



BARC
BAKERSFIELD ARC

Performance Measures
&
Goals Report

Year 2021

Bakersfield ARC

Health and Safety Review

2020 Calendar Year

BARC's 2020 Health and Safety record has improved for the last three (3) years, (44%) in 2018, (42%) in 2019, and (64%) in 2020. Due to the pandemic, a number of work departments have been closed permanently. We have closed Tire Shred, Union Buyback, E-waste, Vocational Training Center (VTC), Business Recycling Services (BRS), and have leased our Material Recovery Facility (MRF) to the City of Bakersfield.

This report will describe our 2020 results and will show us ways to improve for 2021. This process will be reviewed on a yearly basis and the results provided to our clients, families, and stakeholders. The results will be distributed through our Health & Safety Committee, The ARC Council, general membership meetings and BARC Board meetings.

Root Causes	2020	2019	% DIFF
Abuse /Neglect	1	2	-50%
Behavior Issue	1	4	-75%
Feeling Sick		1	-100%
Heat Related		1	-100%
Improper Lifting Techniques		2	-100%
Inappropriate Touching	1	4	-75%
Inattention	2	5	-60%
Injury by Another		2	-100%
Insects Found		1	-100%
Mechanical Problem		1	-100%
Medical Issue	2	4	-50%
Not Following Safety Rules		1	-100%
Other		1	-100%
Poor Judgement	1	1	0%
PP Equipment - Not Used		1	-100%
Sanitary Issues		1	-100%
Slips/Trips/Falls	6	11	-45%
Verbal Abuse	1		
Vehicle Accident	1	2	-50%
Total of Incidents	16	45	-64%

2020 Sentinel Events BARC experienced zero (0) Sentinel Events during 2020.

2021 Action Plan for Improvements

1. In Abuse cases: If clients threaten another, they will be terminated from our program.
2. Slips/Trips & Falls: Pay attention where you are walking and LOOK DOWN to watch for uneven concrete. Report hazards to Maintenance for repairs.
3. Make sure all employees continue to wear their PPE while working in industrial machinery areas.
4. Hearing tests for MRF/Decasing employees will be completed yearly to analyze any differences from prior hearing tests.
5. Inattention: Continue to emphasize keeping our minds on the task at hand. Pay attention to what you are doing. Do not let your minds wander.

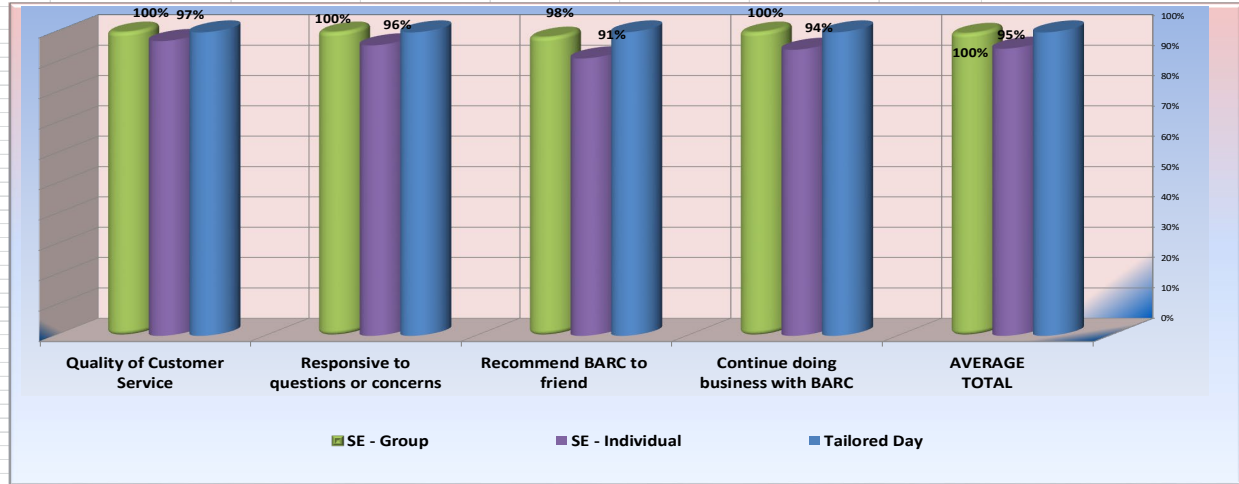
2020 - 2021 Client Satisfaction Survey	
Service Responsiveness	
1. The services received at BARC are meeting my needs or the needs of the individual for which I assist?	89%
2. There are enough staff members to meet my needs?	90%
3. I am able to speak and ask questions of my supervisors about the job I am doing?	92%
Informed Choice	
1. Staff members make accommodations that meet my individual needs?	90%
2. Staff members at BARC pay attention to what I say?	91%
3. I have the opportunity to make choices that are appropriate to me?	92%
4. BARC sends information translated into the language of my choice?	91%
Respect	
1. Staff members are respectful of my culture?	92%
2. People at BARC respect me as a person?	91%
3. Staff members respect my privacy?	95%
4. I get to use my language?	92%
Participation	
1. I am able to make choices that are important to me?	92%
2. I am informed and able to participate in new learning opportunities in order to increase my job skills?	91%
3. I am provided with the information and tools I need in order to complete the duties of my job?	92%
Overall Value	
1. I would recommend BARC to a friend or family member?	90%
2. The services I receive at BARC meet my expectations?	92%
Total	91%

Client Comments on Services Provided

1. Happy with the services.
2. So far everything is going good.
3. They did an excellent job of finding me a job and I'm really happy and always willing to be learning about the job skills.
4. No, I don't have any suggestions for improving BARC's services, for I believe it is perfect the way it is.
5. The Training, I would like to have more hands on, face to face training.
6. I suggest the videos sent be better previewed for each individual client. Ask more follow up questions after each training video. Offer more advice.
7. There are no improvement to the BARC services. They have been doing great.
8. I think BARC is a very good place to work and I care about everyone.
9. Better Coordinators.
10. There is improvement on how one particular job coach speaks to me.

2021 BARC Business Customers Survey Results

2021 Count		Quality of Customer Service	Responsive to questions or concerns	Recommend BARC to friend	Continue doing business with BARC	AVERAGE TOTAL
12	SE - Group	100%	100%	98%	100%	100%
14	SE - Individual	97%	96%	91%	94%	95%
6	Tailored Day	100%	100%	100%	100%	100%
32	Total Surveys	99%	98%	96%	98%	98%



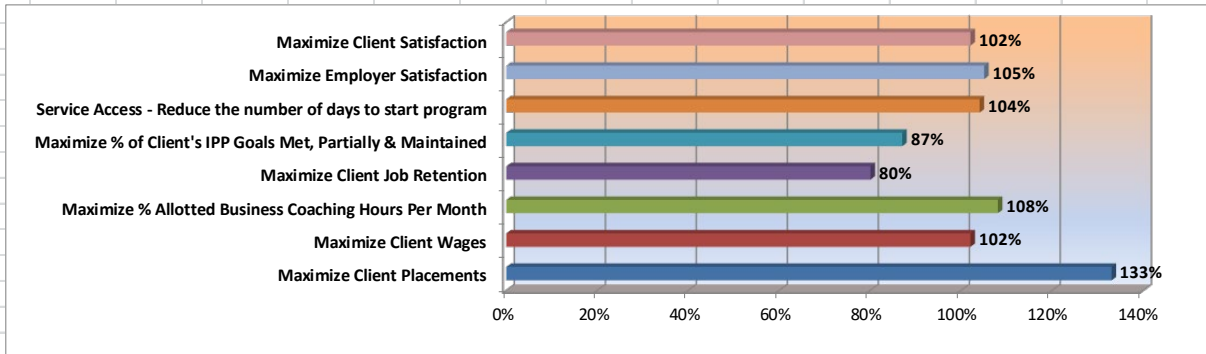
Best Part of Service

They do a good job everyday.
Polo and his team have kept OSO clean and is always willing to work around our needs.
Reliability and will always do what is asked of them.
Great work ethic and Quality Work by all of your employees and supervision.
Always Clean.
They do a good job everyday, the grounds look great.
Giselle and her team are outstanding. Keeps Alamo looking amazing, and works with us and our needs.
Very thorough, reliable and pleasant to be around.
Very Kind, Professional, Neat
Very Friendly, polite and easy to work with.
Extremely consistent - Always Clean
Having extra help from friendly people
The best is giving these interns the opportunity
Always very helpful.
Good communication and training.
Meeting the associates - both guys are great.
Taking care of employee
The communication
communication and attention to individual's needs
Helping employee with problems
Helping clients when needed
everything
Job Coaches and their clients work well together to ensure services are met. Job Coaches are attentive and supportive.
Customer service is great.
Providing a great associate
Helps people work
Always here to help
Keeping in contact with me about everything
Helping people that needs help
How quickly you've responded to our questions or concerns.
Everyone I have worked with have been very responsive when we needed something.
Excellent Service. Quick Response. Great Value

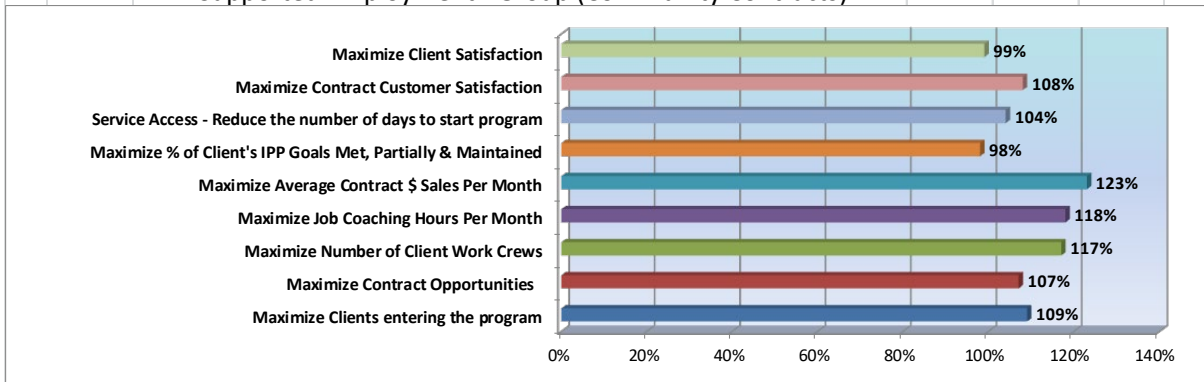
Bakersfield ARC, Inc.

Performance Measurement & Management Report
July 2020 thru June 2021

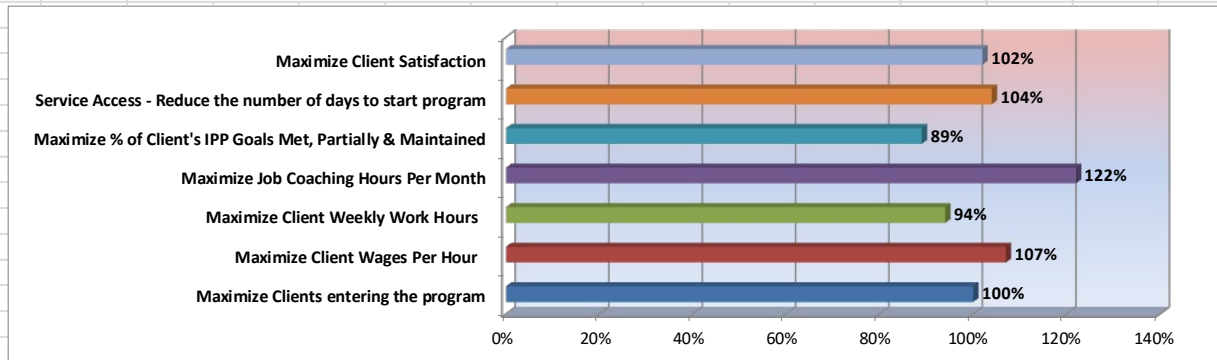
Supported Employment - Individual Placements (Hires)



Supported Employment - Group (Community Contracts)



Base Programs - Customized & Supported Employment



Tailored Day Services Program

