b>



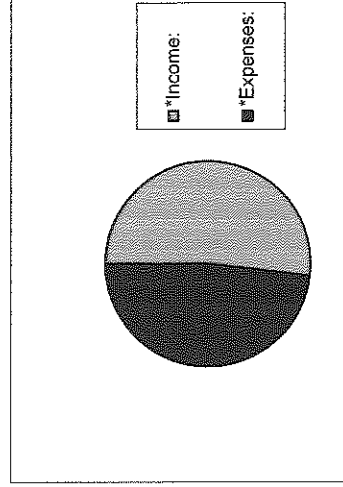
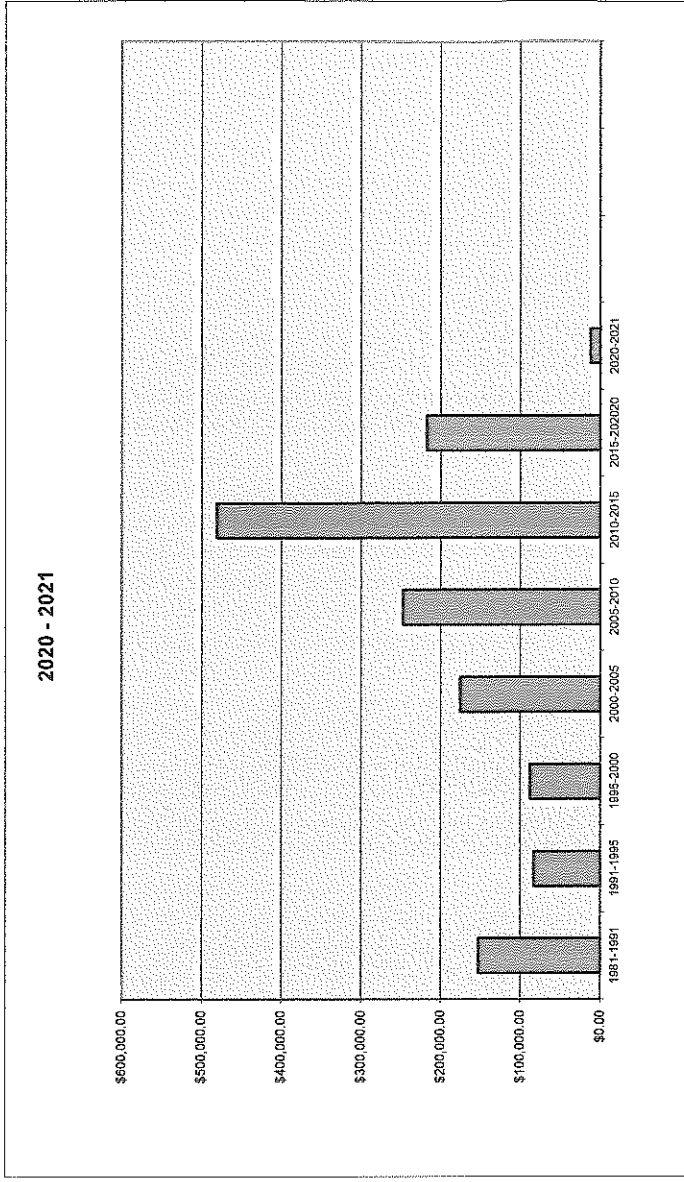


**Funds Development**  
**2020 - 2021 Fiscal Year**

**Fundraising, Contributions, and Endowments:**

Fiscal Year: Net Income	
1981-1991	\$152,525.00
1991-1995	\$83,382.00
1995-2000	\$87,957.00
2000-2005	\$175,669.00
2005-2010	\$247,751.00
2010-2015	\$481,131.00
2015-2020	\$217,515.00
2020-2021	\$12,006.00

**Total: \$1,457,936.00**



**Overall Revenue/Expenses 2020-2021 Programs/Services Operations**

*Income:	\$6,015,584.00
*Expenses:	\$5,573,811.00

**10-Year Income and Expense Comparison**

Year	Income	Expense	Clients Served
11-12	\$3,305,571.00	\$3,303,275.00	199
12-13	\$3,455,146.00	\$3,465,590.00	179
13-14	\$3,415,770.00	\$3,478,465.00	200
14/15	\$3,502,228.00	\$3,438,601.00	195
15/16	\$3,606,373.00	\$3,653,890.00	183
16/17	\$3,936,548.00	\$3,881,444.00	182
17/18	\$4,177,397.00	\$4,208,707.00	204
18/19	\$4,704,080.00	\$4,534,551.00	256
19/20	\$5,689,755.00	\$4,951,060.00	274
20/21	\$6,015,584.00	\$5,573,811.00	296

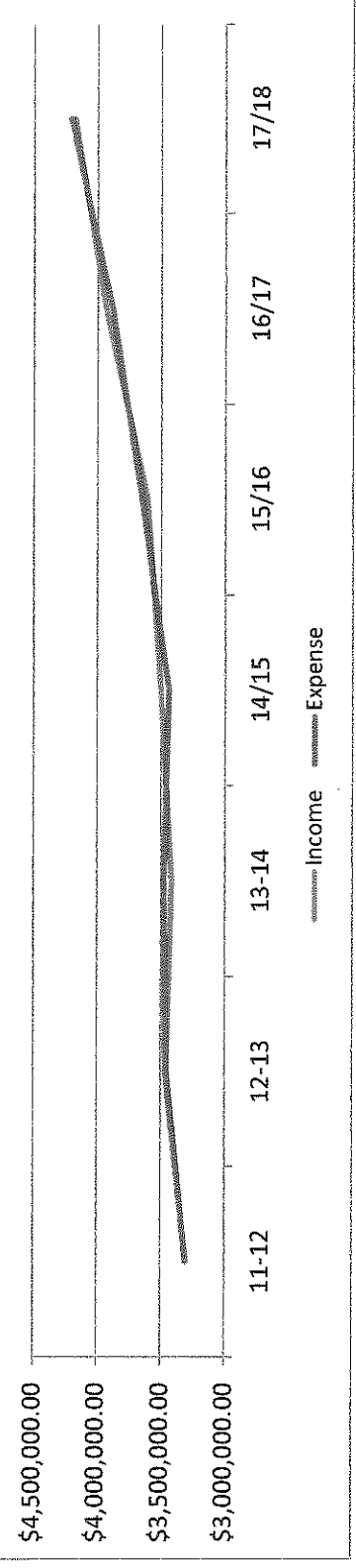
**Income/Expense Notes:**

- 2011-12 - 2012-13: 4.25% Reduction In Rates Lifted. Client Choice is Advocated.
- 2014-2015 Minimum Wage Increase - No New Funding to Compensate.
- 2015-2016 Rate Increases for Direct Support Staff
- 2016-2017 New Funding for Employment Services received from CMS/HCBS grant funding
- 2017-2018 Agency Expemplyfies Disaster Preparedness (Mendocino Complex Fire)
- 2019-2020 COVID-19 Pandemic (March 2020) Immediate Changes to Service Delivery
- 2002-2021 Alternative Services Implemented

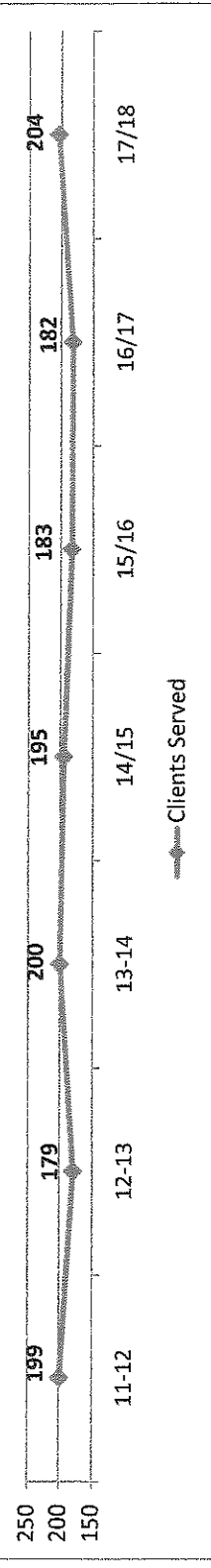
**Consumer Served Notes:**

- 2012-2013: Major Movement of Families Leaving Lake County
- 2013-2014 Client Choice Begins to Return
- 2014-2015 Aging Clients With Dementia Continues to Increase.
- 2015-2016 Valley Fire/Clayton Fire - Families Move Out of County
- 2016-2017 No growth in clients served. Aging enrollment.
- 2017-2018 11% Caseload Increase
- 2018-2019 20% Increase in Client Served
- 2019-2020 6% Increase in Clients Served
- 2020-2021 7% Increase in Clients Served

**10-Year Income and Expense Comparison**



**Clients Served**



**People Services, Inc.**  
**Fiscal Year 2020-2021**  
**Annual Report**

**Board of Directors:**

<i>President:</i>	<i>Cindy Ustrud</i>
<i>Vice President:</i>	<i>Kathy Windrem</i>
<i>Secretary:</i>	<i>Mike Powers</i>
<i>Treasurer:</i>	<i>Mike Adams</i>
<i>Director:</i>	<i>Joel Andre</i>
<i>Director:</i>	<i>Peggy Buchholz</i>
<i>Director:</i>	<i>Dave Herrick</i>
<i>Director:</i>	<i>Dana Kearney</i>
<i>Director:</i>	<i>Ana Goff</i>
<i>Director:</i>	<i>Maria Cruz</i>

**Executive Director:** *Dana Lewis*

**Leadership Staff:**

<i>Agency Compliance Officer:</i>	<i>Crystal Edwards</i>
<i>Director of Licensed Day Program-Clearlake:</i>	<i>Megan Dorman</i>
<i>Director of Licensed Day Program-Lakeport:</i>	<i>Vicki Cole/Ashley Barrett</i>
<i>Rehabilitation Manager-Supported Employment:</i>	<i>Lupe Reynolds</i>
<i>Operations Director-Supported Employment:</i>	<i>Sherry Shaffer</i>
<i>Director of Supported Living:</i>	<i>DeeDee Cose</i>
<i>Director of 1:1 Day Services (No Barriers):</i>	<i>Lupe Reynolds</i>
<i>Director of Transportation:</i>	<i>Karen Dakari</i>
<i>Director of Respite Services:</i>	<i>Nick Crowe</i>

*\*Members of the Board of Directors of People Services, Inc. shall rotate every four years except in cases of resignation or removal or by unanimous consent for an extension. Officers of the Board of Directors shall rotate every three years until resignation or removal by the Board of Directors, which action requires a two-thirds vote of the Board of Directors.*

*\*The Board of Directors meets once per month on the fourth Thursday at 6:00 p.m. at 4195 Lakeshore Blvd., in Lakeport, CA. The November and December meetings are combined due to the holidays and usually meets the first week in December. During the COVID-19 Pandemic, the Board of Directors hold their meetings via ZOOM at 4p.m.*

*Learn more:*      [www.peopleservices.org](http://www.peopleservices.org)