Measurable Outcome Report

Plain Language

What am I about to read?

CLV tries to do a good job supporting people however they choose to live their lives. This could be at their home or in the community. This report will show some big wins from last year, what we hope to do this year and some information about the people we support.

Why is this important to me?

CLV wants to make sure that you are happy with the care that you get. We asked you questions about how happy you are and here is what you told us:

Person Centered Plans (PCPs)

Almost everyone we support had a PCP meeting last year.

Individuals Goals

We tried to help you achieve almost all of your goals.

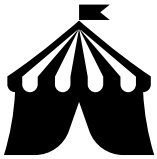
BIG WINS FROM LAST YEAR

Reflections got an automatic door opener.

Parent Support Program said that 100% of parents were happy with the help they got.

94% of individuals report feeling safe in their homes.

Youth Employment had 8 family fun events.



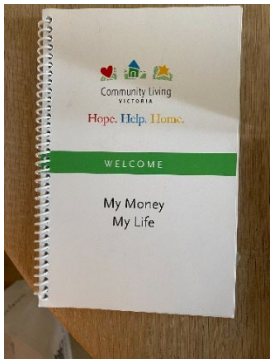
Host Agency's community access and travel goals were met.

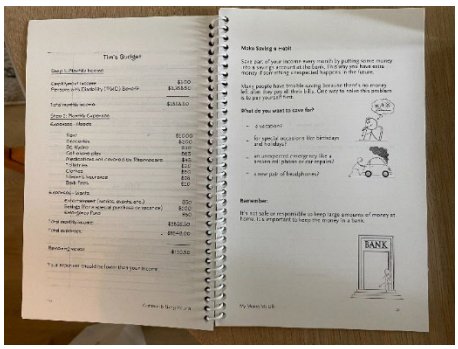
Home Share helped 6 people find a new place to live in our home share program.

Employment Services helped 14 people find jobs.

Here's NL at her new job at Tim Hortons

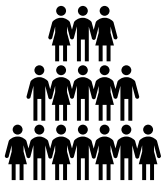
Supported Living made a new book to help people understand and learn more about money.





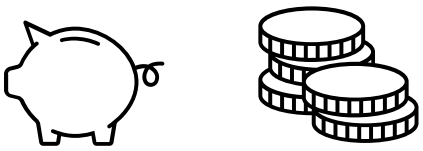
Family Support grew their network to include more support for Indigenous families.

All **Community Inclusion Programs** have returned to what program looked like before COVID (for example, full vans, hanging out as groups)



5 people were supported to retire from their programs.

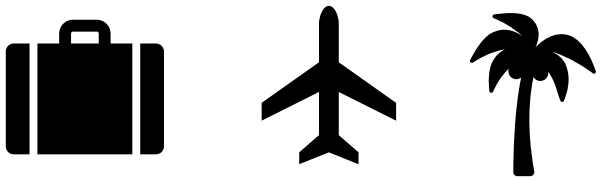
We helped many people to get **extra money** to spend. For example: gym passes, a new computer and other things people needed but could not pay for themselves.



For the upcoming year, this is what we want to do:

We want to help everyone to have a **PCP meeting** and **complete their goals.**

We want to help **more people go on a trip** this year.



We want to help you go to **more activities in your community**.

We want to get a new van for wheelchairs at **CAP** and find more staff to drive wheelchair vans.

We want to put fans in **Reflections** to help it be **less hot in summer.**

We want all of you to **feel happy in your home**.

We want to find an easier way to find information and training for home share and host agency providers.

We want to help 18 people find a new job in our **Employment Services Program**.

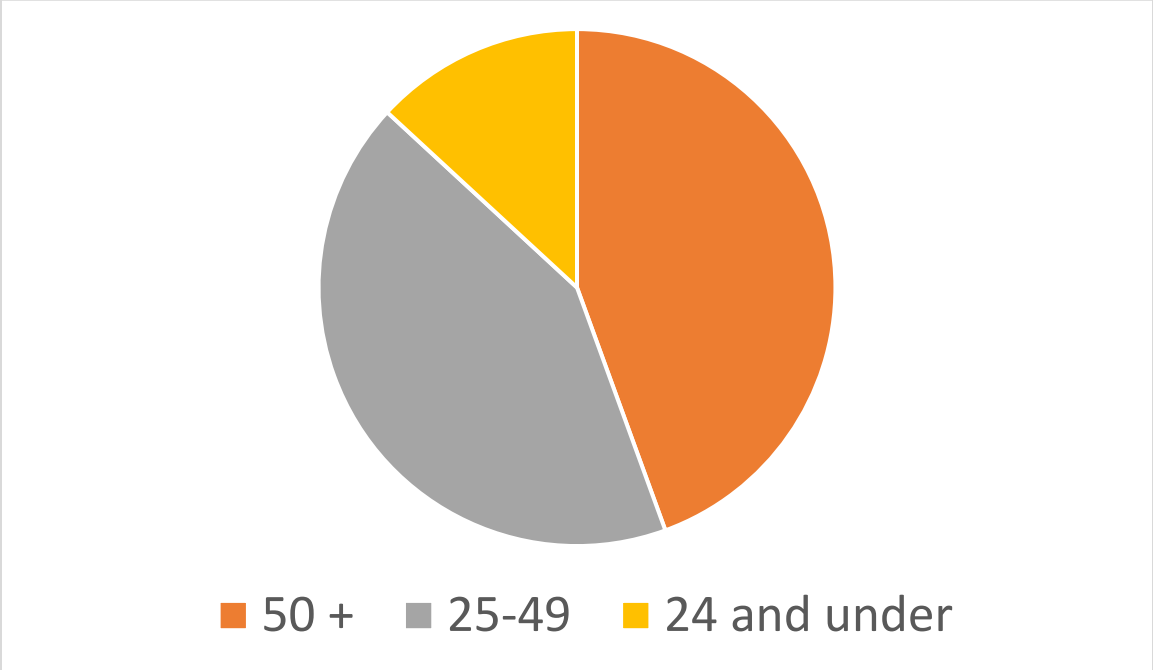
SIL and SAL want to host an event together.

Parent Support will hire a new coordinator because someone is retiring.

Youth Services will hire more staff to support you.

Family Support wants to make it easier for supported people to apply.

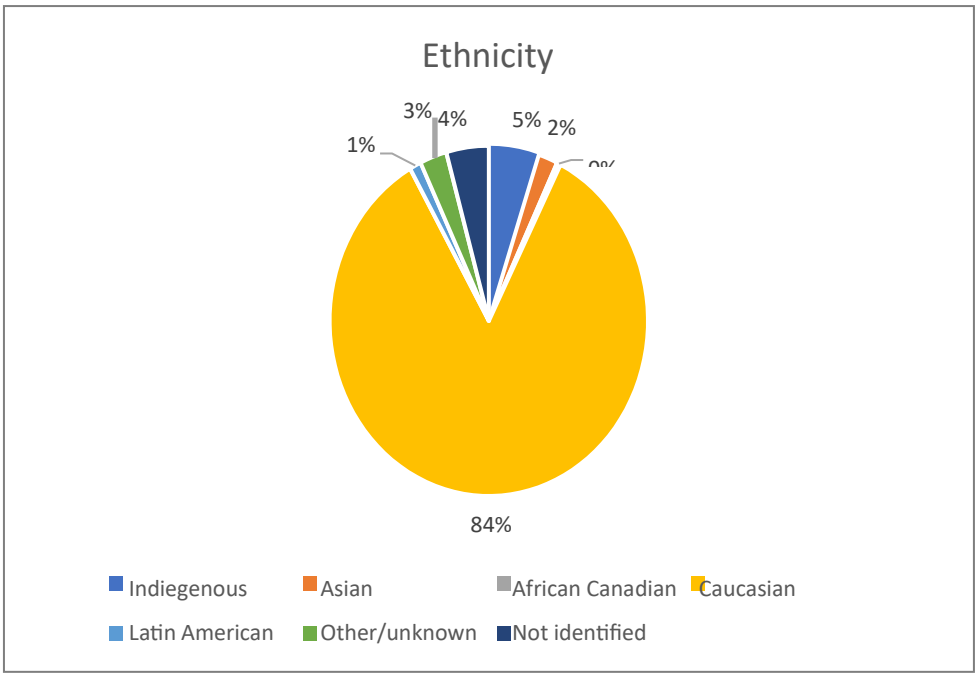
Age groups that CLV supports:



In CLV people identify as the following genders:

	# of individuals
Male	121
Female	117
Non-Binary	1
Total	**255**

At CLV people that we support are the following ethnicities:



Here is what you all told us you were hopeful for in this 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