



Community Living

VICTORIA

Different abilities. One community.

OUTCOME MANAGEMENT RESULTS
January 2022 – December 2022

TABLE OF CONTENTS

INTRODUCTION 3

RESULTS FOR 2022 GOALS 4

ACTION PLAN FOR 2023 GOALS..... 9

CHARACTERISTICS OF INDIVIDUALS SERVED..... 13

COMMUNITY INCLUSION SERVICES..... 17

COMMUNITY HOMES 19

SUPPORTED LIVING: SUPPORTED INDEPENDENT LIVING (SIL) AND 21

SUPPORTED APARTMENT LIVING (SAL) 21

HOME SHARE 24

HOST AGENCY 27

PARENT SUPPORT PROGRAM 30

EMPLOYMENT SERVICES..... 31

INDIVIDUAL EXPERIENCE 34

STAFF EXPERIENCE AND FEEDBACK..... 40

SERVICE ACCESS 41

SERVICE ACCESS GOALS 42

OUTCOME MANAGEMENT SYSTEM IMPROVEMENT PLAN 43

MONITORING AND REPORT DISTRIBUTION 43

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 20th report in a series of continuous outcome reports. It is based on outcome data and measurable results collected for the period January 2022 to December 2022.

The Outcome Management System identifies the following Carf accredited service areas: Community Homes, Supported Independent Living & Supported Apartment Living (Supportive Housing), and Community Inclusion 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 2022) assisted us to set goals for 2023 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 which is available on our website.

RESULTS FOR 2022 GOALS

Characteristics/Demographics Goal:

CLV will complete the transition to the newest version of ShareVision that will result in enhanced data tracking systems. **Update:** Transition completed with ongoing changes as needed.

Community Inclusion Action Plan:

1. **Effectiveness:** 100% annual completion of PCPs for each person served in Community Inclusion Programs. **Update:** 91%
2. **Effectiveness:** 90% of goals will be attempted or achieved. **Update:** 82%
3. **Effectiveness:** CAP, Satellite and Reflections redeployed staff will return to the program so participants can return to their programs based on their pre-pandemic schedules. **Update:** All staff have returned to program and participants are back to pre-pandemic schedules
4. **Effectiveness:** Satellite will create a visual schedule of activities to help individuals make informed choices in the activities they participate in. **Update:** Satellite has created a whiteboard visual schedule that accessible and reviewed with participants weekly.
5. **Effectiveness:** Reflections will create personalized activity schedules with each individual so they have a concrete schedule of activities they can participate in. **Update:** Complete - Reflections has created a whiteboard schedule with each participant that is reviewed weekly
6. **Effectiveness:** CAP will purchase a new couch with higher seating to assist individuals with accessibility. **Update:** Complete. CAP purchased couch risers that raised the level of the current couches to better support participants.
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. **Update:** Complete – Reflections participants have individual clip boards with information surrounding daily task, as well as individual's support preferences.
8. **Efficiency:** Reflections will have automatic door openers installed to assist individuals to access
9. the program site. **Update:** Complete. An automatic door opener was installed
Experience: CI participants will experience a range of activities they enjoy. **Update:** Complete
Activities range from bowling, live music, volunteering at Soap for Hope, swimming, arts, and crafts.
10. **Service Access:** 90% of Accommodation requests are met. **Update:** Complete. 100% of accommodation requests were met.

Community Home Action Plan:

1. **Effectiveness:** 100% annual completion of PCPs for each person served in Community Homes. **Update:** 91% completion (53/58)
2. **Effectiveness:** 90% of goals will be attempted or achieved. **Update:** 159/184 Goals attempted or achieved (86%)
3. **Effectiveness:** Increase the number of completed One Page Profiles in ShareVision by 25%
Update: In 2021, 32 complete. In 2022, 44 complete, which totals an increase of 21%
4. **Efficiency:** Increase by 10% the number of people who have end of life planning. **Update:** At the end of 2021, we had 19 people with EOL planning in place, at the end of 2022 we had 22 people, an increase of 5%

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

5. **Experience:** 90% of individuals will express a high degree of satisfaction with their living arrangements. **Update:** Individuals report high level of satisfaction with their living arrangements. (94% of individuals report feeling safe in their home)
6. **Service Access:** 90% of accommodation requests are met. **Update:** There was no accommodations requested.

Home Share Action Plan:

1. **Effectiveness:** 100% annual completion of PCPs for each person in Home Share. **Update:** 100% of PCPs were completed in 2022
2. **Effectiveness:** 90% of goals are attempted or achieved. **Update:** 83% of goals were attempted or achieved
3. **Effectiveness:** Develop a new recruitment letter for home share providers 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. **Update:** Achieved
4. **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. **Update:** 100% completion rate with all necessary follow-up completed
5. **Effectiveness:** 100% of individuals will have been introduced to end of life planning and 50% will have end of life plans documented in ShareVision. **Update:** 100% of individuals and families were introduced via email from CLV and 42% of individuals have conversations or plans documented in SV
6. **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. **Update:** 100% introduced and 100% using
7. **Efficiency:** Develop Coordinator Checklists for all PCP and monitoring administrative requirements to enhance coordinator workload tracking. **Update:** This goal was not pursued as other projects took priority.
8. **Service Access:** Increase program capacity and number of persons supported by 25% through acceptance of CLBC contracts offered and the hiring of a 5th coordinator. **Update:** 4% increase, but no 5th coordinator hired
9. **Service Access:** 90% of accommodation requests are met. **Update:** 100% (\$505) of all accommodation requests were met

Host Agency Action Plan:

1. **Effectiveness:** 100% annual completion of PCP for each person in program. **Update:** 100% completion of PCPs for 2022
2. **Effectiveness:** 90% of goals are attempted. **Update:** 81% of goals attempted or achieved in 2022
3. **Effectiveness:** Continue to advocate that all contractors receive equalized hourly rates to improve retention. **Update:** Advocacy was continued with limited success as some contracts still don't have competitive wages
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. **Update:** 100% introduced to EOL via email resources sent, very few documented on SV at this time.
5. **Effectiveness:** Increase program capacity and number of persons supported by 25% through

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

acceptance of CLBC contracts offered and the hiring of a 5th coordinator. **Update:** 5th coordinator was not hired but the of persons served increased by 25% and all 4 coordinators brought up to full time.

6. **Efficiency:** 100% of contractors will have log in credentials for ShareVision and 75% of contractors will actively use ShareVision as a resource. **Update:** It was found that contractor login and updates was more work for coordinator than receiving emails. This goal was no longer relevant.
7. **Efficiency:** 100% of contractors will have been introduced to the new contractor portal and 75% of contractors will use the portal to submit invoices and sign contracts. **Update:** 100% of contractors have been introduced to the portal and 90% of contractors use the portal to submit invoices
8. **Experience:** Individuals have the opportunity to participate in a range of activities they enjoy. **Update:** Individuals' opportunities to participate in community have greatly improved in 2022. Many community access and travel goals were met including participating in community groups and classes.
9. **Service Access:** 90% of Accommodation requests are met. **Update:** There were no accommodation requests in Host Agency.

Employment Services Action Plan:

1. **Effectiveness:** 100% annual completion of Employment Plans for each person. **Update:** 100% of Employment Plans were completed in 2022.
2. **Effectiveness:** 90% of goals are attempted or achieved. **Update:** 100% of goals were achieved or attempted. Each individual has one employment related goal set per year.
3. **Effectiveness:** Record virtual interviews with 5 employer partners about their experience collaborating with Employment Services to hire and retain employees supported by CLV & post to CLV social media accounts. **Update:** One virtual interview was recorded and posted on CLV Social Media.
4. **Effectiveness:** Secure 10 new job placements. **Update:** 14 new job placements were secured .
5. **Effectiveness:** Secure 8 new job placements for youth (Impact Project). **Update:** 8 paid youth job placements were secured. 4 unpaid work experience placements were secured.
6. **Effectiveness:** Secure CLBC/Inclusion BC grant funds for supplemental staffing to assist people who have lost work during COVID-19. **Update:** Successful in securing Recovery Funding for round 2. Received \$35,750 in October 2022.
7. **Efficiency:** Deliver 4-week Digital Literacy course to persons served. **Update:** Three group session were delivered on Saturdays in fall of 2022. The 4th session was completed individually with participants.
8. **Efficiency:** Complete 20 informational interviews with new potential community partners. **Update:** 27 informational interviews were conducted in 2022. 10 resulted in paid work and 1 result in work experience.
9. **Experience:** Individuals experience a high level of satisfaction with the support they receive from Employment Services (contact, information, job coaching, results). **Update:** Individuals reported high levels of satisfaction from the support they receive from Employment Services.
10. **Service Access/Accommodation:** 90% of Accommodation requests will be met. **Update:** There were no accommodations requested.

Supported Living Action Plan:

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

1. **Effectiveness:** 100% annual completion of PCPs for each person. **Update:** 100% completion of all PCP's (43/43).
2. **Effectiveness:** 90% of goals are attempted or achieved. **Update:** Goals were attempted or achieved (85% in SIL and 91% in SAL)
3. **Effectiveness:** End of Life planning will be addressed for 50% of participants in SIL and SAL. **Update:** An information session was given to all SAL individuals. This remains a goal for 2023.
4. **Effectiveness:** SIL and SAL will update the One Page profiles of individuals in SV. **Update:** 100% of all individuals in SIL and SAL have a one-page profile.
5. **Effectiveness:** SAL will provide 12 educational sessions to SAL participants in a wide variety of topics. **Update:** 13 educational information sessions were provided to SAL individuals.
6. **Effectiveness:** 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. **Update:** This was 100% addressed among both programs as needed.
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). **Update:** This was completed and is in use. Handbook is call "My Money My Life"
8. **Experience:** Participants experience a high level of satisfaction with their support. **Update:** Generally, Individuals report that they have the right amount of support and that they are satisfied with their experiences this year.
9. **Service Access:** Increase affordable housing for 4 people by securing subsidies, accessing subsidized units, and increasing units with our housing partners. **Update:** 4 housing subsidies were provided to individuals in SIL, SAL and Employment.
10. **Service Access:** 90% of accommodation requests are met. **Update:**100% of accommodations were met. (5/5-SAL ad 61/61-SIL)

Parent Support Action Plan:

1. **Effectiveness:** 100% of individuals will have a completed PCP. **Update:** 100% of PCP's were completed in 2022. 5/5
2. **Effectiveness:** 90 % of PCP goals are attempted. **Update:** 65% of goals were attempted or achieved. Others are in progress.
3. **Effectiveness:** Obtain a TASP membership for \$75 a year (The Association for Successful Parenting, for parents with intellectual disabilities). **Update:** 5 Webinars purchased and viewed. Membership no longer offered with TASP.
4. **Effectiveness:** Provide opportunities for parents to participate in 3 parent/family focused webinars. **Update:** 4 Webinar opportunities were offered to PSP families.
5. **Effectiveness:** End of Life planning will be addressed for at least 50% of participants. **Update:** 100% of families with PSP completed End of Life Planning with PSP staff.
6. **Efficiency:** Develop a tab on SV for documenting children's professional contact information and treatment plans. **Update:** This goal was not completed and will continue in 2023.
7. **Satisfaction/Experience:** Parents report experiencing a high level of support from their PSP services. **Update:** 5/5 parents report a high level of supports from their PSP services.
8. **Service Access/Accommodation:** 90% of accommodation requests are met. **Update:** 100% of accommodations were met (\$5,700) for PSP families.

Youth Services Action Plan:

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

1. **Effectiveness:** Youth Services will relaunch and run at least 5 family fun sporting events. **Update:** Complete - 8 family fun sport nights were hosted.
2. **Effectiveness:** TCC will work closely with SCD to develop and hold a waitlist for children transitioning into youth that are not yet eligible for services. **Update:** In Progress - SCD is still transitioning into their new model and will hand over waitlist to TCC to administer in 2023
3. **Effectiveness:** Host 3 specialized staff training events focusing on emerging topics such as sexual health, boundaries, and positive support practices. **Update:** Complete - Specialized training was hosted for sexual health, positive support practices, and managing crisis while in the community.
4. **Effectiveness:** Update ShareVision and ensure adequate staff training and usage. **Update:** In Progress – SV has been updated and training for staff was completed. More work is needed to ensure 100% usage.
5. **Efficiency:** Determine the feasibility of continued Autism services given the financial shortages in program. **Update:** Autism Services was closed in June 2022.

Family Support Action Plan:

1. **Effectiveness:** Better address Complex Care needs by continued involvement with the provincial MCN/Navigators network, the new Vancouver Island Network, and with the local MCN community group to incorporate ways to better welcome and support the Indigenous population. **Update:** Completed. Family Support (FS) is involved in both the Provincial and Island Navigators Networks. FS has connected with DAA (Delegated Aboriginal Agency) and connected with CLBC Indigenous Liaison regarding individuals requiring support.
2. **Effectiveness:** Increase supporting youth with Special Needs Agreements (SNAs) to gain representation agreements (connecting with MCFD guardianship and CLBC, becoming informed and information sharing re Rep agreements). **Update:** Completed: Provided In-service training to CYSN, DAA and CLBC for their staff teams surrounding Representation Agreements.

Supported Individuals Experience Action Plan:

1. **Effectiveness:** Financially assist individuals through accommodation requests where possible. **Update:** A total of \$14,047.78 was spent on accommodations this year. The majority of these accommodations were to pay for activities for the individual's in all of our homes/programs.
2. **Effectiveness:** Return to the least restrictive practices (no masks, no social distancing, group activities, big gatherings, full vans etc.) as soon as it is safe to do so. **Update:** Most individuals have returned to their pre-covid programming. Masks are still in use, but individuals are enjoying spending time together in larger group activities.
3. **Effectiveness:** Explore alternative programming for individuals who desire a slower paced retirement lifestyle. **Update:** 4-5 individuals in our community homes who previously attended outside community inclusion program, have chosen to retire which allows them to have a much slower paced at home program.
4. **Effectiveness:** Resume Community Inclusion activities as COVID restrictions permit. **Update:** Almost all Community Inclusion programs have now resumed. This has happened gradually over time as COVID restrictions have been lifted.

On call Managers and Supervisors Experience Action Plan:

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

1. **Calls made to afterhours On-Call system will be significantly reduced. Update:** With the introduction of the night manager trial, followed by the implementation of the “Workforce Planning and Support” manager, the calls to on-call have been reduced. When the WP&S manager is on shift cancellations will be redirected to them to be filled and at the very least the WP&S manager is there to offer support. On-call is still responsible for cancellations when the WP&S manager is not on shift, and with calls unrelated to cancellations. However, in instances such as with the recent snowstorm, both on-call and the WP&S manager will work together.
2. **Evening Manager position will be implemented to support on-call managers/supervisors. Update:** Following a successful trial period, the position “Workforce Planning and Support” manager was implemented on an evening rotation. In January 2023 the rotation will change to a fixed position to ensure weekend coverage.
3. **Scheduler position will continue to support shifts being filled. Update:** Between the Office Manager / Scheduler position and the Workforce Planning & Support position, the supervisors and managers have been supported with last minute shift cancellation filling. A guideline was shared in the fall of 2022 to help determine when a shift should be referred to one of the schedulers versus being filled by the supervisor or manager themselves.
4. **Explore alternative smaller on call groups i.e. 4-5 homes. Update:** This goal was changed to focus on the new WP&S position and Office Manager/Scheduler positions supporting on-call which has proved effective.

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. **Update:** See Strategic Plan update report for detailed information in all these areas.

ACTION PLAN FOR 2023 GOALS

Characteristics/Demographics Goal:

1. CLV will continue to track demographic information both within CLV and the greater community.
December 2023

Community Inclusion Action Plan:

1. **Effectiveness:** 100% annual completion of PCPs for each person served in Community Inclusion Programs. **December 2023**
2. **Effectiveness:** 90% of goals will be attempted or achieved. **December 2023**
3. **Effectiveness:** CAP, Satellite and Reflections will hold 2 activity planning team meetings. One team meeting will be in the spring to plan better weather activities and another in the fall for wetter weather activities. **December 2023**
4. **Effectiveness:** Specialized dementia support training for be held for CI. **December 2023**
5. **Effectiveness:** Reflections will have ceiling fans installed to provide participants and staff a more comfortable temperature during hot and cold days **December 2023**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

6. **Efficiency:** 100% of CI participants will have a one-page profile developed and easily accessible to staff. **December 2023**
7. **Efficiency:** CAP will receive a new wheelchair accessible vehicle that can ensure 3 participants who use wheelchairs can access the community at the same time. **December 2023**
8. **Experience:** Participants will report a 90% high level of satisfaction with their respective CI programs. **December 2023**
9. **Service Access:** 90% of Accommodation requests are met. **December 2023**

Community Home Action Plan:

1. 100% annual completion of PCPs for each person in Community Homes. **December 2023**
2. 90% of goals will be attempted or achieved. **December 2023**
3. **Effectiveness:** to have 100% completion of One Page Profiles in ShareVision. (13 individuals) **December 2023**
4. **Efficiency:** To provide End of Life Planning resources to 100% of the individuals that we support/their families. **December 2023**
5. **Effectiveness:** 5% more permanent staff will obtain their class 4 drivers license. [currently 53/141 (37%)- increase of 7 staff] **December 2023**
6. **Efficiency:** 10% more supported individuals will obtain representation agreements. (6 individuals). **December 2023**
7. **Experience:** 90% of individuals will report a high level of satisfaction with their living arrangements. **December 2023**
8. **Service Access:** 90% of accommodation requests are met. **December 2023**

Home Share Action Plan:

1. **Effectiveness:** 100% annual completion of PCPs for each person in Home Share. **December 2023**
2. **Effectiveness:** 90% of goals are attempted or achieved. **December 2023**
3. **Effectiveness:** Compile a new list of End-of-Life resources and find new ways to introduce and facilitate engagement with Late Life and End of Life Planning to bring documented plans up to 50% **December 2023**
4. **Effectiveness:** Revise the Home Share Monitoring tool in compliance with new CLBC Home Share Standards and complete all 2023 monitors with this new tool **December 2023**
5. **Effectiveness:** Introduce the Open Futures Learning resource to all Home Share Providers in 2023 and effectively track all use by and benefit to Providers and Individuals **December 2023**
6. **Effectiveness:** The team will explore, test, and participate in development of the new Risk and Vulnerability Assessment tool offered by the BC CEO Network and integrate what is useful and necessary into our regular practice **December 2023**
7. **Efficiency:** A coordinator dashboard will be explored and possibly implemented on SV to track all reviews of protocols and plans and give coordinators advanced warning of upcoming tasks to complete **December 2023**
8. **Experience:** Individuals will report a high level of satisfaction with their living arrangements. **December 2023**
9. **Service Access:** 90% of accommodation requests are met. **December 2023**

Host Agency Action Plan:

1. **Effectiveness:** 100% annual completion of PCP for each person in program. **December 2023**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

2. **Effectiveness:** 90% of goals are attempted. **December 2023**
3. **Effectiveness:** Regular check-ins with contractors will be tracked by coordinators and a universal and shared tracking system will be implemented **December 2023**
4. **Effectiveness:** Develop a resource library for contractors with educational resources that will enhance their support. (Series of web links, PDFs, booklets) **December 2023**
5. **Effectiveness:** Update the Host Agency Procedures Manual, resources, and documents to reflect current standards **December 2023**
6. **Efficiency:** 90% of Contractors will use ShareVision to access individual's care plans and PCP's **December 2023**
7. **Efficiency:** Explore the feasibility of creating a coordinator dashboard on ShareVision to track expiry dates of various documents and provide alerts to coordinators of upcoming tasks. **December 2023**
8. **Experience:** Individuals will report a high level of satisfaction with the support they received through Host Agency. **December 2023**
9. **Service Access:** 90% of Accommodation requests are met. **December 2023**

Employment Services Action Plan:

1. 100% annual completion of Employment Plans for each person. **December 2023**
2. 90% of goals are attempted or achieved. **December 2023**
3. **Effectiveness:** Secure 10 new job placements. **December 2023**
4. **Effectiveness:** Secure 8 new job placements for youth (Impact 2.0 Project). **December 2023**
5. **Effectiveness:** Secure CLBC/Inclusion BC grant funds to assist people who have lost work during the pandemic. **December 2023**
6. **Efficiency:** Deliver 4 digital workshops: digital communication (email etiquette), internet safety (how to recognize phishing & scams) **December 2023**
7. **Efficiency:** Complete 20 informational interviews with new potential community partners. **December 2023**
8. **Efficiency:** 2 staff will attend the CASE World's Support Employment Conference in Vancouver **December 2023**
9. **Experience:** Individuals experience a high level of satisfaction with the support they receive from Employment Services (contact, information, job coaching, results). **December 2023**
10. **Service Access/Accommodation:** 90% of Accommodation requests will be met. **December 2023**

Supported Living Action Plan:

1. 100% annual completion of PCPs for each person. **December 2023**
2. 90% of goals are attempted or achieved. **December 2023**
3. **Effectiveness:** End of Life Planning will be addressed for 10%+ of SIL participants. **December 2023**
4. **Effectiveness:** SIL and SAL will update One Page profiles of Individuals in SV **December 2023**
5. **Efficiency:** SAL will provide 12 educational sessions to SAL participants in a variety of topics of interest. **December 2023**
6. **Efficiency:** SIL and SAL will host a social event for all supported individuals **December 2023**
7. **Efficiency:** SIL will support eligible individuals to obtain the DTC and then register for an RDSP. **December 2023**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

8. **Experience:** Participants experience a high level of satisfaction with their support. **December 2023**
9. **Service Access:** 90% of accommodation requests are met. **December 2023**
10. **Service Access:** Increase use of community mental health services for those in SIL who need them. **December 2023**

Parent Support Action Plan:

1. **Effectiveness:** 100% of individuals will have a completed PCP. **December 2023**
2. **Effectiveness:** 90 % of PCP goals are attempted. **December 2023**
3. **Effectiveness:** End of Life planning will be provided for at least 50% of participants. **December 2023**
4. **Efficiency:** Hire a new coordinator and execute a smooth transition for the current coordinators upcoming retirement. **December 2023**
5. **Satisfaction/Experience:** Parents report experiencing a high level of support from their PSP services. **December 2023**
6. **Service Access/Accommodation:** 90% of accommodation requests are met. **December 2023**

Youth Services Action Plan:

1. **Effectiveness:** Teen Community Connections (TCC) will renegotiate the current contract and obtain a 2-year contract renewal **December 2023**
2. **Effectiveness:** TCC will work closely with Supported Child Development (SCD) to develop and hold a waitlist for children transitioning into youth that are not yet eligible for services. **December 2023**
3. **Effectiveness:** TCC will hire a full complement of staff and bring participation numbers up to 20 during the school year. **December 2023**
4. **Effectiveness:** Youth services will create a grant action plan and apply for 2 program grants to expand services. **December 2023**
5. **Experience:** TCC will hold post summer camp surveys for staff and youth and obtain an 85% satisfaction rate.

Family Support Action Plan:

1. **Effectiveness:** To review the past and current trends, internally and with some action inquiry from community partners to create a framework to maximize the effectiveness of CLV's family support role. **December 2023**
2. **Effectiveness:** Create an intake process specific for individuals with complex needs that includes guidelines for support and collaboration and identifies the roles and responsibilities of community partners. **December 2023**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Individual Experience Action Plan:

1. Financially assist individuals with accommodation requests where possible. **December 2023**
2. Replace another vehicle with an accessible option. **December 2023**
3. Support individuals to have opportunities to take vacations. **December 2023**
4. Support individuals to access more activities in their community. **December 2023**

Staff Experience Action Plan:

1. To advertise, recruit and onboard as an Equal Employment Opportunity Employer. **December 2023**
2. CLV will engage at least diverse groups publicly in the community to show support, encourage connection and raise our public profile within these groups. **December 2023**
3. To provide at least 2 ongoing training sessions for staff in diversity and inclusion. **December 2023**
4. To continue to engage the Diversity, Equity & Inclusion Focus Group that was initiated in 2022 as opportunities arise. **December 2023**

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.

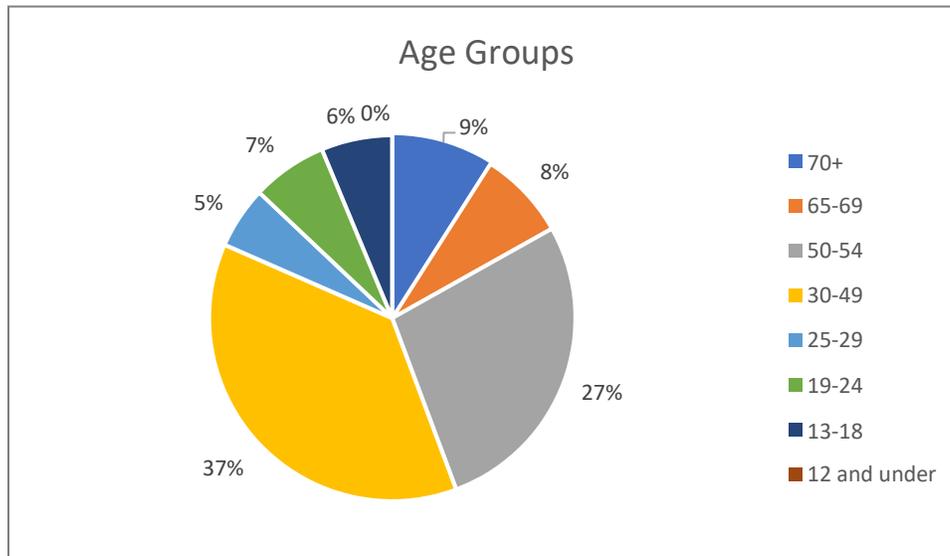
AGE OF THE PEOPLE SUPPORTED BY CLV

There was a large decrease in overall number of people supported by CLV this year (29). The majority of these numbers are from our youth services, as we no longer host the Autism Services Program. The remaining numbers of individuals supported are distributed across the main age groups (13 - 69) in the same general manner as years past.

AGE		
Age Group	# of individuals	%
70 +	23	9%
65 – 69	20	8%
50 - 64	70	27 %
30 - 49	95	37%

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

25 – 29	14	5%
19 – 24	17	7%
13 -18	16	6%
12 and under	0	0%
Total	255	100%



IDENTIFY AS:

	# of individuals
Male	<u>121</u>
Female	<u>117</u>
Non-Binary	<u>1</u>
Total	255

SERVICE AREA

Service Area	# of Individuals
Community Inclusion Programs	<u>47</u>
Employment Services	<u>42</u>
Parent Support Program	<u>5</u>
Community Home Services	<u>57</u>
Supported Apartment Living	<u>12</u>
Supported Independent Living	<u>31</u>
Host Agency	<u>43</u>
Home Share	<u>52</u>

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Teen Community Connections	16
Family & Personal Support	450 plus

NUMBER OF PEOPLE SUPPORTED IN CLV COMMUNITY INCLUSION PROGRAMS

Program Name	# Of Individuals
Community Access Program	22
Peninsula Community Inclusion Prog.	3
Reflections Program	6
Satellite Program	16
Total	47

NUMBER OF PEOPLE SUPPORTED IN COMMUNITY HOME SERVICES

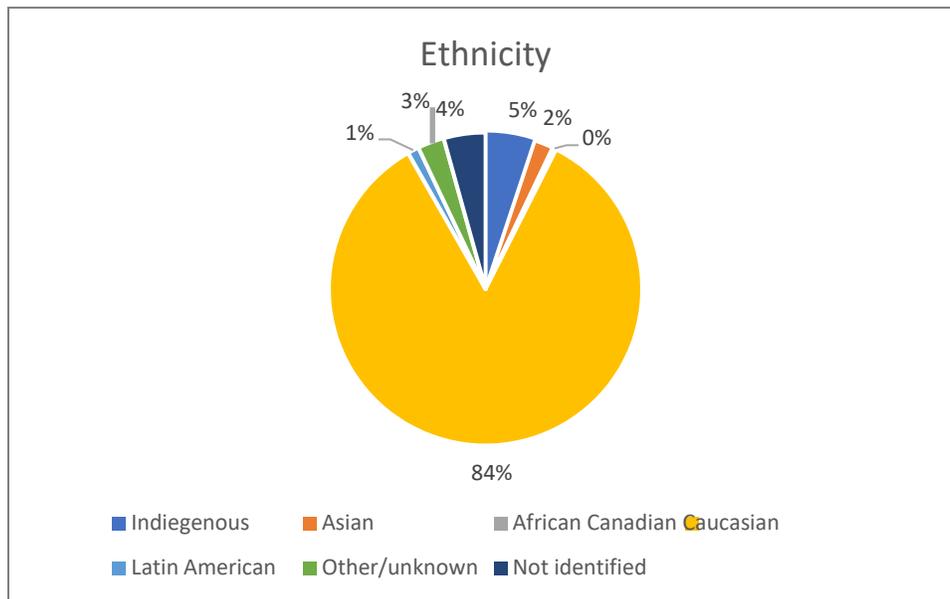
Name of Home	# Of Individuals
Jeffree Home	4
Lindsay Home	4
Tyndall Home	5
Mariposa Home	4
Marin Park Home	3
McKenzie Home	5
Wascana (Gorge View) Home	5
Redfern Home	4
Cedar Hill Home	3
Wilcox Home	4
Burnside Home	2
Brock Home	4
Orillia Home	4
Arrow Home	2
EliVan Home	3
Total	57

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	1	0%	1%
Caucasian	215	84%	76%
Latin American	3	1%	
Other/unknown	7	3%	3%
Not identified	11	4%	n/a
Total Individuals	255	100%	100%

ETHNICITY OF INDIVIDUALS SUPPORTED BY CLV



INDIVIDUALS CHARACTERISTICS/DEMOGRAPHICS ACTION PLAN

Tasks/Timelines:

1. CLV will continue to track demographic information both within CLV and the greater community.
December 2023

Responsibility: Program Directors and Program Staff

COMMUNITY INCLUSION SERVICES

EFFECTIVENESS MEASURES	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
% of annually completed PCP's	Reflections: 100% Cap 95% Satellite 100% PCI 75%	100%	Reflections: 100% Cap 85% Satellite 95% PCI 100%
% of personal planning goals that have been attempted/achieved.	Reflections 80% Satellite 88% CAP 61% PCI 85%	90%	Reflections 75% Satellite 95% CAP 70% PCI 100%
CAP will purchase a new couch with higher seating to assist individuals with accessibility.	N/A	New couch purchased	CAP has purchased couch risers instead
Satellite will create a visual schedule of activities to help individuals make informed choices in the activities they participate in.	In progress as restrictions ease and people are returning to community activities	Visual schedule will be created in 2022	Satellite has created a schedule using a white board and magnet names and activities
Reflections will create personalized activity schedules with each individual so they have a concrete schedule of activities they can participate in	n/a	Personalized schedules for 100% of individuals	Reflections has created a schedule using a white board and magnet names and activities
EFFICIENCY MEASURES	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
The Reflections team will update individual's program binders and develop daily shift routines to serve as a resource for casual staff to follow	N/A	100% of individual's program info	Reflections has created individual clip boards for easy access that has routines for individuals.
Reflections will have automatic door openers installed to assist individuals to access the program site	N/A	Automatic doors are installed	Complete
Redeployed staff will return to the program so participants can return to their programs base on their pre-pandemic schedules.			All staff have returned to program and participants are at pre-pandemic levels.
SERVICE ACCESS	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
% of accommodation requests on behalf of individuals that are met.	100% (2/2) of accommodation requests were accommodated in CAP, no requests from Reflections, Satellite or PCI.	70%	100% CAP 5/5 Satellite 3/3 Reflections No Request PCI No Request

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 a 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 4 individuals from Marin Park Home and 3 from Jeffree home.

CLV CI services have rebounded from the impact of COVID-19. All programs have a full staffing compliment and participants have returned to their regular level of service. This past year focused on rebuilding activity schedules in a manner that kept participants and staff feeling safe. Certain metrics were not met such as PCP's and goals, however, this can largely be attributed to reopening the program. Supervisors and staff were focused on getting people back to program and developing meaningful activity schedules. With many participants returning in mid-September, this left only a few months for some participants and their support networks to schedule and attend planning meetings.

Effectiveness Goals:

100% annual completion of PCPs for each person served in Community Inclusion programs.

We achieved 95% in Satellite, 100% in Reflections, 85% in CAP and 100% in Peninsula CI. Some of the individual's person-centered plans were delayed due to their restart date in their programs and a larger focus on expanding community activities.

90% of Individuals Person Centered Planning goals will be attempted or achieved: Reflections- 75%, Satellite- 95%, CAP- 70%, and PC- 100%. Some of these results are lower than what is typical for these programs. As the programs have resumed consistency in the day-to-day operations, we will again 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 achieved in a different manner. Satellite has an activity schedule with magnetic names and activities. Every morning staff and participants will review the schedule for the day and adjust based on individuals' preferences.

CAP, Satellite and Reflections redeployed staff will return to the program so participants can return to their programs base on their pre-pandemic schedules: All staff have returned to program and participants are back to pre-pandemic schedules

Reflections will create personalized activity schedules with each individual so they have a concrete schedule of activities they can participate in: Reflections has created a whiteboard schedule with each participants activities for the week and reviewed weekly with participants.

CAP will purchase a new couch with higher seating to assist individuals with accessibility: CAP purchased couch risers that raised the level of the current couches to better support participants.

Efficiency Goals:

The Reflections team will update individual's program binders and develop daily shift routines to serve as a resource for casual staff to follow: Reflections participants now have individual clip boards with information surrounding daily task, as well as individuals' preferences.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Reflections will have automatic door openers installed to assist individuals to access the program site: An automatic door opener was installed and has made life at Reflections program much easier for staff, participants, and Handy Dart drivers.

Service Access/Accommodation Requests:

We received 4 accommodation requests from CAP and SAT which were financial in nature. Both requests were accommodated total amount was \$600.00 to support individual to access community activities.

COMMUNITY INCLUSION ACTION PLAN

Tasks/Timelines:

1. **Effectiveness:** 100% annual completion of PCPs for each person served in Community Inclusion Programs. **December 2023**
2. **Effectiveness:** 90% of goals will be attempted or achieved. **December 2023**
3. **Effectiveness:** CAP, Satellite and Reflections will hold 2 activity planning team meetings. One team meeting will be in the spring to plan better weather activities and another in the fall for wetter weather activities. **December 2023**
4. **Effectiveness:** Specialized dementia support training for be held for CI. **December 2023**
5. **Effectiveness:** Reflections will have ceiling fans installed to provide participants and staff a more comfortable temperature during hot and cold days **December 2023**
6. **Efficiency:** 100% of CI participants will have a one-page profile developed and easily accessible to staff. **December 2023**
7. **Efficiency:** CAP will obtain a new wheelchair accessible vehicle that can ensure 3 participants who use wheelchairs can access the community at the same time. **December 2023**
8. **Experience:** Participants will report a 90% high level of satisfaction with their respective CI programs. **December 2023**
9. **Service Access:** 90% of Accommodation requests are met. **December 2023**

Responsibility: Program Directors, Managers, Supervisors and Program Staff

COMMUNITY HOMES

EFFECTIVENESS MEASURES	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
% of annually completed PCPs	84%	100%	92% 53/57 completed
% of goals individuals were supported to achieve	75% (115/153)	90%	86% 159/184 goals attempted/ achieved

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Individuals will have completed End of Life Planning in place in our community homes.	42% (24/57 people) had a completed plan. An increase of 14% (8 people) 47% (27/57) had a Rep Agreement or other	10% increase (6 more people)	38% 22/57 individuals have end of life planning in place.
EFFICIENCY MEASURES	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
Increase the number of completed One Page Profiles in ShareVision by 25%.	32 (56%) of individuals have profiles in place	25% increase	44 (77%) of individuals have One page profiles in place
SERVICE ACCESS	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
% of requested accommodations that were met	75% (3/4)	90%	2/4 (50%) of requests were accommodated

SUMMARY AND DESCRIPTION OF RESULTS

Our efficiency and effectiveness goals for 2022 were developed after reviewing feedback received from the Experience surveys done in early 2022. Community Homes in this section refer to our 15 staffed homes which range in size from two-person to five-person homes.

Effectiveness Goals:

100% of individuals will have completed PCPs within prescribed timelines

92% of individuals in community homes had their annual Person-Centered Plans (PCPs) completed within the prescribed timelines (13 months) 2022, (84% in 2021). The primary reason for some plans not being completed on time was due to inability to meet with some families due to illness, particularly when family members were unable to use Zoom for the meeting or were uncomfortable meeting in person. We continue to strive for 100% of plans completed within thirteen months from the previous plan.

90% of identified goals will be attempted or achieved.

86% of identified goals were achieved or attempted (159/184 goals). This was higher than the previous year, where 75% of goals (115/153 goals) were attempted or achieved. This was partially due to a lack of available staff and some places remaining inaccessible to visitors due to covid restrictions. We continue to strive for 90% of goals being attempted/achieved.

Increase the number of people who have end of life planning in place by 10%

4 individuals (3 who had end of life planning in place) unfortunately passed in 2022, reducing the number of plans from 42% to 38%. At the beginning of 2022, we supported 28 individuals who had a legal representation agreement in place. We had three individuals develop a representation agreement during 2022, but with the death of four individuals, our total remains at 28 total or 48%. This will continue to be a goal for 2023.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Efficiency Goal:

Our efficiency goal in 2022 was to have a 25% increase of one-page profiles completed in ShareVision. At the start of 2022, we had 32 profiles completed which equals 56% of total individuals supported. At the end of 2022 we had 44 profiles completed which is an increase of 21%.

Service Access/Accommodations:

In 2022 we had two accommodation requests. Were able to meet one out of the two community home requests. One of the requests was regarding financial support for a dental procedure that has been postponed for a year. The second request was also in the area of financial support. The amount requested was \$150 which we were able to meet through our direct fundraising dollars. This allowed an individual to attend the Butchart Gardens with his roommates as well as purchase gifts for his friends and family at Christmas time.

In addition, we assisted individuals by accommodating needs for extra staffing when individuals were ill at home, provided end of life care for 4 individuals both in and out of the hospital, and supported people to achieve their goals of going on vacations. 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.

COMMUNITY HOMES ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCPs for each person in Community Homes. **December 2023**
2. 90% of goals will be attempted or achieved. **December 2023**
3. **Effectiveness:** to have 100% completion of One Page Profiles in ShareVision. (13 individuals) **December 2023**
4. **Efficiency:** To offer End of Life Planning resources to 100% of the individuals that we support and their families. **December 2023**
5. **Effectiveness:** To increase the number of permanent staff who have class 4 drivers licenses by 5% increase in position holders who have a class 4 license [currently 53/141 (37%)- increase of 7 staff] **December 2023**
6. **Efficiency:** to increase the number of individuals with a representation agreement by 10% **(6 individuals). December 2023**
7. **Experience:** 90% of individuals will report a high level of satisfaction with their living arrangements. **December 2023**
8. **Service Access:** 90% of accommodation requests are met. **December 2023**

Responsibility: Program Directors, Managers, Supervisors and Program Staff

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

EFFECTIVENESS MEASURES	2021	EXPECTED	2022
------------------------	------	----------	------

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

	RESULTS	GOAL	RESULTS
% of annually completed PCPs	100% in both SIL and SAL	100%	100% in both SIL and SAL
% of goals attempted or achieved	93% in SIL 92% in SAL	90%	85% in SIL 91% in SAL
End of Life planning will be addressed for participants in SIL and SAL		50%	Information session provided to SAL Individuals
SIL and SAL will update the One Page profiles of individuals in SV		100%	100% One-page profiles are complete in both SIL & SAL
EFFICIENCY MEASURES	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
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.	n/a	100% as needed	Ongoing support provided as needed for all emerging health needs
The SAL Program will host group sessions for the participants to increase knowledge of financial, health and independence	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)	12	13 Educational sessions provided to SAL Individuals this year
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).	n/a	Project completion and distribution	Completed and handbook is in use
SERVICE ACCESS	2022 RESULTS	EXPECTED GOAL	2022 RESULTS
Increase affordable housing options for people by securing subsidies	5	4 new ones	4 new housing subsidies were secured
% of requested accommodations that were met	\$900 for SAL and \$3,150 for SIL	90%	100% accommodations were met \$1,180 for SAL and \$2,820 for SIL

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

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

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. The group was able to get back to some regular group activities this year. Although they were somewhat modified, individuals were happy to return to some increased social programming. Additional contingency funding was used to supplement additional medical and specialist appointments including vaccines and boosters.

In the **Supported Independent Living (SIL)** program, 31 individuals live in apartments throughout the community, typically they 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.

Although most supports returned to being in person this year, both programs needed to continue to adjust supports to meet the pandemic restrictions. This was on an as needed basis. 1-1 sessions resumed with safety measures in place or support occurred over the phone supports, zoom sessions continued if necessary. We monitored and determined level of risk due to ages, immunity, ability to physically distance and practice proper hand hygiene and respiratory etiquette.

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

Effectiveness Goal:

End of Life Planning: This information begun to be disseminated among all individuals in SIL and SAL. SIL distributed an End-of-Life planning document as a discussion tool as well as an electronic Will template. SAL has had an EoL training with the group at a starting point. It will continue to be a goal for 2023 and will be completed as time permits for all members of SIL and SAL.

One Page Profiles: All individuals have a one-page profile on file. Updates will be made as significant changes happen or created when someone joins either program.

Efficiency Goals:

Group Sessions: SAL continued to provide many educational and social gatherings in small group settings. Their topics included: Power Outages, Medical Emergencies, First Aid Kit Check and Q & A about First Aid, Earthquake Kits check and Q & A about Earthquakes, Heart and Stroke Education, Covid-19 updates and review of the use of a rapid antigen Test Kit, Health and wellness, Healthy eating Habits, Heat wave safety, Being a good tenant, Educational documentary shown to educate about indigenous peoples history in Canada, Municipal Elections education, End of Life planning and how to talk to family about end-of-life planning and what resources are available.

Emerging Health Needs: 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., support to find new GP, Broken bones, Type 2 Diabetes, Prostate cancer diagnosis and Trigeminal Neuralgia.

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

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

people have rental subsidies that we manage on behalf of the BC Housing Management Corporation (BCHMC). 4 new subsidies were generated this year. 2 subsidies (from ILHS), 1 housing through M'akola Housing society.

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 (\$1,180). They included SAL activities, cooking sessions and craft supplies. 100% of SIL Accommodation Requests were met (\$2,280). These requests were primarily for food, clothing, gift cards and necessities.

SUPPORTED LIVING ACTION PLAN

Tasks/Timelines:

1. **Effectiveness:**100% annual completion of PCPs for each person. **December 2023**
2. **Effectiveness:** 90% of goals are attempted or achieved. **December 2023**
3. **Effectiveness:** End of Life Planning will be addressed for 10%+ of SIL participants. **December 2023**
4. **Efficiency:** SAL will provide 12 educational sessions to SAL participants in a wide variety of topics. **December 2023**
5. **Efficiency:** SIL and SAL: A social event will be planned and executed pending approval **December 2023**
6. **Efficiency:** SIL will support eligible individuals to obtain the DTC and then register for an RDSP. **December 2023**
7. **Experience:** Participants experience a high level of satisfaction with their support. **December 2023**
8. **Service Access:** 90% of accommodation requests are met. **December 2023**
9. **Service Access:** Increase use of community mental health services for those in SIL who need them. **December 2023**

Responsibility: Program Director, Supervisors, Managers and Program Staff

HOME SHARE

EFFECTIVENESS MEASURES	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
% of annually completed PCPs	91%	100%	100%
% of goals attempted or achieved	84%	90%	83%
# of home studies for new home share families	5	N/A	Goal not continued
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 inquiries and interests from potential Home Share Providers	N/A	Letter developed and distributed, and 100% inquiry follow up	Achieved

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Administer Adult Guardianship quiz to all Home Share Providers, and provide learning to any HSP's with low scores	N/A	100%	100%
100% of Individuals and families will be introduced to end of life planning and will have end of life plans documented in ShareVision	N/A	100% introduced and 50% completed	100% introduced and 42% documented in SV
EFFICIENCY MEASURES	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
100% of Contractors will be introduced to the new contractor portal and 50% of contractors will be registered and using the portal by the end of 2022	n/a	100% introduced and 50% using	100% introduced and 100% using
Develop Coordinator Checklists for all PCP and monitoring administrative requirements to enhance coordinator workload tracking	n/a	Checklists have been developed	Checklists have been developed
SERVICE ACCESS	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
Increase program capacity and number of persons supported through acceptance of CLBC contracts offered and the hiring of a 5th coordinator.	n/a	25% increase and 5 th coordinator	4% increase and 4 full time coordinators
% of accommodation requests that were met	100% (7/7) of requests were accommodated	70%	100% (4/4) 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, 2022, we supported 48 individuals in this program. We had three individuals leave and five join our program over 2022. One individual within our network moved into one of our community homes to better accommodate their needs. Another moved to the lower mainland to be closer to her family. Another decided to leave home share services and live more independently. There were more changes of homes for individuals within the program. These changes were because some Home Share Providers have retired, and others because they found a better fit for their needs and lifestyle preferences. Transitions like these involve considerable effort for all parties, including coordinators, and have resulted in an enhanced quality of life for the individuals supported.

Effectiveness Measures:

100% annual Person-Centered Plans were completed. 100% (47/47) Person Centered Plans were completed with Individuals within the specified timelines. This is an increase of 9% from last year which shows our prioritizing of Person-Centered Planning as we emerge from the pandemic.

90% of goals will be attempted. 83% of goals (115/137) were either attempted or achieved in Home Share in 2022. This is a 1% decrease from 2021. This shows a consistent practice of effective goal setting and follow-up with room for improvement as choosing and planning achievable goals is of benefit to all stakeholders. Of the uncompleted or discontinued goals various life circumstances of the individual lead to them electing not to pursue said goal.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Develop a new recruitment letter which includes the new CLBC resources. Disseminate to existing Home Share network and on all CLV social media platforms. Respond to inquiries and interest from all potential Home Share Providers. We developed a recruitment letter that we sent out to all of our existing contractors (Home Share and Host Agency). We updated the CLV website stating that we are actively recruiting Home Share Providers. We included the recruitment letter on the CLV Facebook page and circulated it in our newsletter. As a result, we received several inquiries resulting in 5 formal applications from potential Home Share Providers. From these applications we obtained one new Home Share Provider.

Administer Adult Guardianship Quiz to all Providers and provide learning to any Home Share Providers with low scores. All Home Share Providers reviewed the materials provided and took the Adult Guardianship quiz in 2022. All providers who answered any questions incorrectly received follow-up coaching as an opportunity to learn.

100% of individuals will be introduced to End-of-Life planning and 50% of plans will be completed. 100% of Individuals and families were introduced to the End-of-Life planning process. CLV's main resources regarding End-of-Life planning were shared with all families and individuals. End of Life planning was also introduced a second time in conversations with coordinators over the year. CLV also hosted an End-of-Life planning workshop with the assistance of a Wills and Estates planning lawyer and 14 families attended this virtual workshop. All conversations and any plans made were documented in ShareVision. Not all families and individuals were interested in doing end of life planning at the times it was introduced. This will continue as a goal for 2023.

Efficiency Measures:

Contractors will be introduced to the new contractor portal and contractors will be registered and using the portal by the end of 2022. Our administrator worked very hard to introduce, coach, and educate all Home Share Providers to effectively use the new contractor portal to sign contract renewals and submit recurring credentials related to their contracts. This new tool and process has drastically improved the time it takes to complete contracting related duties and made space for different work to be taken up by both coordinators and our administrator.

Develop Coordinator Checklists for all PCP and monitoring administrative requirements to enhance coordinator workload tracking. Two checklists were developed in excel and are available tools to track processes related to Home Share Provider onboarding and credential maintenance and to effectively carry out Person-Centered planning with all steps of the process mapped out for coordinators.

Service Access:

Increase program capacity and number of persons supported through acceptance of CLBC contracts offered and the hiring of a 5th coordinator. All team members worked hard to recruit potential Providers and accept referrals from CLBC of Individuals we believed we could provide a good match for. While we brought 5 people into our network, we lost 3, as mentioned above. There were also changes to the coordinator team which will increase our capacity to make growth of the network more possible in 2023. One part time coordinator took a different position within the organization and was replaced by another coordinator who we brought on closer to full time. This effectively brought us to 4 full time coordinators, instead of the previous 3.5 (one being part-time).

% Of accommodation requests were met. 100% of all accommodation requests were met. Some of these accommodations were emergency respite, supporting moves/transitions within Home Share, to assist an individual on a holiday, and to provide support during a period where an individual did not have CI.

HOME SHARE ACTION PLAN

Tasks/Timelines:

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

1. **Effectiveness:** 100% annual completion of PCPs for each person in Home Share. **December 2023**
2. **Effectiveness:** 90% of goals are attempted or achieved. **December 2023**
3. **Effectiveness:** The team will compile a new list of EoL resources and find new ways to introduce and facilitate engagement with Late Life and End of Life Planning to bring documented plans up to 50% **December 2023**
4. **Effectiveness:** The team will revise the Home Share Monitoring tool in compliance with new CLBC Home Share Standards and complete all 2023 monitors with this new tool **December 2023**
5. **Effectiveness:** The team will introduce the Open Futures Learning resource to all Home Share Providers in 2023 and effectively track all use by and benefit to Providers and Individuals in 2023 **December 2023**
6. **Effectiveness:** The team will explore, test, and participate in development of the new Risk and
7. Vulnerability Assessment tool offered by the BC CEO Network and will integrate what is useful and necessary into our practice regular practice. **December 2023**
8. **Efficiency:** A coordinator dashboard will be explored and possibly implemented on SV to track all reviews of protocols and plans and give coordinators advanced warning of upcoming tasks due. **December 2023**
9. **Experience:** Home Share individuals experience a high level of satisfaction with their support. **December 2023**
10. **Service Access:** Accommodation requests will be reviewed and accommodated as appropriate **December 2023**

Responsibility: Program Director and Program Staff

HOST AGENCY

EFFECTIVENESS MEASURES	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
% of annually completed PCPs	74%	100%	100%
% of goals were attempted	78%	90%	85%
Continue to advocate that all contractors receive equalize hourly rates to improve retention.	95%	100%	95%
Individuals will have been introduced to end of life planning and some will have end of life plans documented in ShareVision	N/A	100% introduced to EOL planning and 50% have it in place	100% introduced to EOL planning
Increase program capacity and number of persons supported and the hiring of another coordinator		25% increase 5 th coordinator hired	19% increase and 4 full time coordinators
EFFICIENCY MEASURES			
100% of contractors will have log in credentials for ShareVision and will actively use ShareVision as a resource	N/A	100% have log in credentials and 75% regularly use it	100% have login credentials and few are using ShareVision so far

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

100% Contractors will have been introduced to the new contractor portal and will use the portal to submit invoices and sign contracts	N/A	100% have been introduced and 75% will use portal monthly	100% have been introduced and 97% are using the portal
SERVICE ACCESS		2021 RESULTS	EXPECTED GOAL
Individuals have the opportunity to participate in a range of activities they enjoy.			Individual activities will be varied and enjoyed
% of accommodations that were met		No accommodations requested	90% of accommodation requests met
			No accommodations requested

SUMMARY AND DESCRIPTION OF RESULTS

Our Host Agency services fluctuate regularly. 43 individuals received support through our Host Agency Program in 2022. 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 and contractors work in partnership with individuals and families to help them create the supports they require within their established budgets. The types of support people receive are based on skill development, respite, community inclusion, outreach support and in some cases, employment.

Effectiveness Goals:

100% annual Person-Centered Plans were completed.

100% (43 of 43) of individuals' person-centered plans were completed within the specified timelines. Post the considerably significant impacts of the pandemic, supported individuals were eager to get back to their services and out into their communities and our contractors and coordinators worked to meet these needs and establish realistic and long-awaited goals. This made meeting for planning a priority which all parties were keen to meet.

90% of goals will be attempted or achieved

85% of goals (67/79) were either attempted or achieved. This is a higher amount than last year for this program. Community access and related goals have been easier to plan and to achieve over the past year as the effects of the pandemic slowly subside. Individuals and their contractors were motivated to get back to service as usual and made the most of 2022 in this way.

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

This goal was not achieved. From an advocacy perspective we were successful in ensuring that CLBC is aware of the challenges we face with the lower rates on some contracts. We have been informed this will be reviewed through CLBC's global uplift process in 2023.

100% of individuals will have been introduced to end of life planning and 50% will have end of life plans documented in ShareVision

All individuals and families were sent End-of-Life planning documents and encouragement via email in 2022. Coordinators had conversations and offered resources when mention of planning was brought up in any meetings over

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

the year. Very few individuals receiving Host Agency supports have shared EoL plans with CLV. This could be due to the young demographic of the program, or to the arm's length relationship of the service in comparison to Home Share.

Increase program capacity and number of persons supported by 25% through acceptance of CLBC contracts offered and the hiring of a 5th coordinator Participation in this program increased by 19% over 2022 and while a 5th coordinator was not hired because of leadership changes in the organization, 4 coordinators were brought up to full time increasing our capacity to accept new referrals.

Efficiency Goals:

100% of contractors will have log in credentials for ShareVision and 75% of contractors will actively use ShareVision as a resource 100% of contractors have login credentials for ShareVision but active use of ShareVision by contractors has been encouraged but not taken up as quickly as was hoped. Coordinators and administration have also realized that while giving contractors access to the information on ShareVision is best practice for their work, having contractors input information to ShareVision is not as efficient as was initially hoped, thus different avenues of receiving and uploading contractor reports will be pursued in 2023.

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 100% of contractors have been introduced to the contractor portal and 97% of contractors are actively using the portal to submit invoices, sign and renew any contracts, and even upload credentials. The portal has proven to be invaluable to the efficiency of the program in terms of time saved and possibilities for documentation and financial tracking errors reduced.

Service Access Goals:

Individuals have the opportunity to participate in a range of activities they enjoy Individuals' opportunities to participate in community have greatly improved in 2022. Many community access and travel goals were met including participating in community groups and classes.

90% of accommodation requests are met. We did not receive any accommodation requests in 2022.

HOST AGENCY ACTION PLAN

5. **Effectiveness:** 100% annual completion of PCP for each person in program. **December 2023**
6. **Effectiveness:** 90% of goals are attempted. **December 2023**
7. **Effectiveness:** Regular check-ins with contractors will be tracked by coordinators and a universal and shared tracking system will be implemented. **December 2023**
8. **Effectiveness:** Develop a resource library for contractors with educational resources that will enhance their support. (Series of web links, PDFs, booklets) **December 2023**
9. **Effectiveness:** Update the Host Agency Procedures Manual, resources and documents to reflect current standards **December 2023**
10. **Efficiency:** 90% of Contractors will use ShareVision to access individual's careplans and PCP's **December 2023**
11. **Efficiency:** Explore the feasibility of creating a coordinator dashboard on ShareVision to track expiry dates of various document and provide alerts to coordinators of upcoming tasks. **December 2023**
12. **Experience:** Individuals will report a high level of satisfaction with the supports they received though Host Agency. **December 2023**
13. **Service Access:** 90% of Accommodation requests are met. **December 2023**

Responsibility: Program Director and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

PARENT SUPPORT PROGRAM

EFFECTIVENESS MEASURE	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
% of individuals who have a completed PCP	100%	100%	100%
% of goals have been attempted	100%	90%	86%
Obtain a TASP membership for \$75 a year (The Association for Successful Parenting for parents with intellectual disabilities)	n/a	Membership attained and utilized	5 Webinars purchased and viewed. Membership no longer offered
Provide opportunities for parents to participate in parent/family focused webinars.	n/a	3	4 Webinar opportunities offered to PSP families
EFFICIENCY MEASURE	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
End of Life planning will be addressed with families	n/a	All families	80% of families completed End of Life Planning with Coordinator
SERVICE ACCESS	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
% of requested accommodation requests that are met.	100% (\$4,675)	90%	100% (\$5,700)

SUMMARY OF RESULTS

The Parent Support Program (PSP) is a small program (typically 5-7 families) that provides long term, in-home support, as well as community support to parents with intellectual disabilities. Families in the PSP often face multiple barriers including economic and social challenges. The main focus of the program is to strengthen existing parenting knowledge and skills and to help families get connected to various resources in their communities. These resources include housing subsidies, Summer camps/Spring Break camps, childcare subsidies, non-fee programs/events, legal supports, and foodbanks. Also important is supporting families to build connections with other community programs that also focus on strengthening parenting and family life skills/experiences. Going into the 3rd year of COVID, PSP families continued to show amazing resilience, despite the many challenges, but particularly financial and emotional/social struggles. PSP staff continues to offer support on issues related to parenting in the context of isolation, mental health, poverty, food security and ensuring families had the services they needed. A common theme this year was accessing legal supports including mediation and Legal Aid through the Justice Access Center.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Effectiveness Goals:

Obtain a TASP membership for \$75 a year (The Association for Successful Parenting for parents with intellectual disabilities): An annual membership is no longer available through TASP. Coordinator was able to purchase and complete five Webinars individually for training.

Efficiency Goal:

End of Life planning will be addressed with each family: 4/5 families engaged in the End of Life planning process with the Coordinator.

Service Access/Accommodation:

Most of the families supported in this program live with poverty as a major barrier. CLV was able to accommodate 100% (\$5700) 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 2023**
2. **Effectiveness:** 90 % of PCP goals are attempted. **December 2023**
3. **Effectiveness:** End of Life planning will be provided for at least 50% of participants. **December 2023**
4. **Efficiency:** Transition successfully to a new Parent Support Program Coordinator. **December 2023**
5. **Satisfaction/Experience:** Parents report experiencing a high level of support from their PSP services. **December 2023**
6. **Service Access/Accommodation:** 90% of accommodation requests are met. **December 2023**

Responsibility: Program Director and Program Staff

EMPLOYMENT SERVICES

EFFECTIVENESS MEASURE	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
# of new employment placements secured	11	10	14
Secure CLBC/Inclusion BC grant funds for extra staffing to assist people who have lost work during COVID-19	\$70,000 RECEIVED	50,000	\$35,750 Received
4-week Digital Literacy Course provided		4 Sessions	3 in person sessions were developed and produced, 4 th session was delivered 1-1 in person with participants.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Secure new job placements for youth (Impact Project)	12	8	8 paid jobs were secured, and 4 work experience placements were secured
EFFICIENCY MEASURE	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
Conduct Informational Interviews	21 jobs/work experiences secured: ES-1; Impact -1; WEOG-2	20	27 informational interviews were conducted: 10 resulted in paid work & 1 as work experience
Digital Literacy Workshops	N/A	4 SESSIONS	Completed: 3 Sessions in person on a group format and 4 th session completed 1:1
SERVICE ACCESS/ ACCOMMODATION	2021 RESULTS	EXPECTED GOAL	2022 RESULTS
% of accommodations requested met	No requests	90%	No requests

SUMMARY OF RESULTS

Employment Services (ES) experienced a year of exponential growth and welcomed return to activities and processes that had been limited during the pandemic. Building off the momentum at the end of 2021, early 2022 saw the remaining employees who chose to return to their furloughed positions supported by ES with 1-1 job coaching. They began to transition back into longstanding routines that were adjusted to meet current health orders. Returned employees were able meet the new and changed needs of their employer. ES and employers worked closely to develop return to work plans ensuring ongoing success for their returned workers as they took on those new and different responsibilities. For example, staff were keen to participate in cross-training to learn new tasks which not only enrich their work, but expanding their duties helped them to contribute to the smooth operation of the business while employers experienced significant challenges in recruitment and retention. Although labor market challenges were and continue to be impacting day-to-day operations everywhere in our communities, this is a problem that ES employment counsellors are prepared to help solve. The perseverance and commitment to positive outcomes for the people ES supports was reflected in the incredible number of job opportunities secured over 2022 making for a very, very busy year!

The Ministry of Social Development and Poverty Reduction's return of the Work Experience Opportunities Grant (WEOG) offered 6 people a chance to explore new and different opportunities while receiving real pay or real work. Outcomes for those participants include completing certification training (Food safe), lifelong learning (C.A.S.E. Digital Literacy), and on-the-job experiences (ex. grocery clerk, ice bagger, production worker, customer service clerk, stock clerk). As the WEOG program continues until March 31st, 2023, at this time 3 of 6 WEOG placements are complete, and all received offers of ongoing paid employment. One participant who wanted a slower transition back to employment utilized the WEOG after an extended medical leave and move to a new town. This slower transition back into the workforce in an environment with softer expectations was the winning combination for this participant. The WEOG ensured the participants earned \$300 per week over the course of the 12-week program, or \$150 over a 20-week program and this did not affect their \$15,000 earning cap as a recipient of PWD income assistance.

The third and final year of the Impact 1.0 youth employment pilot program again saw immense growth and increased participation from youth and employers. Job coaches supported a diverse group of 12 youth to secure 8 paid seasonal jobs and 4 to participate in short-term work experiences. While providing ongoing supports to these new youth, ES

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

continued to support the adult program of 41 people and developed 14 new positions in the community. There were 6 exits and 5 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. One new casual was supported to complete the Supported Employment Certificate training. One full time staff left their position allowing the opportunity for a new casual staff to apply for a temporary position, then the permanent position when it became available. Impact was fortunate to have 2 staff return to deliver such a robust and opportunity-filled summer program. It was announced in late 2022 to both the ES and School District 61 partners that the Impact youth employment program would be returning with funding for an additional 3 years under the name Impact 2.0.

The staff and Program Director continued to be active in local and provincial employment meetings (virtual for 2022) 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 and continued into 2022. Five 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, all five people have returned to the workforce as a result of the funds which supported increased program staffing. Recognizing the ongoing challenges experienced getting people back to work during an ongoing pandemic, Inclusion BC and CLBC are working towards further funding opportunities to help support further growth.

Recognizing the gaps in available digital training with a focus on accessibility, ES employment counsellors developed an in-person 4-part Digital Literacy workshop series. Three Saturday sessions were developed and produced with a 4th session delivered 1-1 in-person with participants so they could go more in-depth into specific topics. Participants were able to select which workshops they found useful to them. Five to seven people attended sessions depending on the topic. Session 3 had the highest attendance: Phishing, Scamming, and Internet Safety: An Informative Workshop. Six people chose to schedule in-depth 1-1 sessions on topics including outlook mail, excel, accessing employment portals and Microsoft word.

Employment counsellors were pleased to connect with Walmart Langford in an effort to meet ES's initiative to highlight employer partners by way of interviews to be shared on CLV's social media pages. This goal was impacted by the availability of employers to commit to due to their challenges stemming from being under-staffed and lacking the time to engage.

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 27 arranged interviews this year, 10 people secured jobs at these locations (Cascadia Liquor Eagle Creek, Ross Bay Home Hardware, Pedersen's Party Rentals, Tim Hortons Royal Oak, Bosley's Eagle Creek, Quality Foods Langford, Real Canadian Superstore, The Pacific Forestry Centre).

Accommodations: There were no requests this year.

EMPLOYMENT SERVICES ACTION PLAN

Tasks/Timelines:

Employment Services Action Plan:

1. 100% annual completion of Employment Plans for each person. **December 2023**
2. 90% of goals are attempted or achieved. **December 2023**
3. **Effectiveness:** Secure 10 new job placements. **December 2023**
4. **Effectiveness:** Secure 8 new job placements for youth (Impact 2.0 Project). **December 2023**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

5. **Effectiveness:** Secure CLBC/Inclusion BC grant funds to assist people who have lost work during the pandemic. **December 2023**
6. **Efficiency:** Deliver 4 digital workshops: digital communication (email etiquette), internet safety (how to recognize phishing & scams) **December 2023**
7. **Efficiency:** Complete 20 informational interviews with new potential community partners. **December 2023**
8. **Efficiency:** 2 staff will attend the CASE World's Support Employment Conference in Vancouver **December 2023**
9. **Experience:** Individuals experience a high level of satisfaction with the support they receive from Employment Services (contact, information, job coaching, results). **December 2023**
10. **Service Access/Accommodation:** 90% of Accommodation requests will be met. **December 2023**

Responsibility: Program Director and Employment Services Staff

FAMILY SUPPORT

Background: Over the past year, the FS Program has undergone significant changes both internally and externally. Internally there has been a reduction in staffing hours due to budget constraints which has resulted in an increased workload. Externally, resources including agencies being able to obtain staff to provide support for children, youth and adults with complex needs is a challenge. Consequently, individuals and families face increasingly complex needs and hardship directly related to the lack of supports and resources within the community. FS workload has shifted from supporting a balance of brief and complex needs to a workload of supporting primarily complex needs.

Family Support Goals:

1. **Effectiveness:** To review the past and current trends, internally and with some action inquiry from community partners to create a framework to maximize the effectiveness of CLV's family support role. **December 2023**
2. **Effectiveness:** Create an intake process specific for individuals with complex needs that includes guidelines for support and collaboration and identifies the roles and responsibilities of community partners. **December 2023**

INDIVIDUAL EXPERIENCE

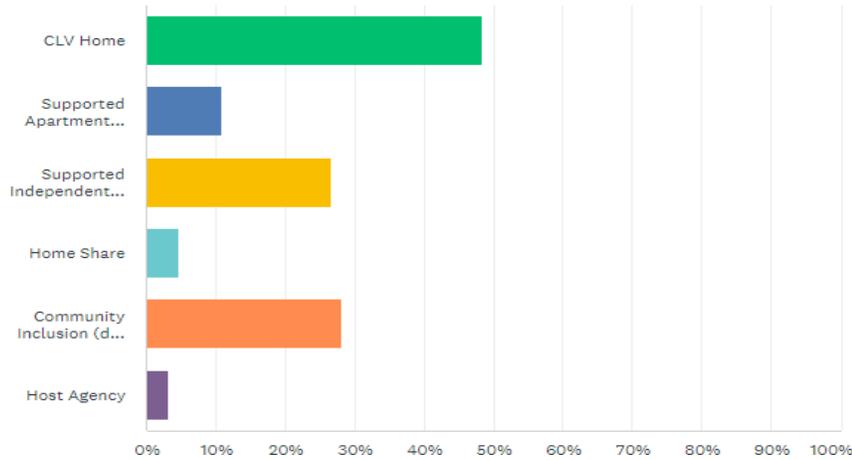
DESCRIPTION OF PROCESS

In February 2023, we conducted Experience Surveys for individuals across a sampling of programs including Community Inclusion, Community Homes, Independent Living, Parent Support, Home Share, Host Agency and Employment Services. Surveys were completed by individuals (with support if needed) by an independent surveyor 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.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

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

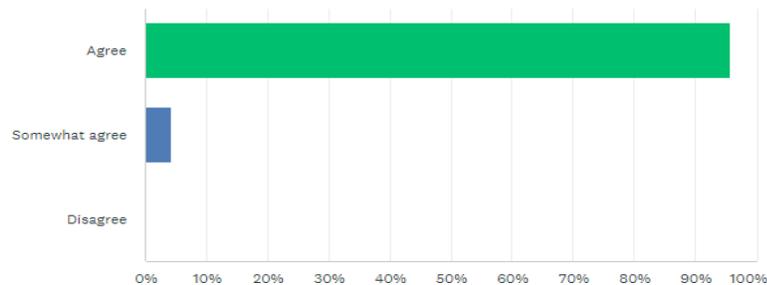
Answered: 64 Skipped: 0



Results: 92 supported individuals participated in the surveys. This was an increased response than last year (74). The largest group of respondents were from CLV Homes (31), Employment (23), Community Inclusion (18), followed by Supported Independent Living (17), Supported Apartment Living (7), Host & Home (5) and Parent Support (5). Parent Support Program and Employment Services did their own specific survey. Some individuals receive services from multiple programs at CLV.

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

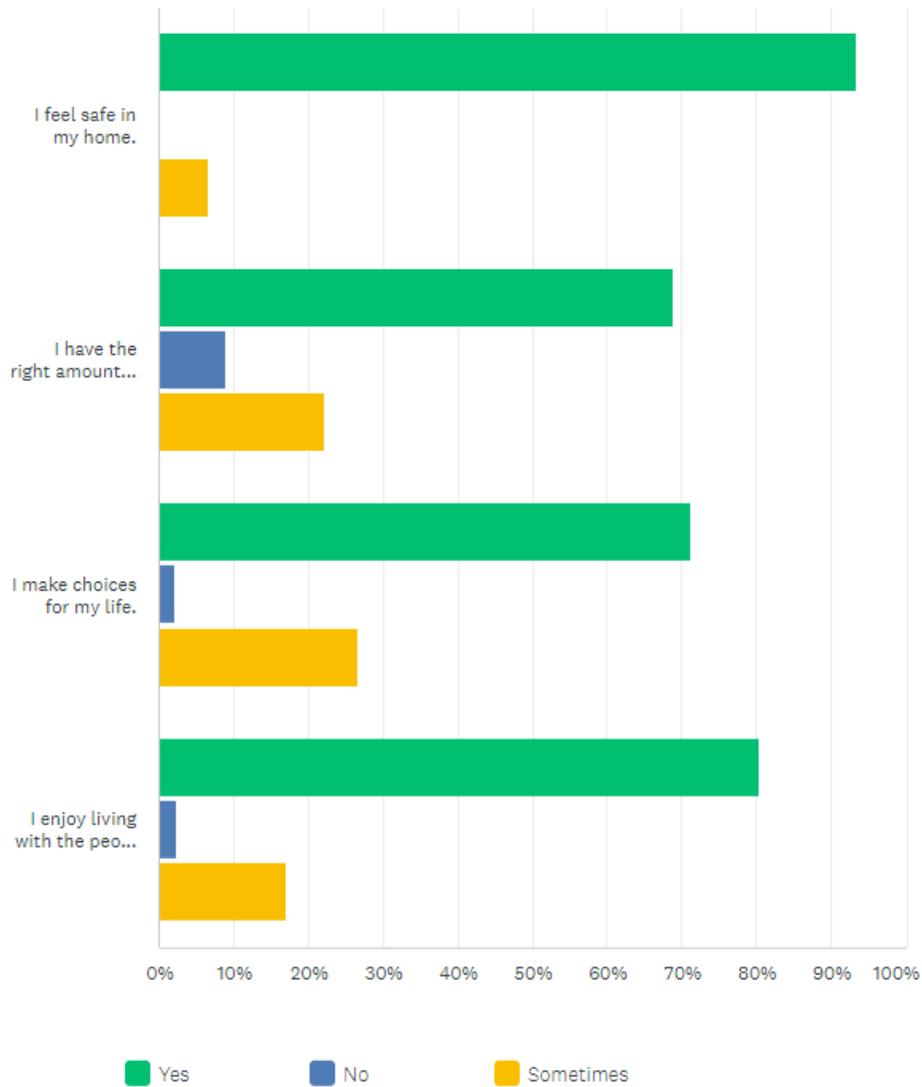
Answered: 23 Skipped: 0



CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

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

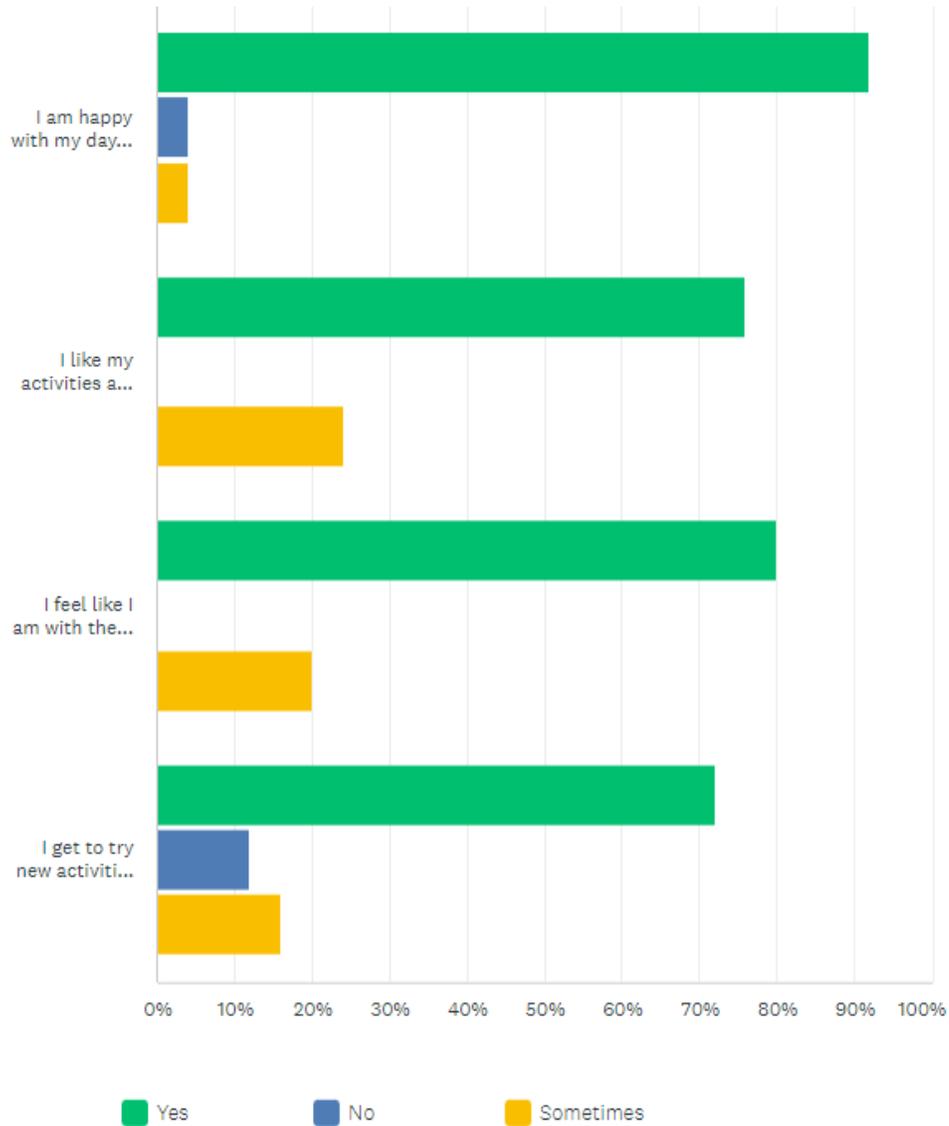
Answered: 46 Skipped: 18



CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

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

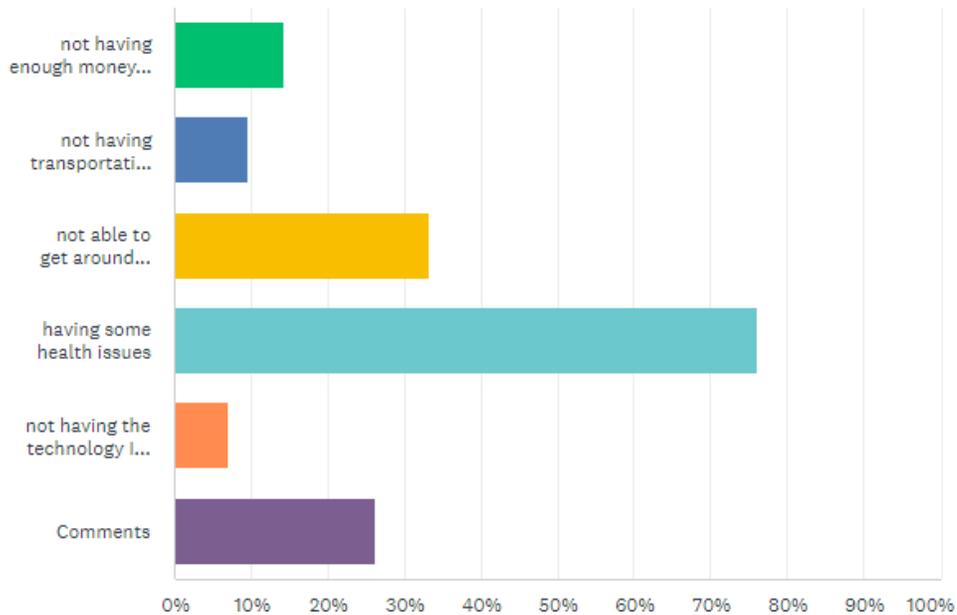
Answered: 25 Skipped: 39



CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Are there any barriers that get in your way going to places or activities you want to do? Please check off if any of these areas are problems for you:

Answered: 42 Skipped: 22



Individuals living in our Community Homes reported that they were satisfied in many areas of their lives:

- 100% of individuals reported that they felt safe in their home
- 91% of individuals reported that they received the right amount of supports
- 98% of individuals reported that they get to make choices for their lives
- 97% of individuals reported they enjoyed the people they lived with

Individuals in our Community Inclusion programs reported that they were satisfied in many areas of their lives:

- 96% of individuals reported that they were happy with their Community Inclusion program
- 100% of individuals reported that they like the activities they do
- 100% of individuals reported that they feel like they are with the right people
- 88% of individuals reported they get to try new activities

Comments: This was a year of rejuvenation for CLV Community Inclusion programs. Individuals and staff worked hard to re-establish community connections and provide a breadth of meaningful community activities.

Individuals in our Supported Employment program told us the following:

- Very much appreciate all the support. Hoping for new job opportunities in the future.
- Everything is good.
- I like meeting the job coach for coffee and talking about work.
- Keep up the great work. Many thanks for all you do.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- I think everything is good. Getting there and back. Seeing people come and go. It feels good.
- Want advancement at work. Want to be a leader.
- I was happy to get back to my job.
- I like how you monitor my performance to make sure I am as accurate as possible.

Comments: This was a year of people getting back to work and feeling happy to do so. People generally feel well supported by the employment team and they are appreciative of the support.

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

- My SIL worker is great. I like them very much.
- SIL helped me get to lots of appointments and helped me understand what the doctor was saying.
- CLV helps me with lots of things and they are very caring. I like that my staff is a good listener.
- My SIL worker is very good. I like working with her.
- I am independent and I like to stay to myself. I get along with other people fine and we do some stuff together.
- Sleepy, boring (Because of COVID).
- I like living at my group home. I like the staff.
- I like living here. Friday is my TV night and I like all the staff.
- I like doing music on Fridays and swimming on Wednesdays.
- I feel very safe to live here at SAL. I love my support.
- Pretty good. It's nice to have some friends. I am working on that.
- I like t-ball, live in a nice house, and I get to do lots of activities.
- I am anxious about the changes at SAL. it feels like there's no stability. It is a time of adjustment.
- It is fun! The people here are great and so are the different activities like coloring, crafts and TV.

Trends: In general, individuals enjoyed the activities that they did this year. People were able to get back to some sense of normal post-pandemic. Individuals reported being well supported by staff and caregivers; and indicated that they continue to feel satisfied with the support they received.

Individuals surveyed described what they were hopeful for at CLV this coming year:

- Want supports to stay the same.
- To try and start a small baking business.
- To have more BBQ's.
- To help me save money to take a Disney cruise to Alaska.
- Take a trip to Disneyland.
- More different activities but also include my regular ones.
- I would like to increase my number of days for my day program.
- Go on more outings.
- More bowling.
- More outings to gym, museums, movie theaters.
- That my supports go back to twice per week. Stability is my support.
- Would like help to get a job.
- I would like to have some assistance to find a job.

Trends: Individuals were asked what they are hopeful for at CLV in the coming year. Many people reported wanting to travel more. Given that there has been minimal travel in the last few years, this is a goal for a lot of people. In addition,

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

people want to have more in person activities like, BBQ's, bowling, music, museums and more. These types of activities have been limited over the past few years due to COVID, so individuals are happy to have activities starting up again. Individuals have also requested support with finding a new job or starting up a home based business.

INDIVIDUAL EXPERIENCE ACTION PLAN

Tasks/Timelines:

1. Financially assist individuals with accommodation requests where possible. **December 2023**
2. Replace another vehicle with an accessible option. **December 2023**
3. Support individuals to have opportunities to travel this year. **December 2023**
4. Support individuals to access increased activities in their community. **December 2023**

Responsibility: Program Directors, Managers, Supervisors and Program Staff

STAFF EXPERIENCE AND FEEDBACK

DESCRIPTION OF PROCESS

In October 2022, CLV conducted the Diversity, Equity, and Inclusion survey. The survey stems from a goal within the 2022 "Cultural Competency and Diversity Plan" which tasked the *Inclusive Diversity Committee* with developing a goal. The goal that they presented was to collect demographic information on CLV's existing staff:

"The Inclusive Diversity committee will put forward an anonymous survey to be completed voluntarily by staff to identify the diversity of minority groups that are represented in CLV's workforce makeup, and the barriers that they have faced or witnessed at work, in order to recommend systemic changes that could alleviate these barriers".

EXPERIENCE AND FEEDBACK SURVEY RESULTS

A survey was developed by the Inclusive Diversity committee in March of 2022. The survey was reviewed by the Directors and returned to the committee with some feedback which was accepted. The survey was scheduled to go live in September of 2022. With the development of the focus group which was intended to address concerns raised regarding possible barriers identified to an effective onboarding orientation for hires who are new to Canada, the focus group was asked to review the Diversity, Equity, and Inclusion survey also. Following some slight changes and additions to the survey it was launched in October 2022. Results will be captured in the 2022-2023 report.

Despite being shared multiple ways and adding an extension to the deadline there was only a small group of 43 staff who completed the survey. Many of those staff opted not to share their demographic details instead choosing the option, "prefer not to answer". The majority of the responses to the questions were positive with only 6 staff expressing their dissatisfaction with CLV's efforts towards diversity and inclusion.

STAFF ACTION PLAN RE: DIVERSITY, EQUITY AND INCLUSION

Task/Timelines:

- 1 To advertise, recruit and onboard as an Equal Employment Opportunity Employer. **December 2023**
14. CLV will engage diverse groups publicly in community to show support, encourage connection and raise our public profile to these groups. **December 2023**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

15. To provide ongoing training to CLV staff in diversity and inclusion. **December 2023**

16. To continue to engage the Diversity, Equity & Inclusion Focus Group that was initiated in 2022 as opportunities arise. **December 2023**

Responsibility: Program Directors

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's homes and 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.

2022 still saw many precautions in place due to COVID-19. In some cases, this severely impacted movement within programs. Unless 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 2022 to December 2022:

Host Agency – 11 new individuals joined the program, and 3 individuals exited the program, One individuals unfortunately passed away, 1 individual was accepted into a Community Inclusion Program offered by another organization and 1 person changed their services and joined our Home Share program to better accommodate the individuals needs. 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 42 individuals supported through this program.

Home Share – 6 individuals joined the program and 4 exited. One individual moved to long term care to better support her age-related needs, one moved into one of CLV's community homes, one person moved in with her boyfriend and the final person moved to the mainland to be closer to her family.

Community Inclusion Programs:

CLV Community Inclusion met our most important goal this year, bringing all participants back to pre-pandemic levels of service. As more community activities opened we remained vigilant to pursue interests that participants had been missing. With our programs in full swing, we now have a variety of weekly activities and participants who are satisfied with our services.

Community Homes: 11/15 of our homes were at capacity at the end of December 2022. 4 homes had vacancies filled during 2022- Brock, McKenzie, EliVan, and Wilcox. 4 vacancies remain at the end of 2022 – 2 at Burnside, 1 at

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Redfern, and 1 at Marin Park. We are reviewing referrals from CLBC to ensure that new individuals are a good match for the home and we are able to support the individuals based on our staffing levels.

Community Services:

Employment Services: While providing ongoing supports to 40 people (6 exits and 5 new referrals) we also developed and supported 14 new positions in the community. Our goal is to have 5 additional new referrals for 2023. We are in discussions with CLBC around who is on the waitlists.

Supported Apartment Living: In 2022 we had one person exit SAL (due to passing) 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 exited the program due to choosing not to engage in supports.

Parent Support: In the past year, 1 individual started the program bringing the number of supported individuals to 6.

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.

Community Homes: 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 2023.

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 reduced number of 12 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: We will balance any future growth based on the coordinators capacity to coordinate future referrals.

Youth Services: This past year saw the closure of our Autism Services program. It was an unfortunate outcome of low service levels brought on by the pandemic. Fortunately, one of the long term behaviour consultants was able to take on all the current participants and open his own small program. TCC continues to provide afterschool, spring break, and summer camps and has re-established community partners to provide meaningful, engaging, and exciting activities for the youth that attend.

OUTCOME MANAGEMENT SYSTEM IMPROVEMENT PLAN

ACTION	Persons Responsible	Target Date for Completion
Track goals based on participants, staff, and family input	Survey team	January 2024
Target March 2024 as the MOR completion and distribution date	Survey team	March 2024
Review and track Effectiveness, Efficiency, Experience and Service Access goals	MOR team	January 2024
Ensure systems in place to track all the goals we have identified	MOR team	February 2024
Develop Plain Language version of the MOR for self-advocates	MOR team	March 2024
Present to Board and Leadership teams	MOR Team	March 2024

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, on our website (Resource Section) and in the Business Improvement Plan section on ShareVision.

The report will be available to:

- CLV Board of Directors, Staff, and supported 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.