

# OUTCOMES REPORT

2024

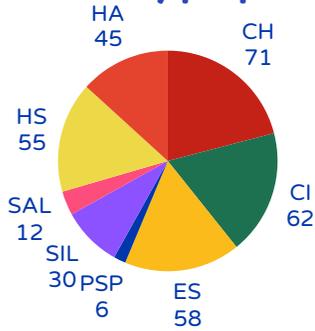
Welcome to Community Living Victoria (CLV), a nonprofit organization supporting people since 1955.

In 2003, we started using the Outcomes Management System to set our yearly goals. This system, seen in reports like the Measurable Outcomes Report, does more than just track our goals. It helps us show off our achievements, understand our community, and make smart decisions.

## What programs does CLV support you in?

- Community Homes (CH)
- Home Share (HS)
- Supported Independent Living (SIL)
- Community Inclusion (CI)
- Host Agency (HA)
- Supported Apartment Living (SAL)
- Employment Services (ES)
- Parent Support Program (PSP)

## How many people are supported in our programs?



## What do you identify as?



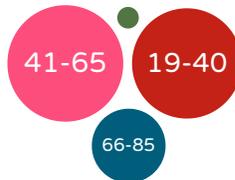
128 - Female  
139 - Male  
1 - Non-binary  
3 - Not Specified

## How many joined or left us?

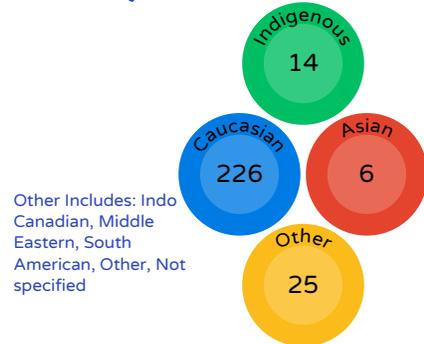


## What age group are you in?

- 0-5 years old : 0
- 6 -17 years old: 0
- 18 years old: 0
- 19 - 40 years old: 104
- 41 - 65 years old: 116
- 66 - 85 years old: 47
- 86+ years old: 0
- Not specified: 4



## What is your culture?



\* Numbers might be counted more than once because some people attend more than one program  
\*All totals are for accredited programs only

## Strategic Planning 2025-2028

We held a 2-day strategic planning session to guide our future, listening to valuable feedback from everyone involved. The outcome was updating our Mission, Vision, and Values, as well as developing goals in the following key areas:

### Mission

CLV empowers people to enhance their quality of life through self-determination.

### Vision

People are living a life of their choice.

### Core Values

#### INCLUSION

People's unique strengths and talents are celebrated in communities that embrace diversity, where everyone is valued and supported to succeed.



#### SUPPORT

People's support is personalized through empowerment, advocacy, and collaboration, ensuring their choices are honoured.



#### BELONGING

People experience respect and security, with opportunities for stability, growth, and meaningful connections.



## Our strategic direction for 2025-2028 focuses on these key areas:

### Collaboration

Working with our community partners to make a stronger impact together

### Workforce

Build and support a team that is unique and reliable.

### Housing

People will have accessible and affordable housing, providing security and opportunity for all

**2025-2028**

### Funding

Explore options for different funding opportunities

### Technology

Use technology to improve service and teamwork.

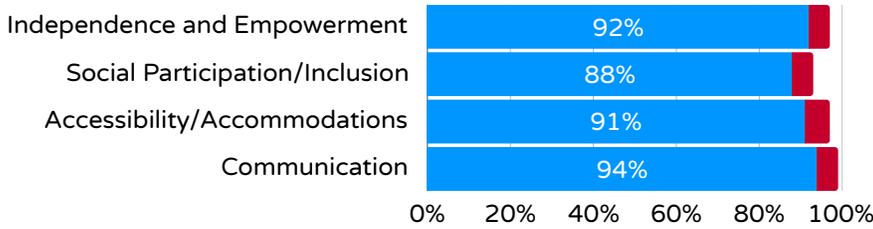
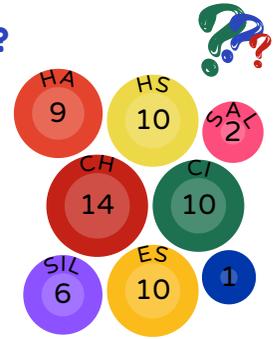
# Individual Experience Survey

Every year, we ask the people who use our services if they think we're doing a good job and how we can get better at what we do. The survey gave us valuable feedback on what you enjoy, what's challenging, and what makes you happy.

**We're using this to make improvements that support your needs and help you live the life you choose.**

● Happy ● Unhappy

## Who participated?



TCC - Teen Community Connections and FS - Family Support did not participate in this survey

## What did you tell us?



### INDEPENDENCE AND EMPOWERMENT

'I am focused on regaining more independent skills than learning new ones'  
'Sometimes I don't have the right to spend my money'

### SOCIAL PARTICIPATION/INCLUSION

'Never thought of exploring my culture before but will ask my support worker'  
'I have lots of social opportunities through church'

### ACCESSIBILITY / ACCOMMODATIONS

'I appreciate that my HSP and Coordinator advocate for me'  
'My choices are respected'  
'Sometimes places are not wheelchair friendly'

### COMMUNICATION

'I would like to take more risks, so would like my concerns listened to'  
'I can tell my support worker what I want to do, and don't want to do'  
'I feel comfortable voicing my concerns to my CLV support, and I am included in decisions'

## Person Centered Plans

A person-centred plan is a plan that focuses on what is important to you. We make plans with you, plans that are all about you and which have SMART goals.

These are goals that are:

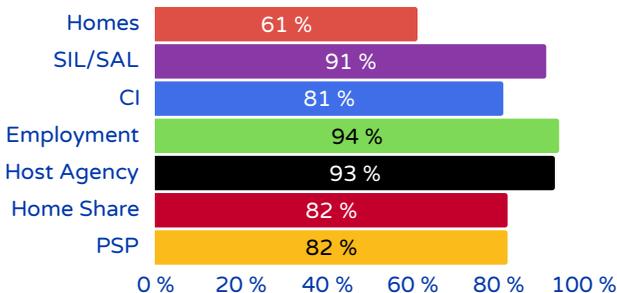
- **Specific**
- **Measurable**
- **Achievable**
- **Relevant**
- **Time-bound**



This helps you set clear goals and make choices about your life, making sure your needs, wants, and likes are at the center of the plan. It's all about helping you achieve what matters most in your life.

## Where you are with your goals?

Every year, you set goals to help improve your life and reach the things that are important to you. This shows how many goals were set, how many were in progress, attempted, partially attempted, and achieved over the last year.



**79% or 379 of 480**  
**GOALS!**  
Across all programs or services

## WHAT ARE OUR GOALS FOR 2025?

- Create accessible, diverse community activities that match people's preferences.
- Support individuals in creating and leading a self-advocacy group to learn self-advocacy skills and make decisions about their health, activities, and goals.
- Ensure staff listen to each person's needs and provide services that help them live the life they choose.

Questions? You can always contact our  
**Executive Director: Mike Jensen**



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