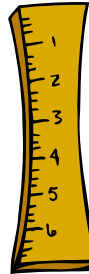


ACCREDITATION NEWS

Outcome Management Results

2013 SATISFACTION SURVEY RESULTS

Each year, as part of our accreditation process we ask the people who use our services, families, and staff, whether they think we are doing a good job. Here are the results from asking questions in our Satisfaction Surveys in February 2014.



What did you tell us? Most of you were very satisfied with the support provided by CLV in your home, apartment and community inclusion programs. You said that you felt that we treated you with respect, you liked the activities you were involved in,



and felt included in the community. You also said you received help with personal planning and your goals. Areas you would like to see improved were: wanting to be given more choices and make your own decisions; and having enough money to do the

things you would like to do.



You also said you'd

like to try some new activities in your community inclusion programs including: more retirement activities for some of you, more outings for others, and a chance to get a job.



What did people who had jobs say about us?

People with jobs told us they liked earning

money! Some of them wanted more hours and different types of jobs. They also wanted more time with the employment staff and more time to work on their job and interview skills.

What did families tell us? Families were very positive about the support CLV has provided to them and their family member who is supported by CLV. They feel that CLV works hard to meet your needs!

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Families want CLV to help people who have difficulty communicating using technology like computers and iPads.



They also want us to continue to work on finding jobs for those of you who want to work.

What did staff tell us? Staff feel we do an excellent job of providing support and care for people who use our services and their families. Staff say they would like increased training so they can support you better. They would also like CLV to continue to find ways to recognize staff for doing a good job.



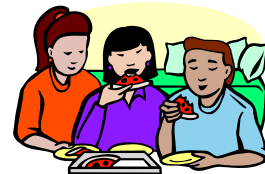
Staff also want to learn more about the many new services that CLV has and want CLV to find new space for some day programs that have outgrown their current locations and homes that are not accessible as people get older.

CLV also took some measures to see if we were efficient and effective – are we doing what we say we're doing?



We collected this information from January- December 2013.

CLV Community Inclusion programs – 91% of the people we support in day services have current Person Centered plans and 91% of your goals were tried or met. We also found out that many of you (100% of those asked) were happy with your activities and 100% said you were with the right group of people who shared some of the same interests as you.



Some of you said you would like to get a job. One person in CAP got a job this past year and employment will be a continuing goal in the year ahead.



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In CLV homes, home shares, and supported living options – 92% of you have current Person Centered Plans and 81% of your goals were tried or met. We hope to increase this number in the upcoming year.



Most of you are happy with your home, your activities, and your involvement in everyday things like cooking, shopping and banking. Almost all of you felt you were very healthy and most of you felt you were safe and secure.

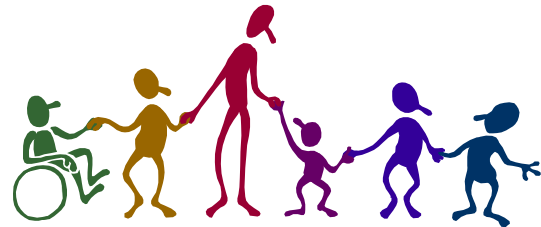
Employment Services-
14 new jobs were found
and more than 58
people are working in
jobs in the community!



62% of those of you who are working and who wanted a job improvement were able to get one – like an increase in hours or wages or changing to a new location.

What Do We Know About the People We Support at CLV?

CLV provides direct supports to about 368 individuals.



The largest numbers are children and youth in the 6-19 year age group and adults in the 50-64 year age group.

We are planning for the fact that many people we support are aging- and will need changes to their homes and day services.

We also support many younger people through our new programs like Autism Services, Teen Community Connections, and our Host Agency program. Younger people and their



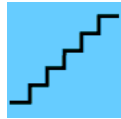


ACCREDITATION NEWS

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families often want different services
and we are finding ways to meet those
needs.

Next steps?



Here are some of the goals we are
working on in 2014:

- more jobs
- more activities
- more communication tools-
iPads and computers
- more choices and decision
making
- more fun events at CLV!

CLV will be asking you and your
families how satisfied they are with
CLV services in January 2014. We are
also continuing to measure our
progress in meeting our goals.

Questions? Contact Ellen Tarshis
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www.hopehelphome.ca

