



Community Living VICTORIA

Different abilities. One community.

OUTCOME MANAGEMENT RESULTS
January 2021 – December 2021

TABLE OF CONTENTS

INTRODUCTION	3
RESULTS FOR 2021 GOALS	4
ACTION PLAN FOR 2022 GOALS	9
CHARACTERISTICS OF INDIVIDUALS SERVED	13
COMMUNITY INCLUSION SERVICES	17
RESIDENTIAL SERVICES	20
SUPPORTED LIVING: SUPPORTED INDEPENDENT LIVING (SIL) AND.....	22
SUPPORTED APARTMENT LIVING (SAL)	22
HOME SHARE.....	25
HOST AGENCY	28
PARENT SUPPORT PROGRAM	31
EMPLOYMENT SERVICES.....	33
INDIVIDUAL EXPERIENCE	36
ON-CALL MANAGERS AND SUPERVISORS EXPERIENCE AND FEEDBACK	41
SERVICE ACCESS.....	42
SERVICE ACCESS GOALS	43
OUTCOME MANAGEMENT SYSTEM IMPROVEMENT PLAN	44
MONITORING AND REPORT DISTRIBUTION	44

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 CLV management team and the Board of Directors in monitoring and making program improvements. CLV's Outcomes System identifies areas of strength, weakness, opportunities and possible threats. This is the 19th report in a series of continuous outcome reports. It is based on outcome data and measurable results collected for the period January 2021 to December 2021.

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), Family Support and Youth Services. Each service area has measures of effectiveness, efficiency, access and experience (satisfaction). The surveys seeking input in how people experienced their support from CLV for individuals supported and staff (conducted in Feb 2021) assisted us to set goals for 2022 found in this document. 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.

2021 results reflect yet again another unprecedented year we experienced managing the COVID-19 Pandemic. Every part of daily life, services, goals, progress and engagement with people we support, our staff and our community was impacted. With BC health orders in place that either restricted or completely canceled in some cases, every day routines, many of the goals tracked in this report were impacted.

RESULTS FOR 2021 GOALS

Characteristics/Demographics Goal:

1. CLV will transition to the newest version of Sharevision that will result in enhanced data tracking systems. **Update:** Sharevision 4 was customized to CLV by our technician in 2021. It was not ready to implement in 2021. It will be rolled out in early 2022.

Community Inclusion Action Plan:

1. 100% annual completion of PCP's for each person served in Community Inclusion Programs. **Update:** Satellite 100%, CAP 95%, Reflections 100%, PCI 75% of PCP 's were completed.
2. 90% of goals will be attempted or achieved. **Update:** Reflections 80%, Satellite 88%, CAP 61%, PCI 85% of goals were attempted or achieved.
3. **Effectiveness:** Satellite will create a visual schedule of activities to help individuals make informed choices in the activities they participate in. **Update:** Satellite was unable to create a visual schedule and will attempt this goal again the coming year.
3. **Effectiveness:** CAP and Satellite will receive new laptops for individuals to access internet and virtual activities. **Update:** Satellite received a new Chromebook and CAP received a new desktop computer.
4. **Effectiveness:** Reflections will obtain a new accessible vehicle. **Update:** Accessible van purchased in February 2021.
5. **Effectiveness:** Peninsula Community Inclusion program will develop a visual board of activities to assist individuals to make informed decisions about the activities they choose to participate in. **Update:** This goal was modified to create a rotating schedule of activities for individuals to participate in on a weekly basis.
6. **Efficiency:** CAP, Satellite and Reflections will re-introduce supports for all participants who have not participated in the program due to the pandemic. **Update:** All programs have provided some supports for all participants. However, many are not at the level of pre-pandemic support based on some staff still being redeployed to our homes.
7. **Efficiency:** Reflections will revise their petty cash system to be more effective for staff and individuals. **Update:** Petty Cash system was streamlined and the program obtained a MasterCard for larger purchases.
8. **Service Access:** Accommodation requests are met. **Update:** 2 requests accommodated at CAP; no requests at Reflections, Satellite, or PCI.

Residential Action Plan:

1. 100% annual completion of PCP's for each person served in Residential Services. **Update:** 84% of PCP's were completed.
2. 90% of goals will be attempted or achieved. **Update:** 75% of goals were attempted or met.
3. **Effectiveness:** Increase by 10% the number of people who have end of life planning. **Update:** Goal met. There was an increase of 8 plans completed (14%).
4. **Efficiency:** Develop and implement a scheduler position to fill shifts during the weekdays. **Update:** a scheduler position was filled in June 2021.
5. **Efficiency:** Each home will have a 2nd person to fill shifts with ShiftShark. **Update:** Goal met. 73% of homes had a second person trained in 2021.
6. **Service Access:** 90% of accommodation requests are met. **Update:** 3 out of 4 accommodations were met.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Home Share Action Plan:

1. 100% annual completion of PCP's for each person in Home Share. **Update:** 91% of PCP's completed within the specified timelines.
2. 90% of goals are attempted or achieved. **Update:** 84% of goals were attempted or achieved.
3. **Effectiveness:** Complete home studies on 6 new home share providers. **Update:** 5 home studies were completed.
4. **Effectiveness:** Revise the Home Share monitoring tool to increase frequency of monitor meetings and accountability of providers. **Update:** Monitoring tool was split into two parts with more in-depth questions added to each part for an enhanced monitoring process.
5. **Effectiveness:** Coordinators will review caseloads and shift some individuals to ensure that coordinators support an appropriate number of individuals based on the number of hours they work each week. **Update:** Caseloads were reviewed and shifted to balance number of individuals amongst coordinators.
6. **Effectiveness:** 30% of individuals will have end of life planning in place. **Update:** 17% of individuals have started the end of life planning process.
7. **Efficiency:** Obtain Docu-sign software for home share providers to be able to complete and sign contracts and other forms electronically as required. **Update:** Goal modified to creation of contractor portal for contract signing and invoice submission and approvals.
8. **Service Access:** 90% of accommodation requests are met. **Update:** 100% -7/7 accommodation requests accommodated for a total of \$4,000.

Host Agency Action Plan:

1. 100% annual completion of PCP for each person in program. **Update:** 74% completed within specified time lines.
2. 90% of goals are attempted. **Update:** 78% of goals were attempted or achieved.
3. **Effectiveness:** Advocate that all contractors receive equalized hourly rates to improve retention. **Update:** HA contracts increased to \$27 per hour.
4. **Effectiveness:** Purchase and distribute emergency kits for individuals who live independently and receive Host Agency supports. **Update:** 6 kits provided to individuals who live independently.
5. **Efficiency:** Obtain Docu-sign software for Host Agency contractors to be able to complete and sign contracts and other forms electronically as required. **Update:** Goal modified to creation of contractor portal for contract signing and invoice submission and approvals.
6. **Service Access:** Respond to new support requests and referrals to increase capacity by 4 individuals. **Update:** 4 individuals joined Host Agency and 3 exited in 2021.
7. **Service Access:** Accommodation requests are met. **Update:** 100% (4/4) accommodations requests were met.

Employment Services Action Plan:

1. 100% annual completion of Employment Plans for each person. **Update:** 100% completed.
2. 90% of goals are attempted or achieved. **Update:** 92% of goals attempted or achieved.
3. **Effectiveness:** Support employees to highlight their outstanding employers quarterly on our Facebook page. **Update:** 3 were completed.
4. **Effectiveness:** Secure 10 new job placements. **Update:** 11 new placements.
5. **Effectiveness:** Secure 8 new job placements for youth (Impact Project). **Update:** 12 new placements.
6. **Effectiveness:** Secure CLBC/Inclusion BC grant funds for supplemental staffing to assist people who have lost work during COVID-19. **Update:** Received \$70,000 in Recovery Grants, 8 paid Work Experience placements.
7. **Efficiency:** Deliver 8-week Virtual Job Club. **Update:** Completed in April.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

8. **Efficiency:** Complete 20 informational interviews with new potential community partners. **Update:** 21 were completed resulting in 6 jobs and 2 paid work experiences.
9. **Experience:** Individuals report better employment outcomes/experience as a result of support they receive from Employment Services (contact, information, job coaching, results). **Update:** 8 paid work experiences, (5 secured permanent jobs), and 2 Food Safe Certificates, 1 Serving it Right certification, 1 Case Digital Literacy certification and 7 jobs secured with extra grant funding.
10. **Service Access/Accommodation:** 90% of all accommodation requests will be met. **Update:** No requests were received.

Supported Living Action Plan:

1. 100% annual completion of PCP's for each person. **Update:** 100% both in SIL and SAL.
2. 90% of goals are attempted or achieved. **Update:** 93% in SIL and 92% in SAL.
3. **Effectiveness:** SAL will host 5 sessions to increase knowledge of financial, health and independence. **Update:** 10 sessions in a wide range of topics (women's health, planning for severe weather, online PWD reporting, emergency training, Understanding Vaccines).
4. **Effectiveness:** SAL will host 3 sessions related to healthy relationships and self-advocacy. **Update:** 5 sessions (Zoom meeting protocols, Rights, Being a Friend).
5. **Effectiveness:** SIL and SAL will increase the health literacy and decision making knowledge of participants by providing support and resources related to COVID-19 and vaccines. **Update:** Vaccines and Me presentation, plain language handouts, regular check-ins, Taking My Temperature training, support to get vaccinated.
6. **Effectiveness:** SIL will connect identified individuals with generic community supports they are not yet accessing. **Update:** Telehealth, Island Health and Homes and Community Care, Life Passes.
7. **Efficiency:** SIL will ensure that all Queens Ave. tenants have insurance as it is due. **Update:** 100%.
8. **Efficiency:** SAL will ensure that 75% of tenants have insurance as it is due. **Update:** 100% completed.
9. **Efficiency:** SAL will alternate the participants and activities of the "outreach cooking group" to provide increased opportunities. **Update:** Focus change included: guys night out, Goldstream campfire, haunted mini golf, Christmas lights train event.
10. **Service Access:** Increase affordable housing for 5 people by securing subsidies, accessing subsidized units and increasing units with our housing partners. **Update:** 5 affordable housing situations secured.
11. **Service Access:** 90% of accommodation requests are met. **Update:** \$900 for SAL and \$3,150 for SIL.

Parent Support Action Plan:

1. **Effectiveness:** 100% of individuals will have a completed PCP. **Update:** 100% completed.
2. **Effectiveness:** 90 % of PCP goals are attempted. **Update:** 100% of goals attempted or achieved.
3. **Effectiveness:** PSP staff will support families to access 3 resources that address food insecurity. **Update:** 100% of families accessed 3 resources.
4. **Effectiveness:** Development of a promotional package that is readily available to potential referring professionals. **Update:** Completed and distributed.
5. **Efficiency:** PSP staff will support each family to access relevant COVID related funding and COVID on-line education. **Update:** All families received a variety of resources including COVID Time Capsules, workbooks, online education and handouts, and fraud training due to an increase in 2021.
6. **Efficiency:** The PSP will develop a rack style brochure to replace the outdated PSP brochure. **Update:** Completed and distributed.
7. **Service Access/Accommodation:** 90% of accommodation requests are met. **Update:** 90% totalling \$4600.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Youth Services Action Plan:

1. Increase revenue in Autism Services by \$15,000. **Update:** Autism Services increased revenue by \$1,300.
2. Host at least two outdoor family-focused Own Your Voice sessions during the summer months. **Update:** Family focused events were not held. Instead, TCC and Autism rolled Own Your Voice into the summer camps by including Embrace the Arts and special guest facilitators.
3. Create and host an online version of the Yellow Booklet of summer resources. **Update:** Yellow Booklet completed for 2021.

Family Support Action Plan:

1. Establish an informal working group with stakeholders to discuss MCN challenges and establish a local resource guide or framework of supports across systems through transitions for children. **Update:** Participated in BCCH Navigation Summit to discuss navigation supports for children and youth with complex needs across systems; joined with IBC and families of children with complex needs in a panel with Minister Qualtrough to discuss challenges of childcare as parents of children with complex needs return to work; connected with IBC and UVic related to a discussion on potential project of family mapping for families with multiple barriers; joined Provincial and Vancouver Island networks for Navigation supports for families with complex needs.
2. Connect with Agency MCN group to talk about gaps in service, training and community support youth and adults. **Update:** Joined local MCN community network to share information and resources to better support local families.
3. Participate in Representation Agreement Training with Nidus. **Update:** Training has been on a consultation basis. Discussion around gaps in service for youth in care under voluntary support needs agreements and lack of representation once they turn 19.

Individual Satisfaction Action Plan:

1. Financially assist individuals through accommodation requests where possible. **Update:** 91% were accommodated (116/128) for \$106,000 (including an accessible van for EliVan, our newest home).
2. Implement accessibility renovations to Brock home. **Update:** Completed in October 2021.
3. Provide greater access and availability of computers at identified locations. **Update:** Six computers were replaced in five homes/programs.
4. Replace 1 vehicle with an accessible option. **Update:** 2 accessible vans were purchased- 1 for EliVan home and 1 for the Reflections CI program. **Update:** Goal met November 2021.
5. Resume Community Inclusion activities as COVID restrictions permit. **Update:** As of Dec 2021, Community Inclusion activities in community have begun to resume. Although not yet at full capacity, the plan is to open up as restrictions ease. Most participants have their vaccine passport, which they use as needed when accessing community.

Home Share Provider Satisfaction Action Plan:

1. Home Share Provider survey results will support development of program goals for 2021. **Update:** the following goals were developed as a result of the survey results.
2. Provide a training session specific to mental health supports and supporting individuals as they age. **Update:** Training was offered to specific home share providers based on the specific needs of individuals they support through Mental Health, Community Response Team, Home and Community Care and Health Services for Community Living.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

3. Develop a competency course and quiz for Home Share Providers to better understand Adult Guardianship issues. **Update:** Course and quiz developed.
4. Facilitate a Home Share Provider appreciation event. **Update:** This was not possible due to the pandemic, instead each coordinator delivered gift bags to all providers at Christmas to show our appreciation.
5. Revise CLV's Home Share Monitoring tool to provide increased communication and accountability. **Update:** Monitoring tool was split in half and enhanced to increase the frequency of check-ins and includes specific questions for individuals to ensure they are satisfied with their living arrangements.

GENERAL GROWTH AND CAPACITY

Continue to implement the change and growth strategies identified in the 2017- 2020 Strategic Plan (extended until 2021) and new goals that come from the 2021 – 2024 Strategic Plan held in June 2021.

Update: The new Strategic Plan focuses on accessibility, addressing multiple complex needs, affordable housing, succession planning, recruitment, innovation, and adequate funding for services.

ACTION PLAN FOR 2022 GOALS

Characteristics/Demographics Goal:

1. CLV will complete the transition to the newest version of Sharevision that will result in enhanced data tracking systems. **December 2022**

Community Inclusion Action Plan:

1. 100% annual completion of PCP's for each person served in Community Inclusion Programs. **December 2022**
2. 90% of goals will be attempted or achieved. **December 2022**
3. **Effectiveness:** CAP, Satellite and Reflections redeployed staff will return to the program so participants can return to their programs base on their pre-pandemic schedules. **December 2022**
4. **Effectiveness:** Satellite will create a visual schedule of activities to help individuals make informed choices in the activities they participate in. **December 2022**
5. **Effectiveness:** Reflections will create personalized activity schedules with each individual so they have a concrete schedule of activities they can participate in. **December 2022**
6. **Effectiveness:** CAP will purchase a new couch with higher seating to assist individuals with accessibility. **December 2022**
7. **Efficiency:** The Reflections team will update individual's program binders and develop daily shift routines to serve as a resource for casual staff to follow. **December 2022**
8. **Efficiency:** CAP, Satellite and Reflections redeployed staff will return to their programs so all participants can return to their program base on their pre-pandemic schedules. **December 2022**
9. **Efficiency:** Reflections will have automatic door openers installed to assist individuals to access the program site. **December 2022**
10. **Experience:** CI participants will experience a range of activities they enjoy. **December 2022**
11. **Service Access:** 90% of Accommodation requests are met. **December 2022**

Residential Action Plan:

1. 100% annual completion of PCP's for each person served in Residential Services. **December 2022**
2. 90% of goals will be attempted or achieved. **December 2022**
3. **Effectiveness:** Increase the number of completed One Page Profiles in ShareVision by 25%. **December 2022**
4. **Efficiency:** Increase by 10% the number of people who have end of life planning. **December 2022**
5. **Experience:** 90% of individuals will express a high degree of satisfaction with their living arrangements. **December 2022**
6. **Service Access:** 90% of accommodation requests are met. **December 2022**

Home Share Action Plan:

1. **Effectiveness:** 100% annual completion of PCP's for each person in Home Share. **December 2022**
2. **Effectiveness:** 90% of goals are attempted or achieved. **December 2022**
3. **Effectiveness:** Develop a new recruitment letter which includes the new CLBC resource, disseminate to existing home share network and on CLV social media platforms, and respond to 100% of inquiries and interests from potential Home Share Providers. **December 2022**
4. **Effectiveness:** Increase program capacity and number of persons supported by 25% through acceptance of CLBC contracts offered and the hiring of a 5th coordinator. **December 2022**
5. **Effectiveness:** Administer Adult Guardianship quiz to all Home Share Providers, receive

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- 100% of response rate, and provide learning to any HSP's with low scores. **December 2022**
6. **Effectiveness:** 100% of individuals will have been introduced to end of life planning and 50% will have end of life plans documented in ShareVision. **December 2022**
 7. **Efficiency:** 100% of contractors will be introduced to the new contractor portal and 75% of contractors will be registered and using the portal by the end of 2022. **December 2022**
 8. **Efficiency:** Develop Coordinator Checklists for all PCP and monitoring administrative requirements to enhance coordinator workload tracking. **December 2022**
 9. **Service Access:** 90% of accommodation requests are met. **December 2022**

Host Agency Action Plan:

1. **Effectiveness:** 100% annual completion of PCP for each person in program. **December 2022**
2. **Effectiveness:** 90% of goals are attempted. **December 2022**
3. **Effectiveness:** Continue to advocate that all contractors receive equalized hourly rates to improve retention. **December 2022**
4. **Effectiveness:** 100% of individuals will have been introduced to end of life planning and 50% will have end of life plans documented in ShareVision. **December 2022**
5. **Effectiveness:** Increase program capacity and number of persons supported by 25% through acceptance of CLBC contracts offered and the hiring of a 5th coordinator. **December 2022**
6. **Efficiency:** 100% of contractors will have log in credentials for ShareVision and 75% of contractors will actively use ShareVision as a resource. **December 2022**
7. **Efficiency:** 100% of contractors will have been introduced to the new contractor portal and 100% and 75% of contractors will use the portal to submit invoices and sign contracts. **December 2022**
8. **Experience:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2022**
9. **Service Access:** 90% of Accommodation requests are met. **December 2022**

Employment Services Action Plan:

1. 100% annual completion of Employment Plans for each person. **December 2022**
2. 90% of goals are attempted or achieved. **December 2022**
3. **Effectiveness:** Record & post to CLV social media accounts virtual interviews with 5 employer partners about their experience collaborating with Employment Services to hire and retain employees supported by CLV **December 2022**
4. **Effectiveness:** Secure 10 new job placements. **December 2022**
5. **Effectiveness:** Secure 8 new job placements for youth (Impact Project). **December 2022**
6. **Effectiveness:** Secure CLBC/Inclusion BC grant funds for supplemental staffing to assist people who have lost work during COVID-19. **December 2022**
7. **Efficiency:** Deliver 4-week Digital Literacy course to persons served. **December 2022**
8. **Efficiency:** Complete 20 informational interviews with new potential community partners. **December 2022**
9. **Experience:** Individuals experience a high level of satisfaction with the support they receive from Employment Services (contact, information, job coaching, results)
10. **Service Access/Accommodation:** 90% of Accommodation requests will be met. **December 2022**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Supported Living Action Plan:

1. 100% annual completion of PCP's for each person. **December 2022**
2. 90% of goals are attempted or achieved. **December 2022**
3. **Effectiveness:** End of Life planning will be addressed for 50% of participants in SIL and SAL. **December 2022.**
4. **Effectiveness:** SIL and SAL will update the One Page profiles of individuals in SV. **December 2022**
5. **Efficiency:** SAL will provide 12 educational sessions to SAL participants in a wide variety of topics. **December 2022**
6. **Efficiency:** SIL and SAL: Emerging health needs will be addressed using community resources and tools available (Telehealth, Urgent Care, drop in clinics, specialized programs/services such as IH Home & Community Care, IH Hearing Clinic etc. **December 2022**
7. **Efficiency:** A Financial Handbook will be created as a "go to" resource for individuals and staff regarding financial aspects of independent living (i.e. PWD, RDSP, budgets, taxes). **December 2022**
8. **Experience:** Participants experience a high level of satisfaction with their support. **December 2022**
9. **Service Access:** Increase affordable housing for 4 people by securing subsidies, accessing subsidized units and increasing units with our housing partners. **December 2022**
10. **Service Access:** 90% of accommodation requests are met. **December 2022**

Parent Support Action Plan:

1. **Effectiveness:** 100% of individuals will have a completed PCP. **December 2022**
2. **Effectiveness:** 90 % of PCP goals are attempted. **December 2022**
3. **Effectiveness:** Obtain a TASP membership for \$75 a year (The Association for Successful Parenting for parents with intellectual disabilities). **December 2022**
4. **Effectiveness:** Provide opportunities for parents to participate in 3 parent/family focused webinars. **December 2022**
5. **Effectiveness:** End of Life planning will be addressed for at least 50% of participants. **December 2022**
6. **Efficiency:** Develop a tab on SV for documenting children's professional contact information and treatment plans. **December 2022**
7. **Satisfaction/Experience:** Parents report experiencing a high level of support from their PSP services. **December 2022**
8. **Service Access/Accommodation:** 90% of accommodation requests are met. **December 2022**

Youth Services Action Plan:

1. Youth Services will relaunch and run at least 5 family fun sporting events. **December 2022**
2. TCC will work closely with SCD to develop and hold a waitlist for children transitioning into youth that are not yet eligible for services. **December 2022**
3. Host 3 specialized staff training events focusing on emerging topics such as sexual health, boundaries, and positive support practices. **December 2022**
4. Update Sharevision and ensure adequate staff training and usage. **December 2022**
5. Determine the feasibility of continued Autism services given the financial shortages in program. **December 2022**

Family Support Action Plan:

1. Better address Complex Care needs by continued involvement with the provincial MCN/ Navigators network & the new Vancouver Island Network, and continued involvement with the local MCN community group and incorporate ways to better welcome and support the Indigenous population. **December 2022**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

2. Increase supporting youth with SNA's to gain representation agreements (connecting with MCFD guardianship and CLBC, becoming informed and information sharing re Rep agreements). **December 2022**

Individuals Supported Experience Action Plan:

1. Financially assist individuals through accommodation requests where possible. **December 2022**
2. Return to the least restrictive practices (no masks, no social distancing, group activities, big gatherings, full vans etc.) at the earliest date possible. **December 2022**
3. Explore alternative programming for individuals who desire a slower paced retirement lifestyle. **December 2022**
4. Resume Community Inclusion activities as COVID restrictions permit. **December 2022**

On call Managers and Supervisors Experience Action Plan:

1. Calls made to after hours On-Call system will be significantly reduced. **December 2022**
2. Evening Manager position will be implemented to support on-call managers/supervisors. **December 2022**
3. Scheduler position will continue to support shifts being filled. **December 2022**
4. Explore alternative smaller pod system such as for 4-5 homes. **December 2022**

GENERAL GROWTH AND CAPACITY

Continue to implement the change and growth strategies identified in the 2021 -2024 Strategic Plan: accessibility, addressing multiple complex needs, affordable housing, succession planning, recruitment, innovation, and adequate funding for services.

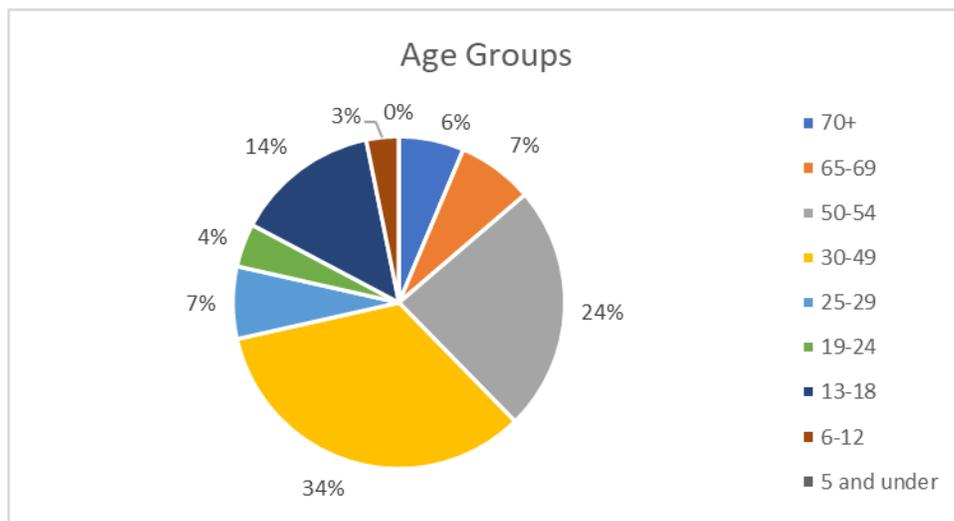
CHARACTERISTICS OF INDIVIDUALS SERVED

The following information is collected for individuals served by 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 (15). The decreases were spread out over our Youth Services. (Autism Services and Teen Community Connections). Numbers are distributed across the main age groups (13 - 69) in the same general manner as years past.

AGE		
Age Group	# of individuals	%
70 +	18	6%
65 – 69	21	7%
50 - 64	68	24 %
30 - 49	96	35 %
25 – 29	20	7%
19 – 24	12	4%
13 -18	40	14%
6 – 12	9	3%
5 and under	0	0%
Total	284	100%



CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

IDENTIFY AS:

	# of individuals
Male	152
Female	131
Non Binary	1
Total	284

SERVICE AREA

Service Area	# of Individuals
Community Inclusion Programs	53
Employment Services	44
Parent Support Program	5
Residential Services	58
Supported Apartment Living	12
Supported Independent Living	31
Host Agency	33
Home Share	46
Teen Community Connections	24
Autism Services	25
Family & Personal Support	450 plus

NUMBER OF PEOPLE SUPPORTED IN CLV COMMUNITY INCLUSION PROGRAMS

Program Name	# of Individuals
Community Access Program	25
Peninsula Community Inclusion Prog.	6
Reflections Program	7
Satellite Program	15
Total	53

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

NUMBER OF PEOPLE SUPPORTED IN RESIDENTIAL SERVICES

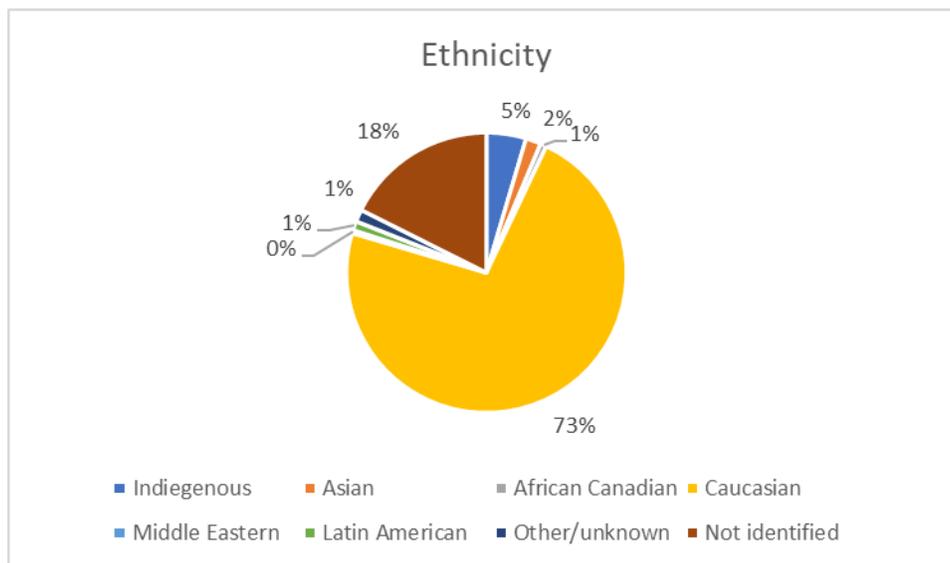
Name of Home	# of Individuals
Jeffree Home	4
Lindsay Home	4
Tyndall Home	5
Mariposa Home	4
Marin Park Home	4
McKenzie Home	4
Wascana (Gorge View) Home	5
Redfern Home	5
Cedar Hill Home	3
Wilcox Home	4
Burnside Home	4
Brock Home	4
Orillia Home	4
Arrow Home	2
EliVan Home	2
Total	58

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

ETHNICITY

Ethnicity	# of individuals	%	Victoria Stats 2021
Indigenous	13	5%	6 %
Asian	5	2%	14 % (includes Middle Eastern)
African Canadian	2	.5%	1%
Caucasian	206	73%	76%
Middle Eastern	1	0%	captured above
Latin American	3	1%	
Other/unknown	4	1%	3%
Not identified	50	17.5%	n/a
Total Individuals	284	100%	100%

ETHNICITY OF INDIVIDUALS SUPPORTED BY CLV



INDIVIDUALS CHARACTERISTICS/DEMOGRAPHICS ACTION PLAN

Tasks/Timelines:

1. CLV will transition to the newest version of Sharevision that will result in enhanced data tracking systems.
December 2022

Responsibility: Program Directors and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

COMMUNITY INCLUSION SERVICES

EFFECTIVENESS MEASURES	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
% of annually completed PCP's	65% in Satellite 66% in Reflections 82% in CAP 50% in Peninsula CI	100%	Reflections: 100% Cap 95% Satellite 100% PCI 75%
% of personal planning goals that have been attempted/achieved.	76% in Satellite 44% in Reflections 84% in CAP 50% in Peninsula CI	90%	Reflections 80% Satellite 88% CAP 61% PCI 85%
Reflections will obtain a new accessible vehicle	N/A	Vehicle obtained	Vehicle purchased in February 2021
Peninsula CI will introduce a rotating schedule of activities for individuals to participate in	N/A	Rotating schedule created	Goal modified to a rotating weekly schedule of activities
Satellite will create a visual schedule of activities to help individuals make informed choices in the activities they participate in.	Did not occur due to the pandemic will remain a goal for 2021	Visual schedule will be created in 2021	Still in progress as restrictions ease and people are returning to community activities
EFFICIENCY MEASURES	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
The number of computers will be increased at the various Community Inclusion programs.	N/A	Each CI program will receive 1 new computer for individuals to access	Satellite received a new Chromebook, CAP received a new desktop computer and Reflections received a laptop.
Cap, Satellite and Reflections will re-introduce supports for all participants who have not participated in the program due to the pandemic	N/A	75% of individuals will return to program	90% of CI participants have returned to their CI programs with some reduced program times
SERVICE ACCESS	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
% of accommodation requests on behalf of individuals that are met.	100% (9/9) of accommodation requests were accommodated in CAP and Satellite, no requests from Reflections or PCI program.	70%	100% (2/2) of accommodation requests were accommodated in CAP, no requests from Reflections, Satellite or PCI.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SUMMARY AND DESCRIPTION OF RESULTS

The results in this area refer to our Satellite (SAT), Community Access Program (CAP), our Reflections Community Inclusion program and the Peninsula Community Inclusion program (PCI). CAP and SAT are challenged with larger number of participants and many people experiencing aging issues. Reflections is a smaller 1:1 program supporting 6 individuals who have complex physical and health-related needs. The PCI program is based out of Marin Park home and includes three individuals from Marin Park and one from Jeffree home.

Our CI services continued to be greatly impacted due to the COVID-19 pandemic. In January of 2021 the programs were running at approximately 50% capacity. Following the Provincial Health Guidelines, individuals attended the programs at staggered times to limit the number of people in any one location. We focused on supporting individuals who lived alone, in Home Share or with their families who did not have access to day time support to attend our CI programs. After being home for such extended periods, some individuals living in CLV staffed residential homes decided they did not want to return to their CI programs full time. Many of these individuals are reaching, or at retirement age. Some staff are still redeployed to support these individuals at home. A CLBC facilitator was assigned to meet with these individuals to determine what they wanted from their day times supports. Individuals were identified at Wascana, Mariposa and Redfern who wished to have support at home to be able to sleep in or access the community in smaller groups at times that worked better for them. We continue to work with CLBC to advocate for appropriate funding or transition some of our current CI funding in order to accommodate these individual's requests. As of December 31st 2021, 4 CI staff are still redeployed to these homes and the CI programs are running at approximately 80% capacity.

We will be working with CLBC in 2022 to obtain funding for these homes which in turn will enable the redeployed staff to return to the CI programs. This will enable us to fill some vacancies and ensure that each program is running at 100% capacity.

Effectiveness Goals:

100% annual completion of PCP's for each person served in Community Inclusion programs.

We achieved 100% in Satellite, 100% in Reflections, 75% in CAP and 75% in Peninsula CI. Some of the individual's person centered plans were delayed as a result of the pandemic. Some individuals have not fully returned to the program, or there were scheduling conflicts between the individual's networks that delayed some of the plans.

90% of Individuals Person Centered Planning goals will be attempted or achieved: Reflections-80%, Satellite- 88%, CAP- 61% and PC- 85%. Some of these results are lower than what is typical for these program pre-pandemic. Some of the individual goals were discontinued or not yet attempted due to continued closures and restrictions at some community places such as swimming pools, recreation centers and various community events being cancelled. We continue to strive for 90% in this area.

Satellite will create a visual schedule of activities to help individual make informed activities they participate in: This goal was not achieved as many of the typical community activities were either closed or had restrictions in place that created barriers for individuals to participate in these activities on a regular basis. This will continue to be a goal for 2022.

CAP and Satellite will receive new laptops for individuals to access internet and virtual activities: Satellite received a new Chromebook, CAP received a new desktop computer and Reflections received a laptop. This has enabled participants to be able to access virtual activities as well as assist staff with entering information in ShareVision.

Satellite will create a visual schedule of activities to help individuals make informed choices in the activities they participate in: This goal was started but put on hold due to the pandemic and many community activities being suspended this will remain a goal for 2022.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

The Peninsula Community Inclusion program will develop a visual board of activities to assist individual to make informed decisions about the activities they chose to participate in. This goal was modified as the individuals did not find the visual schedule helpful. Instead, the program developed a rotating schedule of activities based on the individual's desires for them to participate in a variety of activities.

Reflections will obtain an accessible vehicle. Reflections are the proud owners of a 2020 Dodge Promaster that is fully accessible and meets the needs of the individuals and the program.

Efficiency Goals:

CAP, Satellite and Reflections will re-introduce supports for all participants who have not participated in the program due to the pandemic: All of the participants in these programs have returned but some are still at reduced times. With some CI staff still redeployed to our homes, we have not been able to invite all participants to return for the same number of hours per week as they attended pre-pandemic. We are working with CLBC to obtain funding for those homes were support some individuals do not want to, or are unable to return to the programs full time. When we obtain this funding The CI staff will return to their CI programs which will enable us to have the support required to invite participants to return to their pre-pandemic schedules.

Efficiency:

Reflections will revise their petty cash system to be more effective for staff and individuals: Reflections petty cash system was streamlined and now has a new excel spreadsheet that the manager uses to ensure things are balanced. The Program also obtained a MasterCard to be used for larger purchase which has reduced the amount of petty cash required to run the program.

Service Access/Accommodation Requests:

We received 2 accommodation requests from CAP which were financial in nature. Both requests were accommodated total amount was \$200.00 to support individual to access community activities.

COMMUNITY INCLUSION ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP's for each person served in Community Inclusion Programs.
December 2022
2. 90% of goals will be attempted or achieved. **December 2022**
3. **Effectiveness:** CAP, Satellite and Reflections redeployed staff will return to the program so all participants can return to their programs based on their pre-pandemic schedules. **December 2022**
4. **Effectiveness:** Satellite will create a visual schedule of activities to help individuals make informed choices in the activities they participate in. **December 2022**
5. **Effectiveness:** Reflections will create personalized activity schedules with each individual so they have a concrete schedule of activities they can participate in. **December 2022**
6. **Effectiveness:** CAP will purchase a new couch with higher seating to assist individuals with accessibility. **December 2022**
7. **Efficiency:** The Reflections team will update individual's program binders and develop daily shift routines to serve as a resource for casual staff to follow. **December 2022**
8. **Efficiency:** CAP, Satellite and Reflections redeployed staff will return to the program so all participants can return to their programs based on their pre-pandemic schedules. **December 2022**
9. **Efficiency:** Reflections will have automatic door openers installed to improve accessibility. **December 2022**
- 10 **Satisfaction:** CI participants will have a range of activities they enjoy. **December 2022**
11. **Service Access:** Accommodation requests are met. **December 2022**

Responsibility: Program Directors, Supervisors and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

RESIDENTIAL SERVICES

EFFECTIVENESS MEASURES	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
% of annually completed PCPs	76%	100%	84%
% of goals individuals were supported to achieve	76% (141/185)	90%	75% (115/153)
Individuals will have completed End of Life Planning in place in our residential services.	28% (16/58 people) had a completed plan. 41% (24/58 had a Rep Agreement or other	Increase by 10% (6 people)	42% (24/57 people) had a completed plan. An increase of 14% (8 people) 47% (27/57) had a Rep Agreement or other
EFFICIENCY MEASURES	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
A 2 nd person will be trained to fill shifts through ShiftShark	6/14 homes 43%	50%	11/15 homes 73%
SERVICE ACCESS	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
% of requested accommodations that were met	100% (9/9)	90%	75% (3/4)

SUMMARY AND DESCRIPTION OF RESULTS

Our efficiency and effectiveness goals for 2021 were developed after reviewing feedback received from the satisfaction surveys done in early 2021. Residential services in this section refer to our 15 staffed homes which range in size from two-person to five-person homes.

Effectiveness Goals:

84% of individuals in residential services had their annual Person Centered Plans (PCPs) completed on time in 2021. This was higher than in 2020 (76% completed). The primary reason for some plans not being completed on time was due to inability to meet with some families during ongoing COVID-19 restrictions, particularly if family members were unable to use Zoom for the meeting or uncomfortable meeting outside. We continue to strive for 100% of plans completed annually.

The second effectiveness goal for residential services was the number of goals attempted or achieved for individuals. We were able to reach 75% of their goals achieved or attempted (115/153 goals) and this was similar to the previous year, where 76% of goals (141/185 goals) were attempted or achieved. This was due to the ongoing restrictions placed on us by the pandemic. We continue to strive for 90% of goals being attempted.

The 3rd effectiveness goal for 2021, was to continue developing End of Life planning for another 10% (or 6 individuals) in residential services. This year, we increased our total # of individuals having completed their End of Life planning with

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

their families to 24, from 16 persons in 2020. This was an increase of 8 people or (14%). We were also able to increase the number of individuals with a Representative Agreement or similar to 27/57(47%) compared to 24/58 (41%) in 2020. This was a difficult area to pursue in 2021 with individuals unable to see their families in person for a significant part of the year. This will continue to be a goal for the upcoming year.

Efficiency Goal:

Our efficiency goal in 2021 was to increase the number of designated staff at each home who were trained in using ShiftShark to assist in filling shifts. In 2021, we increased the number of homes to 11/15 (73%) who had another staff who could fill shifts. This was an increase from 6/14 homes in 2020. We successfully implemented a scheduler position to fill shifts in 2021.

Service Access/Accommodations:

In 2021 we were able to meet 3 out of 4 residential requests. The requests were in the area of accessibility. The amount requested was \$2,400.00 which we were able to meet through our direct fundraising dollars and included: a gazebo on the patio in order to accommodate family visits outdoors, improved outdoor lighting for outdoor activities. CLV also provided 2 wheelchair accessible vehicles – one for Orillia home (\$79,000) and one for our new home, EliVan (\$65,000) and a replacement regular van for Arrow home (\$20,000).

In addition, we assisted individuals by accommodating needs for extra staffing when individuals were ill at home, provided end of life care for 3 individuals and continued to support people during the day at home when they were unable to attend their community inclusion programs due to COVID-19. We also provided extra staffing when individuals required post-hospitalization care at home. We also accommodated individuals when they could not 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 2022**
2. 90% of goals will be attempted or achieved. **December 2022**
3. **Effectiveness:** Increase by 25% the number of completed One Page Profiles in ShareVision. **December 2022**
4. **Efficiency:** Complete End of Life planning for 10% (6) individuals. **December 2022**
5. **Experience:** 90% of individuals will report a high level of satisfaction with their living arrangements. **December 2022**
6. **Service Access:** 90% of accommodation requests are met. **December 2022**

Responsibility: Program Directors and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

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

EFFECTIVENESS MEASURES	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
% of annually completed PCPs	100% in both SIL and SAL	100%	100% in both SIL and SAL
% of goals attempted or achieved	72% in SIL and 87% in SAL	90%	93% in SIL 92% in SAL
The SAL Program will host group sessions for the participants to increase knowledge of financial, health and independence	n/a	Five sessions	10 sessions of a wide range of related topics(i.e. Women’s Health, Covid Safety, Mental health, planning for severe weather, on-line shopping, online PWD reporting)
SAL will host sessions related to healthy relationships and self-advocacy		Three sessions	5 sessions (i.e. zoom meetings protocol, Rights, Being a Friend picnic)
SIL and SAL will increase the health literacy and decision making knowledge of participants by providing support and resources related to COVID-19 and vaccines	n/a	All who are in need	Vaccines and Me presentation Plain language handouts and info Checklist for health Taking my temperature training Support to get Vaccinated
SIL will connect identified individuals with generic community supports they are not yet accessing.	n/a	All interested	Accessed services such as Telehealth, Island Health Home & Community Care, LIFE passes
SIL will support participants to understand the importance of (and to access) routine checkups and health screenings according to their sex and age.	n/a	All participants	Prostrate exam (family correlation) Urologist Cancer follow up tests Diabetes testing
EFFICIENCY MEASURES	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
SIL will ensure that all Queens Ave. tenants have insurance as it is due	n/a	100%	100% completed
The SAL Program will ensure that participants have renewed their apartment insurance	9/12 (75%)	75%	100%
SAL will alternate the participants and activities of the “outreach cooking group” to provide increased opportunities.	n/a	2 events	Focus change included: guys night out, Goldstream campfire, haunted mini golf event, Christmas Lights train ride
SERVICE ACCESS	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
Increase affordable housing options for people by securing subsidies	3	4 new ones	5 new ones
% of requested accommodations that were met	100%- SIL \$2,925; SAL \$900	90%	\$900 for SAL and \$3,150 for SIL

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SUMMARY AND DESCRIPTION OF RESULTS

The **Supported Apartment Living (SAL)** program offers an enhanced support level (compared to the Supported Independent Living (SIL) program) to 12 individuals most of whom live within the same building. This 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. This remained altered this year due to COVID-19. Despite the challenging year, the program enjoyed stability in both staff and individuals. In the summer one person moved out of SAL as it was not the right support fit and another person moved in. Additional contingency funding was used to supplement additional medical and specialist appointments including vaccines and boosters. In the **Supported Independent Living (SIL)** program, people live in apartments throughout the community, typically have less 1:1 time, fewer group activities, are not as connected to each other and usually have one key staff. SIL is focused on the individual's unique goals, maintaining their community connections and in many cases provision of support to manage crisis and poverty related issues. In this past year the program benefitted from a stable support team and network of support for individuals. Working with CLBC, the health system, PWD, housing providers and other partners resulted in a number of improved supports for a number of individuals.

Both programs needed to continue to adjust supports to meet the pandemic restrictions. Support moved to less 1:1 time and no groups for the majority of time. Over the phone supports, zoom sessions, distanced visits, PPE use, outside visits, new driving protocols, and other strategies were used to promote healthy support. We monitored and determined level of risk due to ages, immunity, ability to physically distance and practice proper hand hygiene and coughing etiquette. Generally people in both programs have coped very well with the restrictions and their physical and mental wellbeing as it relates to the pandemic.

Both programs continue to see growing support issues related to aging, declining health and mobility.

Effectiveness Goals:

Group Sessions: SAL continued to provide many educational and social gatherings using zoom options and small group meetings. Their topics included: Food Safety, Women's Health and Aging, Mental Wellness, Online Safety, Mask & Disinfecting protocols and a number of Diversity and Inclusion sessions among others. They had a guest speaker present on "Vaccines and Me" to provide additional information to make informed choices about the vaccines being offered. It seemed timely to also start offering "severe weather" training given the more extreme heat and snow events of the last few years. Personal Rights, home safety and many fun events also occurred.

Generic and Health Resources: Both groups increased access to services such as Telehealth, Island Health Home and Community Care, LIFE passes as a way to meet growing health needs. Both groups have remained fairly steady and many have been in their programs long-term. Increasingly, aging issues are emerging. Careful attention to health care needs related to this issue were addressed: e.g. prostate exams (family correlation), hearing aids, urologist appointments, Cancer follow up tests and Diabetes testing.

Efficiency Goal:

Insurance: Growing concern exists for apartment renters and their landlords with increases in fire/water damage as well as damaged property. Some apartments have now made apartment insurance a requirement. This "home management" cost is often overlooked. 100% of SAL participants, 100% of Queens Ave participants (where it is required) and others in SIL now have tenant content insurance.

Changing support time focus: individuals in the SAL program wanted to focus some of their support hours to be used for a broader group and activities. This successfully allowed more group adventures including: a guy's night out, Goldstream campfire, haunted mini golf event and a Christmas Lights train ride.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Service Access/Accommodation:

Affordable Housing: The cost of living, especially as rental and food costs increase, is a significant struggle for the individuals supported through both of these programs. Additionally, with the current homeless strategies, high rental/purchase prices and limited stock make affordable housing seem like an impossible task at times. 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 gives up their subsidy to obtain a subsidy for someone new. In 2021, we had one person leave a subsidy allowing another to move in, we had two families able to access subsidized family units with CRDH through our partnership with them. We were able to access a subsidy for someone through our partnership with IDLHS and advocated for an individual to move into supported and subsidized housing with another community agency after his father died.

We also created a resource section in our CLV Directory to capture our Affordable Housing partners, waitlists, contacts, agreements and processes. Work was done to finalize an agreement with our Pacifica Housing partners but this was put on pause due to their agency pressures. CLV's SAL program also participated in the creation of a short video produced by Inclusion BC which was designed to educate and advocate for additional subsidies.

Working in partnership with M'akola Development services we submitted a proposal to BC housing in the spring of 2021 to obtain funds to build a 4 story apartment building on the property of CLV's main office. The plan included repurposing CLV's main building, augmenting the Community inclusion and office space, and creating a 47 unit apartment building that would have been a mix of 1, 2, and 3 bedroom units. Some of units were intended to be market rent and others were meant to be subsidized and 10% of the units were meant to be affordable units intended for some individuals we support. We submitted the proposal for funding to BC housing and submitted a rezoning application to Saanich. Unfortunately we were not successful in obtaining the funds, so the project is on hold at this time. Our rezoning application remains with Saanich. We have all the information and may submit another proposal during BC Housing's funding call in the coming years.

Accommodation Requests: Another way we accommodate the significant financial barriers the SIL and SAL participants experience is through the disbursement of fundraising dollars. 100% of SAL accommodation requests were met (\$900.00). They included SAL activities, cooking sessions and craft supplies. 100% of SIL Accommodation Requests were met (\$3,150). These requests were primarily for basic food, clothing, gift cards and necessities. Additional support through the Foundations Matching Grant program was disbursed to several participants in the SIL program to provide counselling for example.

SUPPORTED LIVING ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP's for each person. **December 2022.**
2. 90% of goals are attempted or achieved. **December 2022.**
3. **Effectiveness:** End of Life planning will be addressed for 50% of participants in SIL and SAL. **December 2022**
4. **Effectiveness:** SIL and SAL will update the One Page profiles of individuals in SV. **December 2022**
5. **Efficiency:** SAL will provide 12 educational sessions to SAL participants in a wide variety of topics. **December 2022**
6. **Efficiency:** SIL and SAL: Emerging health needs will be addressed using community resources and tools available (Telehealth, Urgent Care, drop in clinics, specialized programs/services such as IH Home & Community Care, IH Hearing Clinic etc. **December 2022**
7. **Efficiency:** A Financial Handbook will be created as a "go to" resource for individuals and staff regarding financial aspects of independent living (i.e. PWD, RDSP, budgets, taxes). **December 2022**
8. **Experience:** Participants experience a high level of satisfaction with their support. **December 2022**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

9. **Service Access:** Increase affordable housing for 4 people by securing subsidies, accessing subsidized units and increasing units with our housing partners. **December 2022**
10. **Service Access:** 90% of accommodation requests are met. **December 2022**

Responsibility: Program Director and Program Staff

HOME SHARE

EFFECTIVENESS MEASURES	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
% of annually completed PCPs	74%	100%	91 %
% of goals attempted or achieved	81%	90%	84%
# of home studies for new home share families	8	6	5
Revise the Home Share monitoring tool to increase frequency of monitor meetings and accountability of Providers	N/A	Monitoring tool revised to increase # of check-ins with individuals and Home share providers	Monitoring tool split into two parts with more in-depth questions added to each part for a more thorough monitoring process.
Coordinators will review caseloads and shift some individuals to ensure that coordinators support an appropriate number of individuals based on the number of hours they work each week	N/A	Caseloads will be balanced amongst coordinators	Caseloads reviewed and shifted amongst coordinators
30% of individuals will have end of life planning in place.	N/A	30% of individuals will have end of life planning in place	17% individuals have end of life planning in place
EFFICIENCY MEASURES	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
Obtain Docu-sign software for home share providers to be able to complete and sign contracts and other forms electronically as required.	N/A	Invoices and contracts will be signed and submitted electronically	Contractor portal created which allows for contracts, renewals, and invoicing

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SERVICE ACCESS	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
Service Access: Home Share Coordinators will review their caseloads and increase capacity from current amount (47)	47 people supported as of Dec 31, 2020		46 people supported as of December 31, 2021
SERVICE ACCESS	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
% of accommodation requests that were met	100% of requests were accommodated (8/8)	70%	100% (7/7) of requests were accommodated

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. As of December 31, 2021, we supported 46 individuals in this program. One individual within our network passed away in hospital in December 2021. We had two individuals move into our network and two others moved from the network. The pandemic has continued to influence how we provided support to individuals and home share providers. Much has changed as we now enter the third year of the pandemic and much of our ongoing supports to Individuals and Home Share Providers have been in the form of advocacy, both for mental health and behavioural support resources. CLV has also offered strong advocacy with our funders to allocate extra resources to Home Share arrangements and in some cases added service funds to compensate for a loss of community inclusion opportunities. Person centered planning and monitoring meetings have been moving back toward a blend of in person and virtual meetings as the pandemic continues in an attempt to balance safety with the needs for direct observation and real connection with Individuals and Providers. Our coordinators have been resilient in shifting the way they previously did their work to ensure that we remain available, accessible, and responsive to the CLV Home Share network.

Effectiveness Goals:

100% annual Person-Centered Plans were completed. 91% (41/45) Person Centered Plans were completed with Individuals within the specified timelines. This is up 17% from last year which shows our successful adaptations to service provision within the constraints of the pandemic. 4 were not completed within the timelines due to a variety of reasons including: COVID-19 related scheduling and visiting issues; some illness/ hospitalization; and some other medical issues. We continue to strive for 100% in this area.

90% of goals will be attempted. 84% of goals (102/121) were either attempted, achieved, or partially achieved for individuals in Home Share in 2021. This is a 3% increase from 2020 and again shows the successful adaptations of all stakeholders to the challenges of the pandemic. Of the uncompleted or discontinued goals many included either community access or travel that was again not possible in 2021 and some of these individual goals will resume when it is appropriate.

Complete Home Studies for 6 new Home Share Providers. 5 home studies were completed this year. COVID-19 has continued to limit the number of moves in Home Share overall. Other moves within our network were either out to different service areas or absorbed by Home Share Providers with whom we already contract, and therefore did not require a home study. Overall program and service needs were met without conducting more home studies than were necessary.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Coordinators will review caseloads and shift some individuals to ensure that coordinators support an appropriate number of individuals based on the number of hours they work each week. Working separately due to the pandemic instead of as a team in a shared space day to day limited the natural collaboration and conversations between coordinators which would have allowed more informal cues to any imbalance in caseloads. This coupled with the changing demands of the work due to the pandemic also made it difficult to assess the causes of increased workloads for Coordinators and Director alike and inhibited effective oversight of caseload balancing as a priority. Some shifting of individuals between coordinators did occur but further work in this area is necessary to assure equal quality service to the individuals we support as well as to prevent coordinator overload. This will remain a goal for 2022.

30% of individuals will have end of life planning in place. 8 individuals (17%) have begun the process of end-of-life planning. This will continue as a goal for 2022.

Efficiency Goal:

Obtain Docu-sign software for home share providers to be able to complete and sign contracts and other forms electronically as required. Initial research into this project revealed that both Docu-sign and Adobe-sign would be cost prohibitive to the program on an ongoing basis with high annual subscription fees for licenses. A new direction was chosen and a higher initial cost project with lower ongoing costs was decided upon. A division of the CLV website was created as a 'contractor portal' which allows all contractors to register as a user and sign, renew, and review contracts and contract related materials, as well as submit invoices of any type. This new system is already showing significant efficiency gains via moving to electronic reporting and record keeping with potential for instantaneous signing, reviewing, and approval processes by all parties involved.

Service Access: Affordable housing has become a barrier to home share in the Victoria area and across the province. Many home owners can rent out suites in their homes or even bedrooms for far more than what the people we support can afford. Housing costs paired with people not feeling comfortable opening their homes to support an individual has limited the number of home share provider applicants we received in 2021. One coordinator was interviewed by a reporter from the Times Colonist talking about the challenges with recruitment in hopes that we might encourage more home share applicants in the future. Home Share Recruitment will be a goal for this program in 2022.

Service Access/Accommodation: 100% (7/7) of accommodation requests were met. All requests were financial which cost just over \$4,000. Examples include: additional supports and respite for individuals in times of crisis, or when an individual CI program was closed due the pandemic, cleaning a home share provider's home when the individual moved out, and in one instance, contributing funds for an individual to go on a holiday.

HOME SHARE ACTION PLAN

Tasks/Timelines:

1. **Effectiveness:** 100% annual completion of PCP's for each person in Home Share. **December 2022**
2. **Effectiveness:** 90% of goals are attempted or achieved. **December 2022**
3. **Effectiveness:** Develop a new recruitment letter which includes the new CLBC resource, disseminate to existing home share network and on CLV social media platforms, and respond to 100% of inquiries and interests from potential Home Share Providers. **December 2022**
4. **Effectiveness:** Increase program capacity and number of persons supported by 25% through acceptance of CLBC contracts offered and the hiring of a 5th coordinator. **December 2022**
5. **Effectiveness:** Administer Adult Guardianship quiz to all Home Share Providers, receive 100% of response rate, and provide learning to any HSP's with low scores. **December 2022**
6. **Effectiveness:** 100% of individuals will have been introduced to end of life planning and 50% will have end of life plans documented in ShareVision. **December 2022**
7. **Efficiency:** 100% of contractors will have been introduced to the new contractor portal and 100% of

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

requests for support and training will be followed up on with a final goal of 75% of contractors registered and using the portal. **December 2022**

8. **Efficiency:** Develop Coordinator Checklists for all PCP and Monitoring administrative requirements to enhance coordinator workload tracking. **December 2022**
9. **Service Access:** 90% of accommodation requests are met. **December 2022**

Responsibility: Program Director and Program Staff

HOST AGENCY

EFFECTIVENESS MEASURES	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
% of annually completed PCPs	83%	100%	74%
% of goals were attempted	66%	90%	78%
Advocate to CLBC for all Host Agency Contractors to receive 27.00 per hour improve recruitment and retention	NOT ACHIEVED	100%	95%
Purchase and distribute emergency kits for individuals who live independently	N/A	Individual kits received	6 individuals received kits.
EFFICIENCY MEASURES			
Obtain Docu-sign software for host Agency contractors to be able to complete and sign contracts and other forms electronically	N/A	Software purchased and put into use	Achieved by creating a "Contactor Portal" on CLV's website
SERVICE ACCESS	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
Respond to new support requests and referrals to increase capacity by 4 individuals	7 individuals joined	4 new individuals will join our host agency	4 individuals joined but 3 exited
% of accommodations that were met	4 accomodation requests were met	90%	No accommodations requested

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. Our host agency program puts individuals and families in control of their own supports. Our coordinators work in partnership with individuals and families to help them create the

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

supports they require. The types of support people receive are based on skill development, respite, community inclusion, outreach support and in some cases, employment.

33 individuals receive support through our Host Agency Program. Individuals in this program are typically supported in a 1:1 capacity to work towards their identified person centered planning goals. Our Host Agency Coordinators work closely with individuals, families and support contractors to coordinate the individualized services and ensure they remain within their established budgets.

The pandemic has impacted some of these services. We have continued to provide support in ways that are meaningful for individuals and families however some individuals and families have chosen to limit the support or community access based on individual comfort levels, vulnerabilities and the various stages of the pandemic in 2021.

Effectiveness Goals:

100% annual Person Centered Plans were completed

74% (24 out of 33) of individuals' Person Centered plans were completed within the specified timelines. 2 were not completed as the individuals joined our program in the fall of 2020 and their planning meeting will be scheduled early in 2022 (6 months after service begins). 2 individuals have suspended their supports due to the pandemic and planning will resume once the individual and family are ready to re-engage in supports. 2 receive respite support only and do not require person centered planning as the goal of the service is to provide the family with breaks. 3 plans were delayed due to scheduling conflicts. While there are a variety of reasons that delay the person centered planning process we continue to strive for 100% in this area.

90% of goals will be attempted or achieved

78% of goals (34/45) were either attempted or achieved. This is much lower than what is typical for this program. Many of the goals were put on hold or discontinued due to the pandemic. Some individuals and families chose to suspend their supports during the pandemic and some of these goals included activities such as volunteering, increasing social opportunities, obtaining paid employment or going on holidays. Many of these goals will resume or be revised in 2022.

Advocate to CLBC for all Host Agency Contractors to receive \$27 per hour to improve recruitment and retention

Through various advocacy initiatives, we were successful in getting a funding increase for individuals who have individualized funding contracts. Effective December 1st 2021, 25 individualized funding contracts were increased to \$27 per hour. In many cases, this meant an increase of over \$8.00 per hour for the support contractors. Some of these contractors were paid \$18.18 per hour as they were historical contacts through CLBC. We still have 4 contracts where the support workers earn less than \$22.00 per hour and we will continue to advocate for these to be increased in 2022. The increased pay rate has already helped the program with recruitment and retention.

Purchase and distribute emergency kits for individuals who live independently. 6 individuals we support in our host agency program live independently. We purchased and provided each individual with an emergency kit that includes first aid supplies, food and water to assist them should we experience a major disaster in the Victoria area.

Efficiency Goal:

Obtain Docu-sign software for Host Agency contractors to be able to complete and sign contracts and other forms electronically. This goal has been modified and enhanced. After researching digital signing software, we decided to create a "contractor portal" which is hosted by CLV's website. This portal enables coordinators and our administration assistant to create contracts in the portal. Contractors receive a notification and are able to digitally sign their contracts within the portal. Our Host Agency guide book which guides the contractors work is on the portal and accessible from any electronic device with internet access. In addition, contractors are able to submit invoices, mileage claims and upload receipts for reimbursement. Approximately 50% of our contractors are using this portal and we will work with the remaining contractors to increase the number of users in 2022. This has improved our invoicing system, not only is

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

it more efficient, coordinators also receive notifications when invoices are submitted and they are able to approve them electronically improving our accountability.

Service Access: Respond to new support requests and referrals to increase capacity by 4 individuals. 4 individuals joined our host agency program in 2021, however 3 individuals exited in 2021. 2 individuals passed away and 1 individual moved to another service provider where he obtained affordable housing with in home supports.

Accommodation Requests: We did not receive any accommodation requests in 2021.

HOST AGENCY ACTION PLAN

Task/Timelines:

1. **Effectiveness:** 100% annual completion of PCP for each person in program. **December 2022**
2. **Effectiveness:** 90% of goals are attempted. **December 2022**
3. **Effectiveness:** Continue to advocate that all contractors receive equalized hourly rates to improve retention. **December 2022**
4. **Effectiveness:** 100% of individuals will have been introduced to end of life planning and 50% will have end of life plans documented in ShareVision. **December 2022**
5. **Efficiency:** Have ShareVision log in credentials for 100% of HA contractors and have 75% of contractors actively utilizing ShareVision as a resource. **December 2022**
6. **Efficiency:** 100% of contractors will have been introduced to the new contractor portal and 100% of request for support and training will be followed up on with a final goal of 75% of contractors registered and using the portal. **December 2022**
7. **Effectiveness:** Increase program capacity and number of persons supported by 25% through acceptance of CLBC contracts offered and the hiring of a 5th coordinator. **December 2022**
8. **Experience/Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2022**
9. **Service Access:** Accommodation requests are met. **December 2022**

Responsibility: Program Director and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

PARENT SUPPORT PROGRAM

EFFECTIVENESS MEASURE	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
% of individuals who have a completed PCP	100%	100%	100%
% of goals have been attempted	100%	90%	100%
PSP staff will support families will access 3 resources that address food insecurity.	n/a	90%	100%
Development of a promotional package that is readily available to potential referring professionals	n/a	100%	100%
EFFICIENCY MEASURE	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
PSP staff will support each family to access relevant COVID-19 related funding and on-line education.	n/a	All families	100%
The PSP will develop a Rack style brochure to replace the outdated PSP brochure.	n/a	10+ agencies	100%
SERVICE ACCESS	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
% of requested accommodation requests that are met.	100% (\$3,425)	90%	100% (\$4,675)

SUMMARY OF RESULTS

This is a small program (5-7 families typically) that provides intense, long term, in-home as well as community support with 1 FTE staff. Families in the PSP are often face multiple barriers including economic and social. The main focus of the program is to assist in strengthening knowledge and skills in their parenting role and to help families identify and apply to various funding resources. This includes accessing subsidies and non-fee programs/events, legal supports with regards to custody, foodbanks, biweekly bags of fresh vegetables, and building connections with other community programs that assist them with their parenting and family life. With natural disasters on the rise, the PSP continues to place emphasis on supporting families to be prepared for community wide emergencies such as earthquake, fire, severe weather, power outages, etc. This year, families were once again impacted by COVID and they did incredibly well, despite the challenges with schooling, finances, and emotional well-being, specialized supports for their children being delayed, reduced or canceled. The PSP staff continued to offer a combination of virtual supports, outside visits and/or inside visits with PPE. PSP staff focused on issues related to parenting in the context of isolation, mental health, poverty, food security and ensuring families had the services they needed. This included connecting families to agencies that were providing fresh vegetables, bread and even free ice cream from the Salvation Army throughout the summer. In addition, we continued to provide food and gift cards as appropriate.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Effectiveness Goals:

Families linked to resources that provided additional food security: 7/7 PSP families increased their access to a variety of food resources. 4 of the 7 families were able to access at least 4 different resources. These included the Salvation Army's bi-weekly healthy snack and ice cream program during the summer, The Good Food Box (fresh veggies) and community members' donations of grocery cards.

Families had support to access COVID related funding and online education: 7/7 families accessed COVID related resources including the "COVID-19 Time Capsules" and Workbooks, Inclusion BC's COVID vaccine online education and handouts, a course regarding the various online frauds due to the increase of scams since COVID.

Efficiency Goals:

Development & distribution of PSP promotional package: After designing a rack card which included a cover letter detailing what the PSP services include, 250 rack cards were distributed to 15 different agencies and their affiliated offices located throughout the CRD throughout the summer and continued into the fall.

Service Access/Accommodation:

Most of the families supported in this program live with poverty as a major barrier. CLV was able to accommodate 100% (\$4,675) of the requests. Fundraising dollars were directed to parents of the PSP to assist them with day camps, Christmas presents, child/family activities, clothing and food cards. This year we received funds from Santa's Anonymous to distribute to families in need for food and those in most need of respite. We were grateful to provide this needed support to families.

PARENT SUPPORT ACTION PLAN

Tasks/ Timelines:

1. **Effectiveness:** 100% of individuals will have a completed PCP. **December 202**
2. **Effectiveness:** 90 % of PCP goals are attempted. **December 2022**
3. **Effectiveness:** Obtain a TASP membership for \$75 a year (The Association for Successful Parenting for parents with intellectual disabilities). **December 2022**
4. **Effectiveness:** Provide opportunities for parents to participate in 3 parent/family focused webinars. **December 2022**
5. **Effectiveness:** End of Life planning will be addressed for at least 50% of participants. **December 2022**
6. **Efficiency:** Develop a tab on SV that the children's professional contact info and treatment can be stored. **December 2022**
7. **Satisfaction/Experience:** Parents report experiencing a high level of support from their PSP services. **December 2022**
8. **Service Access/Accommodation:** 90% of accommodation requests are met. **December 2022**

Responsibility: Program Director and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

EMPLOYMENT SERVICES

EFFECTIVENESS MEASURE	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
# of new employment placements secured	6	10	11
Secure CLBC/Inclusion BC grant funds for extra staffing to assist people who have lost work during COVID-19	N/A		\$70,000 received
Support employees to highlight their outstanding employers quarterly on our Facebook page	2	4	3
Secure new job placements for youth (Impact Project)	7	10	12
EFFICIENCY MEASURE	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
Conduct Informational Interviews	13 (resulting in 2 new jobs)	20	21 jobs/work experiences secured: ES-1; Impact -1; WEOG-2
Deliver 8-week Virtual Job Club	n/a	8	Achieved mid Feb -mid April
Orient & train 1 new part-time staff	n/a	1	Achieved
SATISFACTION/EXPERIENCE	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
Individuals report better employment outcomes in 2021 (increased hours, new experiences, a new job) as a result of Grant funding and work experience funding.	N/A	90%	8 WEOG placements – 5 permanent jobs secured; 2 people obtained Foodsafe certificates; 1 person certified in Serving It Right; 1 person certified in Case Digital Literacy Grant funding: 11 job seekers – 7 jobs secured
SERVICE ACCESS/ACCOMMODATION	2020 RESULTS	EXPECTED GOAL	2021 RESULTS
% of accommodations requested met	No requests	90%	No requests

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SUMMARY OF RESULTS

Employment Services (ES) demonstrated perseverance, resilience and continued commitment to providing consistent quality supports under the continued Health Orders due to COVID-19. In contrast to the previous year's limited opportunities for new job development, enrichment of ongoing positions and in-person service delivery, employment staff were able to adapt and shift to work within ever-evolving guidelines. More and more, employers began to reach out to their furloughed staff and ES to develop return-to-work plans together. Eight people were supported with 1-1 job coaching to transition smoothly back into well-established routines that were now required to change in different ways to meet new health and safety protocols. Some who found themselves unemployed as a result of the pandemic embraced the opportunity to begin new careers in altogether different sectors after being laid off from existing jobs. An example of this was moving from a dishwashing job to pursuing formal training and long-term career as a baker/cake decorator. This combination made for a very busy year!

Despite the obvious negative impacts of COVID-19, some incredible opportunities were born of workforce reinvigoration efforts put forward by the provincial government. ES successfully applied and received funding to facilitate 8 paid work experiences funded by the MSDPR under their 12-week Work Experience Opportunities Grant (WEOG). Of the 8 participants, 5 people secured permanent employment upon completion. Overall, every participant gained new skills and experience and were able to further explore different job sectors of interest. In addition, several obtained certifications in areas like Foodsafe and Serving it Right. The WEOG ensured the participants earned \$300 per week over the course of the 12-week program and this did affect their \$15,000 earning cap.

Recognizing the gaps in available digital training with a focus on accessibility, the ES Program Coordinator and an employee who lost their job due to an inability to pivot to a work-from-home model, participated in the Canadian Association for Supported Employment's pilot project to develop an online Digital Literacy course tailored to learners with diverse abilities. The Digital Literacy course officially launched for its first cohort of learners in mid-November.

Year 2 of 3 of the Youth Summer Employment Impact program saw incredible growth and increase in participation from youth and employers alike. Job coaches supported a diverse group of 12 youth to secure paid seasonal employment and 7 to participate in short-term work experiences. While providing ongoing supports to these new youth, ES continued to support the regular program of 46 people and developed 11 new positions in the community. There were 4 exits and 3 new participants. The two exited individuals have retired from the workforce, the other 2 decided after participating in the WEOG that pursuing further paid employment was not the right fit for them at this time. The ES program was very successful in recruiting and retaining qualified casual staff with availability and skills that aligned with the needs of the program. Two of the new casuals were able to play significant roles in our Summer Youth Impact project with one confirmed to return for year three

The staff and Program Director continued to be active in local and provincial employment meetings (virtual for 2021) including the BC Employment Network (BCEN). The Youth IMPACT Project was a result of this partnership. The other significant funding as a result of this group's advocacy was additional CLBC funds managed through Inclusion BC starting in 2021. Eleven people who had their jobs directly impacted or lost as a result of the pandemic were able to have funds allocated to further enhance the effort to assist these individuals to return to work. To date, 7 of those 11 people have returned to the workforce as a result of the funds which supported increased program staffing. 3 of the 7 remain underemployed and 4 people are still working on job development. Recognizing the ongoing challenges experienced getting people back to work during an ongoing pandemic, InclusionBC and CLBC have granted extensions for the initial cohort to June 2022 and funding for a second cohort is expected to come soon.

Setting up informational interviews with employers we have not yet worked with, provides increased awareness of our service, an exploration opportunity for the individual, and often results in positions. Out of the 21 arranged interviews this year, 5 people secured jobs at these locations (Sysco, Belmont Thrifty Foods; Saanich News; Urban Grocer; Country Grocer; K9 Adventures; Mother Nature's Market).

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

3 supported employees assisted staff to highlight their worksites on the Employment Services Facebook page: Thrifty Foods Tuscany, The Salvation Army and Save on Foods Tillicum.

The goal of providing an 8-week series of workshops, “Job Club”, was successful - very positively received and attended.

Accommodations: There were no requests this year.

EMPLOYMENT SERVICES ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of Employment Plans for each person. **December 2022**
2. 90% of goals are attempted or achieved. **December 2022**
3. **Effectiveness:** Record & post to CLV social media accounts virtual interviews with 5 employer partners about their experience collaborating with Employment Services to hire and retain employees supported by CLV **December 2021**
4. **Effectiveness:** Secure 10 new job placements. **December 2022**
5. **Effectiveness:** Secure 8 new job placements for youth (Impact Project). **December 2022**
6. **Effectiveness:** Secure CLBC/Inclusion BC grant funds for supplemental staffing to assist people who have lost work during COVID-19. **December 2022**
7. **Efficiency:** Deliver 4-week Digital Literacy course to persons served. **December 2022**
8. **Efficiency:** Complete 20 informational interviews with new potential community partners. **December 2022**
9. **Experience:** Individuals experience a high level of satisfaction with the support they receive from Employment Services (Contact, information, job coaching, results)
10. **Service Access/Accommodation:** 90% of all accommodation requests will be met. **December 2022**

Responsibility: Program Director and Employment Services Staff

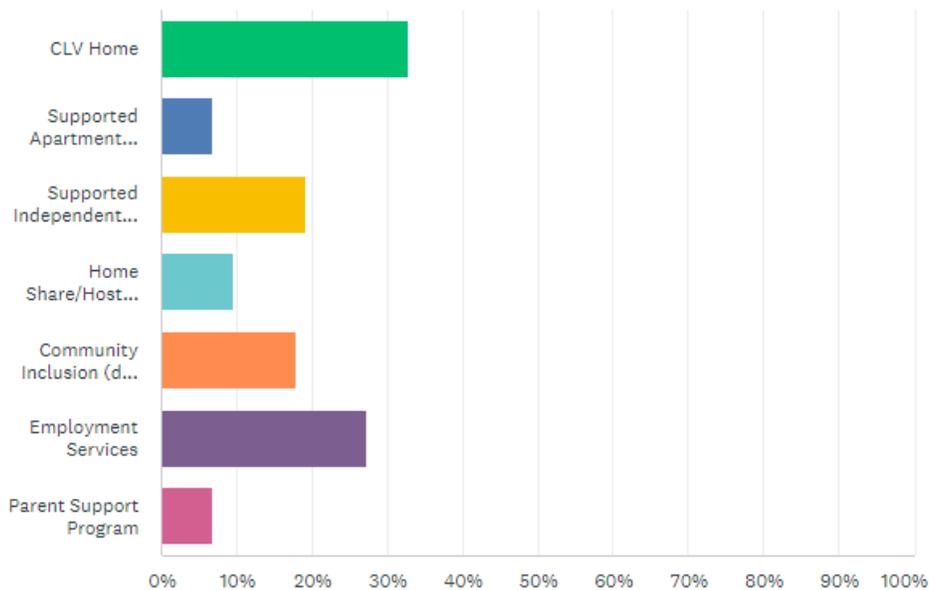
INDIVIDUAL EXPERIENCE

DESCRIPTION OF PROCESS

In February 2022, we conducted Experience Surveys for individuals across a sampling of programs including: Community Inclusion, Residential, Independent Living, Parent Support, Home Share, Host Agency (individualized funding) and Employment Services. Surveys were completed by individuals (with support if needed) from their home/program staff who asked a series of questions related to their experience at CLV. This information was then transferred into the online data base for reporting purposes. Our questions changed this year to reflect the current environment with COVID-19 extending for a 2nd year. The questions related more to an individual’s experience of their supports and how they were impacted by the pandemic.

In which Community Living Victoria programs, do you receive services:

Answered: 73 Skipped: 1

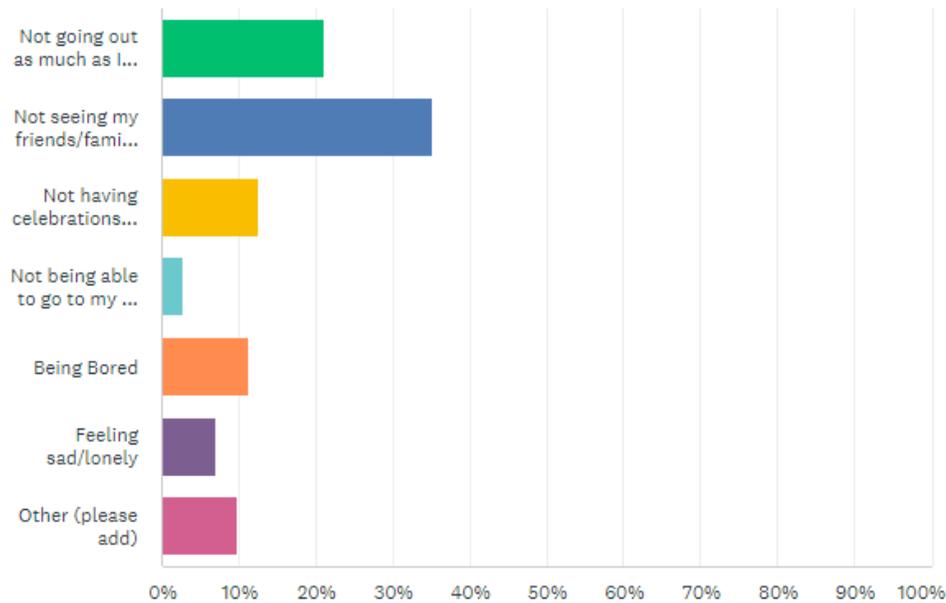


Results: 74 supported individuals participated in the surveys. This was more than in the previous year (65 people responded in the 2020 survey). The largest group of respondents were from CLV Homes (33%), Employment (27%) and Supported Independent Living (19%) , followed by Community Inclusion (18%), Host & Home (10%) Supported Apartment Living (7%) and Parent Support (7%). Some individuals receive services from multiple programs at CLV.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

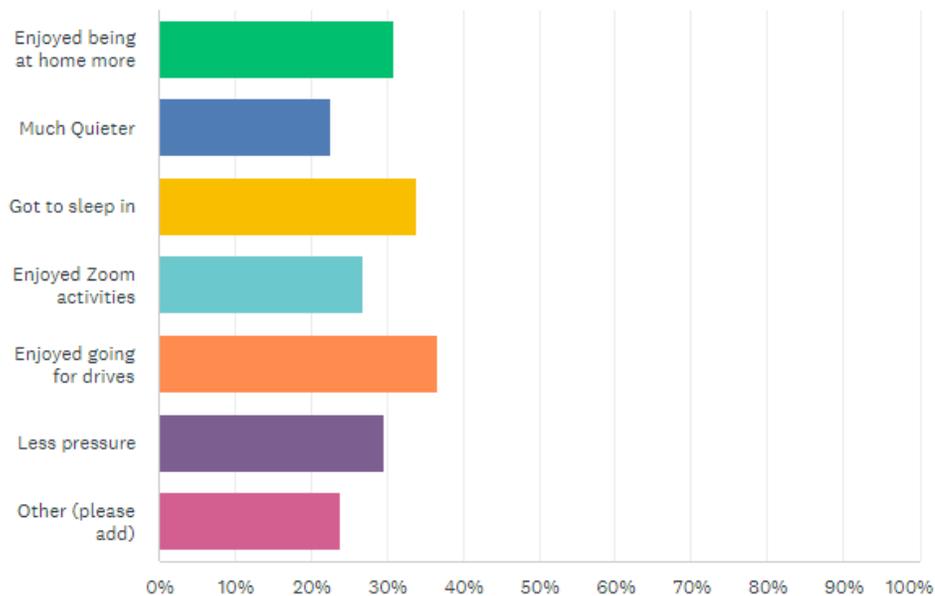
Covid-19 has caused a lot of changes for all of us in the past year. What did you find difficult or challenging with these changes?

Answered: 71 Skipped: 3



Did you find anything was easier or you enjoyed more during Covid-19? Check all that apply.

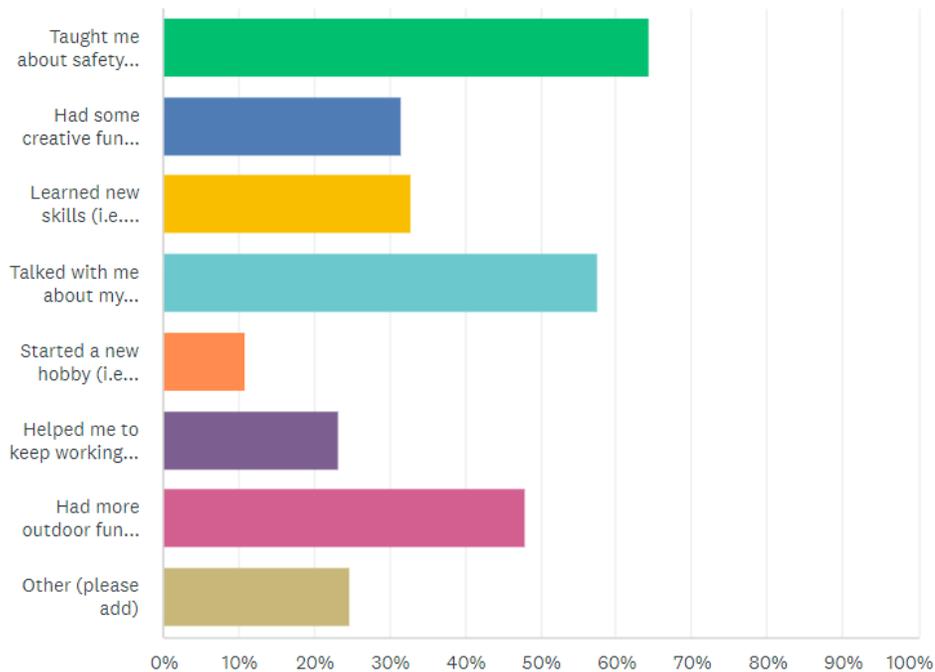
Answered: 71 Skipped: 3



CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

What did your support staff or CLV do that was helpful? Check all that apply.

Answered: 73 Skipped: 1



Individuals reported enjoying some activities more during COVID-19:

- 37% Enjoyed going out for drives
- 34% Enjoyed sleeping in more
- 31% Enjoyed being at home more
- 30% Enjoyed feeling less pressure
- 27% Enjoyed Zoom Activities
- 23% Enjoyed being more quiet

Individuals also experienced a lot of challenges this year due to the restrictions of the pandemic:

- 35% Missed not seeing friends and family
- 21% Missed not going out as much as they wanted to
- 13% Missed not having celebrations
- 12% Felt bored at home

Individuals also reported that their support staff was helpful in the areas of:

- 64% Were taught about safety (masks, sanitization, social distancing, vaccinations)
- 58% Talked about their feelings and worries
- 48% Had more fun outdoors
- 33% Learned new skills (how to Zoom, cooking, social media, new tasks at work)
- 32% Had some creative fun (driveway hockey, birthday drive bys, music nights, crafts)

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Comments: Individuals experiences were very different this year in comparison to past years. There was limited participation in Community Inclusion programs and individuals were home based more often. Individuals missed family, friends and celebrations this year. However, individuals did also report some enjoyable activities and also some reported enjoying the slower pace of life.

What did people say made life easier and more enjoyable during this past year?

- I switched from working to volunteering. Less Pressure.
- I still got to work during Covid. It kept me busy.
- I liked being with the kids more. I liked Zooming from home and not going in to the office.
- Easier to accept that I am home all the time because everyone else is.
- Driving with less traffic.
- I like Nameste on Zoom.
- Most appointments were on the phone which meant I didn't have to go anywhere.
- Liked being home and being able to go for drives.
- I got to spend more time with my workers.
- Easier to run errands because there were less people.

What words did individuals use to describe their experiences this year with CLV supports?

- I like that CLV hires people around my same age. It just feels better. I think we relate better.
- Helpful, cheerful, listens and reliable
- Fun. But sometimes challenging.
- I am getting excellent service as I want. Not really any concerns with my activity.
- Helpful, caring, fun-loving, thoughtful.
- Support staff gave good information and let me know that it is okay to feel down about COVID-19. If I had any questions I felt I could talk to the staff to ask questions.
- Essential, important, supportive and helpful.
- It was a relief to know that someone was there
- They helped me doing the shopping. Work pretty well with the staff. And like to do things with the staff. Home support like bed making.
- Protected by protocols to keep me safe. Felt bored by having to stay at home.
- Amazing and give me good ideas. I am grateful they help me to expand my skills for living independently.
- Staff were supportive and helpful.

Trends: People have found ways to enjoy activities this year, although the range of activities have been very different. People reported being well supported by staff and caregivers; and indicated that they continue to feel satisfied with the support they received. COVID-19 continues to be very difficult for many of the people we support. Not connecting with family and friends in the way they prefer to and not be able to do the activities they enjoy, especially for those living independently.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Individuals surveyed were asked if there was something their support staff or CLV did that was not helpful:

- 62% (25 people) Did not like all of the rules
- 48% (19 people) Stated that they spent too much time with the same people
- 20% (8 people) Said there was not enough new ideas or fun activities

Comments:

- Understanding that people deal with anxiety and stress differently.
- I felt as safe as I could given all that is going on in the world. My support worker always made sure I had a mask.
- No. I felt very supported.
- Hate the masks and have a hard time keeping it on.
- It was hard because I couldn't do all the activities I wanted. I wanted to do some volunteering.
- Some of my activities got cancelled last minute because of not enough staff. Sometimes we did the same thing all of the time.

Trends: It was another very difficult year for individuals supported. Not being able to do the activities they usually do, and missing friends and family. Like the rest of us, many individuals felt significant stress in their lives. It was difficult for some to live with all the rules and restrictions.

INDIVIDUAL EXPERIENCE ACTION PLAN

Tasks/Timelines:

1. Financially assist individuals through accommodation requests where possible. **December 2022**
2. Return to the least restrictive practices (no masks, no social distancing, group activities, big gatherings, full vans etc.) at the earliest date possible. **December 2022**
3. Explore alternative programming for individuals who desire a slower paced retirement lifestyle. **December 2022**
4. Resume Community Inclusion activities as COVID restrictions permit. **December 2022**

Responsibility: Program Directors and Program Staff

ON-CALL MANAGERS AND SUPERVISORS EXPERIENCE AND FEEDBACK

DESCRIPTION OF PROCESS

In January 2022, we surveyed our On-call Managers and Supervisors to get their feedback on their experience with the on-call system. They suggested some ideas to improve their on-call experience at CLV. 13 out of 17 (76%) of our Managers/Supervisors who are on-call responded to the survey. We were able to gather feedback about what is working and what is not working with the existing system. In addition to the survey, we gathered valuable information through many meetings and discussions.

EXPERIENCE AND FEEDBACK SURVEY RESULTS

Overview of feedback:

Supervisors/Managers reported feeling like they need additional support/changes with the current on-call system. Many supervisors/managers report that they are currently being contacted outside of their current work hours by staff who have questions/concerns and cannot wait until their regular office hours. Some supervisors/managers have been required to work front line in their homes and programs, as they have been unable to find frontline staff to fill the shifts. There is a pressing need to streamline the current on-call system and to provide additional supports to the supervisors/managers who are on call. Supervisors/Managers are split on which on-call system would work better. Some would prefer to be on call for their own home only, while other would prefer a “pod system” with 4-5 homes each. There were 2-3 supervisors/managers who would prefer to retain the existing model of on-call, so that they are not on-call as often in rotation.

Suggestions of practices that could help with on-call system:

- Reaching out to casuals to confirm their shift before the weekend.
- Notify on-call prior to the weekend of any important details about the worksite (ex. One individual has gone away for the weekend)
- Reaching out to another home who share staff to see if they are able to help
- Split up the on-call week to weekdays/weekends instead of 7 days straight
- Be on-call for 4-5 homes only at a time rather than for the entire agency
- Be on-call for own home/program rather than for the entire agency
- Ensure there is additional support for person on-call if they need it
- If we know there are high call volumes for certain weeks we can double up for the week (i.e. Christmas week)

ONCALL SUPERVISORS AND MANAGERS ACTION PLAN

Task/Timelines:

1. Calls made to after hours On-Call system will be significantly reduced. **December 2022**
2. Evening Manager position will be implemented to support on-call managers/supervisors. **December 2022**
3. Scheduler position will continue to support shifts being filled. **December 2022**
4. Explore alternative smaller pod system such as for 4-5 homes. **December 2022**

Responsibility: Program Directors and Quality Assurance Manager

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.

****Like everything else in 2021, COVID-19 severely impacted movement within programs. Unless absolutely urgent or a crisis, referrals, exits and new entries were very limited or delayed causing gaps in vacancies rates.**

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 2021 to December 2021:

Host Agency – 4 new individuals joined the program and 3 individuals exited the program, two individuals unfortunately passed away and 1 individual moved to another service provider’s program that had a program that offered affordable housing and in home support so they transferred their support hours to the new provider. Currently, there are 33 individuals supported through this program.

Home Share – 2 individuals joined the program and 5 exited. 3 individuals moved to staffed residential homes to accommodate their increased support needs, 1 individual unfortunately passed away and 1 individual stayed in his home, but the home share provider who supported a second individual in the home through another service provider chose to work with the other service provider for both individuals so the contract was transferred.

Community Inclusion Programs:

Our CI services continued to be greatly impacted due to the COVID-19 pandemic. In January of 2021 the programs were running at approximately 50% capacity. Following the Provincial Health Guidelines, individuals attended programs at staggered times to limit the number of people in any one location. We focused on supporting individuals who lived alone, in Home share or with their families who did not have access to day time support to attend our CI programs. After being home for such extended periods some individuals living in CLV staffed residential homes decided they did not want to return to their CI programs full time. Many of these individuals are reaching or at retirement age. Some staff are still redeployed to support these individuals at home. A CLBC facilitator was assigned to meet with these individuals to determine what they wanted from their day time supports. Individuals were identified at Wascana, Mariposa and Redfern who wished to have support at home to be able to sleep in or access the community in smaller groups at times that worked better for them. We continue to work with CLBC to advocate for appropriate funding or transition some of our current CI funding in order to accommodate these individual’s requests. As of December 31st 2021, 4 CI staff are still redeployed to these homes and the CI programs are running at approximately 80% capacity.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Residential Services: 10 homes were at capacity at the end of December 2021. 3 homes had vacancies filled during 2021. 2 vacancies remain at the end of 2021 – 1 at McKenzie and 1 at Wilcox. In addition, Cedar Hill home, increased capacity by 1 person and a new home was opened, EliVan, supporting 2 individuals, with a 3rd person moving in 2022. We now have a total of 15 homes.

Community Services:

Employment Services: While providing ongoing supports to 45 people (2 exits and 1 new) we also developed and supported 12 new positions in the community.

Supported Apartment Living: In 2021 we had one person exit SAL and 1 new person join SAL. 3 people remain living in nearby condos and the remaining 9 living at the SAL apartment building.

Supported Independent Living: SIL experienced low turnover. 1 individual entered and 1 exited. The 1 exiting required LTC support and CLV was given a small contract to provide supplement support to them in their new home.

Parent Support: In the past year, 2 individuals started the program and 2 exited (one of the people who started left 6 months later)

SERVICE ACCESS GOALS

Community Inclusion Programs: Each CI program will be running at 100% capacity and vacancies will be filled as we receive appropriate referrals.

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. We will focus on determining which home will need accessibility enhancements next.

Employment Services: Secure additional CLBC grant money and MSDPR Work experience funding to provide increased opportunities for participants in 2022.

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. Maintain the newly reduced numbers supported due to higher needs within existing service and utilize the contingency funding provided by CLBC to meet growing needs. Increase clarity of who is on waitlist and ensure their suitability to the program.

Supported Independent Living: Advocate 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. Work with CLBC at a provincial level to 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 and our other housing partners to increase affordable units for individuals.

Home Share: we will balance future growth based on the coordinators capacity to coordinate future referrals.

Host Agency: At capacity. We will balance any future growth based on the coordinators capacity to coordinate future referrals.

Youth Services: Establish pre-COVID-19 levels of programs and support. Engage in the process to determine change in youth services for CYSN funding hubs. Determine feasibility of Autism Services.

OUTCOME MANAGEMENT SYSTEM IMPROVEMENT PLAN

ACTION	Persons Responsible	Target Date for Completion
Track goals based on participants, staff and family input	Survey team	January 2023
Target March 2022 as the MOR completion and distribution date	Survey team	March 2023
Review and track Effectiveness, Efficiency, Experience and Service Access goals	MOR team	January 2023
Ensure systems in place to track all the goals we have identified	MOR team	February 2023
Develop Plain Language version of the MOR for self-advocates	MOR team	March 2023
Present to Board and Leadership teams	MOR Team	March 2023

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 through our website
- The Measurable Outcomes Report Summary is available through Community Living Victoria upon request and is also available on our website.