



Community Living VICTORIA

Different abilities. One community.

OUTCOME MANAGEMENT RESULTS

January 2015 – December 2015

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INTRODUCTION

The Outcome Management System is designed to be responsive to the needs of the persons served, as well as provide valuable management information. The Outcome Management System is a guiding and decision making tool that is helpful for the Community Living Victoria management team and the Board of Directors in monitoring and making program improvements. Community Living Victoria's Outcomes System identifies areas of strength, weakness, opportunities and possible threats. This is the 13th report in a series of continuous outcome reports. It is based on outcome data and measurable results collected for the period January 2015 to December 2015.

The Outcome Management System identifies the service areas: Residential Services (Community Housing), Supported Independent Living & Supported Apartment Living (Supportive Housing), and Community Inclusion (Day) Services (Community Integration), Parent Support (Community Services Coordination), Home Sharing (Host Family Services), Host Agency (Self -Directed Community Supports and Services: Flexible Supports Planning), Employment Services (Community Employment Services) and Youth Services. Each service area has measures of effectiveness, efficiency, access and satisfaction. The satisfaction surveys for individuals supported and staff (conducted in Feb 2016) assisted us to set goals for 2016. Relevant demographic information is collected for each of the individuals served by the organization through our ShareVision database.

The Board of Directors reviews the Outcomes Management Results Report and provides any comments and recommendations to the Executive Director. A summary of the highlights of the Outcomes Management Results are included in our Annual Report each year. In addition, the report is available on our website.

ACTION PLAN RESULTS FOR 2015 GOALS

INDIVIDUALS DEMOGRAPHICS ACTION PLAN

1. Complete the medical diagnosis category listings for the demographics report. **RESULTS:** Work has begun with framework created. Will require an identified person to complete for each person.
2. Decrease the non specified ethnicity data capture (75% known in 2014). **RESULTS:** This remained almost the same at 73%.

COMMUNITY INCLUSION ACTION PLAN

1. 100% annual completion of PCP's for each person served in Community Inclusion Programs. **RESULTS:** 98% completed.
2. Reach our 90% target of goals being attempted. **RESULTS:** 88% completed.
3. **Effectiveness:** 18 hours per week will be dedicated to employment support to increase the number of individuals working by one. **RESULTS:** Achieved.
4. **Effectiveness:** Relocate the Satellite and Ralph St. program sites to better suit the needs of the individuals. **RESULTS:** partially achieved, Ralph St. moved to Nicola Place; we continue to pursue relocation options for Satellite.
5. **Effectiveness:** Community Inclusion staff, supervisors and program managers will participate in a facilitated Community Inclusion Transformation workshop. **RESULTS:** 16 people participated in the forum, an action plan was created to guide us through the transformation process for 2016.
6. **Efficiency:** 100% of Community Inclusion staff will be proficient using ShareVision for entering and managing individuals' goals. **RESULTS:** 92% of staff are entering PCP goals and progress notes in ShareVision.
7. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **RESULTS:** 83% yes, and 13% sometimes, of respondents liked the activities they were involved in.
8. **Service Access:** Accommodation requests are met. **RESULTS:** 85% of requests were accommodated.

RESIDENTIAL ACTION PLAN

1. 100% annual completion of PCP's for each person in residential services. **RESULTS:** 92% completed.
2. Individuals will be supported to attempt or achieve 90% of their goals. **RESULTS:** 84% of goals were attempted or achieved.
3. **Effectiveness:** Focus upcoming training on: aging issues; behavioral support, nutrition, planning and meeting goals, supporting choices and decision making. **RESULTS:** 142 staff participated in 15 sessions offered in the priority areas.
4. **Efficiency:** 100% of staff in our residential services will be proficient in entering and managing individuals' goals in ShareVision. **RESULTS:** 60% of staff are proficient in entering and managing goals in ShareVision.
5. **Satisfaction:** Individuals will have opportunities to make choices and decisions in their lives. **RESULTS:** 94% said yes, 3% said sometimes and 1% said no.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

6. **Service Access:** Accommodation requests are met. **RESULTS:** 93% of requests were met.

HOST AGENCY ACTION PLAN

1. Reach our goal of 100% annual completion of PCP for each person in program. **RESULTS:** 100% completed.
2. Reach our 90% target of goals being attempted. **RESULTS:** 75% of goals were attempted.
3. **Effectiveness:** Restructure our Host Agency coordinators case loads to better support our growing number of individuals in this program. **RESULTS:** achieved, we reorganized coordinators caseloads and hired a part-time administration assistant.
4. **Effectiveness:** Host Agency providers will feel supported and maintain retention at 80% with CLV. **RESULTS:** 65% of HA providers were retained.
5. **Efficiency:** Establish Team Leaders within each InclusionWorks! group. **RESULTS:** each IW group now has a team lead.
6. **Efficiency:** Establish a new system to track all contractors' requirements, specifically obtaining copies of insurance annually, drivers abstracts and contract modifications. **RESULTS:** this is now a part of the HA administration assistant's role.
7. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **RESULTS:** 83% said yes, and 13% said sometimes.
8. **Service Access:** Program Manager will present at a Second Wave Meeting and 2015 resource fair to promote our host agency. **RESULTS:** achieved.
9. **Service Access:** Accommodation requests are met. **RESULTS:** 100% of requests were accommodated.

HOME SHARE ACTION PLAN

1. Continued goal of 100% annual completion of PCP's for each person in Home Share. **RESULTS:** 91% completed.
2. Reach our 90% target of goals being attempted. **RESULTS:** 74% of goals were attempted.
3. **Effectiveness:** Home study 6 new home share families. **RESULTS:** 8 home studies were conducted.
4. **Effectiveness:** Participate with CLBC to create an online Home Share Standards Training course. **RESULTS:** achieved, the online course is now live.
5. **Efficiency:** Create a Quality of Life report tab in ShareVision for Home Share providers to document their semi-annual reports. **RESULTS:** achieved.
6. **Satisfaction:** 100% of individuals will report a high level of satisfaction with their living arrangements. **RESULTS:** 98% of respondents said yes.
7. **Service Access:** Coordinators will attend 4 CLBC meetings and monthly coordinator meetings to review referrals to identify potential matches between approved home share providers and individuals requiring support. **RESULTS:** achieved.
8. **Service Access:** Accommodation requests will be met. **RESULTS:** 92% of requests were accommodated.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SUPPORTIVE LIVING ACTION PLAN

1. Continued goal of 100% annual completion of PCP's for each person. **RESULTS:** 100% completed.
2. Reach our 90% target of goals being attempted. **RESULTS:** 80% SIL and 91% SAL.
3. **Effectiveness:** 100 % of the SAL/SIL Participants are able to identify a nutritious meal plan based on the Canada Food Guide. **RESULTS:** 100% of SAL and 30% of SIL.
4. **Effectiveness:** 60% SAL/SIL individuals will participate in a CPI/NVCI Intervention/Personal Safety Course. **RESULTS:** 11% (SIL) and 95% (SAL).
5. **Effectiveness:** 80% of SIL participants will understand the process of asking for help to resolve issues and support concerns. **RESULTS:** 80% can demonstrate this.
6. **Efficiency:** 80% of SAL and 75% of SIL participants have participated in a modified on line food safety questionnaire. **RESULTS:** 100% SAL and 30% SIL participated.
7. **Efficiency:** 45% of SAL Participants will learn how to independently submit their "My Self Serve" information for PWD benefits. **RESULTS:** 100% of SAL.
8. **Efficiency:** SIL participants will develop 6 monthly newsletters which will feature one page submitted by SAL on an emergency topic or safety tip. **RESULTS:** 4 newsletters were produced.
9. **Satisfaction:** 90% of SIL and SAL participants will report a high level of satisfaction with the support they receive from their programs. **RESULTS:** 90% said yes, 7% said sometimes.
10. **Service Access:** SAL and SIL Program will organize an Open House for CLBC staff to learn more about the 2 programs and be introduced to participants involved in the programs. **RESULTS:** SAL hosted a family open house and SIL/SAL have offered a date for CLBC.
11. **Service Access:** An information package for the SAL/SIL will be compiled re: independent living to hand out to parents who have students transitioning out of high school. Distribution to appropriate schools, community resources, etc. **RESULTS:** We developed an article for a provincial resource document; SIL featured in a discussion paper and supervisors presented to a transition planning group.
12. **Service Access:** SIL/SAL will contribute to the CLV Facebook page highlighting the successes/joys of independent living. **RESULTS:** Created a Facebook page specific to SIL and SAL.
13. **Service Access:** Accommodation requests are met. **RESULTS:** 100% SAL and 96% SIL.

EMPLOYMENT ACTION PLAN

1. Continued goal of 100% annual completion of Employment Plans for each person attending the program. **RESULTS:** 100% were completed.
2. Reach our 90% target of goals being attempted. **RESULTS:** 90% of goals were met
3. **Effectiveness:** Support 6 individuals through our enhanced services through WorkBC to improve their employment outcome. **RESULTS:** 4 individuals were supported.
4. **Effectiveness:** Secure 10 new job placements. **RESULTS:** 18 new job placements.
5. **Effectiveness:** Develop 4 MentorAbility matches with high profile community based organizations for 4 individuals. **RESULTS:** 3 MentorAbility matches made.
6. **Efficiency:** Put all new intakes through our 8 week job club, running one in the spring and one in the fall. **RESULTS:** Cancelled due to lack of job prep participants.
7. **Efficiency:** Plan and implement a successful CASE conference hosted in Victoria. **RESULTS:** The event sold out (over 500 participants) and successful.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

8. **Efficiency:** Train 2 new employment staff. **RESULTS:** Completed.
9. **Satisfaction:** Individuals will have increased satisfaction with the level of support they get from their job coaches. **RESULTS:** 71% agree, 21% somewhat agree.
10. **Service Access:** Market to potential employers by utilizing social media, and revamping our marketing package. **RESULTS:** Facebook re-launched with increased “Likes”
11. **Service Access:** Set up 5 informational interviews with businesses around town to increase employment opportunities. **RESULTS:** 10 were conducted resulting in new positions.
12. **Service Access:** Accommodation requests are met. **RESULTS:** 90% were met.

PARENT SUPPORT ACTION PLAN

1. 100% of individuals will have a completed PCP. **RESULTS:** 100%.
2. 80% of goals identified in PCP have been attempted. **RESULTS:** 95%.
3. **Effectiveness:** 100% of PSP families will have accessed six or more community resources. **RESULTS:** 100%.
4. **Effectiveness:** 85% of PSP individuals will go through all six modules online regarding food safety knowledge and take the 15 question test. **RESULTS:** 75%.
5. **Efficiency:** 88% PSP parents have online access to their “My Self Serve” PWD information as well as their online Revenue Canada “My Account” information. (i.e.: Child Tax, GST, Tax Returns). **RESULTS:** 6/7 eligible families (86%).
6. **Satisfaction:** 100% of PSP parents will report a high level of satisfaction regarding food safety information and comprehension. **RESULTS:** 75% reported high satisfaction.
7. **Service Access:** PSP will advocate on families behalf to obtain funding/subsidy for housing, childcare or PWD. **RESULTS:** 100% of families supported had numerous examples of funding/subsidy success.
8. **Service Access:** 80% of accommodation requests are met. **RESULTS:** 89% were met.

YOUTH SERVICES ACTION PLAN

1. Secure an additional \$15,000 to meet the financial requirements of VOCYL to operate in the 2015/16 school year. **RESULTS:** VOCYL has obtained \$7500.00 in funding from Telus and is waiting to hear back from 2 of the 5 grant applications they have submitted.
2. Financially support the VOCYL program through a larger youth driven fundraising opportunity. **RESULTS:** VOCYL launched a book in June 2015 that highlighted the talents, accomplishments and life experience of VOCYL members that they created themselves, raising \$1500.00 for the program.
3. **Effectiveness:** Provide greater opportunities through a new advocate’s curriculum for VOCYL members to acquire and implement their leadership skills. **RESULTS:** VOCYL implemented a new teaching/learning curriculum that is proving to be very successful. The youth have been challenged to prepare and teach a lesson to other members.
4. **Efficiency:** Combine existing Contractor Guides into one comprehensive Youth Services Contractor Guide. **RESULTS:** Initial draft has been completed and is being reviewed.
5. **Efficiency:** Attract 20 new children and youth to Autism Services. **RESULTS:** 21 new participants were welcomed in 2015.
6. **Effectiveness:** Explore the viability of introducing a social skills group specifically for youth and young adults with autism. **RESULTS:** Autism Services developed a more

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

specialized group focusing on life skills and successfully transitioning out of our services into adulthood.

7. **Effectiveness:** Collaborate within CLV and with other organizations to enhance programming for teens as they transition to adulthood. **RESULTS:** Youth Services partnered with 2 groups – the Horner Foundation to establish a 2 -year program around food security; and also with CanAssist to pilot their CanGo Transit App with our Teen Community Connections and Autism Services.
8. **Service access:** Explore interest in and need for an after school program like Teen Community Connections in the West Shore and develop potential partners and funding requirements if sufficient need/interest is identified. **RESULTS:** In partnership with Recreation Integration Victoria, and with the need established by School District 62, plans are underway to offer a 6 month pilot in early 2016. Local partnerships are being explored as sources of ongoing funding.

INDIVIDUAL SATISFACTION ACTION PLAN

1. Continue to subsidize activities to enhance the community inclusion programs (ie. yoga class, sign language class, music sessions, etc.). **RESULTS:** An additional \$2080.00 was paid in 2015 to enhance CAP activities.
2. Financially assist individuals through accommodation requests where possible. **RESULTS:** 88% (164/187) of requests were met for individuals in 2015 (\$37,350).
3. Continue to offer opportunities to try new activities in community inclusion programs. **RESULTS:** 96% of respondents said they enjoyed the activities they were involved in.
4. Continue to seek employment opportunities for those who want to work. **RESULTS:** 87% of respondents said they could get a job if they wanted to work.
5. Reorganize and regroup the larger programs to develop smaller group activities. **RESULTS:** Planning session of stakeholders was held in November 2015 and development underway.
6. Continue to meet program/home needs for greater space and greater accessibility. **RESULTS:** Ralph St program has been relocated as of November 2015 to a bigger space; McRae home has an accessible replacement home being built by BC Housing and scheduled to be ready in late fall 2016. We continue to look for better space for the Satellite program.

FAMILY SATISFACTION ACTION PLAN

1. To develop a tracking system that gives data on the following 1) how the individual/family was referred and 2) specific areas we are working within (to identify general trends in needs). **RESULTS:** completed.
2. A process will be developed that will allow family members access to aspects of their family member's ShareVision site to increase communication. **RESULTS:** Explored pros and cons but have not yet implemented.
3. Obtain sufficient funding to maintain Family Support. **RESULTS:** We were able to secure a \$50,000 grant to apply to our costs of Family Support.

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STAFF SATISFACTION ACTION PLAN

1. Continue to provide leadership development training for supervisors.
RESULTS: 9 sessions were provided for 6 supervisors/managers in 2015.
2. At least 6 sessions in the areas of training identified by staff will be offered: aging, behavior support, nutrition, planning and meeting individuals' goals, supporting choices and decision making. **RESULTS:** 103 staff participated in 9 sessions on behavioral support; 35 staff participated in 3 sessions on age-related supports; 4 staff participated in 3 sessions on values/self-determination and decision-making.
3. Develop criteria for the number of staff meetings held per year in homes/programs.
RESULTS: Baseline established: 2015- average of 3 staff meetings were held per home/program.
4. Implement the ComVida scheduler to reduce time doing payroll. **RESULTS:** All program supervisors/managers were using ComVida as of April 1, 2015. By December 2015, programs saw fewer errors and greater efficiency in completing payroll.
5. Find new locations for the Satellite program and the Ralph St. program.
RESULTS: New location found for Ralph St., relocated in November 2015.
6. Hold a planning session on the reorganization of the larger community inclusion programs. **RESULTS:** Goal met in November 2015.
7. Implementation of a Family and Employee Assistance Plan to enhance benefits for employees. **RESULTS:** Goal not yet met.
8. Continue to enhance staff recognition- annual recognition at the AGM; on the website, and in ShareVision. **RESULTS:** Annual recognition awards, thank you gift card distributions, and development of a staff recognition "Shining Stars" link on ShareVision.
9. Organize (with staff involvement) CLV's 60th anniversary event. **RESULTS:** Goal met – committee included management staff, program staff, and self-advocates.

GENERAL GROWTH AND CAPACITY:

1. Continue to implement the change and growth strategies identified in the 2014-2017 Strategic Plan. **RESULTS:**
 - **SIL** continued to evaluate and strengthen its service.
 - **Youth Services**, while there has been no further growth in 2015, there have been adjustments and enhancements made and the addition of the food security coordinator.
 - **CAP/Satellite** efforts to reorganize the programs included a daylong session with a facilitator and key staff and the decision to free up a staff who will lead the community inclusion transformation
 - **Family Support** enhancements included recruiting a PT family support worker who will be located in the WestShore to start in 2016.
 - **Employment** grew with the increased access to WorkBC funding and some additional grants which included: the Horner Foundation, Telus and BC Gaming.
2. Secure new and appropriate space for identified homes and programs. **RESULTS:** Relocation of Ralph St. to Nicola Place was accomplished in November; McRae home will be replaced by an accessible location in late fall 2016; we continue to look for space for the Satellite program.

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3. Increase our presence in the community and awareness of our existence by use of social media. **RESULTS:** Interested CLV staff have held meetings to explore uses of social media (Foundation Board member and TCC coordinator shared their training/knowledge); we have expanded our Family ENews and incorporated it onto our website; we have revamped our website for increase in user friendly access; and we initiated an Independent Living Facebook page and revamped our Employment Service Facebook page.

ACTION PLAN RESULTS FOR 2016 GOALS

Characteristics Goals:

1. Medical Diagnosis is captured more concisely in ShareVision. **December 2016.**
2. A “Document Finder” is created on ShareVision to increase consistency of storage and location of important data related to individuals. **December 2016.**

COMMUNITY INCLUSION ACTION PLAN

1. 100% annual completion of PCP’s for each person served in Community Inclusion Programs. **December 2016.**
2. Reach our 90% target of goals being attempted. **December 2016.**
3. **Effectiveness:** 18 hours per week will be dedicated to employment support to increase the number of individuals working by one. **December 2016.**
4. **Effectiveness:** Transform Satellite and CAP to better suit the needs of participants based on goals and time lines established through our Community inclusion transformation workshop. **December 2016.**
5. **Effectiveness:** Re-locate the Satellite program site and Nicola Program to meet the needs of the individuals. **December 2016.**
6. **Efficiency:** 100% of Community Inclusion staff will be proficient using ShareVision for entering and managing individuals’ goals. **December 2016.**
7. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2016.**
8. **Service Access:** Accommodation requests are met. **December 2016.**

RESIDENTIAL SERVICES ACTION PLAN

1. 100% annual completion of PCP’s for each person in residential services. **December 2016.**
2. Individuals will be supported to attempt or achieve 90% of their goals. **December 2016.**
3. **Effectiveness:** Focus upcoming training on: aging issues; behavioral support, planning and meeting goals. **December 2016.**
4. **Efficiency:** 100% of staff in our residential services will be proficient in entering and managing individual’s goals in ShareVision. **December 2016.**
5. **Satisfaction:** Individuals will have opportunities to make choices and decisions in their lives. **December 2016.**
6. **Service Access:** Accommodation requests are met. **December 2016.**

SUPPORTED LIVING ACTION PLAN

1. Continued goal of 100% annual completion of PCP's for each person. Reach our 90% target of goals being attempted. **December 2016.**
2. **Effectiveness:** 60% (18) of the SIL participants will complete emergency preparedness training (including updating all earthquake kits. **November 2016.**
3. **Effectiveness:** Increase affordable housing options for people by securing subsidies for 4 new people this year. **December 2016.**
4. **Effectiveness:** 50% of the male participants of SIL will meet 6 times to focus on healthy outlets for their emotional and relationship needs (leadership, emotional intelligence and relationship skills). **December 2016.**
5. **Effectiveness:** 75% of the female participants of SIL will meet 6 times and focus on women's issues (healthy living and overcoming poverty with pride, conflict resolution and emotional intelligence). **December 2016.**
6. **Effectiveness:** 80 % of SIL participants will participate in a personal safety session (safe banking, fraud awareness and mini session on personal self- protection moves. **December 2016.**
7. **Effectiveness:** Five individuals from SAL will learn to cook a recipe independently from the "Look, Cook, Eat" app on their tablets. **December 2016.**
8. **Efficiency:** 100% of SAL individuals using medication will be learn to "call in" prescription renewals when needed & pick up medication independently. **December 2016.**
9. **Efficiency:** Enhance the management of BC Housing subsidies for SIL and SAL participants by moving to an online system. **April 2016.**
10. **Efficiency:** 90% of SAL participants will participate in a community based emergency preparedness course. **November 2016.**
11. **Satisfaction:** 90% of Individuals in SAL/SIL report a high level of satisfaction with their program support. **December 2016.**
12. **Service Access:** SIL and SAL staff will engage with CLBC staff to enhance their knowledge and interest in referring individuals to SIL and SAL. **December 2016.**
13. **Service Access:** Accommodation requests are met. **December 2016.**

HOME SHARE ACTION PLAN

1. Continued goal of 100% annual completion of PCP's for each person in Home Share. **December 2016.**
2. Reach our 90% target of goals being attempted. **December 2016.**
3. **Effectiveness:** Home study 6 new home share families. **December 2016.**
4. **Effectiveness:** 100% of home share providers will take the online Home Standards Training. **December 2016.**
5. **Efficiency:** The West Shore administration assistant will ensure all Quality of life reports, person centered plans, and referrals are entered in ShareVision. **December 2016.**
6. **Satisfaction:** 100% of individuals will report a high level of satisfaction with their living arrangements. **December 2016.**
7. **Service Access:** Coordinators will attend 4 CLBC meetings and bi- monthly coordinator meetings to review referrals to identify potential matches between approved home share providers and individuals requiring support. **December 2016.**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

8. **Service Access:** Accommodation requests are met. **December 2016.**

HOST AGENCY ACTION PLAN

1. Reach our goal of 100% annual completion of PCP for each person in program. **December 2016.**
2. Reach our 90% target of goals being attempted. **December 2016.**
3. **Effectiveness:** Host Agency providers will feel supported and maintain retention at 75% with CLV. **December 2016.**
4. **Efficiency:** Support the coordinators with their administrative demands by enhancing the role and responsibilities of our new administration assistant. **December 2016.**
5. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2016.**
6. **Service Access:** Host Agency coordinator will present at the Second Wave meeting to describe the benefits of individualized funding for families whose children are reaching 19 years of age and will require support. **December 2016.**
7. **Service Access:** Accommodation requests are met. **December 2016.**

PARENT SUPPORT ACTION PLAN

1. 100% of individuals will have a completed PCP. **December 2016.**
2. 90% of PCP goals will have been attempted. **December 2016.**
3. **Effectiveness:** 100% of PSP families will have accessed at least 3 health professionals. **December 2016.**
4. **Effectiveness:** 90% of PSP individuals will have developed and implemented 3 new strategies to decrease their monthly bills. (i.e. utilities, food, family activities). **December 2016.**
5. **Effectiveness:** 7/8 PSP parents and their children will engage in 3 family focused activities (at home and in their own communities) that provide opportunities for play, learning and bonding. **December 2016.**
6. **Efficiency:** Sufficient staff available to provide support to program participants by ensuring an 80% casual coverage rate. **December 2016.**
7. **Satisfaction:** 80% of PSP parents will report a “good to very good” increased level of satisfaction regarding their personal finances as a result of decreases to their monthly bills. **December 2016.**
8. **Service Access:** 80% of accommodation requests are met. **December 2016.**

EMPLOYMENT SERVICES ACTION PLAN

1. Continued goal of 100% annual completion of employment plans for each person attending the program. **December 2016.**
2. Reach our 90% target of goals being attempted. **December 2016.**
3. **Effectiveness:** Support 4 individuals through our enhanced services through WorkBC to improve their employment outcomes. **December 2016.**
4. **Effectiveness:** Secure 12 new job placements. **December 2016.**
5. **Effectiveness:** Develop MentorAbility matches with high profile community based organizations for 3 individuals. **October 2016.**

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6. **Efficiency:** Facilitate a quarterly workshop in the evening focused on tactile skills such as, money handling, credit debit experience, grooming, computer skills, data entry and life skills related to work. **December 2016.**
7. **Efficiency:** Train 2 new employment staff. **August 2016.**
8. **Satisfaction:** 90% of individuals report they have enough support from their job coach.
9. **Service Access:** Market to potential employers by highlighting Employer Champions and job seekers monthly on our Facebook page and add a second social media tool such as Twitter to increase our “brand” awareness resulting in an increased audience. **December 2016.**

YOUTH SERVICES ACTION PLAN

1. **Efficiency:** Secure core funding to continue the WestShore TCC pilot. **December 2016.**
2. **Effectiveness:** Increase service hours in social groups (currently 861 client hours) and day camps (currently 1753 client hours) within Autism Services by 10%. **December 2016.**
3. **Efficiency:** Acquire additional operational funding for VOCYL. **December 2016.**
4. **Effectiveness:** Explore implementation of a middle school project in the West Shore (VOCYL). **December 2016.**
5. Ensure specific children and youth materials are reflected in the CLV rights kits. **December 2016.**

INDIVIDUAL SATISFACTION ACTION PLAN

1. Develop a process to better support and inform an individual’s network about their End of Life choices. **December 2016.**
2. Full implementation of review and sign off of all behavior protocols (Positive Practices) to ensure that they reflect least restrictive interventions and promote individual choice. **December 2016.**

FAMILY SATISFACTION ACTION PLAN

1. To increase our Family Support by one part time staff. **June 2016.**
2. To support at least 10 individuals and their families to create Representation Agreements. **December 2016.**

STAFF SATISFACTION ACTION PLAN

1. To increase staff learning and knowledge by use of consistent minutes across homes/programs/supervisors. **April 2016.**
2. Offer a Wellness session focused on Wills and Estates Planning for staff and their families to plan for family members. **December 2016.**
3. New Human Resource manager will attend 10 staff meetings at homes/programs. **December 2016.**
4. Choose a team leader to spearhead the reorganization and revitalization of the Community Inclusion programs. **January 2016.**
5. Develop a description of and identify the 2 participant streams for the Community Inclusion programs. **May 2016.**

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6. Free up activity developers within each team to investigate and implement some new activity streams and curriculum. **September 2016.**
7. Plan and implement a Professional Development day for staff in the CI programs. **December 2016.**
8. The Executive Director will provide quarterly updates on current activities in the field for the website. **December 2016.**

GENERAL GROWTH AND CAPACITY

1. Continue to implement the change and growth strategies identified in the 2014-2017 Strategic Plan. **December 2016.**
2. Secure new and appropriate space for identified homes and programs. **December 2016.**

CHARACTERISTICS OF INDIVIDUALS SERVED

The following information is collected for individuals served by the Community Living Victoria for the purpose of better understanding who the individuals are and how best to provide support, given the demographics of the group.

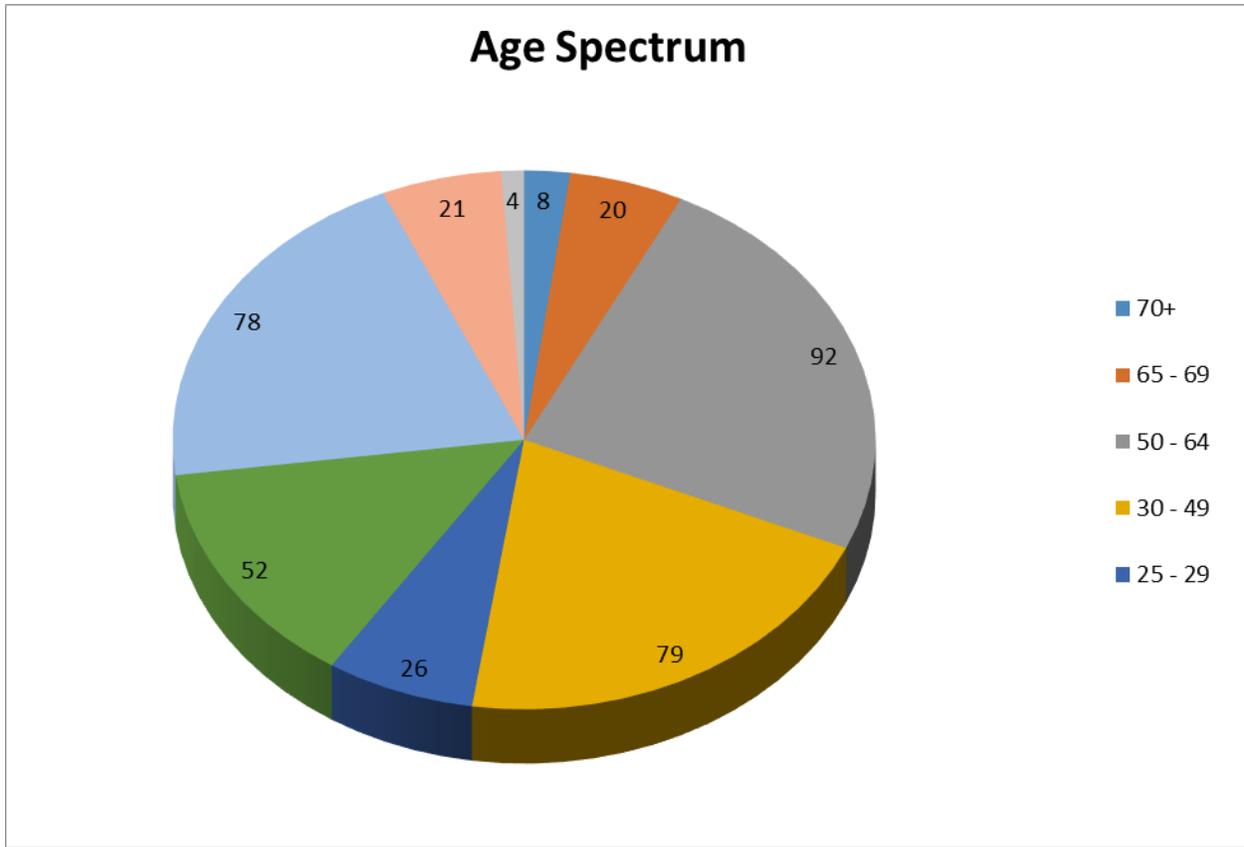
AGE OF THE PEOPLE SUPPORTED BY CLV

There was a decrease in overall number of people supported by CLV this year (27). The majority of these decreases were a result in lower numbers spread out over Autism, Host Agency, Teen Community Connections and VOCYL. Numbers are fairly evenly distributed across the main age groups (13 - 69) and demonstrate our relevance to a diverse age spectrum.

AGE		
Age Group	# of individuals	%
70 +	8	2 %
65 – 69	20	5 %
50 - 64	92	24 %
30 - 49	79	21 %
25 – 29	26	7 %
19 – 24	52	14%
13 -18	78	20%
6 – 12	21	6 %
5 and under	0	0 %
Not specified	4	1 %
Total	380	100%

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

AGE OF INDIVIDUALS



GENDER

Gender	# of individuals
Male	205
Female	171
Incomplete Data	4
Total	380

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SERVICE AREA

Service Area	# of Individuals
Community Inclusion Programs	64
Employment Services	52
Parent Support Program	7
Residential Services	58
Supported Apartment Living	13
Supported Independent Living	31
Host Agency	52
Child & Youth with Special Needs	8
Home Share	58
Teen Community Connections	31
Autism Services	69
Family & Personal Support	450 plus
VOCYL (Victoria Opportunities for Community Youth Leadership)	18

Notes: VOCYL had a large number of long term participants “age out” of the program.

NUMBER OF PEOPLE SUPPORTED IN CLV COMMUNITY INCLUSION PROGRAMS

Program Name	# of Individuals
Community Access Program	40
Marin Park Program	5
Ralph Street Program	6
Satellite Program	19
Total	70

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

NUMBER OF PEOPLE SUPPORTED IN RESIDENTIAL SERVICES

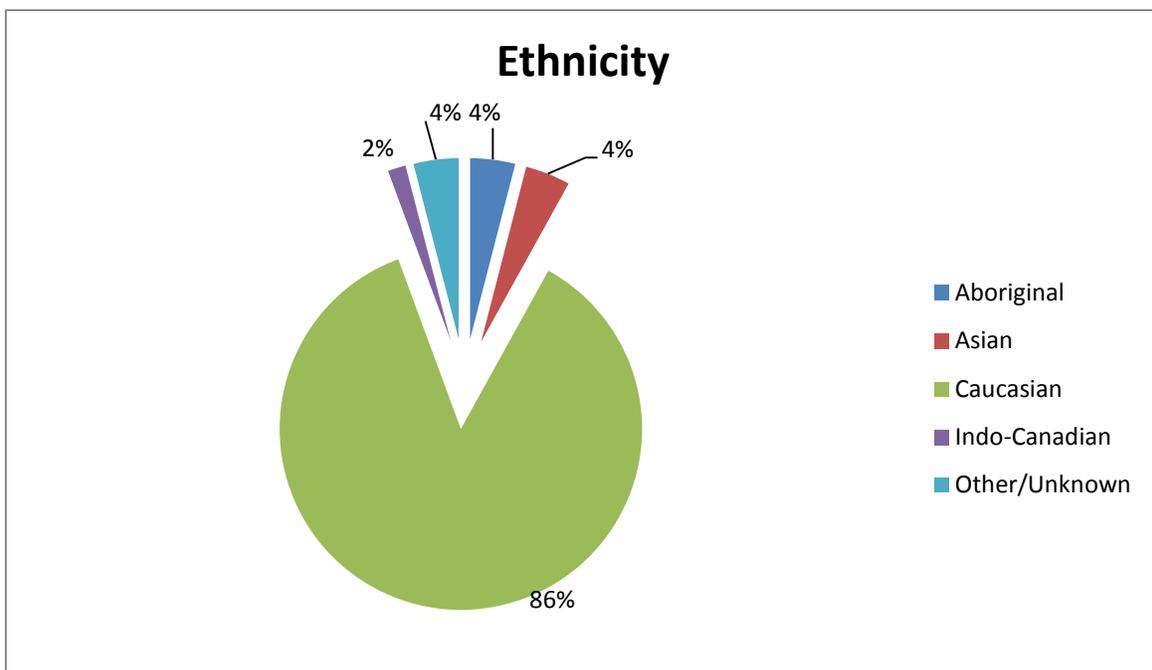
Name of Home	# of Individuals
Jeffree Home	4
Lindsay Home	4
Tyndall Home	5
Mariposa Home	4
Marin Park Home	4
McKenzie Home	5
McRae Home	5
Redfern Home	5
Cedar Hill Home	3
Wilcox Home	5
Burnside Home	4
Brock Home	4
Orillia Home	4
Birchwood Home	2
Total	58

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

ETHNICITY

Ethnicity	# of individuals	%	Victoria STATS 2011	BC STATS 2011
Aboriginal/1 st Nations/Métis	12	4.1%	4.2%	6.2%
Asian	12	4.1%	6.9%	17.2%
Caucasian	244	86 %	84.5%	66.7%
Indo-Canadian	5	1.7%	2.2%	7.2%
Other/unknown	12	4.1%	2.2%	2.7%
Total Individuals	285	100%	100%	100%

ETHNICITY OF INDIVIDUALS SUPPORTED BY CLV



INDIVIDUALS DEMOGRAPHICS ACTION PLAN

Tasks/Timelines:

1. Medical Diagnosis is captured more concisely in ShareVision. **December 2016.**
2. A "Document Finder" is created on Sharevision to increase consistency of storage and locating of important data related to individuals. **December 2016.**

Responsibility: Program Managers and Program Staff

COMMUNITY INCLUSION SERVICES

EFFECTIVENESS MEASURES	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of annually completed PCP's	99%	100%	100%
% of personal planning goals that have been attempted/achieved.	87%	90%	90%
18 hours per week will be dedicated to employment support to increase the number of individuals working by one	1 individual is supported in their work	18 hours dedicated per week	2 individuals are supported in their work
Relocate the Satellite and Ralph St. program sites to better suit the needs of the individuals.	ongoing	New locations secured	Ralph St. moved to a new location (Nicola Place)
Community Inclusion staff will participate in a facilitated discussion to re-evaluate the participant groupings in Cap and Satellite	N/A	Staff will participate in forum and plan to regroup the participants	16 people participated in the forum on November 19, 2015
EFFICIENCY MEASURES	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
100% of Community Inclusion staff will be proficient using ShareVision for entering and managing individuals' goals.	n/a	100%	92%
SATISFACTION	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
Individuals have the opportunity to participate in a range of activities they enjoy.	92%	100%	83% yes 13% sometimes 4 % no
SERVICE ACCESS	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of accommodation requests on behalf of individuals that are met.	88%	70%	85%

SUMMARY AND DESCRIPTION OF RESULTS

The results in this area refer to our Satellite (SAT), Community Access Program (CAP) and our Nicola Place day program (formally Ralph Street program). CAP and SAT are challenged with larger number of participants, limited space, and many people experiencing aging issues. Nicola Pl. is a smaller, 1:1 program supporting 6 individuals who have complex physical and health-related needs.

Effectiveness Goals:

98% of individuals in our Community Inclusion programs had their annual person centered plans (PCPs) completed. This was slightly lower than 2014 (99%). 2 plans were done late due to illness and rescheduling problems. We continue to strive for 100% in this area. Between the three programs, 110 person centered planning goals were established for the individuals. 100 of these goals were attempted or achieved (90%). Some of the goals were established late in 2015 and will be attempted/achieved through the 2016 calendar year.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Effectiveness Goal #1: Employment:

We continue to dedicate 18 hours per week from our CAP staffing hours to focus on employment initiatives for those individuals who have expressed an interest in working. This has proven effective and we successfully supported a second individual to obtain and maintain employment. We continue to work with the other individuals to support them with their employment related goals, while supporting the two individuals who are now working.

Effectiveness Goal #2: Relocate Satellite and Ralph St.

We continue to look for a suitable space to replace the Satellite Program. The program manager and E.D. met with CLBC in March of 2015 to discuss budget options for acquiring new space. CLBC confirmed they support increasing our facilities costs to lease/purchase new space providing we are willing to increase capacity and unbundle our globally funded budget. This is a challenging prospect as we strive to transform our day services. We viewed several properties but nothing suitable was identified. This continues to be a goal for 2016.

We were successful in moving Ralph St. day program to a new location in November 2015. This new space provides more space for the participants, a second washroom, and two exits which was a suggestion we received from our last CARF Survey. The individuals and staff all report they love the new space.

Effectiveness Goal #3: Community Inclusion Staff will participate in a facilitated discussion to transform the CI programs.

On November 19, 2015, 16 people (Community Inclusion staff, supervisors, management, guests from other CLV programs, and 1 person from Lifetime Networks) participated in a facilitated day long CI transformation workshop. We identified our challenges with respect to space, the age range of participants, increasing mobility and health related issues for our older participants, employment goals for our younger participants and the need to change our activities and curriculum to better suit the wants and desires of our younger participants. We set some clear goals along with time lines to help us to transform our services to better meet the needs and desires of all participants. Our first step was to establish an activity developer. We added resources to free up a staff person to spend off line time to research, plan and coordinate new activities. Part of this role includes investigating new opportunities within the community, developing a resource binder of all activities and introducing new activities and community resources to the individuals and staff members. This work is well underway and will continue through 2016.

We also identified some safety concerns at the Satellite program, a growing number of the individuals require mobility aids, many are choosing to spend more time on site and the program is often overcrowded with people and mobility aids. We identified the need to immediately reduce the number of people who attend the program each day. We will identify 3 individuals to change from Satellite to CAP early in 2016. This will temporarily reduce the numbers at the Satellite program while we continue to look for alternate space for Satellite.

Efficiency Goal: 100% of Community Inclusion staff will be proficient using ShareVision for entering and managing individuals' goals. We have had some staff turnover in our CI programs. Some of our newer staff are learning the person centered planning process and how to enter individual's plans. 22 of our 24 staff (92%) are proficient at entering and updating progress made on individual's goals using ShareVision. Two of our newer team members are receiving coaching on the process and we expect that with practice they will be proficient in this area through 2016. This initiative has decreased some of the workload issues for the program supervisors.

Service Access/Accommodation Requests:

We received 15 accommodation requests from individuals we support in our community Inclusion programs under the following categories: 9 – Financial, 3 –Accessibility, 3- Community, We were able to accommodate 13 of the 15 requests (88%). Some examples of accommodations include: financially assisting three individuals to go sailing in the

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

summer, 3 individuals to go on a holiday with appropriate staffing support and we purchased an over head lift (to be installed in January 2016) to assist an individual to use the washroom while at the program.

COMMUNITY INCLUSION ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP's for each person served in Community Inclusion Programs. **December 2016.**
2. Reach our 90% target of goals being attempted. **December 2016.**
3. **Effectiveness:** 18 hours per week will be dedicated to employment support to increase the number of individuals working by one. **December 2016.**
4. **Effectiveness:** Transform Satellite and Cap to better suit the needs of participants based on goals and time lines established through our CI transformation workshop. **December 2016.**
5. **Effectiveness:** Re-locate the Satellite program and Nicola St. program to better meet the needs of the individuals. **December 2016.**
6. **Efficiency:** 100% of Community Inclusion staff will be proficient using ShareVision for entering and managing individuals' goals. **December 2016.**
7. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2016.**
8. **Service Access:** Accommodation requests are met. **December 2016.**

Responsibility: Program Managers and Program Staff

RESIDENTIAL SERVICES

EFFECTIVENESS MEASURES	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of annually completed PCPs	98%	100%	92%
% of goals individuals were supported to achieve	87% (157/180 goals)	90%	84% (156/185)
EFFICIENCY MEASURES	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
# of staff trained and proficient in entering goals and progress on goals in ShareVision	n/a	100%	60%
SATISFACTION	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of individuals who indicated they have opportunities to make choices and decisions in their life.	90% Yes 3% No 7% Sometimes	90%	94% Yes 1% No 5% Sometimes
SERVICE ACCESS	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of requested accommodations that were met	96%	90%	93%

SUMMARY AND DESCRIPTION OF RESULTS

Our efficiency and effectiveness goals for 2015 were developed after reviewing feedback received from the satisfaction surveys done in early 2016. The residential services in this section refer to our 14 staffed homes which range in size from two-person to six-person homes.

Effectiveness Goals:

92% of individuals in residential services had their annual Person Centered Plans (PCPs) completed. This was less than the previous year (98% in 2014) and the same as 2013 (92%). We continue to strive for 100% of plans completed. Some of the reasons for plans not being completed on time include: illness, unavailability of support network, and several homes had new supervisors and new key staff members who required time to familiarize themselves with the individuals.

The second effectiveness goal for residential services was the number of goals attempted or achieved for individuals. We were able to reach 84% of our goals achieved or attempted, this was slightly below our expected result of 90%. This was a lower rate than the previous year, where 87% of goals were attempted or achieved. We continue to strive for 90% of goals being attempted.

The third effectiveness goal for residential services was to have at least 6 training sessions related to areas that staff indicated they were most interested in: aging, values, self-determination (choices and decision-making) and supporting individuals with behavioral needs. In addition to emergency training and other requested specific training, in the past year we were successful in supporting 142 of our staff with 15 training opportunities in the areas identified:

Aging:

- 13 staff attended a course on Working with Dementia
- 2 staff attended Successful Practices for Supporting Aging Adults
- 20 staff were trained as part of their orientations.

Behavioral Support:

- 64 staff attended SIVA (Supporting Individuals through Valued Attachments) training
- 9 staff attended Non-Violent Crisis Support training.
- 27 staff attended Supporting People who are Emotionally Fragile
- 1 staff attended Supporting Children with ASD and a Mental Health component
- 2 staff attended a course on Functional Behavior Analysis

Values/Self-Determination/Choices and Decision Making:

- 1 staff attended Play It Fair and 1 attended a Diversity Research Forum
- 2 staff attended a 4- day conference on Claiming Full Citizenship

Efficiency Goal:

Our efficiency goal was to have all of our residential staff proficient in entering and managing individual's goals in ShareVision. We found that only 60% our residential staff met this goal. The supervisor or manager has typically taken this task on and have offered additional training and support for those staff who struggle in this area. This will be a goal for 2016.

Satisfaction Goal:

Our goal was that at least 90% of the people supported in our residential services felt that they had opportunities for choices and decision making in their own lives. The combined results for residential and community inclusion services,

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

with 84 individuals surveyed, indicated that 94% of individuals felt they get to choose what they like to do and make decisions about their own lives, 1% said No and 4% said sometimes. This was similar to last year's survey (2014) where 90% of individuals said yes, 3% said no, and 7% said sometimes.

Service Access/Accommodation:

In 2015, we received 44 residential accommodation requests and were able to meet 93% of them. The majority were in the areas of: Financial – 33; Accessibility -2; Community Access – 2; Environmental -2; Physical – 1; and Community Engagement – 1. The amounts requested were over \$19,000 and included an overhead lift for an individual to be able to use the CAP bathroom.

People supported in residential services have received \$5400.00 through our direct fundraising dollars in 2015 to accommodate requests for necessary items such as: clothing, and personal items. We also assisted individuals to enhance their quality of life through: assistance with travel costs to visit their family; tickets to concerts, sporting and social events; Christmas gifts for those who have no families, and to assist with costs of vacations.

In addition, we assisted individuals to obtain and replace necessary medical equipment (walkers, lifts, wheelchairs, handrails, grab bars). We accommodated needs for extra staffing in one home due to declining abilities, provided end-of-life care for 1 individual, and continue to support 2 people during the day at home when they are unable to attend their day service. We continued to provide extra staffing when individuals were ill or required hospitalization and post-surgery care at home. Additional staff has also been provided for individuals who required the support in order to attend a particular event or go on a holiday. We have also accommodated individuals when they can't afford to pay for their medications or dental work.

RESIDENTIAL SERVICES ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP's for each person in residential services. **December 2016.**
2. Individuals will be supported to attempt or achieve 90% of their goals. **December 2016.**
3. **Effectiveness:** Focus upcoming training on: aging issues; behavioral support, planning and meeting goals. **December 2016.**
4. **Efficiency:** 100% of staff in our residential services will be proficient in entering and managing individual's goals in ShareVision. **December 2016.**
5. **Satisfaction:** Individuals will have opportunities to make choices and decisions in their lives. **December 2016.**
6. **Service Access:** Accommodation requests are met. **December 2016.**

Responsibility: Program Managers and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

**SUPPORTED LIVING: SUPPORTED INDEPENDENT LIVING (SIL) AND
SUPPORTED APARTMENT LIVING (SAL)**

EFFECTIVENESS MEASURES	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of annually completed PCPs	100% for SAL 71% for SIL	100%	100% in both SIL and SAL
SAL/SIL Participants are able to identify a nutritious meal plan based on the Canada Food Guide	n/a	100%	100% SAL and 30% SIL
SAL/SIL individuals will participate in a CPI/NVCI Intervention/Personal Safety Course.	n/a	60%	SIL – 11% (3 people) SAL- 95%
SIL participants will have understanding of how to ask for help resolving issues and support concerns	n/a	80%	80%
EFFICIENCY MEASURES	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
SAL and SIL participants have participated in a modified on- line food safety questionnaire	n/a	80% - SAL 75% - SIL	100% - SAL 30% - SIL
SAL Participants will learn how to independently submit their “My Self Serve” information.	n/a	45% of SAL	100% - SAL
SIL participants will develop a newsletter featuring one page by SAL on an emergency or safety topic.	n/a	6 newsletters	4 newsletters completed
SATISFACTION	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
SIL and SAL participants will report a high level of satisfaction with the support they receive from their receptive programs.	92% Yes 8% Sometimes/ Not sure	95%	98% Yes 2% Sometimes
SERVICE ACCESS	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of requested accommodations that were met	SAL: 90% SIL: 96%	70%	100% – SAL 96% - SIL
Efforts made to raise the profile, awareness and understanding of SIL/SAL services	Efforts and success documented in 2014 report	-Open house -Information package -Facebook Page -Provincial steering committee work	- open house was held for families; -Information packages not yet developed – SAL and SIL featured in an educational document; presented at a family event -Facebook page created - on Provincial Steering Committee

SUMMARY AND DESCRIPTION OF RESULTS

The Supported Apartment Living (SAL) experienced another year of stability with minimal changes in staff and no exits or intakes of people supported. The program ran at full capacity and health, growth and stability prevailed. The Supported Independent Living (SIL) program experienced increased stability this year but was still challenged by some staff changes and intakes of individuals with complex support requirements (evictions, medical issues, mental health, and street and drug involvement). Program goals and directives continued to be adjusted to meet this changing face of people supported. The renewed focus on outcomes and independent skill development started last year is now more established and understood by participants and staff.

The SAL program offers an enhanced staff support level compared to the SIL program and that, combined with the fact that most individuals live within the same building, provides easy access for staff involvement, as well as health monitoring, friendship and peer support. This group enjoys a wide range of social, educational, safety and relationship building events on a regular basis.

Effectiveness Goals:

A focus this year was for SAL/SIL Participants to be able to identify a nutritious meal plan based on the Canada Food Guide. Efforts included reviewing the guide, doing a series of workshops (90% SAL attendance) on healthy lifestyles, referring to guide during shopping trips and providing handouts. Focus topics included sugar content of drinks resulting in pledges to make changes, tracking food in a journal, and constructing a balanced meal on a plate. Individuals from SAL were involved in a series of four interactive workshops where participants learned about the components involved in maintaining balanced wellness in their lives. Areas such as stress management, nutrition, fitness, leisure, etc. were all reviewed. Participants learned strategies and set goals to help achieve good health and well being.

One of our certified managers presented a Non –Violent Crisis Intervention/Personal Safety Course. Many of the SAL members participated with great enthusiasm and learned many techniques and increased their safety awareness. The participants learned hands on techniques to deal with confrontations/assaults by strangers and how to manage unsafe situations both in their homes and in the community. The workshop generated a good discussion of issues people face when out in the community and how to best maintain your personal safety. SIL participants declined to join the group efforts but personal teaching was provided to 3 individuals.

In an attempt to clarify and support SIL participants to appropriately and effectively voice concerns, we provided education and support to them in this topic over the year. This included a workshop on the complaints process as well as 1:1 coaching when issues were raised. Staff also improved their responses to be consistent and guide individuals to the right venue to have their issues heard.

Efficiency Goals:

To increase Food Safety for SAL and SIL participants, we encouraged people to participate in an on line course with our support. The program was modified to meet the needs of individuals (30% of SIL participants participated) and was an efficient and creative way to teach some people about this important topic. SAL participants opted for discussions regarding food safety. One discussion involved handouts and group discussion on what foods were safe to eat in the event of a power outage.

PWD Benefits moved to an online Self Serve option for submitting individual's monthly statements. This took a significant amount of time on behalf of staff and individuals to set up but has proved to be very efficient for submitting, checking the status and managing their monthly PWD benefits. By December 2015 all individuals were competently

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

submitting their information with the SAL program providing a monthly email reminding individuals of the deadline for submission.

SIL developed a newsletter and distributed one 4 times in the last year. SAL issues a monthly newsletter to participants and families which include: monthly photos of activities, what participants are learning each month and a recipe submitted by one of the SAL participants.

Satisfaction: 98% of respondents said they were happy and safe where they live, 92 % said that they were treated with respect by staff and caregivers (8% said sometimes), and 90% said that staff and caregivers helped them plan and achieve their goals (10% said sometimes or not sure).

Service Access/Accommodation:

This year we saw 3 new people join the SIL program and one person exit. One person brought additional funding which allowed us to increase our staffing. There were no additions or exits from the SAL program. We continued to see a rise in health related issues facing many of the people in both programs. Struggles with diabetes, mobility, heart health, and hearing are very prevalent as individuals age. We were able to attain some short term increased supports for some individuals when issues became significant (mostly due to mental health or transition times). We are hopeful that our recommendations made through the CEO Network to CLBC will result in increased support and stability for independent living programs.

The cost of living, especially the rental and food costs only grows and is a significant struggle for the individuals supported through both of these programs. A number of people have rental subsidies that we manage on behalf of the BC Housing Management Corporation (BCHMC). Unfortunately, there have been no new subsidies available through this program for many years and tenants are required to wait until someone moves out of a subsidized building in order to obtain a subsidy. We continue to advocate through the CEO network and with local BCHMC representatives for the need for more subsidies.

Another way we accommodate the significant financial barriers the SIL and SAL participants experience is through disbursement of fundraising dollars. Of the 51 accommodation requests from the SIL program this past year, most of them were financial. CLV was able to accommodate 96% (49/51) of requests for SIL and 100% (9/9) for SAL. For SIL funds assisted with bus passes, recreation passes, food cards, Walmart cards and shoes and jackets. In SAL, funds were allocated to clothing, assistance with therapeutic riding lessons, weekend riding vacation for one individual, and financial assistance with household needs such as: dishes, bathmats, shower curtains, table linens. Enhancements to the SAL Program included craft supplies, kitchen supplies, and group cooking events and assistance for day trips to Vancouver and to 6 Chemainus Theatre events.

A number of efforts were made to increase the profile of SIL and SAL. SAL held an open house for families and has tried to set a date for CLBC facilitators to come by to learn more about SIL/SAL and hope to have this event in 2016. SIL and SAL supervisors also spoke to a parent group who were exploring housing options for their sons and daughters. SIL and SAL were featured in a document showcasing models of Independent Living and spoke at a CEO Network educational day. Both programs have created a newsletter to improve communication and have a joint Facebook to showcase their activities and promote the value of Independent Living programs. We are also co-chaired a provincial committee provided a recommendation document to the CEO to negotiate changes with CLBC.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SUPPORTED LIVING ACTION PLAN

Tasks/Timelines:

1. Continued goal of 100% annual completion of PCP's for each person. Reach our 90% target of goals being attempted. **December 2016.**
2. **Effectiveness:** 60% (18) of the SIL participants will complete emergency preparedness training (including updating all earthquake kits. **November 2016.**
3. **Effectiveness:** Increase affordable housing options for people by securing subsidies for 4 new people this year. **December 2016.**
4. **Effectiveness:** 50% of the male participants of SIL will meet 6 times to focus on healthy outlets for their emotional and relationship needs (leadership, emotional intelligence and relationship skills). **December 2016.**
5. **Effectiveness:** 75% of the female participants of SIL will meet 6 times and focus on women's issues (healthy living, overcoming poverty with pride, conflict resolution and emotional intelligence). **December 2016.**
6. **Effectiveness:** 80% of SIL participants will participate in a personal safety course (safe banking, fraud awareness and mini session on personal self- protection moves). **December 2016.**
7. **Effectiveness:** Five individuals from SAL will learn to cook a recipe independently from the "Look, Cook, Eat" app on their tablets. **December 2016.**
8. **Efficiency:** 100% of SAL individuals using medication will be learn to "call in" prescription renewals when needed & pick up medication independently by **December 2016.**
9. **Efficiency:** Enhance the management of BC Housing subsidies for SIL and SAL participants by moving to an online system. **April 2016.**
10. **Efficiency:** 90% of SAL participants will participate in a community based emergency preparedness course. **November 2016.**
11. **Satisfaction:** 90% of Individuals in SAL/SIL will report a high level of satisfaction with their program support. **December 2016.**
12. **Service Access:** SIL and SAL staff will engage with CLBC staff in a method that enhances their knowledge to refer individuals to SIL and SAL. **December 2016.**
13. **Service Access:** Accommodation requests are met. **December 2016.**

Responsibility: Program Manager and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

HOME SHARE

EFFECTIVENESS MEASURES	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of annually completed PCPs	89%	100%	91%
% of goals individuals were supported to achieve	87%	100%	74%
Home study new home share families	N/A	6	8
Co-create online Home Share Standards training course for new home share providers to be accessed across the province.	N/A	Online course available for home share providers	Completed November 2015
EFFICIENCY MEASURES	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
Create a Quality of Life report tab in ShareVision for Home Share providers to document their semi-annual reports directly in ShareVision.	N/A	QOL tab ready for home share providers to use	Completed July 2015
SATISFACTION	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
Individuals will report a high level of satisfaction with their living arrangements.	N/a	90%	98% Yes 2% No
SERVICE ACCESS	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
Coordinators will attend CLBC meetings and bi-monthly coordinator meetings to review referrals to identify potential matches between approved home share providers and individuals requiring support	N/A	Coordinators will attend 4 interagency meetings	Coordinators attended 4 CLBC meetings and 3 interagency meetings independent of CLBC
The number of accommodation requests that were met	99%	70%	92%

SUMMARY AND DESCRIPTION OF RESULTS

Our Home Share network continues to fluctuate with individuals moving in and out of the program based on their support needs and independence levels. We had 6 individuals move from our Home Share services and 8 joined our program. We had one individual move from Home Share into an apartment. We converted the Home Share funding to outreach support so the provider could continue to support the individual in her new home. In another situation, we supported an individual to move from Home Share to her own apartment and we contracted with a live in support

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

person. This support person lives in the individual's home as room-mates and provides the necessary support. Two individuals moved from Home Share to staffed residential homes to better accommodate their increasing needs. Two individuals changed service providers as a better match was identified through other agencies to best support their needs. We supported one person who required a new home share to live temporarily in our McKenzie home. With the support of the McKenzie team, the individual was stabilized medically and she moved into another Home Share arrangement in November of this year.

We have had two individuals move back with their families on a temporary basis. In both of these situations, we converted their Home Share funding to respite support for the individual and family. Attempts continue to find suitable home share arrangements for both these individuals. In another situation, an individual moved from his home share arrangement into his own apartment that was left to him when his mother passed away. We have home studied and contracted with a family member to provide support in the home they own together.

Our coordinators work hard to ensure the individuals who receive support have access to the resources they require. This is balanced by ensuring the home share providers feel supported and the individual's families are comfortable and confident in their adult children's living arrangements. Towards the end of 2015, we alerted CLBC that we were not taking any new referrals as our coordinators case loads were full, we hired a part-time administration assistance in our West Shore office to provide much needed administration support for the coordinators. We will re-evaluate our capacity in 2016.

Emergency Respite was identified as a real need in the Victoria region. Working with other home share service providers and CLBC, CLV has contracted with an Emergency Residential Resource Provider (ERRP). The intention of this service is to ensure there is a place available for individuals who are in crisis and require a temporary placement. The intention of this service is for the provider to work with CLBC, Crisis Response team and the individual's network to assist the individual to stabilize and find suitable long-term housing. This service is available to all individual supported by the various agencies in our community.

Effectiveness Goal #1: 100% annual PCP's completed

We completed 91% (53 out of 58 Person Centered Plans) for individuals within the specified time lines. 5 were not completed within the specified time lines due to a variety of reasons, illness, hospitalizations, moves, and scheduling conflicts. We continue to strive for 100% in this area.

Effectiveness Goal #2: Home study 6 new home share providers. 8 home studies were completed this year. All of the people studied are now providing either home share support or respite.

Effectiveness Goal #3: Co-create an online course for new home share providers to be accessed across the province.

The program manager and one home share coordinator facilitated the home share standards course with CLBC in February 2015. This session was recorded and reviewed at a second session. We included one of our home share providers along with CLBC staff to review the content and layout of the course. Working with CLBC and Open Learning School, an online course was developed, piloted and went live in December 2015. This course is available on the CLBC website. Our goal for 2016 will be for all CLV home share providers take this training. This training will now be mandatory for new providers and will form part of our home study process.

Efficiency Measures – Create a Quality of Life Report tab in ShareVision – Completed July 2015

Home share providers now have the option to enter their quality of life reports directly in ShareVision.

Service Access/Accommodation: 28 out of 30 (93%) accommodation requests were met. All requests were financial requests for a variety of reasons. Examples include, moving expenses for some individuals, property damage for a home share contractor, orthotics for an individual, a new winter coat for another person and emergency respite for some

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

other individuals. The total amount we spent to accommodate the requests was \$7392.00 the funds for these accommodations come from funds we set aside from our CLBC Home Share contracts.

HOME SHARE ACTION PLAN

1. **Effectiveness:** Continued goal of 100% annual completion of PCP's for each person in Home Share. **December 2016.**
2. Reach our 90% target of goals being attempted. **December 2016.**
3. **Effectiveness:** Home study 6 new home share families. **December 2016.**
4. **Effectiveness:** 100% of Home Share providers will take the online Home Standards Training. **December 2016.**
5. **Efficiency:** The West Shore administration assistant will ensure all Quality of life reports, person centered plans, and referrals are entered in ShareVision. **December 2016.**
6. **Satisfaction:** 100% of individuals will report a high level of satisfaction with their living arrangements. **December 2016.**
7. **Service Access:** Coordinators will attend 4 CLBC meetings and bi-monthly coordinator meetings to review referrals to identify potential matches between approved home share providers and individuals requiring support. **December 2016.**
8. **Service Access:** Accommodation requests are met. **December 2016.**

Responsibility: Program Manager and Program Staff

HOST AGENCY

EFFECTIVENESS MEASURES	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of annually completed PCPs	98%	100%	91%
% of goals were attempted	88%	90%	75%
Restructure our Host Agency coordinators case loads to better support our growing number of individuals in this program	n/a	Restructure by March 2015	Achieved
Host Agency providers will feel supported and maintain an 80% retention rate	80%	80%	65%
EFFICIENCY MEASURES	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
Establish team leaders within each Inclusionworks! group.	n/a	Each group with have a team leader	Achieved
IW leads will facilitate person centered planning and enter information in ShareVision	n/a	Completed for all individuals	Achieved
SATISFACTION	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of Individuals who report they have the opportunity to participate in a range of activities they enjoy.	100% - small sample (5/5)	90%	95% Yes 1% No 4% Sometimes

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Establish a new system to track all contractors requirement including: obtaining copies of insurance annually, driver's abstracts, and contract modifications.	n/a	Tracking system exists	Partially achieved
SERVICE ACCOMODATION	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
Program Manager will ensure more individuals and families are aware of CLV's Individualized Funding service.	n/a	-Presentation at First Wave meeting -Promote at 2015 resource Fair	Achieved
% of accommodations that were met	100%	70%	100%

SUMMARY AND DESCRIPTION OF RESULTS

Our Host Agency services fluctuate regularly. The majority of individuals receive ongoing supports based on their disability related needs and funding levels set by CLBC. Individualized funding puts individuals and families in control of their own support budgets to create or purchase the supports they require to maximize their independence in the community.

52 individuals receive support through our Host Agency program. 26 of these individuals are a part of one of three different InclusionWorks! (IW) groups. InclusionWorks! is a family governed support network. Each group has pooled their individualized funding dollars to maximize their supports to focus on education, employment and recreational related goals. Our first InclusionWorks! group will celebrate their 6th anniversary in January 2016.

Effectiveness Goal #1: Establish team leaders for each InclusionWorks! group.

Each of the InclusionWorks! (IW) groups has a team leader, responsible for communicating with the families and other contractors, coordinating activities and schedules for the participants. This structure has proven to be effective, the leads facilitate the Person Centered Planning process for the participants and update progress made on established goals using ShareVision. We also restructured our coordinators case loads. We now have one Host Agency coordinator who coordinates all of the supports for IW and this has enabled us to be more responsive to the needs of the groups.

Effectiveness Goal #2: maintain 80% retention rate of contractors

In 2015 we had 93 Host Agency contractors at the beginning of the year and 95 as of December 2015. 34 contractors left for a variety of reasons and we acquired 36 new contractors. This equates to a 65% retention rate. This is a higher turnover rate for contractors than in previous years. This is mainly because IW individuals and families typically choose contractors who are similar in age as the participants (19-25) during these transformative years, it is typical for people to change jobs. We have had several contractors return to University, some contractors worked part-time and while they attended University. They have now graduated and are working in their chosen careers. We expect that this will continue at this rate while we seek to attract younger contractors to support this group.

Efficiency Goal: Establish a new tracking system to track contractor requirements.

We hired a part-time administration assistant in 2015. This position will support our Host Agency and Home Share coordinators with all of their administrative demands including tracking the contracts and contractor requirements.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Satisfaction Goal:

Individuals supported through Host Agency services who participated in the survey, indicated a high rate of satisfaction (95%) with the range of activities they were involved in.

Service Access/Accommodation:

We received 3 accommodation requests which were all financial in nature. We were able to meet all requests, one was to contribute to an individual who was saving to get a passport, another was additional respite during the summer and the third was to contribute funds for an individual to go on a holiday.

HOST AGENCY ACTION PLAN

Tasks/Timelines:

1. Reach our goal of 100% annual completion of PCP for each person in program. **December 2016.**
2. Reach our 90% target of goals being attempted. **December 2016.**
3. **Effectiveness:** Host Agency providers will feel supported and maintain retention at 75% with CLV. **December 2016.**
4. **Efficiency:** Support the coordinators with their administrative demands by enhancing the role and responsibilities of our new administration assistant. **December 2016.**
5. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2016.**
6. **Service Access:** Host Agency coordinator will present at the second wave meeting to describe the benefits of individualized funding for families whose children are reaching 19 years of age and will require support. **December 2016.**
7. **Service Access:** Accommodation requests are met. **December 2016.**

Responsibility: Program Manager and Program Staff

PARENT SUPPORT PROGRAM

EFFECTIVENESS MEASURE	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of individuals who have a completed PCP	100%	100%	100%
% of goals have been attempted	94%	80%	95% (36/38)
PSP will advocate on families behalf to obtain funding/subsidy for housing, childcare or PWD	n/a	100%	100% (7/7)
% of PSP individuals that have gone through all six modules online regarding food safety knowledge and take the 15 question test	n/a	85%	75%

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

EFFICIENCY MEASURE	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
PSP parents have online access to their "My Self Serve" PWD information as well as their online Revenue Canada "My Account" information. (ie: Child Tax, GST, Tax Returns)	n/a	7 families	6/7 eligible families are online
% of PSP families that have accessed community resources.		6 or more	100% of families have accessed 6 or more
SATISFACTION	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of PSP parents that report a high level of satisfaction regarding food safety information and comprehension.	n/a	100%	3/4 (75%) -high 1/4 (25%) -low
SERVICE ACCOMODATION	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of requested accommodation requests that are met	93%	80%	89%

SUMMARY OF RESULTS

This is a small program (7 families) that provides intense, long term, in home, (as well as outside of the home) support. Families in the Parent Support Program (PSP) are often isolated and find it difficult to access and integrate knowledge from many of the generic resources and supports available in the community. All of these families struggle with financial issues in addition to social and community isolation so a large part of the work includes trying to link families to the resources they require. The variety of support and advocacy reflects the unique needs of each family.

Effectiveness Goals:

As finances are so stretched with the families supported in this program, we wanted to focus on accessing any possible subsidies or additional funding families might be able to receive. All 7 families were able to attain some additional supports that included: free legal aid, housing subsidies (2 families), summer camp fee coverage, child care subsidies, free tax preparations, Disability tax refund and after school programming fees waived. The other goal in the area of Effectiveness was to increase each family's knowledge of food safety. Only 4 of the families choose to participate in this education. One parent noted she is cooking a lot more, being adventurous and "hasn't killed anyone yet". Another Dad notes he liked the course but isn't cooking anything new and would like his wife to take it! Another parent noted that she enjoyed the fact you could break the course up into small manageable sections.

Efficiency Goals:

The Ministry for Social Development and Social Innovation (MSDSI) responsible for Persons with Disabilities Benefits (PWD) made changes to Annual Earned Income tracking and made access to their office by phone or in person very limited. There was encouragement for everyone receiving these supports to access their information online. This was a daunting process for many of the people supported by CLV. The PSP committed to helping each family establish their online account and learn how to access it. 6/7 families were supported through this process. 5/6 families reported this has been "helpful to very helpful" and the remaining family has not been using it. An unintended outcome is the

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

increased ease in which the program staff can assist individuals with their PWD questions by accessing the site rather than waiting to get through the phone wait time.

Accessing resources in their community is critical for these families and they often are intimidated or unsure what is available to them. The goal that PSP families will access six or more Community Resources was 100% completed. Some examples of community resources accessed in 2015 include: supportive doctors and dentists, summer and regular daycare, housing subsidy applications, job supports, after school care, child protection/mediation; refurbished computer donations, young mom's group, Volunteer Bike Program, food banks, psychological educational assessments, respite funding renewals, public health clinics, access to their online Disability Benefits & Federal taxes, and mental health supports. All of the above resources/actions involved the parent support worker attending with the family or at least making the initial contact with them.

Satisfaction: Through our surveys designed for this specific program, participants were able to report back about their satisfaction level regarding areas such as the online PWD service, connections to community resources, support received from program and the Food Safety focus. All areas were rated in the high to very high satisfaction level.

Service Access/Accommodation: Most of the families supported in this program live with poverty as a major barrier. CLV was able to accommodate 89% of the requests. Fundraising dollars were directed to parents of the PSP to assist them with things such as: summer camps, children's Christmas presents, swimming lessons, child size table with games, taxis for medical appointments, formula, baby diapers, family day at the waterslides, emergency supplies, and grocery gift cards.

PARENT SUPPORT ACTION PLAN

Tasks/Timelines:

1. **Effectiveness:** 100% of individuals will have a completed PCP. **December 2016.**
2. **Effectiveness:** 90% of PCP goals will have been attempted. **December 2016.**
3. **Effectiveness:** 100% of PSP families will have accessed at least 3 health professionals. **December 2016.**
4. **Effectiveness:** 90% of PSP individuals will have developed and implemented 3 new strategies to decrease their monthly bills. (i.e. Utilities, food, family activities). **December 2016.**
5. **Effectiveness:** 7/8 PSP parents and their children engaged in 3 family focused activities (at home and in their own communities) that provide opportunities for play, learning and bonding. **December 2016.**
6. **Efficiency:** Sufficient staff available to provide support to program participants by ensuring an 80% casual coverage rate. **December 2016.**
7. **Satisfaction:** 80% of PSP parents will report a higher level of satisfaction regarding their personal finances as a result of decreases to their monthly bills. **December 2016.**
8. **Service Access:** 80% of accommodation requests are met. **December 2016.**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

EMPLOYMENT SERVICES

EFFECTIVENESS MEASURE	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
# of new employment placements secured	8	10	18
Support individuals through our enhanced services through Work BC to improve their employment outcome	n/a	6	4
Develop MentorAbility matches with high profile community based organizations for individuals.	n/a	4	3
EFFICIENCY MEASURE	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
Put all new intakes through our 8 week job club, running one in the spring and one in the fall	n/a	All new participants	Discontinued
Plan and execute a successful CASE (Canadian Association for Supported Employment) conference hosted in Victoria	n/a		Completed
Train 2 new employment staff	n/a	2 new employment staff	2 new staff trained and working
SATISFACTION	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
Individuals will have increased satisfaction with the level of support received by their job coaches	65% yes 17% sometimes 17 % not sure	90%	71% Yes 21% Sometimes
SERVICE ACCOMODATION	2014 RESULTS	EXPECTED GOAL	2015 RESULTS
% of accommodations requested met	100%	80%	90%
Market to potential employers by utilizing social media, and revamping our marketing package	n/a	Facebook launched	Completed
Set up informational interviews with businesses around town to increase employment opportunities	n/a	5	10

SUMMARY OF RESULTS

Employment Services (ES) experienced a year of many changes while providing ongoing support to 52 people (8 exits and 10 new) and developing and supporting 18 new positions in the community. The large number of people who left the program was mainly due to ensuring people who no longer required supports were formally exited. We also had a long term staff leave the program which provided new opportunities for some casuals to step into more regular hours in the program. We also were able to make some changes to our ShareVision program to better meet the needs of the employment program.

The staff and program manager were active in both provincial and local employment meetings including the BC CEO Network Working group which resulted in the submission of a recommendation document to the CEO Board to consider presenting to CLBC to improve Employment Services. We continue our involvement with the BC Employment Network that works to ensure education and advocacy regarding best practices for Employment Services around the province is promoted. We co-hosted a very successful Employer Engagement Breakfast with Inclusion BC and Lifetime Networks. We had 100 employers, both current and those considering inclusive employment, come out to hear inspiring individuals and community employers talk about the great benefits of working with Employment Services to meet their human resources needs.

Effectiveness Goals:

The first effectiveness goal of finding 10 new positions this year was more than achieved with 18 new positions being established! The majority of these new positions were for the 10 new individuals joining the program and the remaining were for people who have already been in the program and had either lost their jobs, had reduced hours or wanted a new position or a second one. After a discussion with CLBC last year, we found the referrals this year consisted of individuals who were more motivated to work.

We participated in the National MentorAbility event again where we matched candidates to Shaw TV, SeaSpan and Codename Entertainment. At this point no positions have been secured but the main goal of experience and exposure was accomplished.

Our program and supported individuals have really benefitted from our partnership with the Employment Program of BC (GT Hiring). This allows CLV to provide enhanced employment supports to individuals which will be compensated by WorkBC. 4 individuals were supported through this resource and we will increase our utilization of this partnership in 2016.

Efficiency Goals:

CLV's employment services were the main co-host for the very successful National Conference on Supported Employment held here in Victoria June 2015. There were 500 delegates and the three days were considered highly successful. In addition to a sold out event, fantastic learning and networking there was a profit made for the BCEN to in turn continue to offer enhanced supported employment training in our province.

We discontinued our proposed 8 week job club due to not having enough people in the pre employment phase.

A third efficiency goal was to train 2 new employment staff in order to meet the increased demand that our WorkBC partnership was creating. We were able to train 2 new people and provide one with full time employment and the other with regular work.

Satisfaction: Participants in Employment Services felt very positive about the program and the results and impact employment was having in their lives. Areas of high satisfaction included: 92% agreed or somewhat agreed that CLV's

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

employment program had helped them get or keep employment; 96% agreed or somewhat agreed that they had more money as a result of working; 92% felt they had learned new skills and felt that they had more confidence. 88 % of respondents felt accepted and supported by the people they worked with. 88% (up from 71% last year) felt they were able to make more choices about their own lives (like what to buy) as a result of paid employment.

This year, we were pleased that 92% (up from 71 % the prior year) of individuals agreed that they had enough support from their job coach. This is an area we were working on, to increase people's feeling of connection, and it was significantly up from 65% in 2014.

The lowest area of satisfaction continued to be only 40% agree and 24% somewhat agree that they spend time with their coworkers outside of work. Another area of lower satisfaction was the amount of hours working.

A notable increase this year was 72% (last year only 53%) agreed another 16% somewhat agreed, that they had more personal choice as a result of their employment.

Service Access/Accommodation:

Participants in our Employment Services also benefited from the use of fundraising dollars to meet 100% of accommodation requests. Some examples included work clothes and passes to community recreation.

Employment Services also updated some of their marketing material and set a goal to meet new industry employers. Informational interviews were set up with Kano Apps, Codename Entertainment, Kiwanis Pavilion, Kenmar Flower Farm, Pearkes Recreation Centre, Cold Star, Winners, Pentillion Construction, and Royal Bank. Many of these employers represented areas people with disabilities are underrepresented in. We were thrilled that many of the interviews led to employment for a number of people.

Part of our updating our marketing material included revamping our Employment Facebook page and re-launching it. The re-launch resulted in doubling our "likes".

EMPLOYMENT SERVICES ACTION PLAN

Tasks/Timelines:

1. Continued goal of 100% annual completion of Employment Plans for each person attending the program. **December 2016.**
2. Reach our 90% target of goals being attempted. **December 2016.**
3. **Effectiveness:** Support 4 individuals through our enhanced services through Work BC to improve their employment outcomes by **December 2016.**
4. **Effectiveness:** Secure 12 new job placements. **December 2016.**
5. **Effectiveness:** Develop MentorAbility matches with high profile community based organizations for 3 individuals. **October 2016.**
6. **Efficiency:** Facilitate a quarterly workshop in the evening focused on tactile skills such as, money handling, credit/ debit experience, grooming, computer skills, data entry and life skills related to work. **December 2016.**
7. **Efficiency:** Train 2 new employment staff. **August 2016.**
8. **Satisfaction:** 90% of individuals report they have enough support from their job coach. **December 2016.**
9. **Service Access:** Market to potential employers by highlighting Employer Champions and job seekers monthly on our Facebook page and add a second social media tool such as Twitter to increase our "brand" awareness resulting in an increased audience. **December 2016.**

Responsibility: Program Manager and Employment Services Staff

INDIVIDUAL SATISFACTION

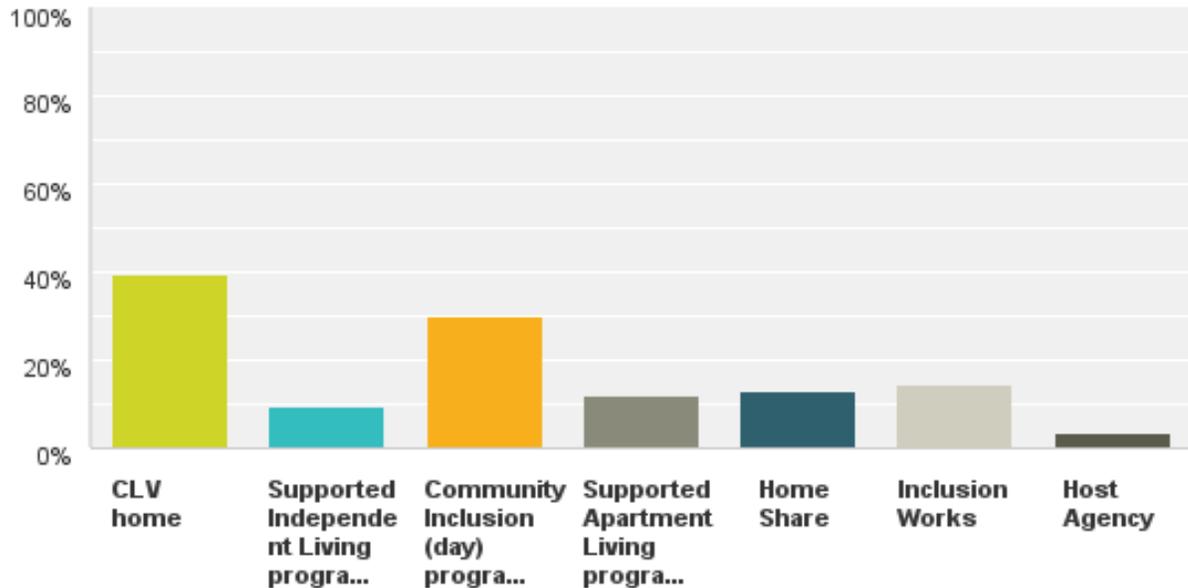
DESCRIPTION OF PROCESS

In January 2016, we conducted Satisfaction Surveys for individuals across a sampling of programs including: community inclusion, residential, independent living, home share, host agency (individualized funding) and employment services. Surveys were completed with individuals using the assistance of a facilitator, who asked a series of satisfaction questions and recorded the answers on-line.

Results: 84 people participated in the surveys (88 people responded in the previous survey in January 2015).

Q1 In which Community Living Victoria programs, do you receive service:

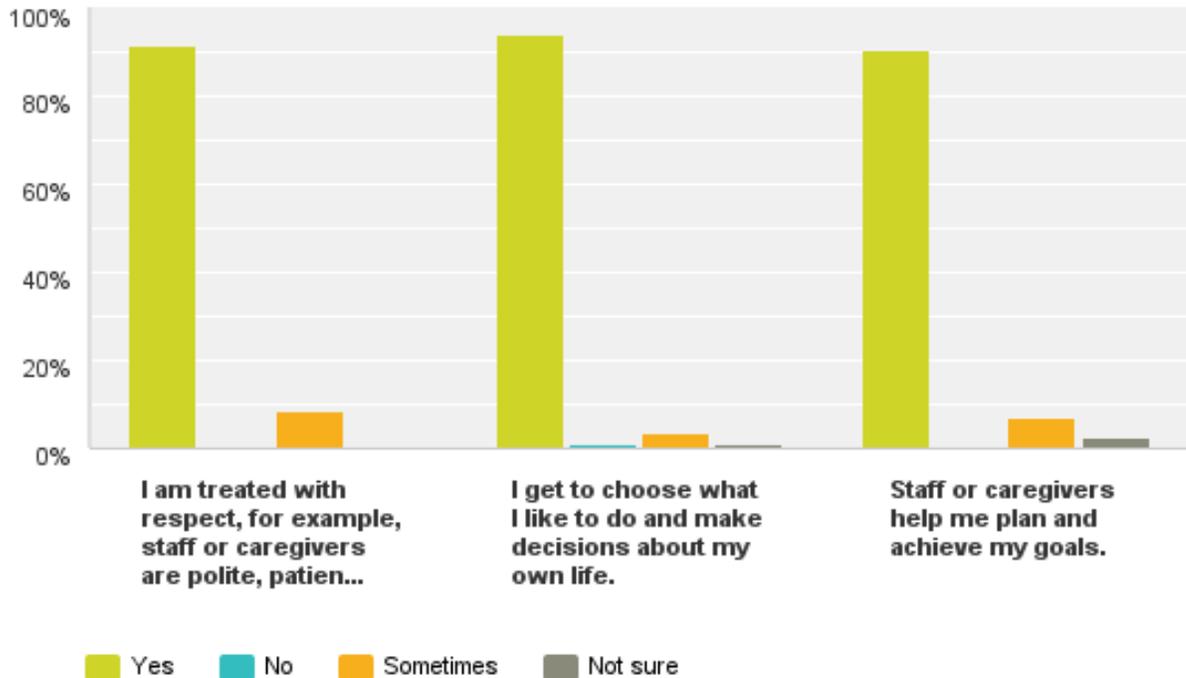
Answered: 84 Skipped: 0



As in past years, the largest group of respondents were from CLV homes (39%) and Community Inclusion Programs (30%); InclusionWorks! had an increase in respondents to 14%, followed by Home Share at 13%, SAL at 12%, SIL at 10% and Host Agency at 4%.

Q2 Please tell us if you agree with the following:

Answered: 84 Skipped: 0



People Responding to the Survey Had High Levels of Satisfaction in These Areas:

- their rights were being respected (92% yes, 8% sometimes)
- they were able to choose what they liked to do and make decisions about their own life (94% yes; 5% sometimes, 1% no)
- supported to plan and achieve their goals (90% yes, 10% sometimes)

Comments:

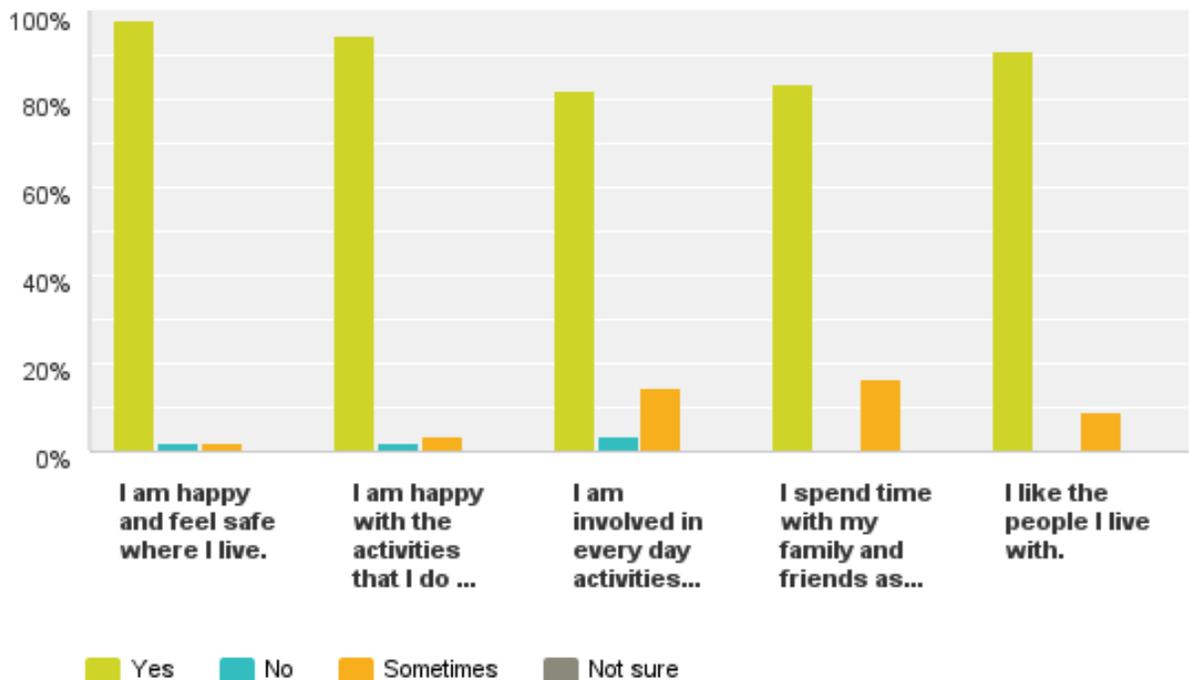
- staff are great, very kind and supportive
- I only need support with my money, and they help me with this
- I have a meeting (PCP) and set my goals. I like this
- sometimes the staff get mad at me. I don't like this
- staff help me with my music. I love this
- sometimes staff are busy with a lot of office stuff and paperwork
- I would like to try new restaurants, I would love to take a tour of the police station
- I would like to try acting but haven't set any goals yet. This would be something to do at CAP

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Trends: People enjoy where they're living and their programs and feel they are well-treated by staff and caregivers; respondents indicated they participate in choices and decision making about their own lives; and indicated that they are getting the support they need to meet their goals.

Q3 If you live in a CLV home, apartment, or home share, please tell us if you agree with the following:

Answered: 55 Skipped: 29



Satisfaction with Home, Activities and Interpersonal Relationships:

Individuals who responded to the survey had high levels of satisfaction with: feeling happy and safe where they live (98% agreed); that they were happy with their activities (95% agreed); and 91% of respondents like the people they live with.

Less satisfaction was reported in being able to see their family and friends as often as they want to (84% yes, 16% sometimes). This was a common theme in the past years' satisfaction surveys as well (76% yes, 14% sometimes). This year, individuals also indicated slightly lower overall satisfaction with being involved in everyday activities such as going to the bank, help with cooking, cleaning their own rooms, doing their own chores, etc.(82% agreed, and 15% sometimes). This may reflect the fact that people in our homes area aging and requiring more support to complete the activities of daily living.

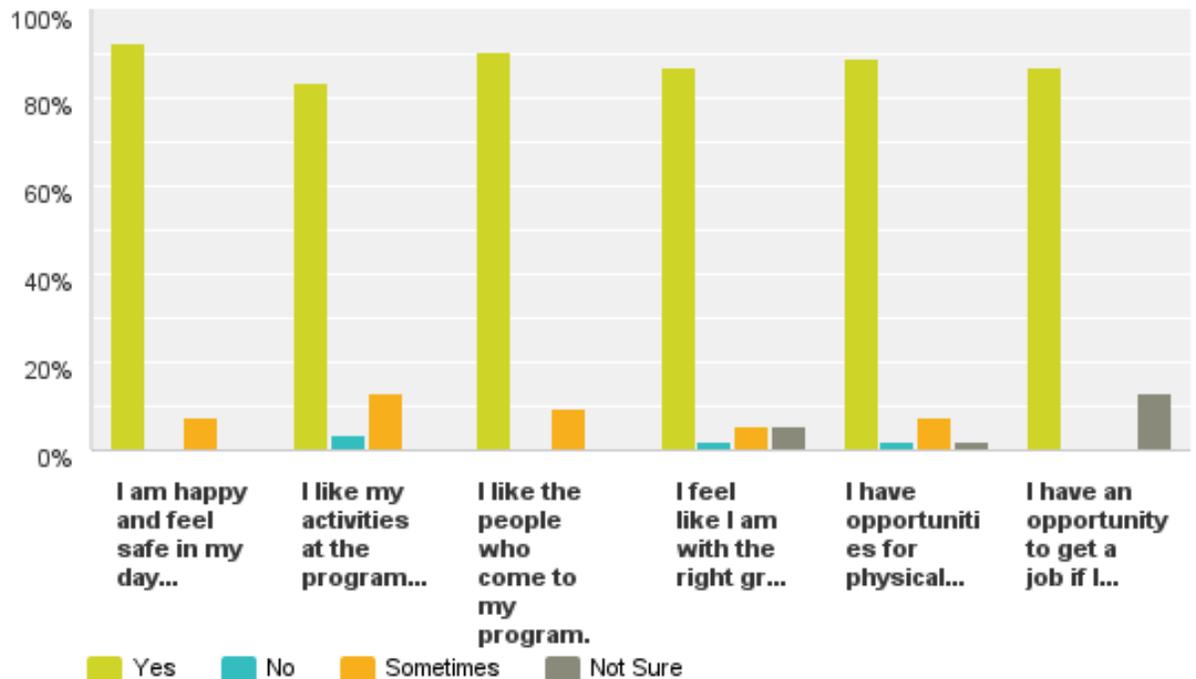
CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Overall Comments from those Living in a CLV Home, Home Share or Apartment:

- I love my job and it helps me with my own skills around my place
- I like cooking and seeing my friends
- I like to see my family and I get to visit them a lot
- I like going to the games with my friends. We went to Vancouver last year
- I love walking with my brother and his dog
- there was a fire down the road but the staff kept me safe
- I clean my room and bathroom and I love living with my friends
- I like to go for drives to the waterfront
- I would like to do more cooking but my caregiver worries about safety. We are working on this though. My job coach is helping me prove that I can cook safely
- [one roommate] is too loud and bothers me. I would like to move somewhere quieter

Q4 If you attend a CLV community inclusion (day) program please tell us if you agree with the following:

Answered: 54 Skipped: 30



CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Satisfaction with the Community Inclusion Program, Range of Activities, People, and Opportunities for

Employment: Individuals who responded to the survey had high levels of satisfaction with:

- feeling happy and safe at their program (93% agreed, 7% sometimes); 2014 (97% agreed)
- the people they attend the program with (91% agreed); 2014 (86% agreed)
- 89% of respondents felt they had opportunities for physical activity; 2014(80% agreed)
- 87% felt that they have an opportunity to get a job if they want to; 2014 (71% agreed)
- being with the right group of people with similar interests (87% agreed and 10% sometimes agreed); 2014 (73% agreed).

Lower levels of satisfaction were noted in the areas of:

- the range of activities offered (83% agreed, 7% sometimes and 4% no); in 2014 (91% agreed);

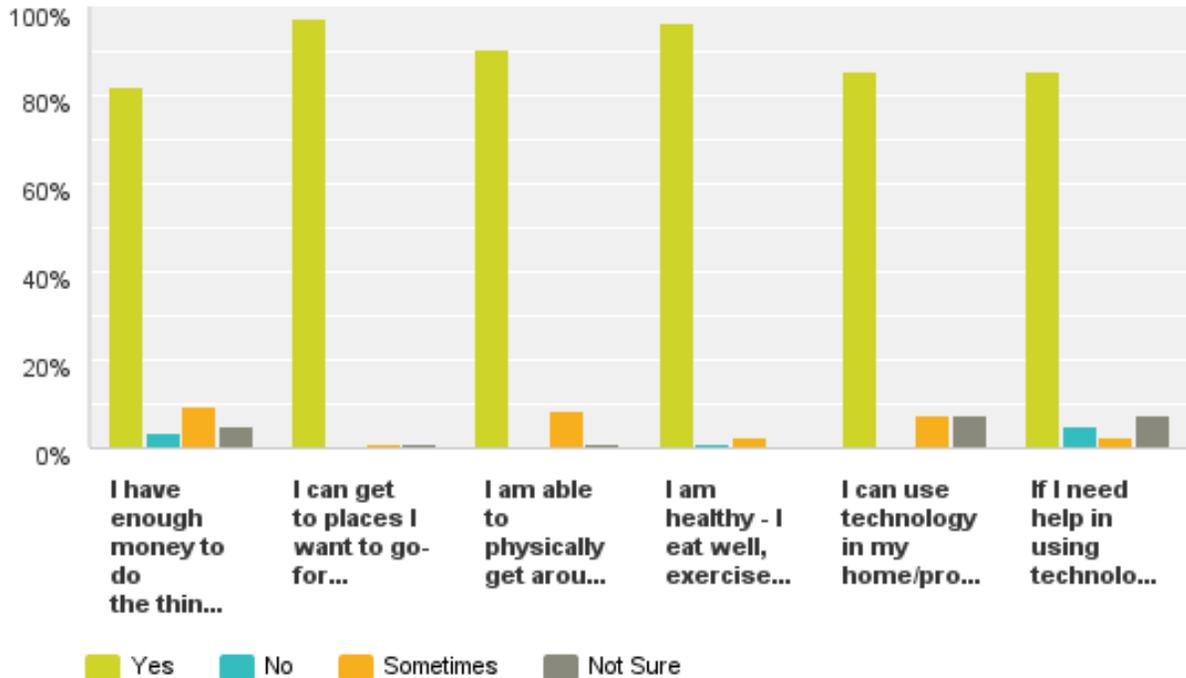
Trends: This reflects having a mixed group of ages in the CAP/Satellite programs with younger people who want to do more activities and older people who want to do less. This also highlights the difficulties faced in the larger programs with having enough staff to accommodate both groups. The younger individuals in the InclusionWorks! programs who responded to the survey are thoroughly enjoying their program especially the variety of activities offered and the opportunity to get employment.

Overall Comments:

- swimming and bowling. I really enjoy these
- I have a job at Tim Hortons. It's good
- I go to the gym now and use the bike
- I have a job I get paid for. I like that
- Sometimes it's too busy and I have to ask for to be calm. It's hard sometimes
- I have 2 jobs and a volunteer job
- I like Nameste (music program)
- more opportunities to be active would be nice, more walking
- I love going for coffee
- [need]some younger people in the program

Q5 Please tell us if you agree with the following:

Answered: 83 Skipped: 1



Satisfaction with Having Enough Money, Getting to Places, Moving around their Home/Program and Feeling Healthy: Individuals surveyed had high levels of satisfaction with: getting to the places they wanted to go (98%); being physically able to get around their own homes and programs (90%); and with their physical well-being (96%).

Lower levels of satisfaction were in: having enough money to do the things they wanted to do (81% yes, 15% sometimes; 4% no); 2014 (73% yes, 13% sometimes, 8% no). This is similar to previous years' results.

A new question was asked this year about whether individuals can access technology (computers, ipads, tv, etc.) in their homes/programs when they want to (85% yes, and 15% sometimes or unsure); and, whether they got help using technology if they needed it (85% yes, 5% no, and 10% sometimes or unsure).

Trends: This reflects the limited incomes people have to do the things they would like to do; particularly, those who live more independently and who live in poverty.

Comments:

- I like working on my money management
- A computer at CAP would be nice
- I use BC transit and I like doing it on my own
- I don't have enough money to buy the healthy food I would like to buy. I get dizzy sometimes at home and fall a lot.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- I take the HandiDart and the taxi
- [I have an] ipad
- I have my own cell phone
- Stairs are a problem for me
- I have trouble opening the doors at CAP

Comments:

What did individuals tell us about their CLV community inclusion programs?

Likes:

- nice friendly people
- I like meeting new people and new programs
- great people at CAP
- swimming, bowling and dancing
- I like Nameste (music program)
- I love my job at Tim Hortons
- staff help me with my music, I love that
- I like doing the paper route. I like going to the airport.
- I like being with my friends and going out into the community the best.
- I like the "hot lunches" once a week and celebrating birthdays.

InclusionWorks! comments:

- it's the right fit for me
- hanging out with friends
- being out in the community
- I love cooking
- all the activities I get to do
- the staff
- I have 2 jobs. One at Mystic Market at UVic and the other at Whitespot as a dishwasher.

Changes/improvements to Community Inclusion Programs:

- sometimes it's so busy here and I have to ask for it be calm.
- sometimes I'm bored
- sometimes when the shredder is broken I don't like it
- more opportunities to be active, walking would be nice.
- more computers to use
- I wish I could find more meaningful work
- more bowling, more dancing and salsa dancing
- I don't always like all the activities
- more variety in activities, not so much repetition
- some of the games we play are weird and I don't like them
- I wish there were more male participants
- more fun activities at CAP like swimming in the ocean or lakes in the summer reading and coloring and even some math
- more outings at CAP; bowling, picnics in the summer and more one to one time.

Trends: Individuals in our community inclusion programs enjoy being together and continue to feel respected, safe and included. They would like to have smaller group activities and a wider range of activities in the larger programs (CAP and Satellite).

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Comments:

What did people living in CLV homes, home shares and SIL/SAL tell us?

Likes:

SAL comments:

- I feel very happy here
- friends
- I love my computer the best and that my family know I'm safe
- it's like winning the lottery. I love it here and the staff are fantastic
- my friends and the time I spend with them
- I like the dog visits and my friends
- I love having my own space
- I like being safe and I feel very safe here

SIL comments:

- I like the company and talking to staff is nice as I live alone
- the staff are great and really help me with my independence
- my family help me a lot and I am happy with this

CLV Home comments:

- I love my home
- I like living in my home and snowshoeing with Special Olympics
- I like my bedroom
- I like my friends and housemates
- I like cooking with friends
- I like going on trips to Vancouver with my friends
- I love going for drives to the waterfront
- great people at home
- I like seeing my family and I visit them a lot
- I like going to watch hockey games with my friends
- I like the TV and relaxing in my home
- the Christmas party!
- I love the bath the best. I love to relax.
- I like to be helpful to my friends. I like it when I go out for dinner and when we celebrate birthdays.

CLV Homeshare comments:

- I like everything about my home, and it's so close to town and that is great I have my independence
- I have a support person that helps me at home and shopping. I really like her and my caseworker, they treat me well and are very helpful
- our dog and my bedroom
- I like the kids
- I like the fact that I have a place to come home to. It's close to work and the buses run every 10-15 minutes each way
- camping, bowling, swimming and playing at home and more camping

What Changes would people like to see?

- better communication sometimes as the staff forget to tell me things
- changing staff all the time and staff are sometimes loud

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- sometimes I am bored (at home) I would like to do more
- I would like it to be a bit more quiet
- more camping, or trips with hotels
- I would like to actually prepare and cook my own meals mostly
- I don't always like my roommates
- more fun things at home like going to the beach and for a walk
- my choices are conditional

Trends: People felt they could get around their homes/programs easily enough (90% yes), although comments would indicate otherwise for some people (stairs, difficulty opening doors). 96% of respondents felt they were very healthy and 89% of individuals feeling like they had opportunities for physical activities in their programs. Seeing their friends and families often enough continues to be a common theme and not having enough money to do the things they would like to do.

INDIVIDUAL SATISFACTION ACTION PLAN

Tasks/Timelines:

1. Financially assist individuals through accommodation requests where possible. **December 2016.**
2. Continue to offer opportunities to try new activities in community inclusion programs. **December 2016.**
3. Continue to seek employment opportunities for those who want to work. **December 2016.**
4. Reorganize and regroup the larger programs to develop smaller group activities. **December 2016.**
5. Continue to meet program/home needs for greater space and greater accessibility. **December 2016.**

Responsibility: Program Managers and Program Staff

EMPLOYMENT SERVICES SATISFACTION

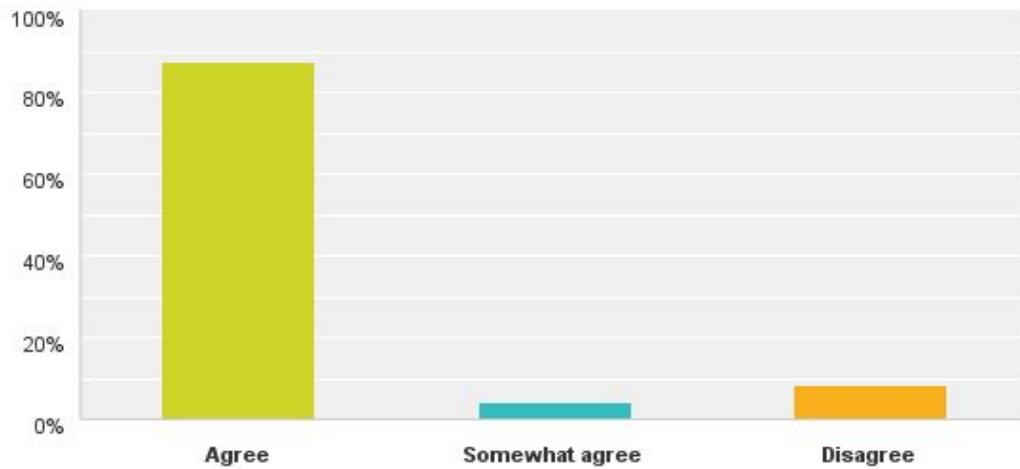
DESCRIPTION OF PROCESS

25 individuals who use our Employment Services responded to our survey which asked a series of questions regarding their satisfaction with CLV's employment services. The answers were either entered by the individual or recorded by a facilitator.

What did people using our Employment Services program tell us?

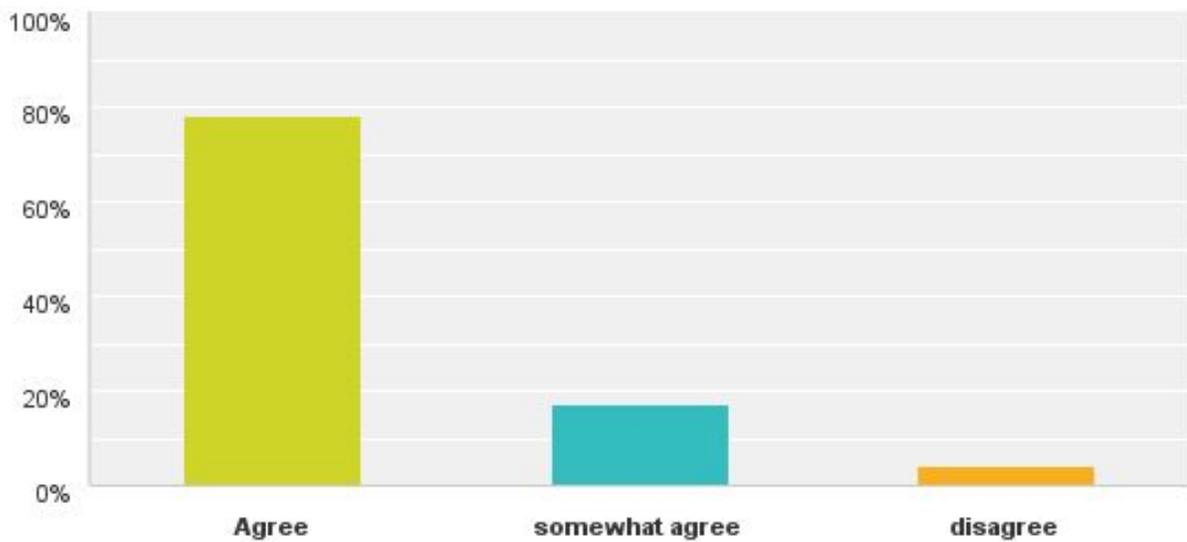
Q1 CLV's employment program has helped me get paid employment or keep my employment.

Answered: 24 Skipped: 1



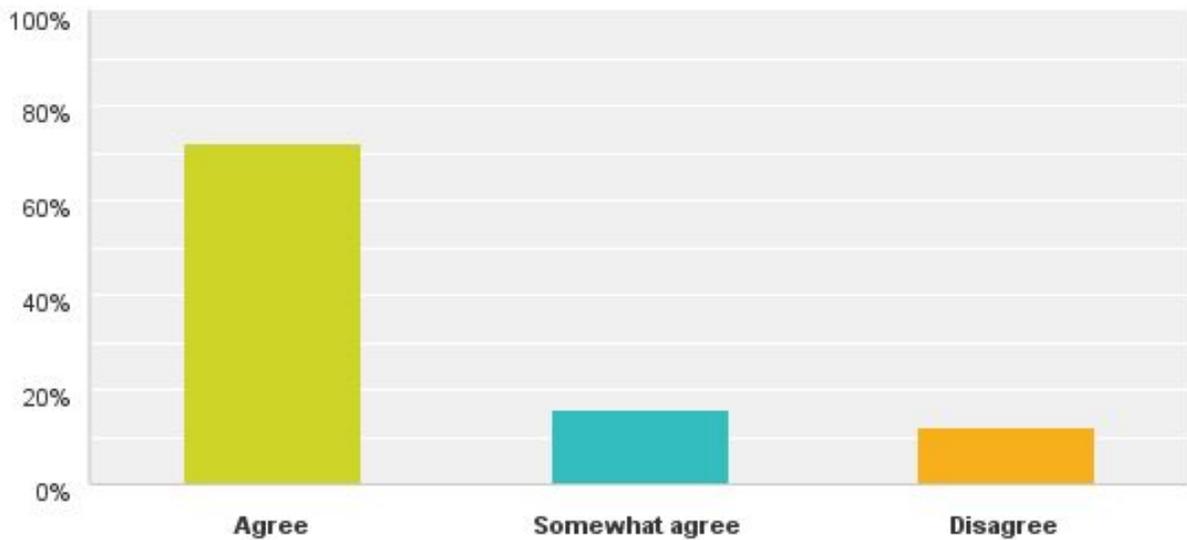
Q2 I have more money as a result of paid employment.

Answered: 23 Skipped: 2



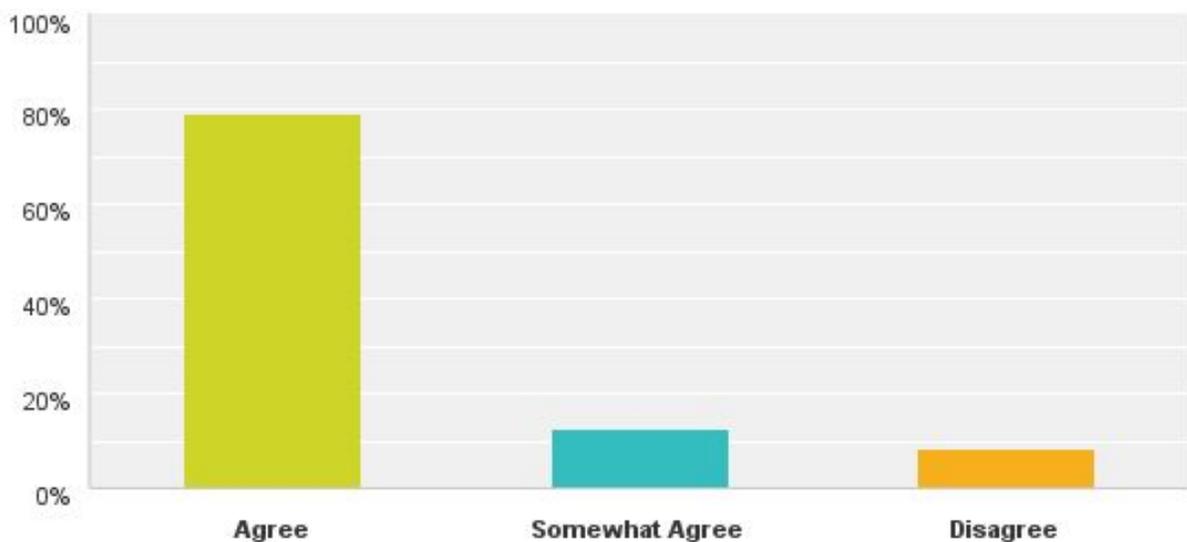
Q3 I am able to make more choices about my own life (like what to buy) as a result of my paid employment.

Answered: 25 Skipped: 0



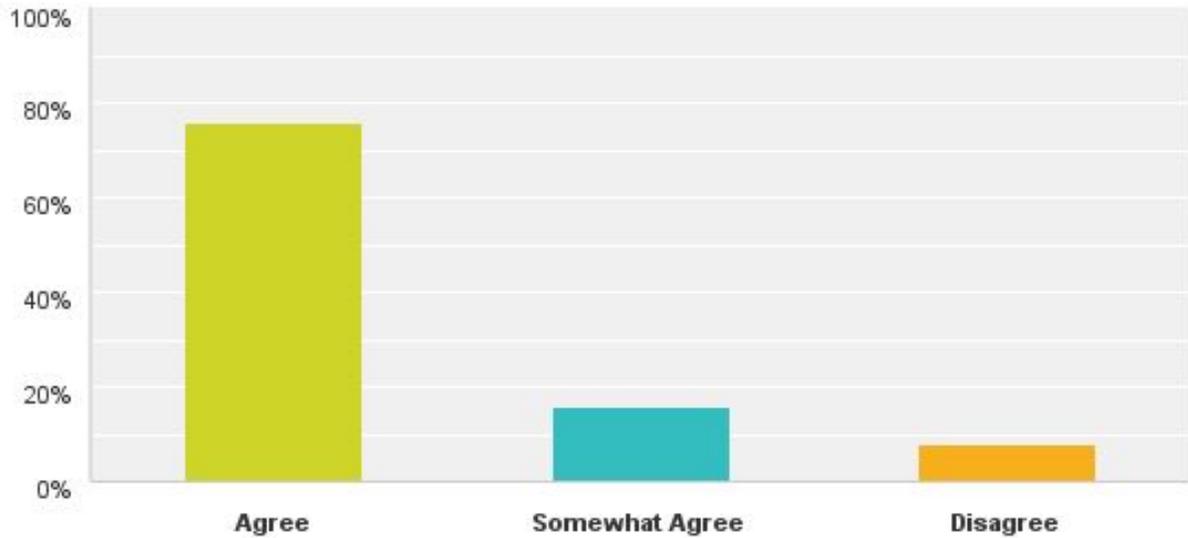
Q4 I have learned new skills as a result of working.

Answered: 24 Skipped: 1



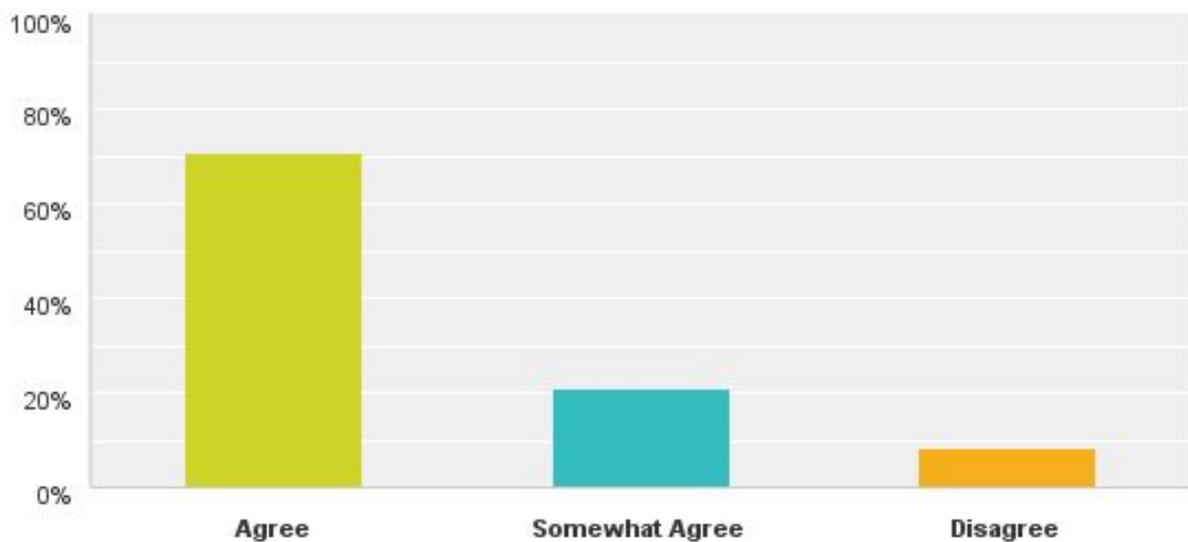
Q5 I have more confidence in myself as a result of working.

Answered: 25 Skipped: 0



Q6 I receive enough support from my job coach.

Answered: 24 Skipped: 1



CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

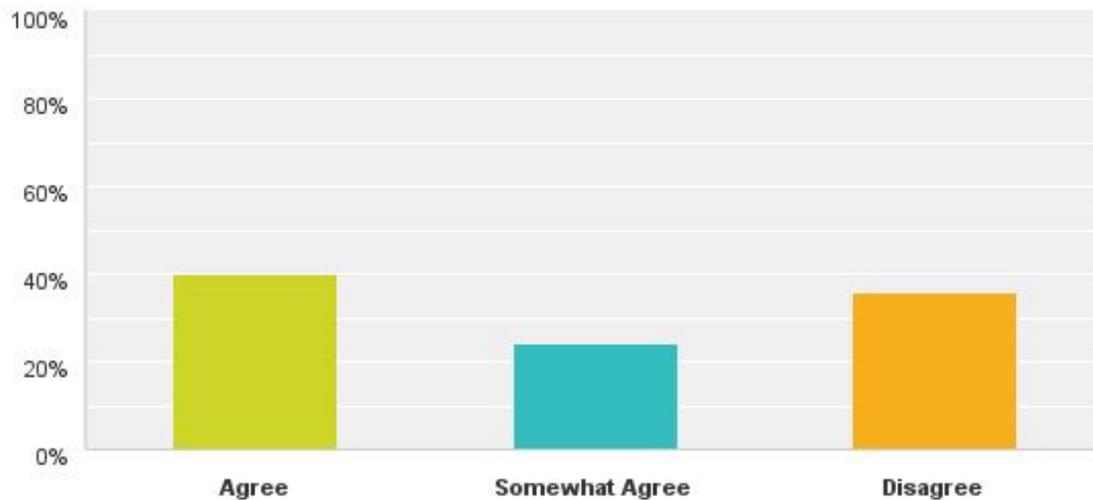
Employees in our Employment Services program had high rates of satisfaction with the following areas:

- 92% agreed or somewhat agreed that CLV's employment program helped them get or keep paid employment; this is up from 82% in 2014.
- 96% agreed or somewhat agreed that they had more money as a result of working. This is up from 72% in 2014.
- 92% agreed or somewhat agree that they learned new skills and had more confidence as a result of working. 82% of respondents agreed in 2014.
- 92% agreed or somewhat agreed that they receive enough support from their job coach. This is up from 2014, where only 71% agreed. This was a satisfaction goal for 2015 and we were pleased to see an improvement.
- 88% agreed or somewhat agreed that they felt comfortable, accepted and welcomed by the people they worked with. 88% (up from 71% last year) felt they were able to make more choices about their own lives (like what to buy) as a result of paid employment.

What Were Some Areas of Lower Satisfaction?

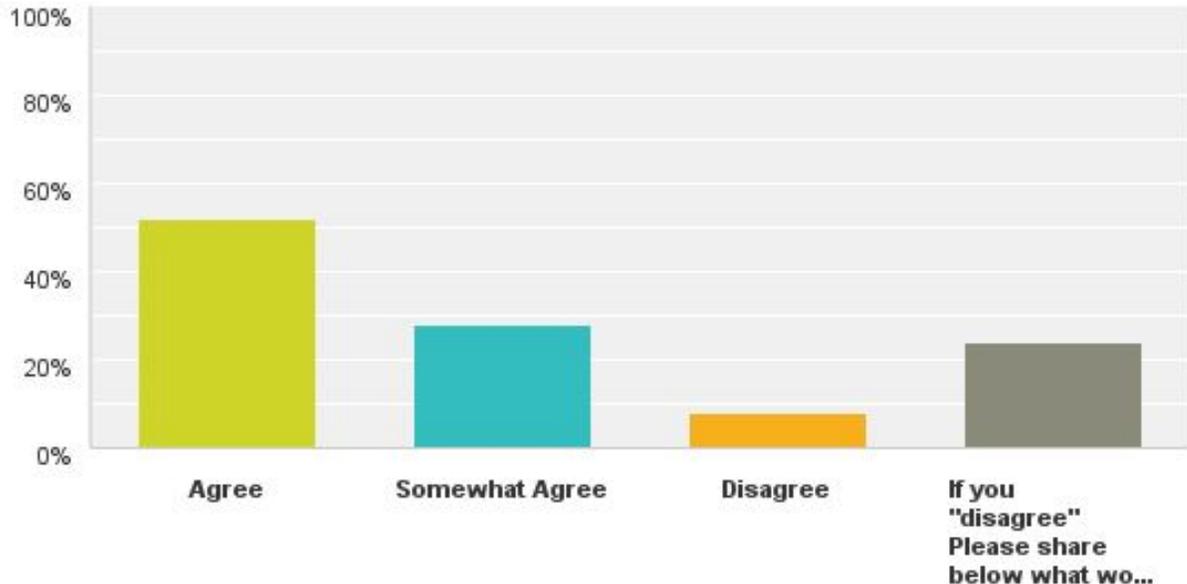
Q8 I spend time with my co-workers outside of work hours (social gatherings).

Answered: 25 Skipped: 0



Q9 I am happy with with my position and the hours I have.

Answered: 25 Skipped: 0



Areas of Lesser Satisfaction were noted in the following areas:

- 80% agreed or somewhat agreed that they were happy with their position and the hours they have. This is lower than the 88% satisfaction achieved in 2014.
- 40% (10/25) agreed that they spent some time outside of work hours with their co-workers, with 24% somewhat agreeing (6/25) and 36% (6/25) disagreeing. Last year, 42% said they spent some time with co-workers outside of work hours (i.e. social gatherings). This continues to be an area of lower satisfaction that is difficult to effectively make a difference in.

Trends: Employees may not have felt that working provided them with opportunities for more personal choice as a majority of their income is spent on rent, utilities and food. As a result, they have less disposable income to do the things they want to do in their lives. With changes to the job market, employees are once again looking for new jobs and more hours. Spending time outside of work with their co-workers continues to be an obstacle for some employees yet may reflect what is true for all employees.

Comments:

What do Employees Like About Employment Services?

- All good
- I like how much support I got and how some of my goals were met
- I am happy with the job and support I get
- job coaches are always there when I need them

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

What do employees like about their job?

- I love my job. I make money when I get paid at work. 2 hours at the Menzies building as janitor.
- I feel welcome
- I want to improve my work skills and show them how much I love working with them
- I like the people I work with. I meet customers and make friends with them

Improvements or Changes:

- I would like more hours, more training, and to learn more
- Help with finding a job in the Sears clothing area
- I am still in the process of finding employment. It has been a year and a half. Everything takes so long.

Trends: Some people in the program continue to look for more hours and different types of jobs.

EMPLOYMENT SERVICES SATISFACTION ACTION PLAN

Tasks/Timelines:

1. 90% of individuals report they have enough support from their job coach. December 2016

Responsibility: Program Manager and Employment Services Staff

PARENT SUPPORT SATISFACTION

DESCRIPTION OF SURVEYS

Using a rating scale of agree, somewhat agree, disagree or not sure, parents in the program were asked about their satisfaction level in key parenting support areas.

Results: 87.5% of the PSP participants participated in the survey. (7/8)

SATISFACTION SURVEY QUESTION	2015 RESULTS
With PWD (government) offices closing, was it helpful having the PSP assistance in getting access to "My Self Serve" online	72% (5/7) - yes 14% (1/7) - did not use it 14% (1/7) – was not eligible
How [would you rate] PSP's efforts to connect you to at least 6 community resources?	100% (7/7)- excellent
Did the Food Safety program increase your food safe knowledge?	29% -2/7 did not participate 14% - 1/7 said no 43% - 3/7 said it was very helpful 14% - 1/7 did not answer

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Parents reported high levels of satisfaction across all areas of the Parent Support. Support that stood out to families was: getting their children into summer camps and childcare, BC housing subsidies, gift cards for food, clothes and children's toys. PSPs support, organizing, advocating, and helping with burnout were noted by families in their comments.

PARENT SUPPORT SATISFACTION ACTION PLAN

Tasks/Timelines:

1. 90% of PSP parents will report a higher level of satisfaction regarding their personal finances as a result of decreases to their monthly bills. **December 2016.**

Responsibility: Program Staff

STAFF SATISFACTION

DESCRIPTION OF PROCESS

Increasingly, in the past several years, a number of staff responding to the surveys have commented on making our older community inclusion programs more relevant and dynamic. To this end, our 2015 staff satisfaction process involved meeting that goal.

In November 2015, key community inclusion staff were invited to participate in a day long facilitated session on re-organizing the larger community inclusion programs. In addition to front line staff, the group included the supervisors of the programs, 3 program managers, the Executive Director, 2 staff from youth programs, and community partners who had some expertise or knowledge in this area. Staff who work in the programs were given opportunities to identify what they saw as issues in a number of written documents submitted to the facilitator and through input at staff meetings. For the full report, see Appendix A (p.61)

In addition, we received information from our monthly supervisor/manager meetings and staff meetings at homes/programs which lead us to develop our goals on improving communication at the home/program level and on providing our staff with some resources as our workforce is also aging and dealing with support and end of life decision for their own family members.

STAFF SATISFACTION ACTION PLAN

Task/Timelines:

1. To increase staff learning and knowledge by use of consistent minutes across homes/programs/supervisors. **April 2016.**
2. Offer a Wellness session focused on Wills and Estate Planning for staff and their families to plan for their own family members. **December 2016.**
3. New Human Resource manager will attend 10 staff meetings at home/programs. **December 2016.**
4. Choose a team leader to spearhead the reorganization and revitalization of the Community Inclusion programs. **January 2016.**
5. Develop a description of and identify the 2 participant streams for the Community Inclusion programs. **May 2016.**
6. Free up activity developers within each team to investigate and implement some new activity streams and curriculum. **September 2016.**

SERVICE ACCESS

One indicator of Service Access (how we make our services available to those who need them) is filling vacancies as they occur. We have determined reasonable time frames in which we attempt to have vacancies filled for CLV programs. This is done with the desire to be sensitive to the needs of the people who live in/attend that particular home or program balanced with our ability to meet the support needs of the individual being referred. All new participants, those leaving our services, and the reason are documented in ShareVision.

The Service Access timelines goals (i.e. vacancies will not exceed a certain period of time) for programs are as follows:

Community Inclusion Programs:	30 days
Residential Services:	90 days
Community Services:	30 days
Host Agency*	30 days
Home Share*	90 days

*Based on person having approved funding and CLV having the capacity to increase

SUMMARY FOR MEASURABLE OUTCOMES REPORTING PERIOD JANUARY 2015 TO DECEMBER 2015:

1. **Community Inclusion Programs** - CAP and Satellite programs filled 1 vacancy in January 2015 that was created in December 2014.
2. **Residential Services** – we had one vacancy in one home that continued from November 2014.
3. **Community Services** – SIL – at capacity; SAL- at capacity; PSP at capacity; ES- at capacity
4. **Host Agency** – full capacity
5. **Home Share** –full capacity.

Community Inclusion Programs:

Cap and Satellite had a combined vacancy in January 2015 when 1 individual passed away in late 2014 who attended both programs. We filled the 5 day vacancy with two individuals in January 2015. 1 person attends Satellite 2 days per week, the other attends Cap 3 days per week

Residential Services: The vacancy at McKenzie home was filled temporarily by a person from Home Share who was in need of a new Home Share. The home remains at 5 persons.

Community Services:

Employment Services: 6 people exited the program throughout the year and 10 new people started, leaving the overall number of participants within the program increased by 4. Exits were mainly due to level of independence or long term health issues. We were able to increase how many people we were supporting overall by utilizing WorkBC funds and increasing staffing supports.

Supported Apartment Living: We had no changes in people leaving the program or entering the program. The number supported in “outreach” remained at 4 with the other 9 living at the main SAL building. We did

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

experience increased health and mental health needs of some of the individuals but were unsuccessful in attaining additional support hours so schedule and support changes had to occur to accommodate.

Supported Independent Living: SIL experienced low turnover. We supported one extra person on a short term basis, and two new people were supported. One was supported within existing hours and the other brought additional funding allowing us to expand our staffing compliment. We were successful in getting temporary additional support for one individual who requires intensive support in the winter months. We also have been advocating for one person to have planning completed and Home Share funding approved to better meet her needs in that model. The Queen St. apartment building continued to support 9 people in 8 subsidized units which is more than the original complement of subsidized apartments CLV was allotted through this partnership with BC Housing and Pacifica Housing.

Parent Support: In the past year 2 families exited from the program and 2 new families started. The program has a waitlist.

Host Agency: We had 4 individuals receive temporary support through our host agency. 1 individual received support for 6 months while her Mother recovered from surgery; another transferred her funding for 5 months but did not access the available support, she chose a spot in a community Inclusion program; another individual received temporary respite support in the family home until a suitable vacancy was found in a group home with another organization; and one person joined InclusionWorks! for 3 months and then moved with his family out of the service area.

Home Share: We had 6 individuals move from our home share services and 8 joined our program. 1 individual moved from home share into an apartment. 2 individuals moved from Home Share to staffed residential homes to better accommodate their increasing needs. 2 individuals changed service providers as a better match was identified through other agencies to best support their needs. 2 individuals moved back with their families temporarily as their Home Share arrangement did not meet their needs. We will continue to work with the individuals and families to identify a suitable Home Share arrangement in 2016.

SERVICE ACCESS GOALS

Community Inclusion Programs: CLBC has agreed to let us keep further vacancies open between Cap and Satellite for 6 months while we work to reorganize the programs. Once we move to a larger more suitable location for Satellite, we have agreed to increase capacity by 2 individuals in exchange for increased facilities costs which will enable us to pay for the new program space. Nicola Place remains at capacity.

Residential Services: future vacancies will be evaluated to determine the best use of the resource in keeping with our strategic plan of reducing the size of our larger homes, and determining in which areas we will grow. Another major consideration is ensuring the people we support who are aging have their mobility needs addressed. A priority focus will be to obtain another accessible home to replace one of our two-level homes.

Employment Services: Build on our partnership with WorkBC to support people with CLBC eligibility to access some of their services and continue with the CEO Network working group to improve the contract and Funding Guideline Template language.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Supported Apartment Living Program: Current location is operating at full capacity. New growth is desirable but in a secondary location. Maintain the balance of in-house and outreach services. Advocate with CLBC for additional support to meet the increasing pressures of supporting aging people with increased needs in this program.

Supported Independent Living: develop support plans for those with increasing health and safety needs to secure additional or alternate supports when SIL can no longer accommodate their needs. Provide proposals to provide supports to additional people when requested. Increase awareness of the support, flexibility and cost effectiveness this model provides to ensure that it remains within the range of services offered through CLBC. Work in partnership with BC Housing to increase clarity, compensation and process improvement.

Home Share: at capacity. Balance any further growth with our capacity to coordinate additional Home Share arrangements.

Host Agency: at capacity. Balance any further growth with our capacity to coordinate additional supports.

Youth Services:

- Secure core funding to continue the WestShore TCC pilot.
- Increase service hours in social groups (currently 861 client hours) and day camps (currently 1753 client hours) within Autism Services by 10%.
- Acquire additional operational funding for VOCYL and explore implementation of a middle school project in the WestShore (VOCYL).
- Ensure specific children and youth materials are reflected in the CLV rights kits.

General Growth and Capacity:

1. Continue to implement the change and growth strategies identified in the 2014-2017 Strategic Plan.
2. Secure new and appropriate space for identified homes and programs.

OUTCOME MANAGEMENT SYSTEM IMPROVEMENT PLAN

ACTION	Persons Responsible	Target Date for Completion
Track satisfaction goals areas based on participants, staff and family input	Survey team	January 2017
Target February 2017 as the MOR completion and distribution date	Survey team	February 2017
Review and track Effectiveness and Efficiency goals	MOR team	January 2017
Ensure systems in place to track all the goals we have identified	MOR team	March 2016

MONITORING AND REPORT DISTRIBUTION

The Executive Director will report to the Board of Directors on the Measurable Outcomes Results. The outcome management results will be documented annually and provided in a complete format and a plain language version and featured in the annual report.

The report will be available to:

- CLV Board of Directors, Staff, Individuals
- Families, Community Living BC & the Public
- The Measurable Outcomes Report Summary is available through Community Living Victoria upon request and is also available on our website

APPENDIX A

Community Inclusion Programs Transformation Workshop

November 19, 2015

RESULTS

Facilitator: Sheila Beauchemin

Background:

CLV's larger community inclusion programs are at a crossroads. The program sites are at or near capacity, the needs of the participants are changing and funding models are in flux. We recognize that we need to take steps now to transform how we approach these services to ensure we remain relevant and beneficial for the people we support now and in the future.

The Current Context:

Why is this the right time for change? To help answer this question, and to support the development of clear and focused agenda for transformation, the group reviewed the factors that surround and affect the operation of programs and facilities. This discussion is summarized in the following points:

Program Participants

- Have a wide age range: Youngest = 21 Oldest = 74 – 82
- Have differing:
 - Activity levels
 - Energy levels
 - Mobility
 - Communication skills
 - Independence levels
 - Life experiences
 - Activities and interests
 - Relationships and connections
 - Home environments
 - Health issues
 - Sets of routines
- Have degrees of fear and resistance to trying new things
- Personal goals and motivations are multiple and varied
- Personality conflicts can exist between participants

Programs and Services

- Current programs and services are wide and varied: CAP – 40 full and part-time participants; Satellite – 19 full and part-time participants

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- Socializing
- Dancing, board games
- Volunteering
- Recreation
- Employment/contracts
- Art
- Exercise
- Cooking/baking
- Unstructured free time
- Seasonal outings
- Special events
- Gardening
- Reading
- Sign language
- Computers
- Cleaning

Current Program Sites:

- CAP – busy and distracting including lots of interruptions
- CAP and Satellite- No ability to leave materials out or to have continuity since space used for other things
- Satellite – Not accessible and crowded – e.g. no room for mobility aids (walkers have to stay outside)
- Satellite –No laundry or ability to address increasing personal care needs as participants age
- 2 sites – 12 vehicles – green space

Staff Perspectives:

- We wear many hats
- The program feels tired
- Need more time to develop programs vs. providing support to participants
- What is the future of the programs?
- I want to maintain a sense of pride in our programs – I want them to be dynamic.
- We need to balance providing choice as to how participants participate in programs vs. pushing them to participate because we believe it is right for them.

Uncertainties:

- Keeping people safe

- Accessing appropriate funding
- Dealing with people in the middle
- Meeting people's needs
- Worry about losing the essence of the program
- Finding alternative activities when situations change
- Adequate staffing to address need
- Relevance to younger members
- Example that older participants provide for younger participants
- Staff adaptation
- Seeking opportunities for programs

What Can We Learn From The Work Of Others?

What have other organizations done, or are doing, to successfully create day services that are dynamic and meeting client needs?

The group had a brief discussion of some of the programs they are aware of that they feel offer a different approach than is currently being provided by Community Living Victoria. Some of these are:

- InclusionWorks! program
- Broad range of concurrent activities
- KUDOZ – makes connections in community outside day programs that are based on interests not disability related need
- Drop in centre
- Computer curriculum in schools –
- Compartmentalize programs – activity; motivation
- Computer Lab and Art Programs
- Dramatic Arts Program
- Being a Citizen – (19 – 25) – how to build skills to live more independently
- Model Senior Centre Activity Directors – connect with training schools e.g. massage

Creating A Vision For The Future

To create a vision of what staff would like Community Inclusion Programs to look like in the future, the group explored three questions and developed related vision statements:

1. How can we adapt our programs and facilities to better suit the needs of our aging clients?

Vision

To create different spaces and a variety of locations that can meet the needs of multi-generational participants. We will provide an accessible space for seniors that would meet their needs. We would also provide a separate dedicated young adult program focused on their needs.

2. How can we restructure our activities and curriculum to be more relevant to younger people as they join these programs?

Vision

Provide a person centered and structure active adult program that delivers, with intention, supports for each individual to advance their independence and meaningful community involvement; fostered through realization of personal goals, education, skill development, employment, volunteering and community citizenship.

3. How can we align our services to support multi-generational participants?

Vision

We will provide an accessible, spacious, dignified program for our senior population. The quiet non-interrupted program will foster choice, respect, and community inclusion and will provide a curriculum representing the person's interests. A primary focus of services will be on individuals' health, safety and mobility barriers.

Overlap between these vision statements – particularly between #1 and #3 – was acknowledged by the group.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

The following goals were identified as the key changes to the existing programs and facilities needed to realize the new vision:

Our Immediate Goals	
Workshop Notes	Suggested Goal Statements
<p>Two participant streams –</p> <p>1. retirement</p> <p>2. multigenerational</p>	<p>1. Offer separate participant streams within the Community Inclusion Program to support different life stages, personal interests and levels of health and mobility.</p>
<p>More Space – bigger, flexible, separate, accessible</p>	<p>2. Expand the space available for the delivery of Community Inclusion programs to improve accessibility, programming flexibility, and the availability of quiet uninterrupted places where participants can find peace and dignity.</p>
<p>Program Curriculum Change – motivation; intention</p>	<p>3. Establish a new curriculum for day programs that fosters the fulfillment of personal goals through, choice and meaningful community involvement.</p>

Potential Barriers And Critical Success Factors

What could get in the way of achieving these goals? What needs to be in place to ensure success? The group brainstormed a list of the barriers and critical success factors that they believe will have an impact on the strategies they need to take to begin work toward making their goals a reality.

Critical Success Factors	Barriers
<ul style="list-style-type: none"> • Right staff to create a good team who embrace the vision 	<ul style="list-style-type: none"> • Us
<ul style="list-style-type: none"> • Focused staff training 	<ul style="list-style-type: none"> • Time
<ul style="list-style-type: none"> • Willing staff to accept change – enthusiasm 	<ul style="list-style-type: none"> • Fear • Personality conflicts (staff)
<ul style="list-style-type: none"> • Free up time and resources to make the change 	
<ul style="list-style-type: none"> • Family support 	<ul style="list-style-type: none"> • Change for the individuals
<ul style="list-style-type: none"> • Individuals willingness to change 	<ul style="list-style-type: none"> • Fear • Personality conflicts (participants)

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- | | |
|--|---|
| • Funding | • Funding |
| • Health and safety needs that must be met NOW. | • Chaos – crises, interruptions, casual |
| • Evaluation – do people graduate or need overall intention of the program defined | • Resistance to change |
| • Reconfiguring the grouping of participants | |
| • Participants need to be involved in development. They will tell us what they want to learn. | |
| • Curriculum development | |
| • Desired service | |
| • Finding accessible space | • Difficult to find |
| • New location | • Cost |

Preliminary Action Plan

A number of specific actions were developed to guide implementation over the next 6- 12 months. The action plan will require review and refinement to make sure that the timing is realistic and the resources assigned are sufficient to make progress.

Action Plan for first 6-12months:

1. Choose a team leader to spearhead the reorganization and revitalization of the Community Inclusion programs. **January 2016.**
2. Develop a description of and identify the 2 participant streams for the Community Inclusion programs. **May 2016.**
3. Free up activity developers within each team to investigate and implement some new activity streams and curriculum. **September 2016.**