

**COMMUNITY OPTIONS, INC.**  
**PUBLIC FORUM INPUT-2020**

This year, as we have for many years, we had scheduled two Public Forums, one at our Aspen Crest facility on April 1, and one at our Park Place facility on April 2. However, due to the COVID-19 crisis, this was far from a typical year. As we had to cancel all large group activities and meetings, what we did was send out 227 letters to parents/guardians/family members, allied human service agencies, advocacy organizations, providers, and interested citizens, asking for input. Those letters went out on March 13, with a due date of March 27<sup>th</sup>, and we received 34 responses. The input submitted in those responses is quoted as follows:

**What did Community Options accomplish this past year?**

- Can't speak for this year, not being in the area. Last year, change was perfectly planned.
- Outstanding care was provided for the intellectually challenged. The group housing gives the most needy a safe, caring place to live. Day program is a fine opportunity for all people with intellectual challenges to be in a learning program that provides interesting activities, social interaction, and they are treated with care and respect. Great care is taken for all COI members to receive excellent medical attention.
- Unsure.
- Accomplished a year of satisfaction and trustworthiness.
- I am only able to visit my daughter a few times a year. Every time I see her, she is very happy with her family (staff) and her life.
- They seemed to step back rather than forward.
- Stabilization of Park Place.
- Cutting providing needed SLS services.
- Even while facing difficult financial times, COI has survived and served its clients well!
- Keep my brother-in-law busy with activities at the day program. And thanks for sending volunteers at Horizons Care Center.
- Made a lot of mothers and fathers very thankful and grateful for all you do!
- I believe there is growth in the CCBs as there is in the SEPs. WE are all trying to come together as much as we can to satisfy the federal regulations regarding case management. This has caused some growing pains, but we have fared well.
- Given the financial stresses COI does an amazing job of continuing to provide caring, compassionate services.
- In my opinion Community Options is doing fine with my daughter.
- Maintain quality services.
- Excellent services and great staff!
- Good question-I don't know.
- Everything.
- Hiring staff seems to be a challenge.
- They have an amazing group of workers that love being around the individuals that are enrolled in COI.
- Ongoing communication with provider has been very well.
- My sister started with COI in November and the staff has been fabulous. Kept updated and informed.
- Good care for loved ones.

### **What would you like to see Community Options accomplish in the coming year?**

- Just keep up the good work as you have been.
- I think if COI can maintain the high level of care given to its clients, that would be a great accomplishment. COI does marvelous work. What would we do without COI?
- I would like to see a bigger push to get the clients into community jobs rather than in the day program with limited exposure to the “real world”. I live in Oregon and my local program, Opportunity Foundation, has many of their able clients in community jobs. I would recommend looking at them as an example.
- Same as this past year.
- Getting some contract work at the workshop.
- Keep doing what you have been doing and I believe she will still be happy and satisfied with her life. Thank you for taking good care of her.
- Keeping staffing levels full and well supervised so they can meet client timelines and needs.
- Put health and safety above client-driven yesses or nos.
- I would love to see more positive info in the press and to the clients and families directly.
- A little better and faster medical treatment.
- I would like to see Community Options partner up with the Delta County OLTC to ensure we are working together during these changes. I think it is imperative we “learn” the differences and similarities of our programs to better serve our county.
- Obtain adequate funding!
- Maybe after clients are finished with their workshop they could take a walk and get some exercise. I know my daughter likes to sit and watch movies. She doesn’t like to exercise.
- Improve staff longevity.
- Reduce staff turnover-a difficult thing to do with limited funds, so good luck with this!
- Job opportunities at Park Place instead of just babysitting.
- Home improvements to group homes-they look awful-dust behind the refrigerators-bathrooms look like substandard motels.
- No change.
- Just keep up the great atmosphere and activities.
- More interaction with elders and seniors and more exposure t cultural and heritage with community.
- I would like to see more outings for them.
- Hopefully, COI can use volunteers to work with clients. This would make more connections with people in the community. I have been shocked to frequently find that people I meet from Cedaredge have never heard of or seen Aspen Crest. It seems hidden in plain sight. Even though staff management would be required to use volunteers, it could save money. I realize this may not fit with the state benefits reimbursement system, but this idea should be creatively explored.
- Getting more donations for COI. More, ongoing publicity is needed. See attached newspaper clipping from Strive in Grand Junction. Requests for contributions letters sent out in 2019 and 2018 did not mention if COI is a non-profit such as being a 501 c3 organization. Maybe a “Friends of Community Options” or an associated foundation is needed.
- Some quality care/more outings.
- More fun outings.

**Other issues/ideas/concerns:**

- More diverse activities in day program and/or communication to families about activities and accomplishments.
- We would like to see funding available to compensate your employees better. We feel they are competent and dedicated workers.
- Just want to say how happy my son is since his transfer from his apartment to a group home. He asks frequently for me to come see his new house.
- No concerns. My daughter is treated well and seems to be content.
- The financial needs of COI has to be a concern, so my suggestion would be to develop some fund raisers for added income and also community involvement in the needs of COI.
- Community Options is a caring group with concerns for the clients and staff.
- Clearer explanations of the different divisions in the company.
- All parents/guardians/residents should have been notified by writing (letter) to procedures that will/have been put in place in all residential/work places about Corona virus. No written letter received.
- No concerns, very happy with all you are doing! Thank you for all you do.
- Well done, COI team. Thank you!
- I think everyone needs to have a little more knowledge on diet-both clients and staff.
- There are no concerns. To date, there has been an open forum, and a positive relationship between the two entities.
- Move toward paperless communication.
- Hoping to get respite and personal care, if not through Community Options, then another agency.
- Real jobs for clients that utilize strengths and interests.
- Money for COI from state.
- None at this time.
- Even though these suggestions require extra work, I hope this helps. Community Options does a great job serving such a variety of people. All your efforts are much appreciated.
- With COVID-19 keep smaller groups until as long as needed.