

COMMUNITY OPTIONS, INC.
CLIENT & PUBLIC FORUM INPUT SUMMARIES

Montrose Client Forum - 2/24/11 – Silver Mountain Enterprises– 1:00-2:00 PM

Participants:

56 People Receiving Services

What do you like about the services (your job, home, recreational opportunities, etc.) you are receiving from Community Options?

- My mom is happy now.
- We have good bosses that help us.
- They help us put boxes together.
- The Team Leaders have a good attitude.
- Bill is nice and charming.
- Thank you to all the staff.
- All the bosses are nice.
- Thank you to all the staff.
- I make more money at SME than I do at the Woodshop.
- I love the staff.
- I like:
 - Coming here and being with my friends and the Team Leaders.
 - Going out with my provider for walks, to the library, and to stores.
 - Where I live.
 - The staff and the dances.
 - My roommate.
 - Taco Bell.
 - The staff. They treat me with respect.
 - My boyfriend.
 - When staff eat with me.
 - Sorting papers and eating lunch.
 - My group home where I live.
 - The staff at home and at work. They're nice to me.
 - Jim.
 - Going to GIDCO.
 - My house and my new cat.

What would you like to see us change or do differently?

- I'd like:
 - To go see my Grandpa and the new baby.
 - To see more people come to my church
 - My mom to come see me more often.
 - To go see a fire truck.
 - A pop machine at our Group Home.
 - People to come in to work in a good mood and with a good attitude.
 - More dates and better boyfriends.
 - More people to go to Camp Redcloud.
 - Them to bring back my wrestling heroes.
 - To have more work.
 - To go swimming.

- To be paid Minimum Wage.
- To go see my aunt and uncle in Ohio.
- Some red and green and yellow balloons!
- To learn more jobs, like mopping.
- People to respect how I feel.
- To know when my new shoes and new wheelchair are coming?
- My grandparents to take better care of their dog.
- We need:
 - New trucks.
 - A new breakroom.
 - More Pepsi.
 - To respect our staff.
- I like talking to people at home instead of here.
- I don't like other clients telling me what to do. That's the boss' job.
- I don't want to go to Camp Redcloud.
- I don't want to go swimming.

Montrose Public Forum – 2/24/11 – Silver Mountain Enterprises – 7:00 to 8:30 PM

- 3 Parents/Family members
- 1 Montrose County Commissioner
- 5 COI Staff Members
- 9 Unduplicated Count

What is Community Options currently doing that you would like to see continue or expand in the future?

- Continue to expand our relationship with the Montrose Public Library to present programs on disability awareness.
- We've done a good job of insulating the people we serve from the current economic climate. For people on the waiting list, it's another story entirely.
- The improvements we have made in our Medical Support Dept. have really helped improve the health outcomes of people in services.
- As crazy as it has been, the change to a fee-for service system has helped to improve program competence and accountability, as well as cooperation and support with Case Management.
- Keep seeking training opportunities for staff.

What is Community Options currently doing that you would like to see decrease or discontinued in the future?

- Quit losing money!

Is there anything that Community Options is not currently doing that you would like to see developed in the future?

- Consider involving the people we serve in activities associated with the County Fair. 4-H could be a great partner in this.
- Utilize the BOCC meetings and newsletter to increase public awareness about our agency and the people we serve.

- Consider development of a community garden on the Ute House property. CSU Extension could be a good partner in this.
- Consider other fund raising activities and, after the economy improves, possibly running a mill levy campaign.

Do you have any other ideas, issues, or concerns regarding services for persons with developmental disabilities?

- The rapidly growing Waiting List for services and the attrition of resources back to the state are huge issues.
- After many years of working to individualize services, the current economy is forcing us to consolidate program sites and increase the number of people in congregate settings.
- The current high unemployment rates are making it extremely difficult to find supported employment opportunities in the community.

Delta Client Forum – 3/3/11 – Aspen Crest – 1:00 to 2:00 PM

Participants:

- 38 People Receiving Services
- 6 COI Staff Members (who also gave some input)
- 44 Participants (Unduplicated count)

What do you like about the services (your job, home, recreational opportunities, etc.) you are receiving from Community Options?

- I like...:
 - The staff. They do a good job.
 - My house.
 - To wash and clean tables.
 - Mopping and sweeping floors.
 - Working here and the staff. They're good to us and work well with us.
 - To talk to everyone.
 - Doing sign language with a peer.
 - Cleaning house and making it nice and neat.
 - Going to WalMart.
 - Playing basketball.
 - To clean bathrooms.
 - Watching movies with family and friends.
 - The Mountainfilm event. Let's do it again!
 - Answering the phone.
 - Country music.
 - Rock & roll.
- We like our new house, doing things there like cleaning.
- Staff does a good job.
- Everyone needs to be safe.
- Host Home Providers treat people like family members.
- We all like Jake (staff member) and what he does for us.
- I like taco salad.

What would you like to see us change or do differently?

- We need:
 - A new van and truck and car, and a limousine!
 - More activities, more jobs, more crafts and craft supplies.
 - New staff.
 - More furniture at Day Program.
 - A van for the crews.
 - Better heat in the basement and air conditioning upstairs.
 - To fix the ramp. It has a lip that makes it hard for wheelchairs.
 - Better drainage over the front stairs.
 - A new sidewalk.
 - To get rid of the ants at our house.
 - To consider a Maintenance Dept. for the Delta programs.
 - Recycle containers that will keep the wasps out.
 - Bigger cups.
 - More arts and crafts materials.
 - New books and flashcards and other teaching materials for games and math.
 - To stop sharing and taking each others' food.
 - To stop the bullying and gossip.
 - Staff to stop bossing us around. Ask me to do something instead of telling me.
 - Flavored water and pop and milk.
 - A pencil sharpener for upstairs.
 - More outings and rides for the guys upstairs.
 - More fund-raisers.
 - More picnics, and pizza parties,
 - A new downstairs computer.
 - To have more things to do when we are done with our work.
 - To take walks on nice days.
 - To treat each other with respect.
 - New cards to play card games.
 - More fun games and learning materials and CDs.
 - Minutes taken at staff meetings.
 - More consistency in management.
 - For Team Leaders to have more authority and leadership, and get more kudos.
 - Cleaner roads. We could volunteer for "Adopt a Highway".
- I want some new stuff for my house.
- There was a staff person who used to tell me what to do, but they don't work here anymore.
- I don't like it when I'm sweeping and someone walks through what I've swept up.
- I want to go fishing.
- I want to ride paddleboats.
- Why do we have to pay co-pays when we go to the doctor or get medicine?
- When I answer the phones I don't like it when someone hangs up on me.
- We could volunteer at the animal shelter.
- Could we have service dog visits?
- I want a black chair for my house.

Delta Public Forum – 3/3/11 – First Methodist Church – 7:00 to 8:30 PM

Participants:

- 10 People Receiving Services
- 2 Parents/Family Members (one of whom is also an Employee)
- 1 Host Home Providers
- 1 COI Board Member
- 9 COI Staff Members (one of whom is also a Family Member)
- 22 Participants (unduplicated count)

What is Community Options currently doing that you would like to see continue or expand in the future?

- I like going out to interesting places, shopping museums, the library, bowling, out to eat, going for rides.
- I like dances, bike riding, swimming, basketball and baseball, barbeques with friends and family, pizza parties, fishing, and ice skating.
- We need a new van and a big, roomy truck.
- I like Aspen Crest. It's much better than the Keehfuss Center.
- I like my job at McDonalds.
- I like my roommate.
- I'd like to live on my own and have my own apartment with a roommate.
- It's been great having inservices and training at the Keehfuss Center. Saves a lot of trips to Cedaredge.
- I'd like to get my SLS provider back.
- We should get free sodas instead of having to buy them.
- I like to go on vacations with family and friends.
- We need better communication between departments.
- The truck that we have budgeted for this year, we need to get it purchased.
- We should consider more adaptations to vans to allow us to transport more wheelchairs.
- I like getting to the workshop every day.
- I like doing puzzles and activities.
- I want a job at a carwash, or to volunteer with animals, or to babysit.

What is Community Options currently doing that you would like to see decrease or discontinued in the future?

- Quit using acronyms and abbreviations in discussions and reports, and on forms. Remember that not everyone understands them.
- Quit parking vehicles next to the new asphalt as it causes people to have to walk from the parking lot next door.
- Host Home Providers can't make it to inservices that start at 8:00.
- We need better coordination in scheduling appointments for providers. Better communication too.

Is there anything that Community Options is not currently doing that you would like to see developed in the future?

- Could we have dances at the Keehfuss Center until it sells?
- We need a sidewalk where the vans unload at Aspen Crest.
- Consider a business making and selling greeting cards.

- Could we use the Keehfuss Center for a garage sale this spring?
- Consider a greenhouse, planting and selling bedding plants would be a great job for some of the people we serve.

Do you have any other ideas, issues, or concerns regarding services for persons with developmental disabilities?

- Update the glossary to help with acronyms and abbreviations.
- One of the staff burns the food!
- The basketball team won last night!

Additionally, in recognition of the fact that people might be unable to attend the Forums but would still like to give input, again this year we printed the Forum questions on the back of all the invitations to provide the opportunity for written input. Twelve responses were received and contained the following comments:

What is Community Options currently doing that you would like to see continue or expand in the future?

- I think the day program is excellent. It has been really good for my sister as it gives her a little spending money, gets her out and keeps her active. Thanks!
- Hiring great direct support people.
- Dances, bingo.
- Make more different things. Go on bus rides. Food and drinks.
- Brainstorming ideas to make transportation issues more effective and cost efficient. The coming together of the entire organization to solve this problem has been quite remarkable.
- More pay for work. More dances.
- They are looking after my handicapped son and daughter-in-law. They seem to be happy and healthy. I know Community Options are doing much more than I could do. So I want to say thank you!
- Board games, more staff for outings (parks, shopping meals), more get togethers with other houses.
- Dances, more work, more PCA housing.
- The Day Program is excellent.
- Dedicated staff-Thank you!

Is there anything that Community Options is currently doing that you would like to see decrease or discontinued in the future?

- Nothing I can think of-in fact it would be nice to see increase in the programs.
- Having superficial expectations instead of learning what is true and part of the client's diagnosis.
- No.
- Not at this time.
- The things of late that I would like to see stopped are dictations of types of services by the State. Although I do realize there can be nothing done to change this.
- No-doing fine.
- Don't know at this time.
- More things to happen, not to stop.

- I feel as though you do an excellent job, provide a great program and to continue as you are now. The people in your care are cared for, programs are well thought out.
- Coloring pages as activity at Aspen Crest. Instead, teach ART skills and concepts, creativity (look in library or internet for simple project ideas)

Is there anything that Community Options is not currently doing that you would like to see developed in the future?

- Just maybe do a basic exercise program when at the Workshop. My sister needs this as I'm sure a lot could benefit from. Maybe some classes or information on healthy eating.
- More work opportunities. Transportation independent from MDCD insanity. Helping clients have a "real life".
- Swimming pool, movie night at the theater, musicals.
- Theaters, more informing going on, more work.
- Do still establish an "Other Options" Store in the Montrose area.
- No. doing fine.
- Maybe more help with their meals, although they seem satisfied as things are.
- Plays, Community Options festival.
- Movie nights with all houses. Community Options Carnival. More food choices.
- Start a group to learn theater skills (day program), Mesa Developmental Services does this. Opportunity to learn confidence, movement, personal expression, cooperation, humor.

Do you have any other ideas, issues, or concerns regarding services for persons with developmental disabilities?

- I think cutting the funding and programs for special needs is really sad. Thanks for all you do.
- What happened to self determination?
- People growing old.
- Marriage between two people with disabilities.
- I feel we currently do a fine job although there is always room for improvement.
- Nope. Doing fine.
- I am almost 91 years old and I'm struggling to be independent. I believe we should all do as much for ourselves as possible. I'm sure that is why I'm still by myself and taking care of all my own needs and business.
- No.
- None.
- Outings with clients are a constant challenge: lack of money on all sides, lack of meaningful things to do that congregately all can do and want to do. In such a small community we need to think outside the box and be creative in identifying why an activity such as fishing would/could be a beneficial outing experience. Free events/activities need to be embraced if at all possible.
- I would be concerned if these wonderful programs were not in place to provide a secure, learning environment.
- Try to minimize riding in vans.

Out of all of this input and discussion, the following priorities emerged:

1. To continue efforts to offer a wide variety of educational, recreational and exercise-related activities, as well as efforts to obtain and upgrade the necessary materials and equipment.
2. To continue developing opportunities for meaningful employment and volunteer opportunities throughout our service area.
3. To continue efforts to improve, upgrade and promote efficiency in our transportation systems, as well as making improvements at facilities.
4. To continue expanding and improving our training programs and curriculums for staff and HH providers, including further development of training regarding respectful and positive communication techniques.
5. To continue efforts to resolve systems issues related to the ever-growing waiting list and the attrition of resources.
6. To continue efforts at positive public relations, including utilization of the media, maintaining positive, productive relationships with elected officials and policy makers, and continuing to explore opportunities for collaborative partnerships.