



Community Living

VICTORIA

Different abilities. One community.

OUTCOME MANAGEMENT RESULTS

January 2016 – December 2016

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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 Community Living Victoria management team and the Board of Directors in monitoring and making program improvements. Community Living Victoria's Outcomes System identifies areas of strength, weakness, opportunities and possible threats. This is the 14th report in a series of continuous outcome reports. It is based on outcome data and measurable results collected for the period January 2016 to December 2016.

The Outcome Management System identifies the service areas: Residential Services (Community Housing), Supported Independent Living & Supported Apartment Living (Supportive Housing), and Community Inclusion (Day) 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) and Youth Services. Each service area has measures of effectiveness, efficiency, access and satisfaction. The satisfaction surveys for individuals supported and staff (conducted in Feb 2016) assisted us to set goals for 2016. 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. In addition, the report is available on our website.

ACTION PLAN RESULTS FOR 2016 GOALS

CHARACTERISTICS GOALS:

1. Medical Diagnosis is captured more concisely in ShareVision. **Results:** This project was completed and has resulted in a clear and more accurate diagnosis list.
2. A “Document Finder” is created on ShareVision to increase consistency of storage and location of important data related to individuals. **Results:** This project was completed and implemented in January 2017

COMMUNITY INCLUSION ACTION PLAN

1. 100% annual completion of PCP’s for each person served in Community Inclusion Programs. **Results:** 90% of plans were completed between CAP, Satellite and Reflections.
2. Individuals will be supported to attempt or achieve 90% of their goals. **Results:** 90% of goals were attempted /achieved across all 3 community inclusion programs.
3. **Effectiveness:** 18 hours per week will be dedicated to employment support to increase the number of individuals working by one. **Results:** 14 hours are dedicated to employment.
4. **Effectiveness:** Transform Satellite and CAP to better suit the needs of participants based on goals and time lines established through our Community inclusion transformation workshop. **Results:** New activities introduced, 3 people changed locations from Satellite to CAP to reduce space issues at Satellite.
5. **Effectiveness:** Re-locate the Satellite program site and Nicola Program to meet the needs of the individuals. **Results:** Ralph St. moved to their permanent home in September 2016. The program is now called Reflections. We continue to search for new space to relocate Satellite.
6. **Efficiency:** 100% of Community Inclusion staff will be proficient using ShareVision for entering and managing individuals’ goals. **Results:** 75% percent of staff are proficient at entering information.
7. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **Results:** 90% yes, 6% sometimes, 3% not sure, 6% no.
8. **Service Access:** Accommodation requests are met. **Results:** 100% of requests were accommodated. Total cost was \$4,300.00

RESIDENTIAL SERVICES ACTION PLAN

1. 100% annual completion of PCP’s for each person in residential services. **Results:** 93% of plans were completed.
2. Individuals will be supported to attempt or achieve 90% of their goals. **Results:** 83% of goals were attempted or achieved.
3. **Effectiveness:** Focus upcoming training on: aging issues; behavioral support, planning and meeting goals. **Results.** 8 sessions were offered for 104 staff.
4. **Efficiency:** 100% of staff in our residential services will be proficient in entering and managing individual’s goals in ShareVision. **Results.** 74% of staff were proficient in entering information.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

5. **Satisfaction:** Individuals will have opportunities to make choices and decisions in their lives. **Results:** 83% said yes, 14% sometimes, and 3% said no.
6. **Service Access:** Accommodation requests are met. **Results:** 100% of requests were accommodated- \$13,600.

SUPPORTED LIVING ACTION PLAN

1. Continued goal of 100% annual completion of PCP's for each person. **Results:** 100% in both SIL and SAL
2. **Effectiveness:** 60% (18) of the SIL participants will complete emergency preparedness training (including updating all earthquake kits. **Results:** SIL- 92% (24)
3. **Effectiveness:** Increase affordable housing options for people by securing subsidies for 4 new people this year. **Results:** 4 new or reconfigured/improved.
4. **Effectiveness:** 50% of the male participants of SIL will meet 6 times to focus on healthy outlets for their emotional and relationship needs (leadership, emotional intelligence and relationship skills). **Results:** 6/11 (55%) of the men in SIL participated
5. **Effectiveness:** 75% of the female participants of SIL will meet 6 times and focus on women's issues (healthy living and overcoming poverty with pride, conflict resolution and emotional intelligence). **Results:** Delayed until February. 7 women (46%) have committed.
6. **Effectiveness:** 80 % of SIL participants will participate in a personal safety session (safe banking, fraud awareness and mini session on personal self- protection moves. **Results:** 14 SIL members (54%) participated.
7. **Effectiveness:** Five individuals from SAL will learn to cook a recipe independently from the "Look, Cook, Eat" app on their tablets. **Results:** 12/13 participants (92%) participated, many able to complete meals with support and 4 use it independently.
8. **Efficiency:** 100% of SAL individuals using medication will be learn to "call in" prescription renewals when needed & pick up medication independently. **Results:** 11/11 - 100% recognize when they need to order; 5/11 – 45% call Dr independently; 6/11 – 55% require help to call; 91% - deliver and pick up prescription independently.
9. **Efficiency:** Enhance the management of BC Housing subsidies for SIL and SAL participants by moving to an online system. **Results:** Completed.
10. **Efficiency:** 90% of SAL participants will participate in a community based emergency preparedness course. **Results:** SAL - 100% (13)
11. **Satisfaction:** 90% of Individuals in SAL/SIL report a high level of satisfaction with their program support. **Results:** 93% of respondents said Yes. 7% sometimes.
12. **Service Access:** SIL and SAL staff will engage with CLBC staff to enhance their knowledge and interest in referring individuals to SIL and SAL. **Results:** SAL hosted the CLBC CEO and SIL hosted the CLBC Analyst on a group outing. Program Manager is representative on a joint task force with CLBC headquarters to improve SIL services.
13. **Service Access:** Accommodation requests are met. **Results:** SAL – 100% \$1,450 and SIL – 100% \$1,925

HOME SHARE ACTION PLAN

1. Continued goal of 100% annual completion of PCP's for each person in Home Share. **December 2016.** 98% of PCP's were completed.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

2. Reach our 90% target of goals being attempted. **Results:** 96% of the PCP goals were attempted
3. **Effectiveness:** Home study 6 new home share families. **Results:** 7 home studies were conducted.
4. **Effectiveness:** 100% of home share providers will take the online Home Standards Training. **Results:** 33% of home share providers took the online course.
5. **Efficiency:** The Westshore administration assistant will ensure all Quality of life reports, person centered plans, and referrals are entered in ShareVision. **Results:** 100% complete.
6. **Satisfaction:** 100% of individuals will report a high level of satisfaction with their living arrangements. **Results:** 95% said they were happy and felt safe where they live.
7. **Service Access:** Coordinators will attend 4 CLBC meetings and bi-monthly coordinator meetings to review referrals to identify potential matches between approved home share providers and individuals requiring support. **Results:** Coordinators attended 4 CLBC meetings and 9 interagency meetings.
8. **Service Access:** Accommodation requests are met. **Results:** 100% (15 out of 15) requests were accommodated for a total of \$7,986.11.

HOST AGENCY ACTION PLAN

1. Reach our goal of 100% annual completion of PCP for each person in program. **Results:** 100% of PCP's were completed.
2. Reach our 90% target of goals being attempted. **Results:** 98% of goals were attempted.
3. **Effectiveness:** Host Agency providers will feel supported and maintain retention at 75% with CLV. **Results:** We increased to an 88% retention rate.
4. **Efficiency:** Support the coordinators with their administrative demands by enhancing the role and responsibilities of our new administration assistant. **Results:** Admin assistant has taken on several admin tasks to support coordinators.
5. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **Results:** 91% Yes, 6% Sometimes, 3 % Unsure.
6. **Service Access:** Host Agency coordinator will present at the Second Wave meeting to describe the benefits of individualized funding for families whose children are reaching 19 years of age and will require support. **Results:** Program Manager presented to 20 families in November 2016 describing the benefits of individualized funding and residential options.
7. **Service Access:** Accommodation requests are met. **Results:** There were no accommodation requests in 2016 for Host Agency.

PARENT SUPPORT ACTION PLAN

1. 100% of individuals will have a completed PCP. **Results:** 100% had PCPs.
2. 90% of PCP goals will have been attempted. **Results:** 96% of goals attempted or achieved.
3. **Effectiveness:** 100% of PSP families will have accessed at least 3 health professionals. **Results:** 87.5% of families were able to access 3 health professionals.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

4. **Effectiveness:** 90% of PSP individuals will have developed and implemented 3 new strategies to decrease their monthly bills. (i.e. utilities, food, family activities).
Results: 100% developed/implemented budget reduction strategies
5. **Effectiveness:** 7/8 PSP parents and their children will engage in 3 family focused activities (at home and in their own communities) that provide opportunities for play, learning and bonding. **Results:** 6/8 families participated in 3 activities.
6. **Efficiency:** Sufficient staff available to provide support to program participants by ensuring an 80% casual coverage rate. **Results:** 96% of the time was covered.
7. **Satisfaction:** 80% of PSP parents will report a “good to very good” increased level of satisfaction regarding their personal finances as a result of decreases to their monthly bills. **Results:** 5/7 rated a “very high” level of satisfactions, 1 “high” and 1 “moderate”.
8. **Service Access:** 95% of accommodation requests are met. **Results:** 95% were met.

EMPLOYMENT SERVICES ACTION PLAN

1. Continued goal of 100% annual completion of employment plans for each person attending the program. **Results:** 100% were completed.
2. Reach our 90% target of goals being attempted. **Results:** 100% of goals were attempted.
3. **Effectiveness:** Support 4 individuals through our enhanced services through WorkBC to improve their employment outcomes. **Results:** 5 people were supported through this program.
4. **Effectiveness:** Secure 12 new job placements. **Results:** 16 people secured new jobs
5. **Effectiveness:** Develop MentorAbility matches with high profile community based organizations for 3 individuals. **Results:** 1 mentorability match was set up with an MLA.
6. **Efficiency:** Facilitate a quarterly workshop in the evening focused on tactile skills such as: money handling, credit debit experience, grooming, computer skills, data entry and life skills related to work. **Results:** 5 people obtained their First Aid certificates, and staff attended training/workshops with people to learn tasks such as: operation of hand tools, shopvac operation /maintenance, a Food Safe course, and support to all Thrifty Foods employees with their computer based training.
7. **Efficiency:** Train 2 new employment staff. **Results:** 2 new people trained with one attaining a full time position in the program.
8. **Satisfaction:** 88% of individuals report they have enough support from their job coach.
9. **Service Access:** Market to potential employers by highlighting Employer Champions and job seekers monthly on our Facebook page and add a second social media tool such as Twitter to increase our “brand” awareness resulting in an increased audience.
December 2016. Results: Increased traffic on Facebook, weekly profiles on FB and featured local grocery store Social Media video.

YOUTH SERVICES ACTION PLAN

1. **Efficiency:** Secure core funding to continue the Westshore TCC pilot. **Results:** While TCC implemented a successful pilot in the Westshore in spring 2016, funding to continue operations has not been forthcoming from MCFD or Island Health.
2. **Effectiveness:** Increase service hours in social groups and day camps within Autism Services by 10%. **Results:** Social groups experienced a 13.6% increase over 2015 (978

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- client hours compared with 861 the year prior). In 2016, day camps provided 2411.5 client hours, which represents a 37.6% increase from the previous year (1753 hours).
3. **Efficiency:** Acquire additional operational funding for VOCYL. **Results:** VOCYL secured sufficient funding to deliver programs in two Westshore Middle Schools (SD62) as well as two Victoria middle schools (SD61) for the current 2016/17 academic year.
 4. **Effectiveness:** Explore implementation of a middle school project in the Westshore (VOCYL). **Results:** VOCYL expanded programming into two Westshore middle schools (Dunsmuir and Spencer) for the 2016/17 academic year.
 5. **Service Access:** Ensure specific children and youth materials are reflected in the CLV rights kits. **Results:** Information and photos obtained during TeenFest and VOCYL meetings was reflected in the new youth-related content in the CLV Rights Kits.

INDIVIDUAL SATISFACTION ACTION PLAN

1. Develop a process to better support and inform an individual's network about their End of Life choices. **Results:** End of Life policy updated, ShareVision section added to capture individual's information and wishes. Work is underway to better inform families and individuals.
2. Full implementation of review and sign off of all behavior protocols (Positive Practices) to ensure that they reflect least restrictive interventions and promote individual choice. **Results:** The Practice Review Committee was able to review, amend, delete and provide final sign off on all protocols in the agency. Review involved 72 individuals, 146 practices, 36 discontinued, and 111 modified.

FAMILY SATISFACTION ACTION PLAN

1. To increase our Family Support by one part time staff. **Results:** A new staff started in Spring 2016.
2. To support at least 10 individuals and their families to create Representation Agreements. **Results:** We supported 14 individuals (some financially) to arrange for a Representation Agreement.

STAFF SATISFACTION ACTION PLAN

1. To increase staff learning and knowledge by use of consistent staff meeting minutes across homes/programs/supervisors. **Results:** A template was set up for all teams to use and monitoring of use by HR Manager.
2. Offer a Wellness session focused on Wills and Estate Planning for staff and their families to plan for their own family members. **Results:** Two sessions were offered in spring of 2016.
3. The new Human Resource manager will attend 10 staff meetings at home/programs. **Results:** Surpassed this goal and was able to meet with all teams, some more than once.
4. Choose a team leader to spearhead the reorganization and revitalization of the Community Inclusion programs. **Results:** The CAP supervisor spearheaded this work and was provided additional resources.
5. Develop a description of and identify the 2 participant streams for the Community Inclusion programs. **Results:** This was completed as part of the project and documented

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- in a summary document.
6. Free up activity developers within each team to investigate and implement some new activity streams and curriculum. **Results:** This was completed as part of the project and documented in a summary document.
 7. The Executive Director will provide quarterly updates on current activities in the field on our website. **Results:** 3 updates were completed in 2016.

GENERAL GROWTH AND CAPACITY

1. Continue to implement the change and growth strategies identified in the 2014-2017 Strategic Plan. **Results:** Successful changes noted in 2016 update included: development/growth in Westshore, lead in National CASE conference, key role in Home Share, Independent Living and Employment provincial recommendations, Partnerships with Horner Foundations, WorkBC, School Districts, increased sponsorship and sell out of concert, "Live your Best Life" video and involvement in advocacy of PWD benefits, bus rally and safeguard in assisted living legislation.
2. Secure new and appropriate space for identified homes and programs. **Results:** New Ralph Street program (now called Reflections), new accessible home will open in spring 2017 to replace another home.

ACTION PLAN FOR 2017 GOALS

CHARACTERISTICS GOALS:

1. Develop a Health Care Tab in ShareVision to ensure comprehensive and accurate information is readily available to adequately support individuals. **June 2017**

COMMUNITY INCLUSION ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP's for each person served in Community Inclusion Programs. **December 2017**
2. 90% of goals will be attempted. **December 2017**
3. **Effectiveness:** Obtain a second accessible vehicle for Reflections. **December 2017**
4. **Effectiveness:** Create a visual schedule at CAP so individuals can see the activities offered to make more of an informed choice on what they want to participate in. **December 2017**
5. **Effectiveness:** Re-locate the Satellite program. **December 2017**
6. **Efficiency:** Increase number of computers at CAP, Satellite and Reflections by 1, so staff are able to enter information in ShareVision without waiting for computer access. **December 2017**
7. **Efficiency:** 100% of Community Inclusion Staff will be proficient at entering information In ShareVision. **December 2017**
8. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2017**
9. **Service Access:** Accommodation requests are met. **December 2017**

RESIDENTIAL SERVICES ACTION PLAN

1. 100% annual completion of PCP's for each person in residential services. **December 2017**
2. Individuals will be supported to attempt or achieve 90% of their goals. **December 2017**
3. **Effectiveness:** Focus upcoming training on: aging issues including dementia; goals and planning; behavioral supports; and self-determination. **December 2017**
4. **Effectiveness:** Document End of Life planning for 10% of individuals. **December 2017**
5. **Efficiency:** 90% of residential staff will be proficient at entering and managing goals in ShareVision. **December 2017**
6. **Efficiency:** 100% of Supervisors/Managers will find that by filling shifts with ShiftShark, they spend less time filling shifts. **December 2017**
7. **Satisfaction:** 90% of individuals will report a high level of satisfaction with their living arrangements. **December 2017**
8. **Service Access:** Accommodation Requests are met. **December 2017**

HOME SHARE ACTION PLAN

1. 100% annual completion of PCP's for each person in Home Share. **December 2017**

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2. 90% target of goals will be attempted. **December 2017**
3. **Effectiveness:** Home Study 6 new home share providers. **December 2017**
4. **Effectiveness:** In collaboration with other service providers, identify an emergency respite location. **December 2017**
5. **Effectiveness:** Revise the Home Share Guidebook for contractors to represent current standards. **December 2017**
6. **Effectiveness:** Design a new individual and family handbook specific to Home Share. **December 2017**
7. **Efficiency:** 100% of home share providers will take the online Home Share Standards training. **December 2017**
8. **Efficiency:** 100% of information collected through quality of life reports will be entered in ShareVision by the Westshore administration assistant. **December 2017**
9. **Satisfaction:** 90% of individuals will report a high level of satisfaction with their living arrangements. **December 2017**
10. **Service Access:** Coordinators will attend 4 CLBC meetings and 10 interagency meetings to review referrals to identify potential matches between approved home share providers and individuals requiring support. **December 2017**
11. **Service Access:** Accommodation requests are met. **December 2017**

HOST AGENCY ACTION PLAN

1. 100% annual completion of PCP for each person in program. **December 2017**
2. 90% of goals will be attempted. **December 2017**
3. **Effectiveness:** Host Agency providers will feel supported and maintain retention at 75% with CLV. **December 2017**
4. **Effectiveness:** Host Agency coordinators will participate in 3 training events specific to the needs of the individuals they support. **December 2017**
5. **Effectiveness:** Design a new individual and family handbook specific to Host Agency. **December 2017**
6. **Efficiency:** Support the coordinators with their administrative demands by enhancing the role and responsibilities of our new administration assistant. **December 2017**
7. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2017**
8. **Service Access:** Host Agency coordinator will provide two presentations on the benefits of individualized funding for families whose children are reaching 19 years of age and will require support. **December 2017**
9. **Service Access:** Accommodation requests are met. **December 2017**

SUPPORTED INDEPENDENT LIVING ACTION PLAN

1. 100% annual completion of PCP's for each person.
2. 90% t of goals will be attempted. **December 2017**
3. **Effectiveness:** SIL- 60% of participants will review emergency preparedness training (including earthquake kits). **December 2017**
4. **Effectiveness:** SIL- 50% of the male participants will meet 5 times to focus on healthy emotional and relationship needs and skills. **December 2017**

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5. **Effectiveness:** SIL – 50% of the female participants will meet 5 times to focus on identified issues (i.e. healthy living, combatting poverty, conflict resolution). **December 2017**
6. **Effectiveness:** 70% of the SAL participants will participate in a modified Food Safe online course. **December 2017**
7. **Effectiveness:** SAL participants will participate in 4 community charity events (i.e. beach cleanup, food drive, soup kitchen, shoebox project). **December 2017**
8. **Efficiency:** SIL- 80% of participants will utilize a “skills bingo card” to learn and then demonstrate a new household safety or management skill. **December 2017**
9. **Efficiency:** SIL –100% of all participants will have a 1 page positive profile that they co-create with support by **December 2017**
10. **Efficiency:** 75% of SIL participants will be participate in a personal safety session (safe banking, fraud awareness, telemarketers etc.) by **December 2017**
11. **Efficiency:** 100% of SAL participants will participate in a tenancy education session by **December 2017**
12. **Satisfaction:** 90% of Individuals in SAL/SIL will report a high level of satisfaction with their program support. **December 2017**
13. **Service Access:** Increase affordable housing options for 4 people by securing subsidies for new people by **December 2017**
14. **Service Access:** Accommodation requests are met. **December 2017**

PARENT SUPPORT ACTION PLAN

1. **Effectiveness:** 100% of individuals will have a completed PCP. **December 2017**
2. **Effectiveness:** 90% of PCP goals will have been attempted. **December 2017**
3. **Effectiveness:** 100% of PSP families will apply and be accepted for 2 subsidies that help promote the healthy development of their children. **December 2017**
4. **Effectiveness:** 90% of PSP individuals will report they have learned at least 3 new resources for families within their local community). **December 2017**
5. **Efficiency:** 7/8 PSP families will have their own folders that lists the various programs for families. **December 2017**
6. **Satisfaction:** 90% of PSP parents will report a “very high or high” level of satisfaction in their awareness of newly developed family programs within their local communities. **December 2017**
7. **Service Access:** 90% of accommodation requests are met. **December 2017**

EMPLOYMENT SERVICES ACTION PLAN

1. 100% annual completion of Employment Plans for each person. **December 2017**
2. 90% of goals will be attempted. **December 2017**
3. **Effectiveness:** Support 3 individuals through our enhanced services through Work BC to improve their employment outcome. **December 2017**
4. **Effectiveness:** Secure 10 new job placements. **December 2017**
5. **Effectiveness:** Set up 10 informational interviews with businesses around town to increase employment opportunities. **December 2017**

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6. **Efficiency:** Implement participation agreement & job coach check list for all participants. **December 2017**
7. **Efficiency:** Facilitate 2 workshops in the evening focusing on tactile skills such as: money handling, credit debit experience, grooming, computer skills, data entry and life skills related to work. **December 2017**
8. **Efficiency:** One staff will become an approved Food Safe level 1 instructor. **December 2017**
9. **Satisfaction:** Increase the percentage of individuals satisfied with their job from 58% to 70% in next year's survey. (i.e. hours, location, time, new job). **December 2017**
10. **Service Access/Accommodation:** Develop or update marketing tools such as a rack card and the handbook. **December 2017**
11. **Service Access/Accommodation:** 90% of all accommodation requests will be accommodated. **December 2017**

YOUTH SERVICES ACTION PLAN

1. **Effectiveness:** 10 of the 16 new VOCYL member will present at least once in 2017 to a middle school classroom to strengthen their leadership and presentation skills. **December 2017**
2. **Effectiveness:** Reduce the number of VOCYL presentations by focusing primarily on School District 62 (in the Westshore) middle schools. **December 2017**
3. **Effectiveness:** Establish an Autism Facebook page. **June 2017**
4. **Efficiency:** Increase numbers of youth participating in Autism Services' social groups from 15 to 20. **December 2017**
5. **Efficiency:** Increase Behavior Intervention in Autism Services by 20 % (from 1462 service hours to 1754). **December 2017**
6. **Service Access:** Maintain the integrity and quality of TCC, despite a decrease of \$18,000 in core funding by Island Health (as of April 1, 2017). **December 2017**

INDIVIDUAL SATISFACTION ACTION PLAN

1. Financially assist individuals through accommodation requests where reasonable. **December 2017**
2. Offer opportunities to try new activities in community inclusion programs. **December 2017**
3. Seek employment opportunities for those who want to work. **December 2017**
4. Complete the re-design process in the larger programs (CAP and Satellite). **December 2017**
5. Meet program/home needs for greater space and greater accessibility. **December 2017**

FAMILY SATISFACTION ACTION PLAN

1. Increase our presence in the Westshore by increasing our referrals to 30 families from that area. (2016 our database shows 5). **December 2017**
2. Produce 2 "FAQ" YouTube videos for families. **December 2017**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

STAFF SATISFACTION ACTION PLAN

Community Inclusion Staff Satisfaction Goals:

1. Increase the number of computers at the Community Inclusion programs. **December 2017**
2. Adjust staffing schedules to give staff appropriate time to complete their administrative tasks. **December 2017**
3. Provide training sessions which include: Dementia, ShareVision, and Person Centred Planning. **December 2017**
4. Install a ramp at the Satellite program to improve accessibility. **February 2017**
5. Add a second accessible vehicle for Reflections. **February 2017**

Supervisors, Managers and Coordinators Satisfaction Goals:

1. Improve effectiveness in administration by streamlining processes (i.e. providing ShareVision enhancements, checklists for HR requirements, modifications to ShiftShark for filling shifts). **December 2017**
2. Provide professional development in areas such as: teamwork, leadership skills, communication, supporting complex people, Human Resources. **December 2017**

GENERAL GROWTH AND CAPACITY

1. Continue to implement the change and growth strategies identified in the 2014-2017 Strategic Plan and incorporate new goals from the strategic planning event being held in June of 2017. **December 2017**
2. Secure new and appropriate space for identified homes and programs (Satellite, Burnside and McRae). **December 2017**

CHARACTERISTICS OF INDIVIDUALS SERVED

The following information is collected for individuals served by the 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.

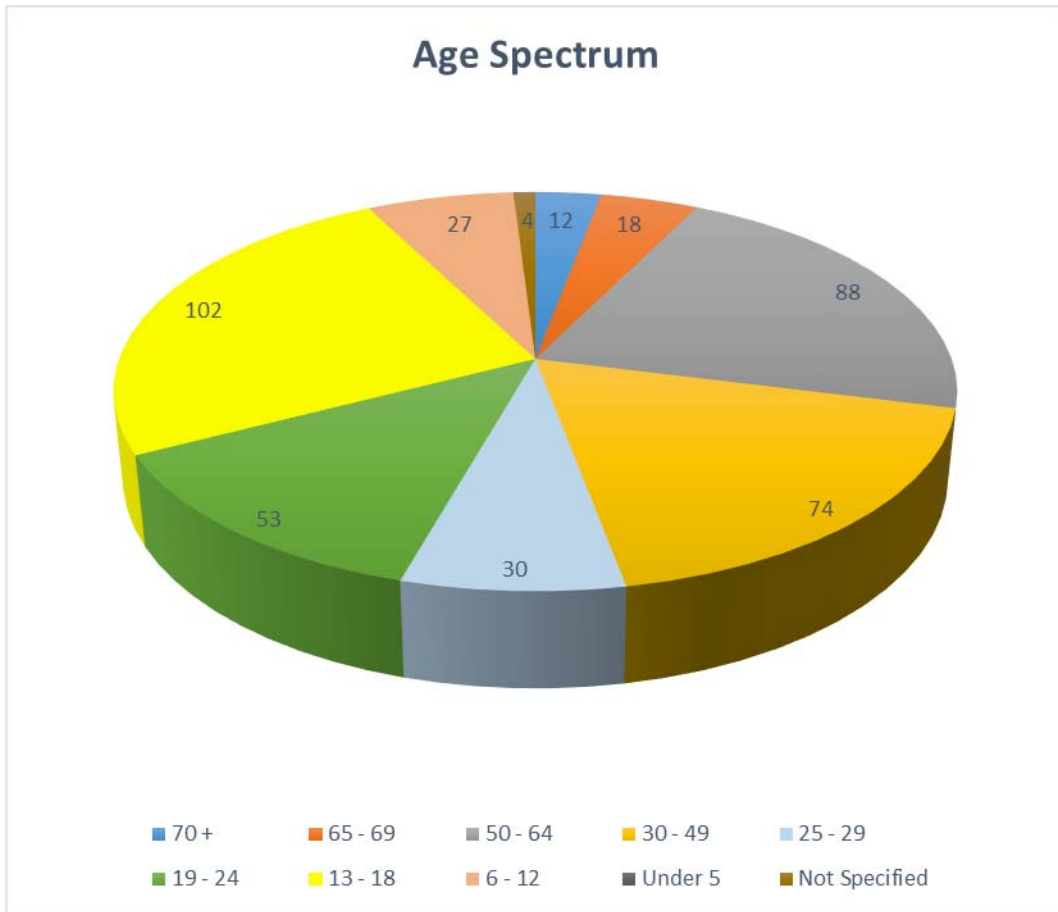
AGE OF THE PEOPLE SUPPORTED BY CLV

There was an increase in overall number of people supported by CLV this year (29). The majority of these increases were a result in higher numbers spread out over Autism, Host Agency, Teen Community Connections and VOCYL. Numbers are distributed across the main age groups (13 - 69) in the same general manner as years past with the exception of the higher spike in youth services. This demonstrates our relevance to a diverse age spectrum.

AGE		
Age Group	# of individuals	%
70 +	12	3%
65 – 69	18	4.5 %
50 - 64	88	22%
30 - 49	74	18 %
25 – 29	30	7 %
19 – 24	53	13%
13 -18	102	25%
6 – 12	27	6.5%
5 and under	0	0%
Not specified	4	1%
Total	409	100%

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AGE OF INDIVIDUALS



GENDER

Gender	# of individuals
Male	224
Female	181
Incomplete Data	3
Total	409

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SERVICE AREA

Service Area	# of Individuals
Community Inclusion Programs	65
Employment Services	47
Parent Support Program	8
Residential Services	58
Supported Apartment Living	13
Supported Independent Living	26
Host Agency	30
InclusionWorks!	21
Child & Youth with Special Needs	11
Home Share	54
Teen Community Connections	43
Autism Services	85
Family & Personal Support	450 plus
VOCYL (Victoria Opportunities for Community Youth Leadership)	27

NUMBER OF PEOPLE SUPPORTED IN CLV COMMUNITY INCLUSION PROGRAMS

Program Name	# of Individuals
Community Access Program	37
Marin Park Program	5
Reflections Program	6
Satellite Program	17
Total	65

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

NUMBER OF PEOPLE SUPPORTED IN RESIDENTIAL SERVICES

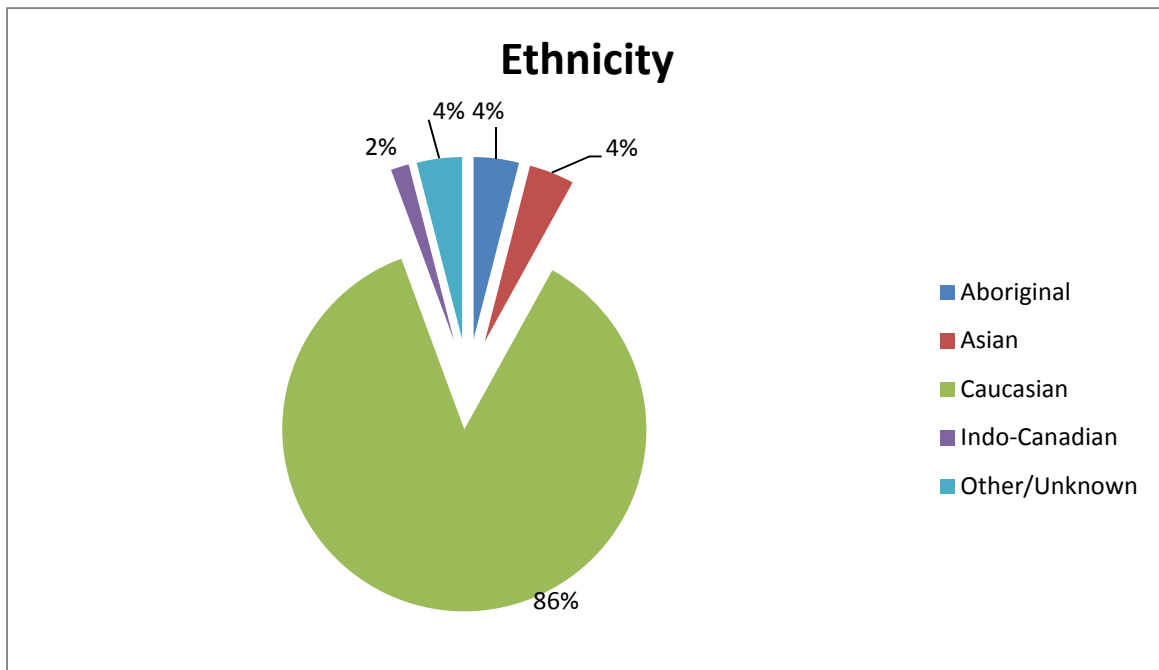
Name of Home	# of Individuals
Jeffree Home	4
Lindsay Home	4
Tyndall Home	5
Mariposa Home	4
Marin Park Home	4
McKenzie Home	5
McRae Home	5
Redfern Home	5
Cedar Hill Home	3
Wilcox Home	5
Burnside Home	4
Brock Home	4
Orillia Home	4
Birchwood Home	2
Total	58

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

ETHNICITY

Ethnicity	# of individuals	%	Victoria STATS 2011	BC STATS 2011
Aboriginal/1 st Nations/Métis	12	4.1%	4.2%	6.2%
Asian	14	4.1%	6.9%	17.2%
Caucasian	241	86 %	84.5%	66.7%
Indo-Canadian	5	1.7%	2.2%	7.2%
Other/unknown	13	4.1%	2.2%	2.7%
Total Individuals	285	100%	100%	100%

ETHNICITY OF INDIVIDUALS SUPPORTED BY CLV



INDIVIDUALS DEMOGRAPHICS ACTION PLAN

Tasks/Timelines:

1. Develop a Health Care Tab in ShareVision to ensure comprehensive and accurate information is readily available to adequately support individuals. **June 2017**

Responsibility: Program Managers and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

COMMUNITY INCLUSION SERVICES

EFFECTIVENESS MEASURES	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of annually completed PCP's	100%	100%	90%
% of personal planning goals that have been attempted/achieved.	90%	90%	90%
18 hours per week will be dedicated to employment support to increase the number of individuals working by one	2 individuals are supported in their work	18 hours dedicated per week	14 hours per week dedicated due to funding reduction
Relocate the Satellite and Ralph St. program sites to better suit the needs of the individuals.	Ralph St. moved to a new location (Nicola Place)	New locations secured	Ralph St moved from Nicola to a permanent home (Reflections) We continue to search for space for Satellite.
Transform Satellite and CAP to better suit the needs of participants based on goals and time lines established through our Community inclusion transformation workshop.	16 staff participated in the forum on November 19, 2015	Transformation goals will be met	3 people changed locations from Satellite to CAP. New activities introduced to accommodate the age range and mobility needs of participants
EFFICIENCY MEASURES	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
100% of Community Inclusion staff will be proficient using ShareVision for entering and managing individuals' goals.	92% *this was basic data only	100%	75%
SATISFACTION	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
Individuals have the opportunity to participate in a range of activities they enjoy.	83% yes 13% sometimes 4% no	100%	90% yes 7% some times 3% not sure
SERVICE ACCESS	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of accommodation requests on behalf of individuals that are met.	85%	70%	100%

SUMMARY AND DESCRIPTION OF RESULTS

The results in this area refer to our Satellite (SAT), Community Access Program (CAP) and our Reflections Community Inclusion program (formally Ralph St. Community Inclusion). CAP and SAT are challenged with larger number of participants, limited space, and many people experiencing aging issues. Reflections is a smaller, 1:1 program supporting 6 individuals who have complex physical and health-related needs.

Effectiveness Goals:

90% of individuals in our Community Inclusion programs had their annual person centered plans (PCPs) completed within the specified time lines. This was slightly lower than 2015 (100%). The main reason for this was due to extended

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

absences due to health complications for some of the individuals. We continue to strive for 100% in this area. Between the three programs, 108 person centered planning goals were established, 98 of these goals were attempted or achieved (90%).

Effectiveness Goal #1: Employment

We continue to dedicate time from our CAP staffing hours to assist individuals to focus on employment. Due to a loss in funding we had to reduce the number of hours from 18 to 14 per week. Through these hours we continue to support two individuals to be successful in their jobs. We are working with a third individual to explore employment opportunities.

Effectiveness Goal #2: Relocate Satellite and Ralph St.

We purchased new commercial space on the Westshore. After extensive renovations we moved Ralph St from their temporary location to their permanent home in the Reflections building. This new space is much larger, has two washrooms and is much more suitable to accommodate the needs of the individuals.

Replacing Satellite has proven to be more of a challenge. We have been working with a realtor for the past year and viewed a number of locations. Nothing suitable has been identified yet. We were not successful in obtaining additional facilities costs from CLBC to help us with the purchase of a new building. We continue to actively search for suitable space to replace the Satellite Program. This is our top priority for 2017.

Effectiveness Goal #3: Transform Satellite and CAP to better suit the needs of participants

In 2016, we focused our efforts on achieving the goals identified from our Community Inclusion Transformation workshop in November 2015. The largest area of concern centered on the increasing age and mobility issues of the individuals. As such, we worked to develop two support streams differentiated by individuals desire for a slower “retirement” vs active day, and also by the level of commitment based goals/wishes each individual had. We added resources to free up a staff person to be an activity developer. Part of this role was to investigate new opportunities within the community in order to develop a resource binder of new activities. We created a sign up board so individuals could visualize the activities and choose to participate in the ones they were interested in. As a result individuals have participated in a variety of new activities that are more in line with their ages and mobility needs. We contracted with an art therapist who worked with 10 individuals to participate in an art program at a down town location for 6 weeks.

We temporarily minimized some of the space concerns at the Satellite program. Three individuals changed locations and attend CAP instead of Satellite. CLBC has agreed for us to keep two vacancies open until we find new space. Decreasing the numbers of individuals has alleviated the overcrowding at the Satellite program. We installed a ramp at Satellite to enable the individuals with increasing mobility needs and aids to be able to access the building.

Satellite has altered many of their activities to accommodate the changing needs of individuals as they age. This is predominantly a retirement program now. Many people are using walkers and some wheel chairs to access the community. As a result we have reduced the number of individuals staff are expected to support in the community which has left more people to engage in more onsite activities. People enjoy participating in more art projects, baking, playing games, and doing puzzles when they are at the program.

Efficiency Goal: 100% of Community Inclusion staff will be proficient using ShareVision for entering and managing individuals' goals. 15 of our 20 staff (75%) are proficient at entering and updating progress made on individual's goals using ShareVision. This is lower than in previous years due to staff turnover. Our newest team members are receiving coaching on the process and we expect that with practice they will be proficient in this area through 2017.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Service Access/Accommodation Requests:

We received 16 accommodation requests under the following categories: 12 – Financial, 2 –Accessibility, 2- Community access, We were able to accommodate all of the requests (100%) totaling \$4300.00. Some examples of accommodations include: providing funds to individuals for summer and winter activities, contracting with an Art Therapist for 6 weeks to assist 10 individuals to create art projects, supporting two individuals to go on a weekend camping trip, renting a wheel chair ramp for the Satellite Program.

Satisfaction:

94% of respondents say they feel safe at their day program (3% said some times and 3% were not sure) 90% reported they like the activities they participate in (7% said sometimes and 3% were not sure) 84% reported they liked the people in the program (9% said some times and 6% were not sure) 87% reported they felt like they were with the right group of people and shared similar interests (6% said no, 3% said sometimes and 3% were not sure)

COMMUNITY INCLUSION ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP's for each person served in Community Inclusion Programs. **December 2017**
2. 90% of goals will be attempted. **December 2017**
3. **Effectiveness:** Obtain a second accessible vehicle for Reflections. **December 2017**
4. **Effectiveness:** Create a visual schedule at CAP so individuals can see the activities offered to make more of an informed choice on what they want to participate in. **December 2017**
5. **Effectiveness:** Re-locate the Satellite program. **December 2017**
6. **Efficiency:** Increase number of computers at CAP, Satellite and Reflections by 1 so that staff are able to enter information in ShareVision without waiting for computer access. **December 2017**
7. **Efficiency:** 100% of Community Inclusion Staff will be proficient at entering information in ShareVision. **December 2017**
8. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2017**
9. **Service Access:** Accommodation requests are met. **December 2017**

Responsibility: Program Managers and Program Staff

RESIDENTIAL SERVICES

EFFECTIVENESS MEASURES	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of annually completed PCPs	92%	100%	93%
% of goals individuals were supported to achieve	84% (156/185)	90%	83% (150/180)
# of training sessions on: aging issues; behavioral support, planning and meeting goals.	15 sessions	6 sessions	8 sessions

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

EFFICIENCY MEASURES	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
# of staff trained and proficient in entering goals and progress on goals in ShareVision	60%	100%	74%
SATISFACTION	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of individuals who indicated they have opportunities to make choices and decisions in their life.	94% Yes 1% No 5% Sometimes	90%	83% Yes 4% No 14% Sometimes
SERVICE ACCESS	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of requested accommodations that were met	93%	90%	100%

SUMMARY AND DESCRIPTION OF RESULTS

Our efficiency and effectiveness goals for 2016 were developed after reviewing feedback received from the satisfaction surveys done in early 2016. The residential services in this section refer to our 14 staffed homes which range in size from two-person to five-person homes.

Effectiveness Goals:

93% of individuals in residential services had their annual Person Centered Plans (PCPs) completed. This was similar to 2015 (92%) and less than the previous year (98% in 2014). We continue to strive for 100% of plans completed. Some of the reasons for plans not being completed on time include: illness, unavailability of support network, and a number of homes had new key staff members who required time to familiarize themselves with the individuals.

The second effectiveness goal for residential services was the number of goals attempted or achieved for individuals. We were able to reach 83% of our goals achieved or attempted, this was slightly below our expected result of 90%. This was similar to the previous year, where 84% of goals were attempted or achieved. We continue to strive for 90% of goals being attempted.

The third effectiveness goal for residential services was to have at least 6 training sessions related to areas that staff indicated they were most interested in: aging, planning and meeting goals, and supporting individuals with behavioral needs. In addition to emergency training and other requested specific training, in the past year we were successful in supporting 104 of our staff with 8 training opportunities in the areas identified:

Aging:

- 5 staff attended a course on Dementia
- 15 staff were trained as part of their orientations

Behavioral Support:

- 17 staff attended SIVA (Supporting Individuals through Valued Attachments) training
- 2 staff attended SIVA Core Training for Instructors
- 14 staff attended Non-Violent Crisis Support training
- 6 staff attended Supporting Individuals with Autism

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Planning and Meeting Goals:

- Supervisors were able to work individually with their staff to increase the percentage of staff who can enter and manage goals in ShareVision from 60% to 74% of the staff team
- All supervisors attended a training day in October with a section on Planning and Goal Setting
- 20 staff attended Rediscover Innovative Supports

Efficiency Goal:

Our efficiency goal was to have all of our residential staff proficient in entering and managing individual's goals in ShareVision. With a focused effort, we increased the number of residential staff to 74% from 60% (2015) who met this goal. This will continue to be a goal for 2017.

Satisfaction Goal:

Our goal was that at least 90% of the people supported in our residential services felt that they had opportunities for choices and decision making in their own lives. The combined results for residential and community inclusion services, with 56 individuals surveyed, indicated that 83% of individuals felt they get to choose what they like to do and make decisions about their own lives, 14% said sometimes and 3% said No. Respondents were less satisfied compared to last year's survey (2015) where 94% said Yes, 1% said No, and 5% said sometimes. We will continue to work on this area.

Service Access/Accommodation:

In 2016, we received 48 residential accommodation requests and were able to meet 100% of them. The requests were in the areas of: Financial – 46; Accessibility -1; Community Access – 1. The amounts requested were over \$13,600. People in residential services have received \$4900.00 through our direct fundraising dollars in 2016 to accommodate requests for necessary items such as: clothing, medications and personal items. We also assisted individuals to enhance their quality of life through: assistance with travel costs to visit their family; tickets to concerts, sporting and social events; Christmas gifts for those who have no families, and to assist with costs of vacations.

In addition, we assisted individuals to obtain and replace necessary medical equipment (walkers, lifts, wheelchairs, handrails, grab bars). We accommodated needs for extra staffing in one home due to declining abilities, provided end-of-life care for 2 individuals, and continue to support 2 people during the day at home when they are unable to attend their day service. We continued to provide extra staffing when individuals were ill or required hospitalization and post-surgery care at home. Additional staff was provided for individuals who required support in order to attend an event or go on a holiday. We accommodated individuals when they could not pay for their medications or dental work.

RESIDENTIAL SERVICES ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP's for each person in residential services. **December 2017**
2. Individuals will be supported to attempt or achieve 90% of their goals. **December 2017**
3. **Effectiveness:** Training sessions will be provided in the areas identified as important: aging issues and dementia; goals and planning, behavioral supports, and self-determination. **December 2017**
4. **Effectiveness:** Document end of life planning for 10% of individuals in residential services. **December 2017**
5. **Efficiency:** 90% of staff will be proficient at entering and managing goals in ShareVision. **December 2017**
6. **Efficiency:** 100% of supervisors/managers will find that filling shifts with ShiftShark they spend less time filling shifts. **December 2017**
7. **Satisfaction:** 90% of Individuals will report a high level of satisfaction with their living arrangements. **December 2017**
8. **Service Access:** Accommodation requests are met. **December 2017**

Responsibility: Program Managers and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

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

EFFECTIVENESS MEASURES	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of annually completed PCPs	100% in both SIL and SAL	100%	100% in both SIL and SAL
Increase affordable housing options for people by securing subsidies	n/a	4 new ones	4 new or reconfigured/improved
SIL participants will complete emergency preparedness training (including updating all earthquake kits and SAL participants will participate in a community based emergency preparedness course	n/a	60% (18) SIL 90% SAL	SIL- 92% (24) SAL - 100% (13)
Male participants of SIL will meet to focus on healthy outlets for their emotional and relationship needs (leadership, emotional intelligence and relationship skills).	n/a	50% of the male participants of SIL will meet 6 times	6/11 (55%) of the men in SIL participated
Female participants of the SIL program will meet and focus on women's issues (healthy living and overcoming poverty with pride, conflict resolution and emotional intelligence).	n/a	75% of the female participants of SIL will meet 6 times	Delayed until February. 7 women (46%) have committed.
SIL participants will participate in a personal safety session (safe banking, fraud awareness and mini session on personal self- protection moves.	n/a	80 % of SIL participants	14 SIL members (54%) participated.
Individuals from SAL will learn to cook a recipe independently from the "Look, Cook, Eat" app on their tablets	n/a	Five individuals from SAL	12/13 participants (92%) participated, many able to complete meals with support and 4 use it independently
Individuals from SAL will host a social event at their apartment	n/a	100%	100%
EFFICIENCY MEASURES	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
SAL individuals using medication will be learn to "call in" prescription renewals when needed & pick up medication independently	n/a	100% of SAL individuals	11/11 - 100% recognize when they need to order 5/11 – 45% call Dr independently 6/11 – 55% require help to call; 91% - deliver and pick up prescription independently

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Enhance the management of BC Housing subsidies for SIL and SAL participants by moving to an online system	n/a	100% transition	100% completed
SATISFACTION	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
SIL and SAL participants will report a high level of satisfaction with the support they receive from their receptive programs.	98% Yes 2% Sometimes	95%	95% Yes 2.5% Sometimes 2.5% No
SERVICE ACCESS	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of requested accommodations that were met	100% – SAL 96% - SIL	70%	SAL – 100% \$1,450 SIL – 100% \$1,925
SIL and SAL staff will engage with CLBC staff to enhance their knowledge and interest in referring individuals to SIL and SAL	- open house was held for families; -Information packages not yet developed – SAL and SIL featured in an educational document; presented at a family event -Facebook page created - on Provincial Steering Committee	-Open house -Information package -Facebook Page -Provincial steering committee work	SAL hosted the CLBC CEO when she was visiting from Vancouver. SIL hosted the CLBC Analyst on a group outing crabbing and the men’s group sessions. Program Manager is representative on a joint task force with CLBC headquarters to improve SIL services.

SUMMARY AND DESCRIPTION OF RESULTS

The individuals within Supported Apartment Living (SAL) experienced another year of stability with no exits or intakes of people supported. The program ran at full capacity and health, growth and stability prevailed. The Supported Independent Living (SIL) program experienced stability this year despite some changes in staffing and some individuals with complex support requirements (evictions, medical issues, mental health, alcoholism and street and drug involvement). 4 individuals exited SIL (3 who were no longer actively receiving supports and 1 who had their funding end). Program goals and directives continued to be adjusted to meet this changing face of people supported. The focus on outcomes and independent skill development is very understood and established by participants and staff.

The SAL program offers an enhanced staff support level compared to the SIL program and that, combined with the fact that most individuals live within the same building, provides easy 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. In SIL where people live scattered throughout the community, have less 1:1 time, fewer group activities, are not as connected to each other and usually have one key staff they are more focused on individual goals and in many cases ways to reduce isolation and poverty.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Effectiveness Goals:

The cost of living, especially as rental and food costs increase, is a significant struggle for the individuals supported through both of these programs. A number of people have rental subsidies that we manage on behalf of the BC Housing Management Corporation (BCHMC). Unfortunately, there have been no new subsidies available through this program for many years and tenants are required to wait until someone moves out of a subsidized building in order to obtain a subsidy. Despite that, we actively pursue ways to reduce people's poverty due to the cost of renting. This year we secured a new subsidy and then moved that subsidy to an improved suite, and we were able to preserve 2 individual's subsidies after they became at risk (one for having another person stay there and one for improper disclosure of income). We also discovered an unused subsidy and successfully negotiated with BC Housing to assign it to a new recipient.

The individuals at SAL like to be social. More opportunities would exist if everyone shared the responsibility of hosting so in 2016 100% of SAL participants hosted at least 1 event in their apartment. They hosted a variety of activities including: luncheons, appetizers, dinners, craft nights, movie nights, TV show marathons, pet therapy sessions, and games nights. The participants hosted these activities with some staff support and others hosted the activities independently.

100% of SAL participants attended community based emergency preparedness courses in 2016. The courses were one and a half hours and covered a variety of earthquake emergency topics including emergency planning, emergency kits, communication during a disaster, and safety measures for those with limited mobility, use of utilities, health & hygiene, and recovery. In SIL, 24 recipients updated their earthquake kits and did emergency preparedness training November 2016. There were also discussions on good safety practices such as safe banking, SIN safe storage, resisting strangers requests for personal information, basic self-protection, and teaching SIL transit users that they have a right to ask the driver to wait until they are seated.

Twelve of thirteen participants used the Look Cook Eat website to explore new recipes (92%). Of those twelve, most were able to complete recipes with some staff assistance, and four were able to use the website to cook meals independently. The SAL staff hosted some group cooks such as baking blueberry turnovers and a group brunch with their recipes. As a group, SAL participants joined the Look Cook Eat promoters to learn how to use the website and make some recipes such as skillet lasagna, chicken quesadillas, and Waldorf salad. SAL participants enjoy using this website and find it very helpful to have a visual demonstration for each step of cooking. Some participants are using this website to help them cook some meals independently.

In SIL, we planned to facilitate sessions for men and women based on issues of concern raised from them. For the men, they identified wanting healthy outlets for their emotional and relationship needs (leadership, emotional intelligence and relationship skills). 6 men attended the workshops series and reported feeling very positive about the experience. The men met with Jenn and Richard and talked about emotional intelligence, naming their feelings and their needs, they role played conflict resolution and how to have healthy conflict, they also touched briefly on leadership. This was then carried forward in a group activity (going crabbing). The men continued to flourish and master their interpersonal relational skills and connections. One shared that the emotional intelligence handout was his favorite teaching moment of the year, he carries it in his wallet. The women's group decided to focus on healthy living, increasing confidence, and poverty with pride. Due to changes in staff and a preference for springtime evenings, the series will not start until February 2017.

Efficiency Goals:

We wanted to ensure that as many SAL participants were able to reorder their medication independently to improve both safety and independence. 100% of individuals were able to recognize when to reorder medication, 100% of individuals were able to alert staff when it's time to reorder medication and 45% were able to book appointments with their family doctor to get a refill. 6/11 (55%) of SAL participants relied on family members or staff to help make appointments for medication refills. 91% of individuals were able to deliver and pick up the prescription to the pharmacy.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Satisfaction: 95% of respondents said they were happy and safe where they live, 93% said they were treated with respect by staff and caregivers (7% said sometimes), and 93% said that staff and caregivers help them to plan and achieve their goals.

Service Access/Accommodation:

It continues to be a priority to highlight the importance of SIL/SAL as viable support option for people in our community and increase the number of people who can access it. The Program Manager sits on a newly established joint task force with CLBC headquarters to work towards improved access and awareness of Independent Living Services. In September, SAL hosted Seonag Macrae, the new CEO of CLBC. She met with the Executive Director, program manager as well as with SAL staff and participants. Ms. Macrae was able to find out more information about programs like SAL and the details of how they work. Two SAL participants hosted the group in their apartments and answered questions about independent living and their experiences in the SAL program.

Another way we accommodate the significant financial barriers the SIL and SAL participants experience is through disbursement of fundraising dollars. SAL Accommodations Requests were 100% supported (\$1,450) and included: requests for funding for the SAL kitchen group cooking sessions, assistance with therapeutic riding lessons at the VRDA, funds for clothing, funding for clothing needs and household items. The SAL program received financial assistance to purchase craft supplies, funding for a summer party, and assistance to cover the expenses of the annual SAL holiday party for participants and families. Extra funding for day trips to Cowichan River tubing, Shawnigan Lake, Duncan (Special Woodstock), French Beach, the Raptors (in Duncan), and two Chemainus theatre day trips. SIL Accommodation Requests were 100% supported (\$1,925). These in most part went to basic food, clothing, gift cards, bus passes and necessities.

SUPPORTED LIVING ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP's for each person. **December 2017**
2. 90% of goals are attempted. **December 2017**
3. **Effectiveness:** SIL- 60% of participants will review emergency preparedness training (including earthquake kits). **December 2017**
4. **Effectiveness:** SIL- 50% of the male participants will meet 5 times to focus on healthy emotional and relationship needs and skills. **December 2017**
5. **Effectiveness:** SIL – 50% of the female participants will meet 5 times to focus on identified issues (i.e. healthy living, combatting poverty, conflict resolution). **December 2017**
6. **Effectiveness:** 70% of the SAL participants will participate in a modified Food Safe online course. **December 2017**
7. **Effectiveness:** SAL participants will participate in 4 community charity events (i.e. beach cleanup, food drive, soup kitchen, shoebox project). **December 2017**
8. **Efficiency:** SIL- 80% of participants will utilize a “skills bingo card” to learn and then demonstrate a new household safety or management skill. **December 2017**
9. **Efficiency.** SIL –100% of all participants will have a 1 page positive profile that they co-create with support. **December 2017**
10. **Efficiency:** 75% of SIL participants will be participate in a personal safety session (safe banking, fraud awareness, telemarketers). **December 2017**
11. **Efficiency:** 100% of SAL participants will participate in a tenancy education session. **December 2017**
12. **Satisfaction:** 90% of Individuals in SAL/SIL will report a high level of satisfaction with their program support. **December 2017**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

13. **Service Access:** Increase affordable housing options for 4 people by securing subsidies for new people by **December 2017**

14. **Service Access:** 100 % of accommodation requests are met. **December 2017**

Responsibility: Program Manager and Program Staff

HOME SHARE

EFFECTIVENESS MEASURES	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of annually completed PCPs	91%	100%	98%
% of goals individuals were supported to achieve	74%	90%	96%
# of Home studies for new home share families	8	6	7
Home share providers will take the online Home Standards Training.	Online course was developed in 2015	100%	33%
EFFICIENCY MEASURES	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
The Westshore administration assistant will ensure all Quality of life reports, person centered plans, and referrals are entered in ShareVision	Admin was hired in 2015	100%	100%
SATISFACTION	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
Individuals will report a high level of satisfaction with their living arrangements.	98% Yes 2% No	90%	95% Yes 2.5% Sometimes 2.5% No

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SERVICE ACCESS	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
Coordinators will attend CLBC meetings and bi- monthly coordinator meetings to review referrals to identify potential matches between approved home share providers and individuals requiring support	Coordinators attended 4 CLBC meetings and 3 interagency meetings independent of CLBC	Coordinators will attend 4 interagency meetings	Coordinators attended 4 CLBC meetings and 9 interagency meetings independent of CLBC
The number of accommodation requests that were met	92%	70%	100%

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. We had 4 individuals move from our Home Share services based on increased support needs. 3 individuals moved to staffed residential homes and 1 person moved to long term care before passing way in August. 1 individual moved from home share into her own rented apartment with live in support. In another situation, we assisted an individual to move from Home Share to her own apartment and we contracted with a live in support person who is also roommate. We had one individual move back with her family, and we converted their Home Share funding to respite support for the individual and family.

Our coordinators work hard to ensure the individuals who receive support have access to the resources they require. This is balanced by ensuring the home share providers feel supported and the individual's families are comfortable and confident in their adult children's living arrangements. Towards the end of 2015, we alerted CLBC that we were not taking any new referrals as our coordinators case loads were full. Even though we have had 4 people leave our home share services, we only brought 1 new person into our network in 2016. The decreased numbers have enable the coordinators to be more responsive to the individuals. We are starting the matching process for two individuals through our host agency who have been approved for home share funding. This will increase our numbers in 2017.

Emergency Respite was identified as a real need in the Victoria region. Working with other home share service providers and CLBC, CLV contracted with an Emergency Residential Resource Provider (ERRP). The intention of this service was to ensure there was a place available for individuals who are in crisis and require a temporary placement. Unfortunately this did not prove successful. The people who were referred to the ERRP had significant needs that surpassed the expertise of the provider. Consequently we cancelled this contract in April of 2016. Securing an appropriate respite placement continues to be a goal for 2017.

Effectiveness Goal #1: 100% annual PCP's completed

We completed 98% (53/54 Person Centered Plans) for individuals within the specified time lines. 1 was not completed within the time lines due to an emergency move for the individual. It was not appropriate to facilitate the plan until appropriate housing and support was established for the individual. We continue to strive for 100% in this area.

Effectiveness Goal #2: Home study 6 new home share providers. 7 home studies were completed this year. All of the people studied are now providing either home share support or respite.

Effectiveness Goal #3: 100% of home share providers will take the online Home Standards training

12 /36 (33%) Home Share providers have taken and completed this online course. Many of the long term home share providers had participated in a face to face course in previous years and did not feel they needed the online training. Computer compatibility issues caused great difficulties for some providers to access the course. We are trying to

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

alleviate this issue by letting the providers access a CLV computer in order to obtain this training. This continues to be a goal for 2017.

Efficiency Goal: The Westshore Administration Assistant will ensure all Quality of Life reports, person centered plans, and referrals are entered in ShareVision. This has proven to be an effective way to capture all information for supported individuals in ShareVision. 54/ 54 (100%) of individuals have all their information entered from their quality of life reports, Person Centered Plans and referrals are entered.

Service Access/Accommodation: 15 out of 15 (100%) of accommodation requests were met. All requests were financial requests. Examples include: moving expenses for some individuals; installing tracking into a rented apartment for an individual with mobility needs; a new bed; emergency respite for several individuals; bed bug treatment; clothing; and providing funds towards IV sedation for an individual who required dental surgery. The total amount we spent to accommodate the requests was \$7213.00. The funds for these accommodations come from funds set aside from our CLBC Home Share contracts to deal with these types of needs.

HOME SHARE ACTION PLAN

1. 100% annual completion of PCP's for each person in Home Share. **December 2017**
2. 90% of goals are attempted. **December 2017**
3. **Effectiveness:** Home Study 6 new home share providers. **December 2017**
4. **Effectiveness:** In collaboration with other service providers, identify an emergency respite location. **December 2017**
5. **Effectiveness:** Revise the Home Share Guidebook for contractors to represent current standards. **December 2017**
6. **Effectiveness:** Design a new individual and family handbook specific to Home Share. **December 2017**
7. **Efficiency:** 100% of home share providers will take the online Home Share Standards training. **December 2017**
8. **Efficiency:** 100% of information collected through quality of life reports will be entered in ShareVision by the Westshore administration assistant. **December 2017**
9. **Satisfaction:** 90% of individuals will report a high level of satisfaction with their living arrangements. **December 2017**
10. **Service Access:** Coordinators will attend 4 CLBC meetings and 10 interagency meetings to review referrals to identify potential matches between approved home share providers and individuals requiring support. **December 2017**
11. **Service Access:** Accommodation requests are met. **December 2017**

Responsibility: Program Manager and Program Staff

HOST AGENCY

EFFECTIVENESS MEASURES	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of annually completed PCPs	91%	100%	100%
% of goals were attempted	75%	100%	98%

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Restructure our Host Agency coordinators caseloads to better support our growing number of individuals in this program		Coordinators caseloads are more manageable	Host Agency contracts have been divided between both coordinators.
Host Agency providers will feel supported and maintain strong retention rate	65%	75%	88%
EFFICIENCY MEASURES	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
Support the coordinators with their administrative demands by enhancing the role and responsibilities of our new administration assistant.	N/A	Coordinators will have more to time to support individuals needs	Admin assistant has taken on several admin tasks to support coordinators
SATISFACTION	2014 RESULTS	EXPECTED GOAL	2016 RESULTS
% of Individuals who report they have the opportunity to participate in a range of activities they enjoy.	100% - small sample (5/5)	90%	91% Yes 6% Sometimes 3% Unsure
SERVICE ACCESS	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
Host Agency coordinator will present at the Second Wave meeting to describe the benefits of individualized funding for families whose children are reaching 19 years of age and will require support	N/A	Program Manager presented at Second wave meeting	Program Manager described the benefits of individualized funding and residential options for approximately 20 families in November 2016
% of accommodations that were met	100%	70%	No accommodation requests

SUMMARY AND DESCRIPTION OF RESULTS

Our Host Agency services fluctuate regularly. The majority of individuals receive ongoing supports based on their disability related needs and funding levels set by CLBC. Individualized funding puts individuals and families in control of their own support budgets to create or purchase the supports they require to maximize their independence in the community.

50 individuals receive support through our Host Agency program. 21 of these individuals are a part of one of three different InclusionWorks! (IW) groups. InclusionWorks! is a family governed support network. Each group has pooled their individualized funding dollars to maximize their supports to focus on education, employment and recreational related goals. The remaining individuals are supported in a 1-1 Capacity to support their disability related needs and work towards their identified person centered planning goals. We have two Host Agency coordinators who work with

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

individuals, families and support contractors to coordinate the individualized services and ensure they remain within their established budgets.

Effectiveness Goal #1: Restructure our Host Agency Coordinators caseloads to better support our growing number of individuals in this program. The host agency coordinators restructured their caseloads to be more responsive to the needs of the individuals. One of our coordinators coordinates supports for all the individuals supported through Inclusionworks and the other coordinator assists the individuals with 1-1 supports. This enabled both coordinators to be more responsive to the needs of the individuals and families and work closely with the contractors.

Effectiveness Goal #2: Maintain 80% retention rate of contractors

In 2015 we had 115 Host Agency contractors at the beginning of the year and 95 as of December 2015. 26 contractors left for a variety of reasons and we acquired 28 new contractors bringing the total to 117 Host Agency contractors in December 2016. This equates to an 88% retention rate. This is much higher than in 2015 (65% retention rate).

Efficiency Goal # 1: Support the Coordinators with their administrative demands by enhancing the role and responsibilities of our new Administration Assistant. Adding an administrative assistant in the Westshore office has proven to be invaluable. This position tracks all contractor requirements and ensures we have received the required documentation. Examples include: first aid certificates; driver's abstracts; vehicle insurance; criminal record checks; completing references; contracts and extensions; and updating guide books. In addition, the administration assistant helps the coordinators enter Person Centered Plans, progress made towards identified goals and annual tracking for the individuals. This position has enabled coordinators to focus more on the actual supports for the individuals.

Satisfaction Goal:

Individuals supported through Host Agency services who participated in the survey, indicated a high rate of satisfaction 91% said they liked the range of activities they were involved in. (6% said some times and 3% said they weren't sure).

Service Access/Accommodation:

We did not receive any accommodation requests from individuals supported in Host Agency this year.

HOST AGENCY ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP for each person in program. **December 2017**
2. 90% of goals are attempted. **December 2017**
3. **Effectiveness:** Host Agency providers will feel supported and maintain retention at 75% with CLV. **December 2017**
4. **Effectiveness:** Host Agency coordinators will participate in 3 training events specific to the needs of the individuals they support. **December 2017**
5. **Effectiveness:** Design a new individual and family handbook specific to Host Agency. **December 2017**
6. **Efficiency:** Support the coordinators with their administrative demands by enhancing the role and responsibilities of our new administration assistant. **December 2017**
7. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2017**
8. **Service Access:** Host Agency coordinator will provide two presentations on the benefits of individualized funding for families whose children are reaching 19 years of age and will require support. **December 2017**
9. **Service Access:** Accommodation requests are met. **December 2017**

Responsibility: Program Manager and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

PARENT SUPPORT PROGRAM

EFFECTIVENESS MEASURE	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of individuals who have a completed PCP	100%	100%	100%
% of goals have been attempted	95%	90%	96%
100% of PSP families will have accessed at least 3 health professionals.	n/a	100%	87.5%
PSP individuals will have developed and implemented 3 new strategies to decrease their monthly bills. (i.e. utilities, food, family activities).	n/a	90%	100%
PSP parents and their children will engage in 3 new family focused activities (at home and in their own communities) that provide opportunities for play, learning and bonding.	n/a	7/8	6/8 (75%)
EFFICIENCY MEASURE	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
Sufficient staff available to provide support to program participants by ensuring an 80% casual coverage rate	n/a	80%	96% of the time was covered.
SATISFACTION	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
PSP parents will report a “good to very good” level of satisfaction regarding their personal finances as a result of decreases to their monthly bills.	3/4 (75%) - high 1/4 (25%) - low (2015 food safety info and comprehension)	80%	5/7 families rated a very high level of satisfaction, 1 high (86%) 1/7 moderate
SERVICE ACCOMODATION	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of requested accommodation requests that are met	89%	80%	95%

SUMMARY OF RESULTS

This is a small program (8 families) that provides intense, long term, in home, (as well as outside of the home) support. Families in the Parent Support Program (PSP) are often isolated and find it difficult to access and integrate knowledge from many of the generic resources and supports available in the community. All of these families struggle with financial issues in addition to social and community isolation so a large part of the work includes trying to link families to the resources they require. The variety of support and advocacy reflects the unique needs of each family.

Effectiveness Goals:

As finances are so stretched for the families supported in this program, we wanted to focus on things that might assist in reducing their monthly expenses. All 8 families were supported to find some ways to save money and included things like: Free Energy Savings Kit from BC Hydro, slow cooker recipes and the Fitness at Home program. Other examples included: a freezer was delivered to 1 family so she could save money on food; a trip to a Foodbank; CLV funds for children's Xmas presents & summer activities; free tax preparations; and respite funding renewals.

Another goal was to ensure each family was connected with at least 3 healthcare professionals as an effective way to increase health and connection to their local resources. Examples include: referrals to DDMHST (Developmental Disability Mental Health Support Team; pediatrician; geneticist—2 families, mental health supports/counselling, dentist, psychological educational assessments-2 families, public health clinics, Autism screening and an ophthalmologist.

Efficiency Goals:

Many of the parents in the past have expressed frustration with knowing about and accessing family friendly activities. Accessing resources in their community is critical for these families and they often are intimidated or unsure what is available to them. The PSP staff focused on finding places they could access that would meet their goals and also make them feel connected. Some examples of family focused activities that the PSP suggested include: "Kids Bowl Free" program; mom and tot drop ins; young mom's group; summer activities put on by local neighborhood houses; story telling at local libraries; obtaining Life Passes so that parents could participate in lessons and activities at local recreation centers. Introducing two PSP parents who have developed a close bond has allowed them to get together often with their children to do things in the community as well as at each other's homes.

Satisfaction: Through our surveys designed for this specific program, participants were able to report back about their satisfaction level regarding receiving increased strategies to save money (see examples of efforts above). 5/7 families rated a "very high" level of satisfaction, 1 "high" and 1 "moderate".

Service Access/Accommodation: Most of the families supported in this program live with poverty as a major barrier. CLV was able to accommodate 95% of the requests. Fundraising dollars were directed to parents of the PSP to assist them with things such as: summer camps, children's Christmas presents, swimming lessons, taxis for medical appointments, formula, baby diapers, and family day at the waterslides, emergency supplies, and grocery gift cards. One larger item also included a new bed.

PARENT SUPPORT ACTION PLAN

Tasks/Timelines:

1. **Effectiveness:** 100% of individuals will have a completed PCP. **December 2017**
2. **Effectiveness:** 90% of PCP goals are attempted. **December 2017**
3. **Effectiveness:** 100% of PSP families will apply and be accepted for 2 subsidies that help promote the healthy development of their children. **December 2017**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

4. **Effectiveness:** 90% of PSP individuals will report they have learned at least 3 new resources for families within their local community). **December 2017**
5. **Efficiency:** 7/8 PSP families will have their own folders that lists the various programs for families. **December 2017**
6. **Satisfaction:** 90% of PSP parents will report a “very high or high” level of satisfaction in their awareness of newly developed family programs within their local communities. **December 2017**
7. **Service Access:** 90% of accommodation requests are met. **December 2017**

EMPLOYMENT SERVICES

EFFECTIVENESS MEASURE	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
# of new employment placements secured	12	12	16
Support individuals through our enhanced services through Work BC to improve their employment outcome	4	4	5
Develop MentorAbility matches with high profile community based organizations for individuals.	3	3	1 15 Info interviews
EFFICIENCY MEASURE	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
Facilitate workshops in the evening focused on tactile skills	n/a	quarterly	1 full day session on First Aid and a series of other 1:1 support to attain skills development (computer, hand tools, food safe etc.)
Train 2 new employment staff	2	2 new employment staff	2 new staff trained and working
SATISFACTION	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
Individuals will have increased satisfaction with the level of support received by their job coaches	71% Yes 21% Sometimes	90%	89% Yes 8% Sometimes
SERVICE ACCOMODATION	2015 RESULTS	EXPECTED GOAL	2016 RESULTS
% of accommodations requested met	90%	90%	100 % (\$300.00)
Market to potential employers by utilizing social media, highlighting Employer Champions and Employees	Facebook launched		Increased FB followers Weekly employer and employee updates profiles Profiled on Thrifty Foods media ad

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SUMMARY OF RESULTS

Employment Services (ES) experienced a year of many changes while providing ongoing support to 47 people (11 exits and 6 new) and developing and supporting 16 new positions in the community. We had one long term staff leave the program which provided an opportunity for a new team to develop and some casuals to step into more regular hours in the program. We also were able to make some changes to our ShareVision program to better meet the needs of the employment program.

The staff and program manager were active in both provincial and local employment meetings including the BC CEO Network Working group. We continue our involvement with the BC Employment Network that works to ensure education and advocacy regarding best practices for Employment Services around the province is promoted. We were selected by one of the largest local grocery chains (Thrifty Foods) to be profiled in their community connection video.

Both fulltime team members participated in 5 day extensive training in Customized Employment in Vancouver this past November.

Effectiveness Goals:

The first effectiveness goal of finding 12 new positions this year was more than achieved with 16 new positions being established! These new positions were for the 6 new individuals joining the program and the remaining were for people who have already been in the program and had either lost their jobs, had reduced hours or wanted a new position or a second one.

Our program and supported individuals have really benefitted from our partnership with the Employment Program of BC (GT Hiring). This allows CLV to provide enhanced employment supports to individuals when they need intensive supports and then transfer to our CLBC funded portion of our program for long term support. 5 individuals were supported through this resource and we will increase our utilization of this partnership in 2017.

We participated in the National MentorAbility event again where we matched one candidate to her dream of working with a local politician. MLA Andrew Weaver hosted our participant, provided her a small stipend and offered her to join him on his 2017 campaign. A combination of staff resources and unavailability in October of some of our targeted employers resulted in only 1 successful mentorship.

Efficiency Goals:

The team organized and delivered a very successful full day session for participants to achieve their First Aid Certificate. Staff also attended training/workshops with people to learn tasks such as operation of hand tools, shop vac operation /maintenance, a Food Safe course, as well as supported all Thrifty Foods employees with their computer based required training.

We were able to train 2 new people and provide one with full time employment and the other with regular work.

Satisfaction: Participants in Employment Services felt very positive about the program and the results and impact employment was having in their lives. This year, we were pleased that 89% of respondents felt that they had enough support from their job coach (up from 71% the year before). This is an area we were working on, to increase people's feeling of connection, and it was significantly up from 65% in 2014. The area standing out as less satisfied was only 58% of people feeling they were happy with their position and hours (another 23% somewhat happy) so this will be a goal area this year.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Service Access/Accommodation:

Participants in our Employment Services also benefited from the use of fundraising dollars to meet 100% of accommodation requests. Some examples included work clothes and passes to community recreation.

Employment Services also updated some of their marketing material and set a goal to meet new industry employers. Informational interviews were set up with 15 companies in 2016: Megson Fitzpatrick; Quality Foods Kitchens; Conservatory of Music; Panorama Rec Centre; Trillium; EAO; Whole Foods; Malatest; City Centre Park; Andrew Sherret; Westshore Lodge; Capital Iron; Andrew Weaver MLA; and Saanich Volunteer Services Society. Some of these connections led to employment for a number of people.

EMPLOYMENT SERVICES ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of Employment Plans for each person. **December 2017**
2. 90% of goals are attempted. **December 2017**
3. **Effectiveness:** Support 3 individuals through our enhanced services through Work BC to improve their employment outcome. **December 2017**
4. **Effectiveness:** Secure 10 new job placements. **December 2017**
5. **Effectiveness:** Set up 10 informational interviews with businesses around town to increase employment opportunities. **December 2017**
6. **Efficiency:** Implement participation agreement & job coach check list for all participants. **December 2017**
7. **Efficiency:** Facilitate 2 workshops in the evening focusing on tactile skills such as: money handling, credit debit experience, grooming, computer skills, data entry and life skills related to work. **December 2017**
8. **Efficiency:** One ES staff will qualify to become a Food Safe level 1 instructor. **December 2017**
9. **Satisfaction:** Increase the percentage of individuals satisfied with their job from 58% to 70% in next year's survey. (i.e. hours, location, time, new job)
10. **Service Access/Accommodation:** Develop or update marketing tools such as a rack card and the handbook. **December 2017**
11. **Service Access/Accommodation:** 90% of all accommodation requests will be accommodated.

Responsibility: Program Manager and Employment Services Staff

INDIVIDUAL SATISFACTION

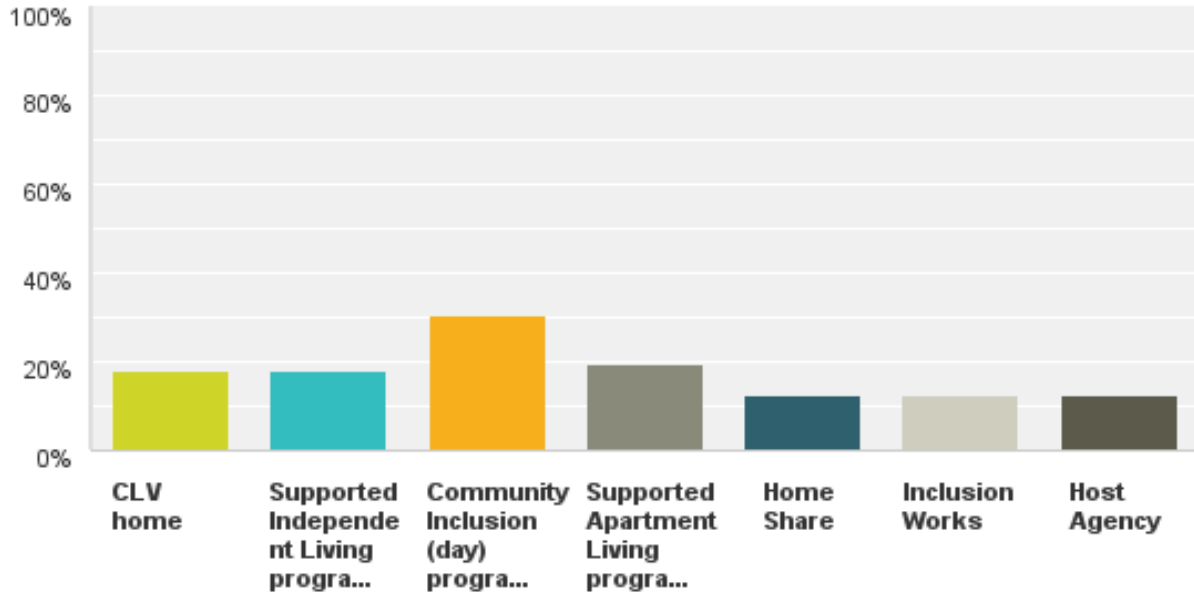
DESCRIPTION OF PROCESS

In January 2017, we conducted Satisfaction Surveys for individuals across a sampling of programs including: community inclusion, residential, independent living, home share, host agency (individualized funding) and employment services. Surveys were completed with individuals using the assistance of a facilitator, who asked a series of satisfaction questions and recorded the answers into the online data base.

Results: 57 people participated in the surveys (84 people responded in the previous survey in January 2016). This was one of our smaller sample groups, however, while fewer respondents came from our CLV homes, greater numbers responded from other programs such as Host Agency, Home Share and InclusionWorks!.

Q1 In which Community Living Victoria programs, do you receive service:

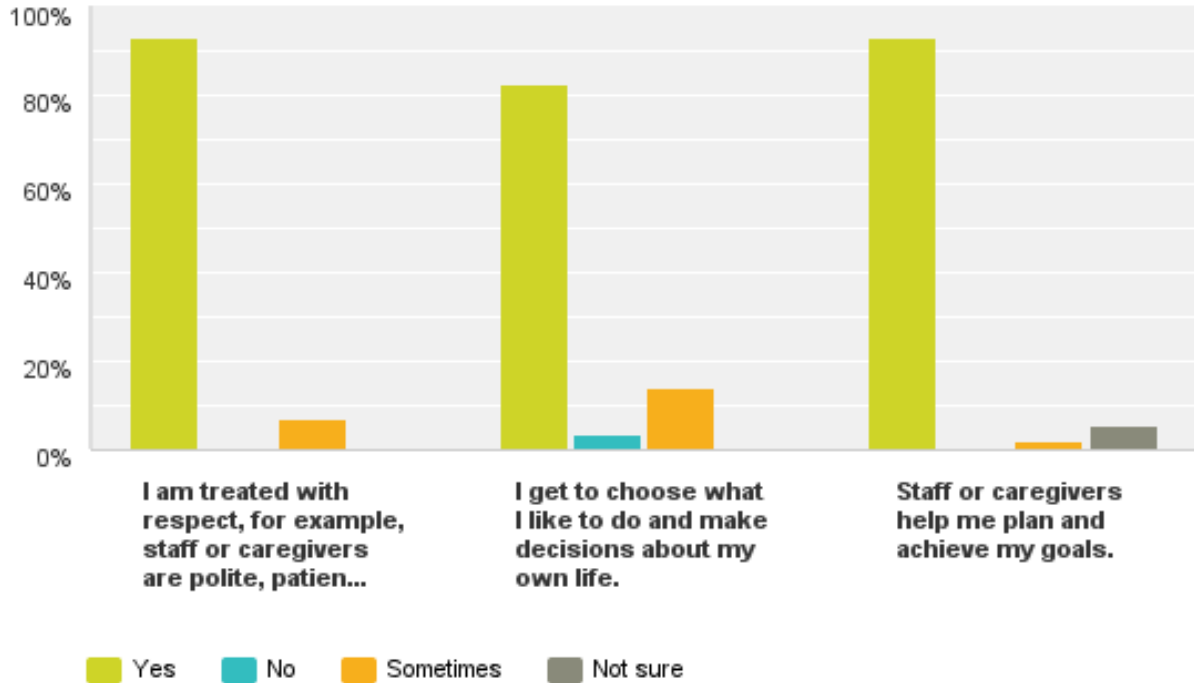
Answered: 56 Skipped: 1



The largest group of respondents were from Community Inclusion Programs (30%); CLV Homes, Supported Independent Living and Supported Apartment Living (18% each). InclusionWorks!, Home Share and Host Agency were up to 12.5% each.

Q2 Please tell us if you agree with the following:

Answered: 57 Skipped: 0



People Responding to the Survey Had High Levels of Satisfaction in These Areas: that their rights were being respected (93% yes, 7% sometimes) and that they were supported to plan and achieve their goals (93% yes, 2% sometimes, 5% not sure)

Somewhat lower satisfaction was noted in the area of: were they able to choose what they liked to do and make decisions about their own life (83% yes, 4% sometimes, 3.5% no) compared to 94% yes, 5% sometimes, 1% no in 2015.

Comments:

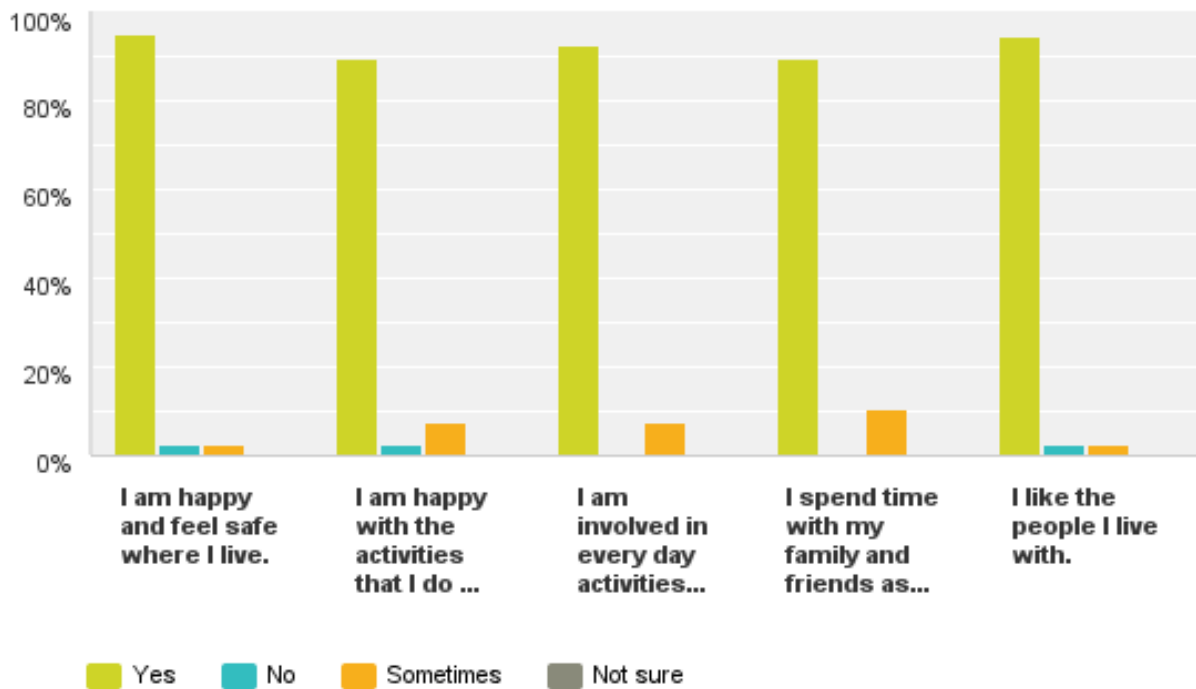
- I said yes because the support I get helps me be the best. All the people I deal with give me encouragement and make me feel very important.
- I have set goals.
- I hate having goals and making me plan stuff.
- I love my staff and how they can all work together to help me. I never feel alone.
- things are better in SIL.
- I am treated nice.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Trends: People enjoy where they're living and their programs and feel they are well-treated by staff and caregivers; and indicated that they are getting the support they need to meet their goals. They continue to feel strongly about making choices and decisions in their lives.

Q3 If you live in a CLV home, apartment, or home share, please tell us if you agree with the following:

Answered: 39 Skipped: 18



Satisfaction with Home, Activities and Interpersonal Relationships:

Individuals who responded to the survey had high levels of satisfaction with: feeling happy and safe where they live (95% agreed); involvement in everyday activities (92% agreed). 95% of respondents like the people they live with and 90% said they see friends and family as much as they want (this is up from 76% yes and 14% sometimes in 2015).

People report being happy with their activities (90% agreed, down slightly from 95% in 2015).

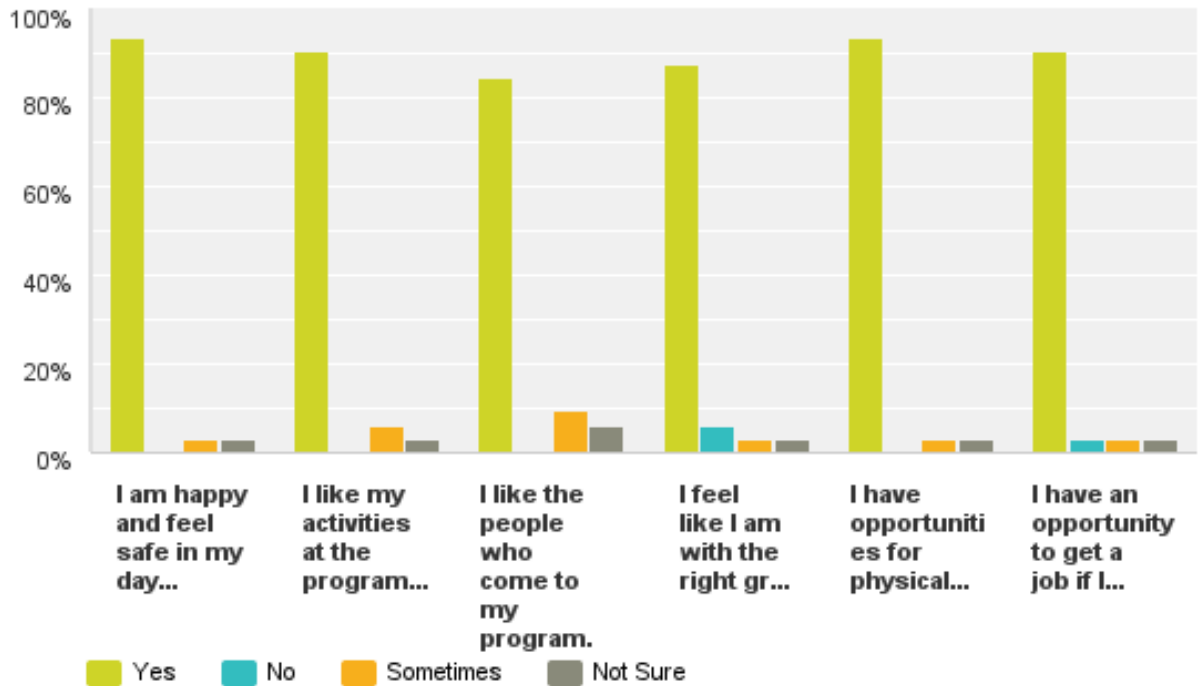
CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Overall Comments from those Living in a CLV Home, Home Share or Apartment:

- SIL is teaching me a lot.
- I really love the place!
- I like my own space in my room and I like doing my chores.
- I like going swimming. I like hockey.
- Sometimes other SAL people come into my apartment without being invited in.
- I like going out for lunch or dinner. I want more time with my family.
- I like my room-mates.
- I could use more help with repairs to my apartment.

Q4 If you attend a CLV community inclusion (day) program please tell us if you agree with the following:

Answered: 32 Skipped: 25



CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Satisfaction with the Community Inclusion Program, Range of Activities, People, and Opportunities for

Employment: Individuals who responded to the survey had high levels of satisfaction with:

- feeling happy and safe at their program (94% agreed, 3% sometimes); 2015 (93% agreed)
- the range of activities offered (90% agreed, 6% sometimes and 3% unsure); in 2015 (83% agreed);
- 94% of respondents felt they had opportunities for physical activity; 2015 (89% agreed)
- 91% felt that they have an opportunity to get a job if they want to; 2015 (87% agreed)
- being with the right group of people with similar interests (87% agreed and 10% sometimes agreed); 2014 (73% agreed).

Lower levels of satisfaction were noted in the areas of:

- liking the people they attend the program with 84% agreed; 10% sometimes; in 2015 (91% agreed) and
- feeling like they were with the right group of people (88% agreed, 3% sometimes, and 6% no); in 2015 (87% agreed, and 10% sometimes agreed)

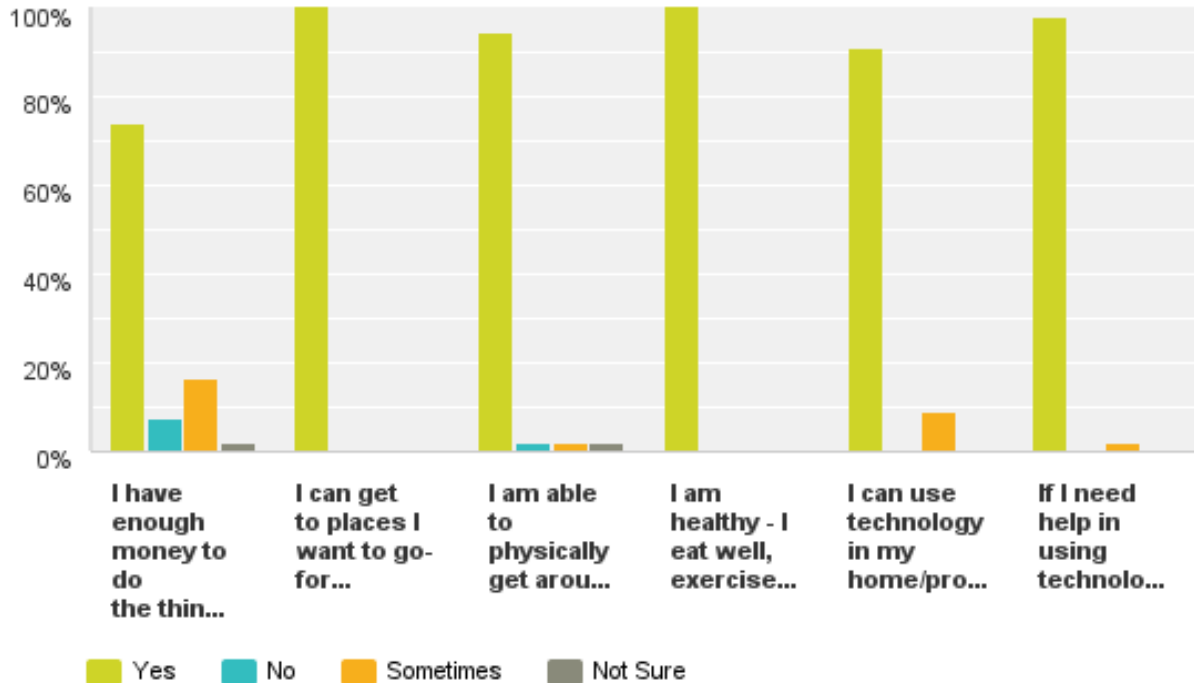
Trends: This reflects having a mixed group of ages in the CAP/Satellite programs with younger people who want to do more activities and older people who want to do less. This also highlights the difficulties faced in the larger programs with having enough staff to accommodate both groups

Overall Comments:

- Some of us are more grown up. So it's frustrating. I want to do more in life.
- I like it. I am helpful. I am happy.
- I get to do what I want.
- I have a job I get paid for. I like that.
- I go to A & W. I like everything.
- I like my day program. I would like a job.
- I like to walk. I have a job volunteering. They are nice to me.
- I feel safe.

Q5 Please tell us if you agree with the following:

Answered: 55 Skipped: 2



Satisfaction with Having Enough Money, Getting to Places, Moving around their Home/Program and

Feeling Healthy: Individuals surveyed had high levels of satisfaction with: getting to the places they wanted to go (100%); being physically able to get around their own homes and programs (95%); and with their physical well-being (100%). 90% felt they can access technology in their homes/programs when they want to. In 2015 (85% said yes, 15% said sometimes) and this year 98% said they can get help with technology if they need it. (2015 was 85% yes and 15% sometimes).

Lower levels of satisfaction were in: having enough money to do the things they wanted to (74% yes, 17% sometimes; 7% no); compared to 2015 (81% yes, 15% sometimes, and 4% no).

Trends: This reflects the limited incomes people have to do the things they would like to do; particularly, those who live more independently and who live in poverty.

Overall Comments:

- I like my program.
- I learned a lot about computers and technology.
- Fun stuff. Meeting new people. Staff are good. Sometimes they are on time, sometimes they are late.
- I feel good.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- Sometimes I don't budget or extra activities I didn't plan on. I want to budget for the activities I want to do not the ones I don't want to do.
- I get help to go to the doctor if I need to.
- I want to learn how to use the computer.

What did individuals tell us about their CLV community inclusion programs?

Likes:

- It is fun and we do great things.
- I like it because it keeps me busy.
- Good friends.
- I really don't like it here at all.
- I have fun with my friends. I like going to the mall. I like collecting bottles.
- I do quite well. I help out a lot.
- I like raking leaves in the fall.
- Very interesting. I like to do various things.
- The staff are very good at helping me set goals.
- I like my day program.

Changes/improvements to Community Inclusion Programs:

- Different activities instead of repeating the same things every week
- I would like to be treated as an individual. I feel like I'm treated like other participants who are not as capable.
- I would like to hang around here more.
- I would not change anything.
- I would like a job.
- I would like to do more volunteer work at CAP.

Trends: Individuals in our community inclusion programs enjoy being together and continue to feel respected, safe and included. They would like to have smaller group activities and a wider range of activities in the larger programs (CAP and Satellite).

Comments:

What did people living in CLV homes, home shares and SIL/SAL tell us?

Likes:

SAL comments:

- I love the times together. The Christmas party was super. I like feeling that way.
- I definitely like having independence that's for sure.
- It helps me get the support I need.
- The location is perfect for me. I have access to a lot of bus routes. I get to be independent but still receive support.
- I like having my friends over to my place.
- Living at SAL is like winning the lottery. I never had friends until I moved into the program. The staff are fantastic.
- The support we get, for example with the recent fire. I love the SAL program. There needs to be more funding for more like it.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SIL comments:

- I want more \$\$ from PWD
- I love the SIL team- they helped me in my home a lot.
- I wish PWD paid more
- SIL is helpful. I might not be able to do this on my own.
- SIL is awesome.
- My SIL team is incredible and treat me like gold. All 3 of them are really smart and helpful. Thank you for your help.

CLV Home comments:

- I like home.
- Yes, I like everything. I like my records and player.
- I like doing my chores, cooking, dancing, listening to music, watching TV, videos and DVD's
- I love McKenzie. I like having my own bedroom. I like having a job. I love my friends and my fiancé.
- I like the people in my home. They are my friends.

CLV Home Share comments:

- I love how friendly the family is upstairs. They invite me up for dinners and want to hang out with me. I also want more interaction but my work schedule kind of messes that up.
- Sometimes I get to go out to do stuff or go to the movies or visit family or people here. Took dogs out for a walk in the park.

What Changes/Improvements Would People Like to See in Their CLV Living Arrangements?

- Better communication sometimes as the staff forget to tell me things.
- Changing staff all the time and staff are sometimes loud.
- Sometimes I am bored (at home) I would like to do more.
- I would like it to be a bit more quiet.
- More camping, or trips with hotels.
- I would like to actually prepare and cook my own meals mostly.
- I don't always like my roommates.
- More fun things at home like going to the beach and for a walk.
- My choices are conditional.
- I don't have money to do fun stuff.
- I don't like fights in my home. I want it to stop.
- Going out more anywhere. Going for a drive.

Trends: A common theme continues to be not having enough money to do the things they would like to do. More activities and range of activities in the community inclusion programs.

INDIVIDUAL SATISFACTION ACTION PLAN

Tasks/Timelines:

1. Financially assist individuals through accommodation requests where possible. **December 2017**
2. Continue to offer opportunities to try new activities in community inclusion programs. **December 2017**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

3. Continue to seek employment opportunities for those who want to work. **December 2017**
4. Continue the re-design process in the larger programs (CAP and Satellite). **December 2017**
5. Continue to meet program/home needs for greater space and greater accessibility. **December 2017**

Responsibility: Program Managers and Program Staff

EMPLOYMENT SERVICES SATISFACTION

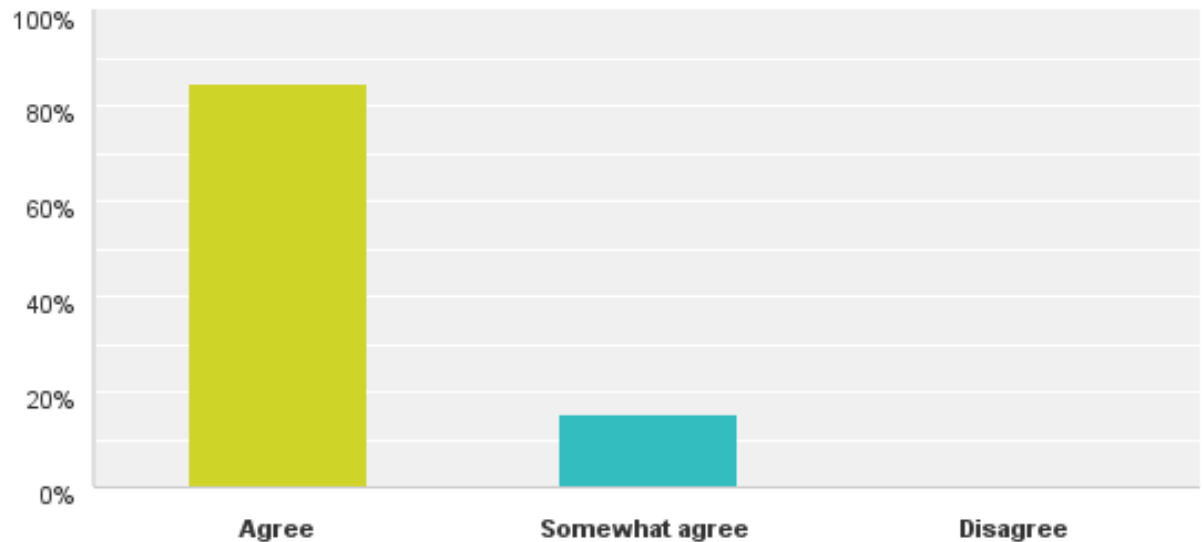
DESCRIPTION OF PROCESS

26 individuals who use our Employment Services responded to our survey which asked a series of questions regarding their satisfaction with CLV's employment services. The answers were either entered by the individual or recorded by a facilitator.

What did people using our Employment Services program tell us?

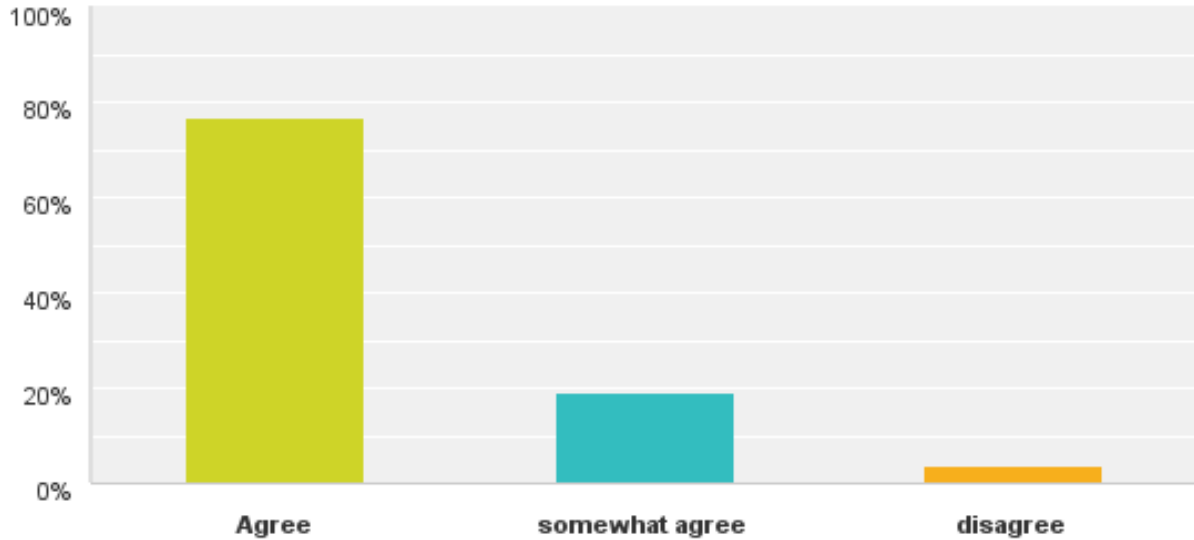
Q1 CLV's employment program has helped me get paid employment or keep my employment.

Answered: 26 Skipped: 0



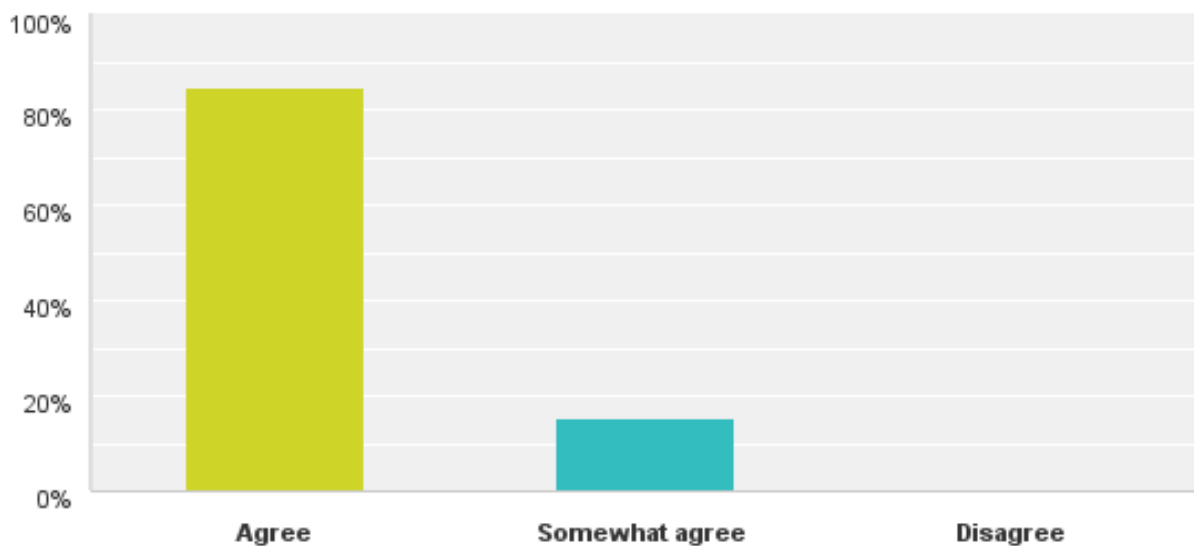
Q2 I have more money as a result of paid employment.

Answered: 26 Skipped: 0



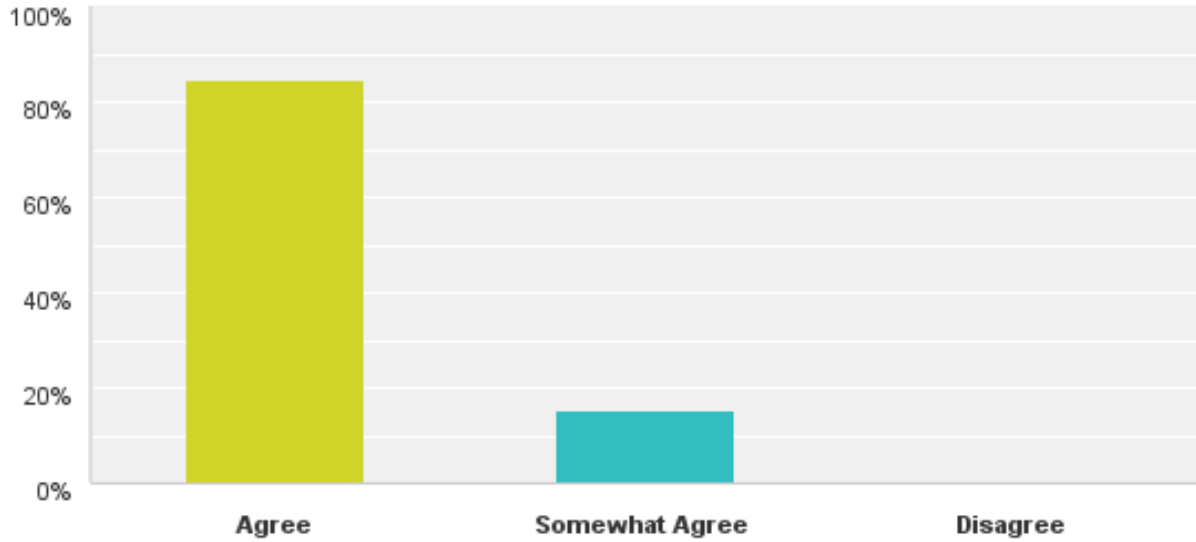
Q3 I am able to make more choices about my own life (like what to buy) as a result of my paid employment.

Answered: 26 Skipped: 0



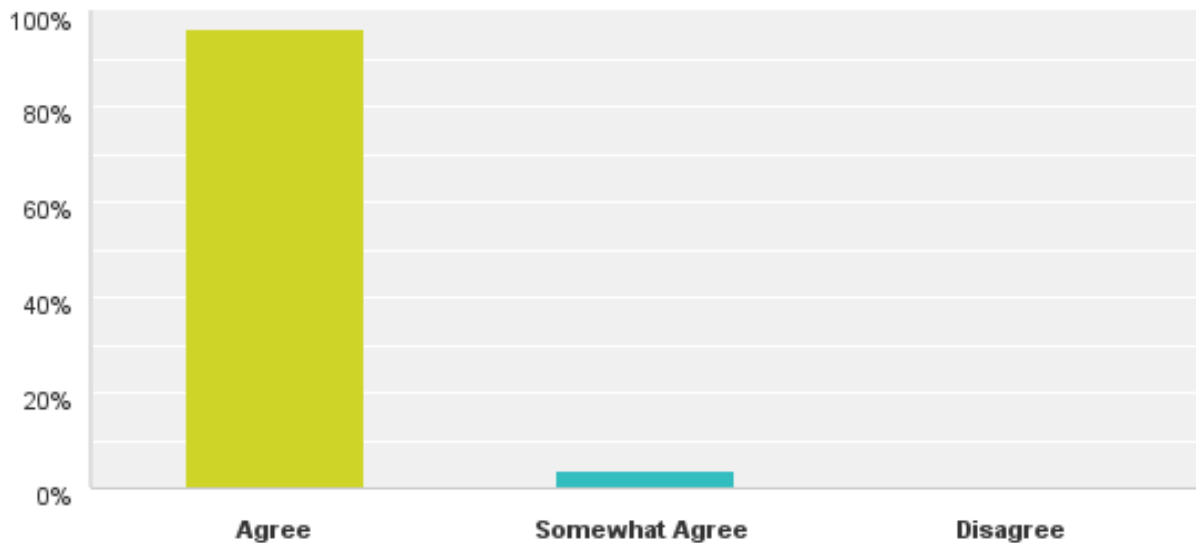
Q4 I have learned new skills as a result of working.

Answered: 26 Skipped: 0



Q5 I have more confidence in myself as a result of working.

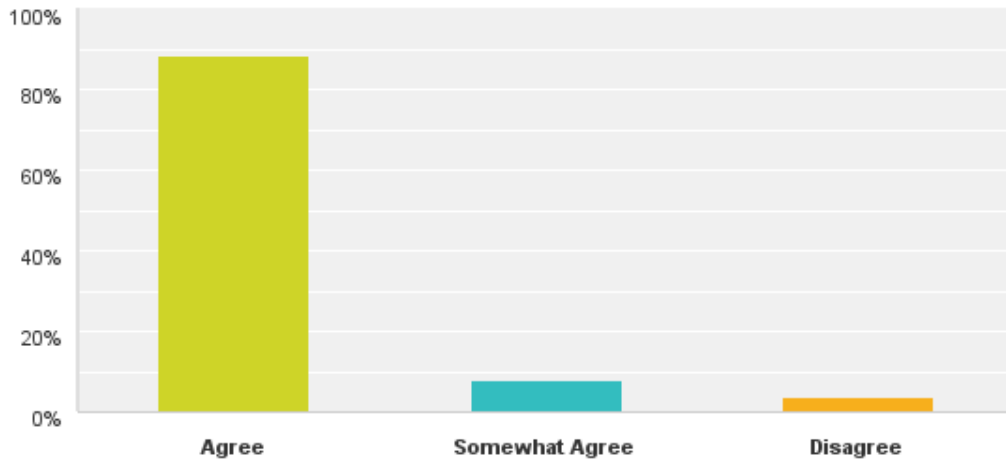
Answered: 26 Skipped: 0



CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

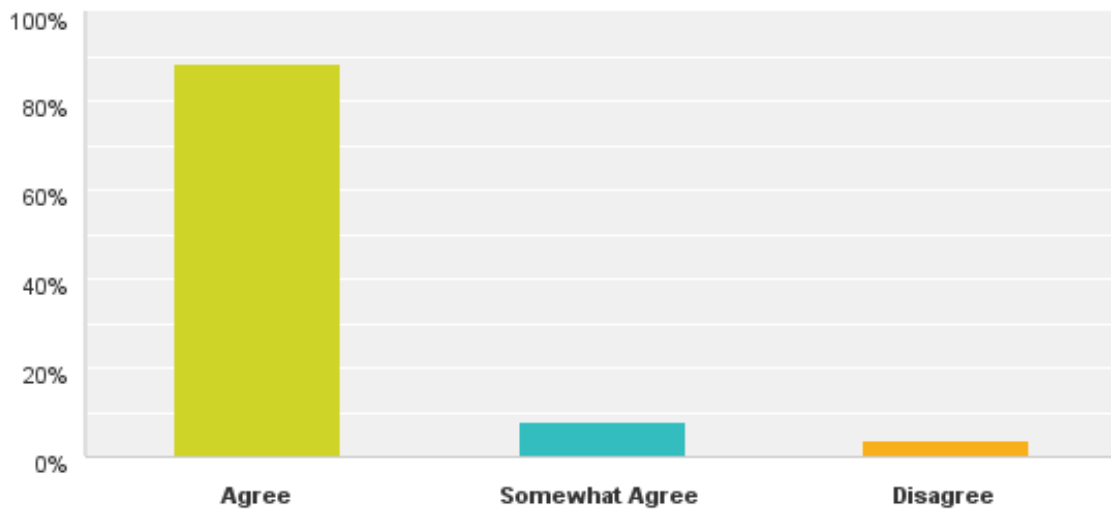
Q6 I receive enough support from my job coach.

Answered: 26 Skipped: 0



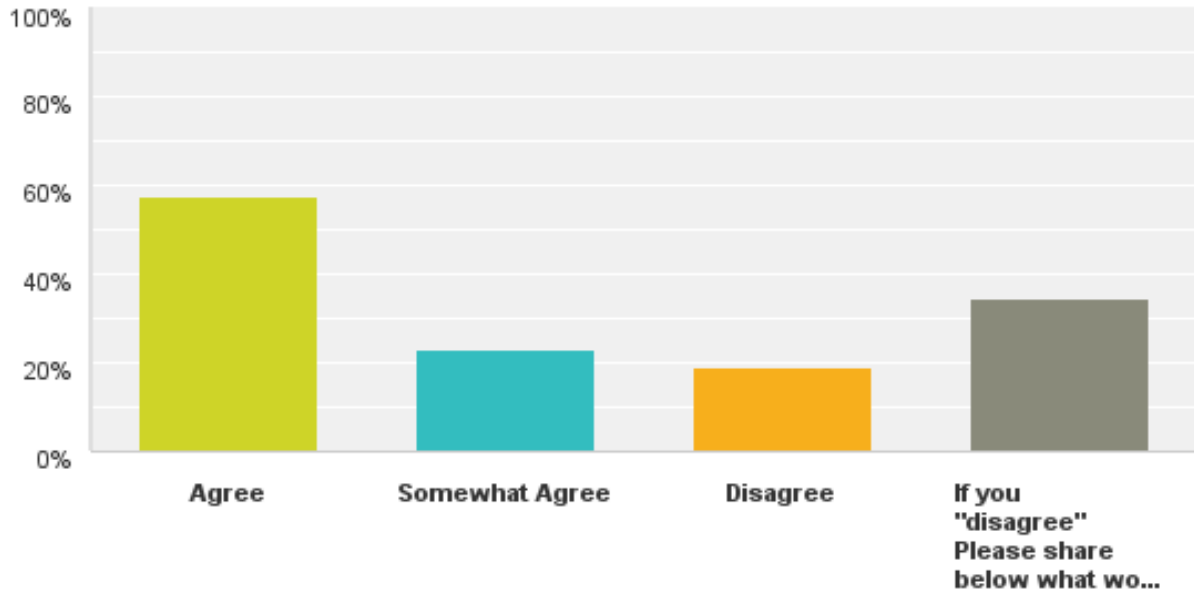
Q7 I feel comfortable, supported and welcomed by the people I work with.

Answered: 26 Skipped: 0



Q9 I am happy with with my position and the hours I have.

Answered: 26 Skipped: 0



Employees in our Employment Services program had high rates of satisfaction with the following areas:

- 100% agreed or somewhat agreed that CLV's employment program helped them get or keep paid employment; this continues to be an upward trend from 82% in 2014 and 92% in 2015.
- 96% agreed or somewhat agreed that they had more money as a result of working. This rate is similar to 2015.
- 100% agreed or somewhat agree that they were able to make more choices about their own lives (like what to buy) as a result of paid employment. This is up from 88% in 2015.
- 100% agreed or somewhat agreed that they learned new skills and had more confidence as a result of working. 92% of respondents agreed or somewhat agreed in 2015.
- 96% agreed and 4% somewhat agreed that they had more confidence as a result of working.
- 96% agreed or somewhat agreed that they receive enough support from their job coach. This is up slightly from 2015, where 92% agreed and 2014, where only 71% agreed. This was a satisfaction goal for 2016 and we were pleased to see continuing improvement.
- 88% agreed or somewhat agreed that they felt comfortable, accepted and welcomed by the people they worked with.

Areas of Lesser Satisfaction were noted in the following areas:

- 58% agreed and 23% somewhat agreed that they were happy with their position and the hours they have.
- 23% agreed that they spent some time outside of work hours with their co-workers, with 42% somewhat

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

agreeing with this statement. This continues to be a lower satisfaction rate which reflects the common experience among most workers and it is difficult to make a change in this area.

Comments:

What do Employees Like About Employment Services?

- Support staff have been very supportive and encouraging.
- Thank you for your input with the manager. She called and asked if I wanted to work extra.
- I am happy, no complaints.
- CLV is great at supporting me through the whole thing. Just doing my best at work.
- I am glad the staff had some meetings with my son to get to know him better.

Improvements or Changes:

- I would like more hours (5 respondents)
- later start time
- Hate my job, trying to find a new one

Trends: Employees are feeling like they have more choices, more money, increased skills and confidence as a result of working. Although the majority do not report spending time with co-workers outside of work, they do feel comfortable, supported and welcomed at the job site. With changes to the job market, employees are once again looking for new jobs and more hours and this will guide our satisfaction goal this year.

EMPLOYMENT SERVICES SATISFACTION ACTION PLAN

Tasks/Timelines:

1. Increase the percentage of individuals satisfied with their job from 58% to 70% in next year's survey. (i.e. hours, location, time, new job)

Responsibility: Program Manager and Employment Services Staff.

PARENT SUPPORT SATISFACTION

DESCRIPTION OF SURVEYS

Using a rating scale of “1” being very helpful to “5” being not helpful, parents in the program were asked about their satisfaction level in key parenting support areas. **Results:** 100 % of the PSP participants participated in the survey (8/8) although one indicated she was very new to program and support had just began and therefore did not answer all questions.

SATISFACTION SURVEY QUESTION	JANUARY 2016 RESULTS
Was the PSP support/helpful with your family members to connect with at least 3 health professionals this past year?	4- very helpful 1- moderately helpful 1- little helpful 1- not helpful as they this on their own
Was the PSP helpful in providing information and support to save money in at least 3 ways?	5 - very helpful 1 - helpful 1- not helpful at all 1 - n/a as they are just newly in program
Was the PSP helpful in supporting your family to participate in at least 3 family focused activities?	2 – very helpful 1- helpful 1 moderately helpful 1 little helpful 2 – not helpful

Parents were asked what other topics they would like the PSP program to help them with in the coming year:

- finding resources about what is out there.
- different stages of kids, assistance on parenting for different people. More education on activities.
- finding new housing information, and subsidies for families, rental information.
- more information on programs or ideas for families to do together (x3).
- Ideas for activities to do with my daughter, and school to gain education.
- Transportation- how to get to places, resources in the community like a kitchen and clothes place.

Comments about the PSP and support:

- Excellent. Everything is great. I received lots of help with my family. Been awesome. Staff has done a whole lot, a great job.
- Big thanks for the extra help and support. Very helpful, grateful. She is there for me and my family. We would be lost without her.
- You guys are an amazing team. She helps me with everything. Thank you.
- Everything goes good with staff. She comes over to help.
- She helped find the people that did get me the job. She has supported my decisions and of me and my child. She also has helped with My-Serve, it's easy and that was very helpful, very much so.
- She helped me more with getting on disability, MSP figuring it out, I have a hard time figuring stuff out like paper work, not just parenting stuff.
- She's great. Love her, that's about it I guess.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

PARENT SUPPORT SATISFACTION ACTION PLAN

Tasks/Timelines:

1. 90% of PSP parents will report a higher level of satisfaction in their awareness of newly developed family programs within their local communities. **December 2017**

Responsibility: Program Staff

STAFF SATISFACTION

DESCRIPTION OF PROCESS

Increasingly, in the past several years, a number of staff responding to the surveys have commented on making our older community inclusion programs more relevant and dynamic. To address this, in November 2015, key community inclusion staff were invited to participate in a day long facilitated session on re-organizing the larger community inclusion programs. In addition to front line staff, the group included the supervisors of the programs, 3 program managers, the Executive Director, 2 staff from youth programs, and community partners who had some expertise or knowledge in this area. Staff who work in the programs were given opportunities to identify what they saw as issues in documents submitted to the facilitator and through input at staff meetings. This established goals for 2016. We decided to continue the focus on this area for our latest Staff Satisfaction Survey. In November 2016, we hosted another professional development day for all community Inclusion staff and their feedback helped to establish our 2017 staff goals. See Appendix B.

In addition, we decided to do a satisfaction survey focused on our Supervisors, Coordinators and Managers at a training day in October 2016 which also informs our 2017 staff goals. CLV leadership team members contributed their thoughts regarding their **HOPE** (my hope is that CLV will), **HELP** (what I think needs attention and improvement and **HOME** (what makes me feel good about being a part of the CLV family). It was clear that the supervisors, managers and coordinators have many good things to say about their work, their teams, the agency and the people they support. In general, there is pride in the diversity, the philosophy, the values, the forward thinking approach, the professionalism and welcoming environment they find at CLV. The advocacy efforts, accountability, feeling appreciated, respected and that you always have a team that has your back were also common themes in the feedback. Areas identified as requiring improvement included: sufficient and timely access to trained casuals, increased efficiency in administration (forms, ShareVision improvements, more time, and checklists), additional training for supervisors (leadership development, team work, communication, supporting complex people) and improved space for Satellite. See Appendix A.

STAFF SATISFACTION ACTION PLAN

Task/Timelines:

Community Inclusion Staff Satisfaction goals:

1. Increase the number of computers at the Community Inclusion programs. **December 2017**
2. Adjust staffing schedules to give staff appropriate time to complete their administrative tasks. **December 2017**
3. Provide training sessions which include: Dementia, ShareVision, and Person Centred Planning. **December 2017**
4. Install a ramp at the Satellite program to improve accessibility. **February 2017**
5. Add a second accessible vehicle for Reflections. **February 2017**

Supervisors, Managers and Coordinators Satisfaction goals:

1. Improve effectiveness in administration by streamlining processes (i.e. providing ShareVision enhancements, checklists for HR requirements, and modifications to ShiftShark for filling shifts). **December 2017**
2. Provide professional development in areas such as: teamwork, leadership skills, communication, supporting complex people, Human Resources. **December 2017**

Responsibility: Program Managers and Staff

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 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.

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 2016 TO DECEMBER 2016:

1. **Community Inclusion Programs** - Satellite has two vacancies, CLBC has agreed for these to remain open until we find a larger space for the program.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

2. **Residential Services** – we continue to have one ongoing vacancy in McKenzie home; and one in Orillia home was filled within the timelines.
3. **Community Services** – SIL – at capacity; SAL- at capacity; PSP at capacity; ES- at capacity
4. **Host Agency** – full capacity
5. **Home Share** –full capacity

Community Inclusion Programs:

This year we reduced the number of individuals at the Satellite program because of space issues, 3 participants have moved from Satellite to CAP where they are better accommodated. 1 individual left CAP to attend a program closer to his home on the Westshore. Although CLBC removed 5 hours from our staffing budget, this did not create a vacancy.

Residential Services: The vacancy at McKenzie home was filled temporarily by a person from Home Share who was in need of a new Home Share. The home remains at 5 persons.

Community Services:

Employment Services: 6 people exited the program throughout the year and 10 new people started, leaving the overall number of participants within the program increased by 4. Exits were mainly due to level of independence or long term health issues. We were able to increase how many people we were supporting overall by utilizing WorkBC funds and increasing staffing supports.

Supported Apartment Living: We had no changes in people leaving the program or entering the program. The number supported in “outreach” remained at 4 with the other 9 living at the main SAL apartment building.

Supported Independent Living: SIL experienced low turnover. 4 individuals exited SIL (3 who were no longer actively receiving supports and 1 who had their funding end). We also have been advocating for one person to have planning completed and Home Share funding approved to better meet her needs in that model. The Queen St. apartment building continued to support 9 people in 8 subsidized units which is more than the original complement of subsidized apartments CLV was allotted through this partnership with BC Housing and Pacifica Housing.

Parent Support: In the past year, 2 families exited from the program and 2 new families started. The program has a waitlist.

Host Agency: We experienced decreased movement in our host agency program this year. 1 person moved from the service area bringing their individualized funding with them, 2 individuals moved their individualized funding from Inclusionworks! to create their own support system within our host agency and 2 individuals joined the program towards the end of the year.

Home Share: We had 4 individuals move from our Home Share services based on increased support needs. 3 individuals moved to staffed residential homes and 1 person moved to long term care before passing way in August. 1 individual moved from home share into her own rented apartment with live in support. In another situation, we supported an individual to move from Home Share to her own apartment and we contracted with a room-mate who provides the necessary support. We had one individual move back with her family, we converted their Home Share funding to respite support for the individual and family.

SERVICE ACCESS GOALS

Community Inclusion Programs: We continue to have two vacancies at the Satellite program which CLBC has agreed to remain unfilled until we move to a larger space. CLBC increased our facilities costs which helped us to purchase the new site for Reflections. We have agreed to accommodate 1 more individual in this program if CLBC can accommodate additional staffing costs.

Residential Services: 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. A priority will be to complete the move into an accessible home which is being built for us by BCHousing and CLBC in the spring 2017 and determining which home will be the next focus.

Employment Services: Build on our partnership with WorkBC to support people with CLBC eligibility to access some of their services and continue with the CEO Network working group to improve the contract and Funding Guideline Template language.

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. Advocate with CLBC for additional support to meet the increasing pressures of supporting aging people with increased needs in this 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. 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 to increase clarity, compensation and process improvement.

Home Share: Even though we have had 4 people leave our home share services, we purposefully only brought 1 new person in to our network in 2016. The decreased numbers have enable the coordinators to be more responsive to the individuals. We are starting the matching process for two individuals through our host agency who have been approved for home share funding. This will increase our numbers by 2 in 2017.

Host Agency: At capacity. Balance any further growth with our capacity to coordinate additional supports.

Youth Services: Strengthen leadership and presentation skills and reduce VOCYL presentations to a more manageable level. Increase numbers of youth participating in Autism Services' social groups and establish an Autism Facebook page. Increase Behavior Intervention in Autism Services. Maintain the integrity and quality of TCC, despite a decrease of \$18,000 in core funding by Island Health (as of April 1, 2017).

General Growth and Capacity:

1. Continue to implement the change and growth strategies identified in the 2014-2017 Strategic Plan and incorporate new goals from the strategic planning event being held in June of 2017. **December 2017**
2. Secure new and appropriate space for identified homes and programs (Satellite, Burnside, and McRae). **December 2017**

OUTCOME MANAGEMENT SYSTEM IMPROVEMENT PLAN

ACTION	Persons Responsible	Target Date for Completion
Track satisfaction goals areas based on participants, staff and family input	Survey team	January 2018
Target February 2018 as the MOR completion and distribution date	Survey team	February 2018
Review and track Effectiveness, Efficiency, Satisfaction and Service Access goals	MOR team	February 2018
Ensure systems in place to track all the goals we have identified	MOR team	March 2018
Develop Plain Language version of the MOR for self-advocates	MOR team	March 2018

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.

The report will be available to:

- CLV Board of Directors, Staff, Individuals
- Families, Community Living BC & the Public
- The Measurable Outcomes Report Summary is available through Community Living Victoria upon request and is also available on our website

APPENDIX A
OCTOBER 2016 FEEDBACK FROM SUPERVISORS, COORDINATORS AND MANAGERS

HOPE – My Hope Is That Is That CLV Will:

- have another staff/team planning day for day services to inspire and develop concrete program goals moving forward
- continue to be relevant in the future by looking forward in [our] ideas
- remain the vibrant organization it is today as we grow and evolve with the times
- have trained staff to support those with complex needs. Staff that fully understand challenging and complex needs, i.e. Autism
- develop individualized services and be an example to other agencies in Victoria and BC as it already is in so many areas.
- have a new Westshore office with better parking
- [continue] the direction that CLV is going in terms of documentation, organization and accountability. Every time I turn around there is something new and innovative taking place. Keep up the great work!
- have more admin support for our programs
- continue to expand into new service areas and further evolve existing programs and services
- help the individuals we support live in homes that are accessible and that the folks that want to retire can do so in a timely fashion
- continue to grow as an organization and continue to support our community in a variety of ways
- [ensure] that the people we support feel comfortable communicating their wants, needs and dreams with us
- continue on our quest to support, facilitate and encourage our supported folks to live meaningful (in their way) lives, daily, weekly, monthly, yearly as they wish
- move more “business” into the Western Communities
- [find] increased space for Satellite to allow more room for staff meetings and accessibility
- continue to thrive and do our good, important work
- [ensure] that all staff are trained in CPI, new staff within 6 months
- find a new site for the Satellite
- still be able to maintain that “small agency feeling” as we continue to expand and grow
- [provide] everyone [we support] with meaningful employment & community access.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

HELP –What Really Needs Attention Or Improvement At CLV:

- workload and finding a balance. It is difficult to keep up with increased administration due to accreditation requirements etc. Frontline supervisors have difficulty finding that balance.
- to relocate the Satellite
- accessible housing for aging in place.
- continue to focus on improving CAP.
- more casuals with better availability.
- more available training for supervisors/coordinators.
- more open lines of communication between teams.
- provide more leadership opportunities and training/development sessions.
- a “health group” made up of reps from all employers to advocate for better health policies, practices and benefit coverages for individuals.
- we are becoming more and more document driven. It seems that we have to spend more time “doing reviews”, policy etc. for CARF or what I see as liability issues
- creative housing options.
- staff access to forms that they use. Suggestion: have a tab on Sharevision as this is the place that they use every day.
- to have some kind of electronic signing on ShareVision to see people have read and understood protocols.
- I am concerned about losing my program manager to retirement (this should not be allowed!).
- too many resources in our programs that we’re not aware of
- we’re not always aware of the impact our programs have on others (not returning borrowed items, passing along pertinent info, making assumptions about abilities)
- better Supervisor/Program Manager communication agency wide.
- an Accreditation & Human Resources checklist for supervisors would be great.
- Autism training
- more team building days or events
- accountability for casuals, proactive addressing of performance issues (I think we are heading in this direction)

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

HOME – What Makes You Feel Good About Being Part Of The CLV Family:

- we provide a good quality of life for many individuals of different ages and abilities
- CLV is always striving to be better
- I feel very respected and trusted by my managers and co-workers, generally CLV as a whole
- the support from programs managers, experience and knowledge, want and desire to do what is best for the individuals we support, one big family
- CLV never says NO to any crisis faced by the folks we support or even staff (in their personal lives). CLV always helps, supports and advocates for individuals
- strong, progressive leadership
- the long term commitment of CLV to the people, their families and staff
- feeling appreciated and a valued member of the team
- management has always been very encouraging and supportive towards me
- everyone belongs! We live our values
- my co-workers, peers and everyone I work with are genuine, compassionate, caring people who are also fun and supportive friends
- great helpful team, good colleagues. I feel supported in practical ways
- the support I receive to improve my skills and abilities to perform my job
- the relaxed, welcoming staff and environment
- feedback from the people we support and their families
- how CLV builds a positive position in the community
- long term leadership upholding and advocating for individual's values & choices
- the professionalism and accountability of the organization
- I always brag to friends outside of CLV that I never watch the clock. My work is interesting, changing & fun!
- every step of the way, management has had my back and supported my decisions. Everyone has been very generous with mentoring, guidance & advice
- the individuals we support are so valued & prioritized. It's what keeps me loving my job
- my co-workers are amazing! They make each day feel like we are in this together. It makes me love coming to work

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- co-workers and manager always make time to consult, guide, listen, brainstorm and be genuine and respectful about it
- it makes me proud to be a part of the CLV family. When the “chips” are down, everyone goes above and beyond to help out the “family” member
- no matter the situation, I feel I can approach my colleagues and supervisors to work through it
- knowing that there are so many people in the organization that I can go to for support, ideas, strategies, experience etc. and people are so willing to help!

APPENDIX B

COMMUNITY INCLUSION PRO- D DAY STAFF FEEDBACK (NOVEMBER 17, 2016)

Reflections, Satellite and the Community Access programs met for a Professional Development day. At the end of the session, the staff teams were asked to identify what was working well, what their biggest challenges were and to provide suggestions to improve CLV’s Community Inclusion programs. Here is what people had to say:

Top 3 Areas that are Working Well:

1. CLV has a C.I. team who are supportive, passionate, and flexible. 12 responses
2. Individuals have fun. They enjoy a range of activities and schedules and are encouraged to try new things. 6 responses
3. Individuals have meaningful trusting relationships with CLV’s CI Team. The team is respectful, and honors the choices of the individuals. 5 responses

Top 3 Challenges Identified:

1. Lack of computers, space to do work, and admin time. 12 responses
2. Motivating supported individual to identify and participate in meaningful activities. 8 responses
3. Lack of accessible transportation (Reflections). 3 responses

Top 3 Suggestions Identified:

1. More admin time, space and computer to do the admin work. 10 responses
2. More training and Professional Development days including dementia support. 8 responses
3. Install a ramp at the Satellite program. 4 responses
4. Provide another accessible vehicle at Reflections. 4 responses

Goals Identified for 2017:

1. Increase number of computers at the CI programs, adjust schedule to meet admin demands, look at suitable space options for staff at CAP.
2. Identifying more onsite and recreational activities for individuals based on mobility and energy levels.
3. Provide a training day in 2017 which includes: dementia support, ways to motivate individuals to identify and participate in meaning activities and ShareVision/PCP and goals training.
4. Purchase/Rent a ramp for Satellite until they move to their new space.
5. Add a second accessible vehicle for Reflections.

Community Inclusion Pro D Day Staff Feedback

What is Working Well	What is Most Challenging	Suggestions, Solutions, Ideas
-strong consistent programs operating for many years	-motivating some individuals to participate in programs	-CAP office space is limited for 10 or more staff. It impacts positive functioning - computer access, organization, computer location, accomplishing work, seriously consider any available options
-the great staff team that supports everyone	-finding time to do all the PCP’s -supporting people in a facility that is not accessible	-love the pro D day! A bi-annual event would be awesome! -if the PCP could be more concise it is difficult going back and forth to different sections

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

What is Working Well	What is Most Challenging	Suggestions, Solutions, Ideas
-how much fun everyone has together and separately	-lack of time, privacy, computers, -quiet area to do paperwork	-in-services on how to speak respectfully appropriate and empowering – i.e. staff yelling down the hall [about] a person we support
-the opportunities staff have to take our clients into the community. Most times people ask where we are from, comments are said by outsiders how well and good our work is.	-not having much time with the computer. -not being able to have more one on one time with the individuals	more computers needed for our CAP program (Desktop)
-routine schedules -many inclusion programs assist participants with employment opportunities	-assisting some who do not like to leave the program to have meaningful inclusion	-more are participating -maybe indoor activities for people who don't like to go out in the community
-excitement (energy) level of staff and clients -consistent scheduled programs	-to have clients participate to come up with new ideas	-to have more scheduled activities
-our move really helped	-lack of time to be on the computer - lack of transportation (HandyDart Issue) - another vehicle for our program	-having free time to do paper work -to get on the computer more often
-team work, patience, understanding -time management	-not enough time and space	-to move to new place with more space. -to build a ramp
-supporting individuals to do things they haven't tried before.	-computer access/lack of time -individual help for staff who have difficulty with computers -communication between staff	-have supervisor go through input for PCP goal (especially for staff with not many computer skills).
-we continue to offer choices, --we are respectful – we listen to the people we support, we keep trying to find new ideas	-lack of space and computer time -getting in and out of our building.	-a ramp until we get a new place
-I find the leadership to be interested and always willing to listen to new ideas. The passion of some staff members is inspiring. I like the diversity of our folks.	-I find some of the staff's inability to explore new ideas and opportunities for our folks a disappointment at times	-rotating responsibilities for all staff. It is lopsided sometimes

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

What Is Working Well	What is Most Challenging	Suggestions, Solutions, Ideas
-that we are flexible and usually willing to try new things and are open to new ideas	-wish ShareVision was more intuitive like Apple	-You're trying to address it- it's the lack of space and accessibility to the computer when on our admin time, we are often interrupted and have to battle for quiet time so some of us can think – our CAP office is unbelievable for the # of staff it serves.
-staff working well together in finding new opportunities for individuals. -doing best to get individuals input in to what they want to do -good relationships between programs, homes, and families	-coordinating timing of transportation etc. to allow adequate time for individual activities	-extra vehicle at Reflections to allow for flexibility in transportation for each individuals program -more communication between programs for ideas of activities of knowledge and stuff going
-staff know the people they support well – lots of history connections and advocacy for people we support and lots of staff being a team and supporting each other	-more space to do activities -lack of time to do activities and all the prep and recording of activities without taking away from supporting people directly -lack of computer access at peak times -constraints from lack of transportation - 1 vehicle is extremely limiting	-a second accessible vehicle -another laptop or smart tablet for ShareVision access. -a planned admin/paperwork time where front line gets the replacement staff
-dedication of staff and their long time knowledge of people and the trust that enables	-issues of aging clients, dementia and mobility challenges that have stopped a range of activities -training and experience do not relate to dementia issues so make it especially difficult	a ramp for Satellite -training specific around working with dementia
-team is working as a whole far better than it has in a long while	-supporting staff to complete administrative duties	-another day like today (a professional development day)

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

What is Working Well	What is Most Challenging	Suggestions, Solutions , Ideas
<ul style="list-style-type: none"> -positive relationships between staff and participants -mutual respect and concern for individuals wants and needs -creativity & resourcefulness used to help individuals achieve/participate in activities they enjoy 	<ul style="list-style-type: none"> -transportation- i.e. dependent on handy-dart or shared vehicle -lack of admin time and admin duties that interrupt front-line activities -communication challenges in finding goals people want to meet 	<ul style="list-style-type: none"> -additional small vehicle with W/C tie downs -option to back fill for admin time.
<ul style="list-style-type: none"> -team work! -continuing to support individual given the challenges we are faced with 	<ul style="list-style-type: none"> -staff/client ratios -changing mobility and health -needs of individuals -time to complete all the tasks required 	<ul style="list-style-type: none"> -I feel things are moving in the right direction with the Pro D day and plans for the program moving forward with redesign. -ongoing team building will be welcomed -a ramp at Satellite
<ul style="list-style-type: none"> -no response 	<ul style="list-style-type: none"> -no response 	<ul style="list-style-type: none"> -staff trained to support/help with admin stuff i.e. ComVida