

# ACCREDITATION NEWS

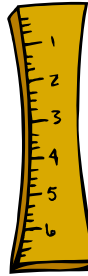
## Outcome Management Results

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### 2017 SATISFACTION SURVEY RESULTS

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Each year, as part of our accreditation process we ask the people who use our services whether they think we are doing a good job. Here are the results from asking questions in our Satisfaction Surveys in February 2018.



What did you tell us? Most of you were very satisfied with the support provided by CLV in your home, home share, apartment and community inclusion programs. You said that you felt that your rights are respected, and you also liked the activities you are involved in, and the people you live with. Areas that could use some improvements were: not having enough money to do the things you want to do, more help in meeting your personal goals, and wanting some new activities in the larger programs.



What did those of you who have jobs say about us? You told us that you that

you feel that our employment program helped you to get and keep your job and felt you had more confidence in yourself and learned new skills as a result of working, have more money to buy the things you want, and that you were comfortable and felt supported



by the people you work with. Some of you wanted to get more support from your job

coaches.

This year we again asked staff who work in the larger community inclusion programs like Satellite and CAP, how we could improve our services. Staff said that they are excited about the new location for the Satellite program which will open in the fall once renovations are complete. Getting a 2<sup>nd</sup> vehicle at Reflections has helped people get out more, and adding another laptop at each site has helped staff get their work done. A new visual





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board at CAP has helped people make better choices about what they want to do each day. Staff also want to develop more activities including ones that meet the needs of those who are older and less active than they used to be.



We also plan to continue to provide a range of activities including employment for individuals who have expressed an interest in getting a job.

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 2017.

In CLV Community Inclusion programs – 87% of the people we support have

current Person Centered plans and 88% of your goals were tried or met. We also found that 96% of those asked were happy with their activities and 95% liked the people in their program.



Two people in CAP have continued to work at jobs. Some of you said you would like more opportunity for physical activities and also to try some new activities.

In CLV homes -72% of you had current Person Centered Plans and 84% of your goals were tried or



met. We want to make sure that your PCP’s are done in time so you can plan your goals for the year ahead. You said you were happy and felt safe where you lived, and 89% of you said you feel healthy! 83% of you said you can use the technology (such as iPads and computers) that is available in your

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home/program. Some of you wanted an iPad.

In CLV independent living programs, people learned some important independent living skills – preparing for emergencies, updating earthquake kits, learning some first aid skills, practicing skills in home maintenance, requests to landlords, and focusing on connecting with others by doing some activities together.



Employment

Services- 14 new

jobs were found in 2017 and 48 people are working in jobs in the community!



CLV provides direct supports to about 395 individuals between the ages of 5 to 80! Those of you who are between 30-64 years make up our biggest group (166 people) with the next largest age group is in youth

services where we support 132 youth between 13-18 years old!

What are our next steps?



Here are some of the goals we are working on in 2018:



- more jobs
- more activities
- renovation and move to new location for the Satellite program
- continuing to improve the larger community inclusion programs
- completing moves to 1 new accessible home and 1 newly renovated accessible home.



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**CLV will be asking you how satisfied you are with CLV services in January 2019. We are also continuing to measure our progress in meeting our goals.**

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