



Community Living VICTORIA

Different abilities. One community.

OUTCOME MANAGEMENT RESULTS

January 2017 – December 2017

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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 15th report in a series of continuous outcome reports. It is based on outcome data and measurable results collected for the period January 2017 to December 2017.

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 2018) assisted us to set goals for 2018. 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. The report is available on our website.

ACTION PLAN RESULTS 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. **Results:** Completed and fully functional.

COMMUNITY INCLUSION ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP's for each person served in Community Inclusion Programs. **Results:** 87% were completed.
2. 90% of goals will be attempted. **Results:** 88% were attempted or achieved.
3. **Effectiveness:** Obtain a second accessible vehicle for Reflections. **Results:** Vehicle obtained January 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. **Results:** Visual Schedule implemented March 2017.
5. **Effectiveness:** Re-locate the Satellite program. **Results:** New building purchased Dec. 2017, Satellite will move in Fall of 2018.
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. **Results:** Each program obtained 1 new lap top in January 2018.
7. **Efficiency:** 100% of Community Inclusion Staff will be proficient at entering information In ShareVision. **Results:** 59% of Community Inclusion staff are proficient and 27% are somewhat proficient at entering and managing individuals' goals in ShareVision.
8. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **Results:** 96% reported Yes.
9. **Service Access:** Accommodation requests are met. **Results:** 80% of requests were accommodated (\$1525.00)

RESIDENTIAL SERVICES ACTION PLAN

1. 100% annual completion of PCP's for each person in residential services. **Results:** 72% of PCPs were completed.
2. Individuals will be supported to attempt or achieve 90% of their goals. **Results:** 84% of goals were attempted or achieved.
3. **Effectiveness:** Focus upcoming training on: aging issues including dementia; goals and planning; behavioral supports; and self-determination. **Results:** 8 sessions were held for 75 staff.
4. **Effectiveness:** Document End of Life planning for 10% of individuals. **Results:** 12% of plans were completed (6) with 10 partially completed.
5. **Efficiency:** 90% of residential staff will be proficient at entering and managing goals in ShareVision. **Results:** 47% of residential staff are proficient and 32% are somewhat proficient at entering and managing goals in ShareVision.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

6. **Efficiency:** 100% of Supervisors/Managers will find that by filling shifts with ShiftShark, they spend less time filling shifts. **Results:** 94% Yes (16/17).
7. **Satisfaction:** 90% of individuals will report a high level of satisfaction with their living arrangements. **Results:** 91% reported Yes.
8. **Service Access:** Accommodation Requests are met. **Results:** 100% were met (\$3520 + a new accessible van).

HOME SHARE ACTION PLAN

1. 100% annual completion of Person Centred Plans for each person in Home Share. **Results:** 78% of Person Centred Plans were completed.
2. 90% target of goals will be attempted or achieved. **Results:** 80% of goals were either attempted and achieved.
3. **Effectiveness:** Complete home studies on 6 new home share providers. **Results:** 6 home studies were completed.
4. **Effectiveness:** In collaboration with other service providers, identify an emergency respite location. **Results:** We have not been successful in identifying this location, this continues to be a need in our community.
5. **Effectiveness:** Revise the Home Share Guidebook for contractors to represent current standards. **Results:** New Home Share Guidebook completed March 2017.
6. **Effectiveness:** Design a new Individual and Family Handbook specific to Home Share. **Results:** Home Share Handbook completed and will be printed early 2018.
7. **Efficiency:** 100% of home share providers will take the online Home Share Standards training. **Results:** 61% of home share providers have taken the online training.
8. **Efficiency:** 100% of information collected through quality of life reports will be entered in ShareVision by the Westshore administration assistant. **Results:** 99% of the information has been entered.
9. **Satisfaction:** 90% of individuals will report a high level of satisfaction with their living arrangements. **Results:** 91% reported Yes.
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. **Results:** Coordinators attended 12 interagency meetings. CLBC no longer hosts coordinator meetings.
11. **Service Access:** Accommodation requests are met. **Results:** 100% of accommodations were met.

HOST AGENCY ACTION PLAN

1. 100% annual completion of Person Centred Plan's for each person in Host Agency. **Results:** 70% of Person Centered plans were completed.
2. 90% of goals will be attempted or achieved. **Results:** 90% of goals were either attempted or achieved.
3. **Effectiveness:** Host Agency providers will feel supported and maintain retention at 75% with CLV. **Results:** 58% retention rate.
4. **Effectiveness:** Host Agency coordinators will participate in 3 training events specific to the needs of the individuals they support. **Results:** Coordinators participated in 3 workshops.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

5. **Effectiveness:** Design a new Individual and Family Handbook specific to Host Agency. **Results:** New handbook completed December 2017 and will be printed in early 2018.
6. **Efficiency:** Support the coordinators with their administrative demands by enhancing the role and responsibilities of our new administration assistant. **Results:** Admin Assistant now enters all requested information in ShareVision.
7. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **Results:** 96% reported Yes.
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. **Results:** Achieved.
9. **Service Access:** Accommodation requests are met. **Results:** 1 accommodation request was met.

SUPPORTED INDEPENDENT LIVING ACTION PLAN

1. 100% annual completion of PCP's for each person. **Results:** 100% in both SIL and SAL.
2. **Effectiveness:** SIL- 60% of participants will review emergency preparedness training (including earthquake kits). **Results:** 100% of SIL participants reviewed this topic and kits were revamped.
3. **Effectiveness:** SIL- 50% of the male participants will meet 5 times to focus on healthy emotional and relationship needs and skills. **Results:** 7 sessions held with 3-6 men at each session (60%).
4. **Effectiveness:** SIL – 50% of the female participants will meet 5 times to focus on identified issues (i.e. healthy living, combating poverty, conflict resolution). **Results:** 7 sessions held with 4-7 women at each session (60%).
5. **Effectiveness:** 70% of the SAL participants will participate in an adapted First Aid course. **Results:** 77% took a series of sessions and 69% recertified.
6. **Effectiveness:** SAL participants will participate in 4 community charity events (i.e. beach cleanup, food drive, soup kitchen, shoebox project). **Results:** Exceeded this goal and enjoyed numerous ways to give back to the community.
7. **Efficiency:** SIL- 80% of participants will utilize a “skills bingo card” to learn and then demonstrate a new household safety or management skill. **Results:** 100% participation.
8. **Efficiency:** SIL –100% of all participants will have a 1 page positive profile that they co-create with support. **Results:** 70% completed.
9. **Efficiency:** 75% of SIL participants will be participate in a personal safety session (safe banking, fraud awareness, telemarketers etc.). **Results:** These topics were imbedded into the series sessions.
10. **Efficiency:** 100% of SAL participants will participate in a tenancy education session. **Results:** 100% taught and 77% utilized their education focus on repairs and maintenance.
11. **Satisfaction:** 90% of Individuals in SAL/SIL will report a high level of satisfaction with their program support. **Results:** 91% feel happy and safe where they live; 89% feel happy with the activities they do.
12. **Service Access:** Increase affordable housing options for 4 people by securing subsidies for new people. **Results:** Unable to secure any new subsidies- but 2 were ported to new people, 1 was upgraded to new subsidized housing and 3 people were safeguarded from evictions.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

13. **Service Access:** Accommodation requests are met. **Results:** SIL 95% were met (\$1900 distributed) and SAL 100% were met (\$2050 distributed).

PARENT SUPPORT ACTION PLAN

1. **Effectiveness:** 100% of individuals will have a completed PCP. **Results:** 100% completed.
2. **Effectiveness:** 90% of PCP goals will have been attempted or achieved. **Results:** 100%.
3. **Effectiveness:** 100% of PSP families will apply and be accepted for 2 subsidies that help promote the healthy development of their children. **Results:** 100%.
4. **Effectiveness:** 90% of PSP individuals will report they have learned at least 3 new resources for families within their local community). **Results:** 100% reported Yes.
5. **Efficiency:** 7/8 PSP families will have their own folders that lists the various programs for families. **Results:** 7 families now have binders or a direct link on their computer to local resources.
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. **Results:** This was not able to be measured but parents indicated the BC211 was very helpful.
7. **Service Access:** 90% of accommodation requests are met. **Results:** Nearly 100% of requests were accommodated (\$3000 distributed).

EMPLOYMENT SERVICES ACTION PLAN

1. **Effectiveness:** 100% annual completion of Employment Plans. **Results:** 100% completed.
2. **Effectiveness:** 90% of goals attempted or achieved. **Results:** 90% achieved.
3. **Effectiveness:** Support 3 individuals through our enhanced services through WorkBC to improve their employment outcome. **Results:** 3 people were supported through this program.
4. **Effectiveness:** Secure 10 new job placements. **Results:** 14 new jobs were secured.
5. **Effectiveness:** Set up 10 informational interviews with businesses around town to increase employment opportunities. **Results:** 14 informational interviews occurred resulting in 2 job offers and 2 work experiences.
6. **Efficiency:** Implement participation agreement & job coach check list for all participants. **Results:** Developed and utilized where appropriate.
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. **Results:** 4 day summer camp for 8 youth and food safe level 1 course for 15 participants.
8. **Efficiency:** One staff will become an approved FoodSafe level 1 instructor. **Results:** Successful completion and training provided to 15 individuals.
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). **Results:** 87% Agreed or Somewhat Agreed.
10. **Service Access/Accommodation:** Develop or update marketing tools such as a rack card and the handbook. **Results:** Not completed.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

11. **Service Access/Accommodation:** 90% of accommodation requests will be met.
Results: 100% of requests were met.

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. **Results:** This goal was met.
2. **Effectiveness:** Reduce the number of VOCYL presentations by focusing primarily on School District 62 (in the Westshore) middle schools. **Results:** Each classroom at 2 schools received one less session.
3. **Effectiveness:** Establish an Autism Facebook page. **Results:** Successfully launched in 2017.
4. **Efficiency:** Increase numbers of youth participating in Autism Services' social groups from 15 to 20. **Results:** Goal met with 29 youth participating in the social groups.
5. **Efficiency:** Increase Behavior Intervention in Autism Services by 20 % (from 1462 service hours to 1754). **Results:** 15% drop (in part due to aging out teens at beginning of year with an increase towards end of year with new influx of youth).
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). **Results:** In order to maintain full programming supports, we implemented modest increase in parent fees and accessed some fundraising dollars to assist with some fees. Some families reduced their number of days in the program. We currently have a waitlist.

INDIVIDUAL SATISFACTION ACTION PLAN

1. Financially assist individuals through accommodation requests where reasonable. **Results:** over \$13,000 in fundraising dollars were distributed to 148 individuals in 2017.
2. Offer opportunities to try new activities in community inclusion programs. **Results:** 79% said Yes or Sometimes.
3. Seek employment opportunities for those who want to work. **Results:** 72% said Yes.
4. Complete the re-design process in the larger programs (CAP and Satellite). **Results:** 2nd Pro-D day held in November 2017 to continue the process of re-design. Unable to relocate Satellite to new building in 2017.
5. Meet program/home needs for greater space and greater accessibility. **Results:** New accessible home opened on Sept 1, 2017; New building purchased for Satellite program in December 2017 with relocation in 2018. Renovation approved to update an existing accessible home.

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). **Results:** We had 28 new families (referrals) from the WestShore.
2. Produce 2 "FAQ" YouTube videos for families. **Results:** 4 YouTube videos were created.

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. **Results:** each program received a new computer.
2. Adjust staffing schedules to give staff appropriate time to complete their administrative tasks. **Results:** Supervisors worked with their teams to provide regularly scheduled admin time.
3. Provide training sessions which include: Dementia, ShareVision, and Person Centred Planning. **Results:** 7 CI staff went to Dementia training; 23 CI staff went to Person Centred training on their Pro-D day; ShareVision training – 1:1 training for team members with supervisors as needed.
4. Install a ramp at the Satellite program to improve accessibility. **Results:** installed in February 2017.
5. Add a second accessible vehicle for Reflections. **Results:** purchased in February 2017.

Supervisor's/ Manager's Satisfaction Goals:

1. Improve effectiveness in administration by streamlining processes:
 - i) Providing ShareVision enhancements and checklists/support for HR requirements: **Results:** 88% Yes (15/17); 12% Somewhat (2/17).
 - ii) Modifications to ShiftShark for filling shifts & centralized core orientations: **Results:** 82% Yes (14/17); 12% Somewhat (2/17).
2. Provide professional development in areas such as: teamwork, leadership skills, communication, supporting complex people, Human Resources. **Results:** 100% said Yes.

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. **Results:** New Strategic Plan developed and implemented in spring 2017. Actions are underway and documented in the Strategic Plan update.
2. Secure new and appropriate space for identified homes and programs (Satellite, Burnside and McRae). **Results:** New home purpose built (Gorge View). Individuals from Burnside moved there temporarily in September 2017 while significant renovations happen at Burnside; delaying the move for individuals from McRae moving into the new home to Summer 2018. A new building has been purchased for Satellite to move into in Fall of 2018.

ACTION PLAN FOR 2018 GOALS

CHARACTERISTICS GOALS:

1. CLV will continue to work on decreasing the “non specified ethnicity” of individuals supported from 68% to 30%. **December 2018**

COMMUNITY INCLUSION ACTION PLAN

1. 100% annual completion of PCP’s for each person served in Community Inclusion Programs. **December 2018**
2. 90% of goals will be attempted or achieved. **December 2018**
3. **Effectiveness:** Install elevator and complete renovations to new building to accommodate Satellite individuals. **December 2018**
4. **Effectiveness:** Replace Reflections accessible vehicle with a newer vehicle. **December 2018**
5. **Effectiveness:** All CI Staff will participate in dementia training specific to the needs of individuals we support. **December 2018**
6. **Efficiency:** Using a check off system, 80% of CI staff will be proficient at entering Information and managing individuals ShareVision page as listed on the checklist. **December 2018**
7. **Efficiency:** CI supervisors will participate in a “Stop, Start, Continue” exercise to identify administration efficiencies. **March 2018**
8. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2018**
9. **Service Access:** Accommodation requests are met. **December 2018.**

RESIDENTIAL SERVICES ACTION PLAN

1. 100% annual completion of PCP’s for each person in residential services. **December 2018**
2. 90% of goals will be attempted or achieved. **December 2018**
3. **Effectiveness:** 30% of individuals will have documented End of Life planning. **December 2018**
4. **Effectiveness:** Training sessions will be provided in the areas identified as important: aging issues and dementia; goals and planning; behavioral supports. **December 2018**
5. **Efficiency:** 80% of residential staff will demonstrate the ability to enter and manage individuals’ information in ShareVision. **December 2018**
6. **Efficiency:** Residential supervisors and managers will participate in a “Stop, Start, Continue” exercise to identify administrative efficiencies. **March 2018**
7. **Satisfaction:** 90% of individuals will report a high level of satisfaction with their living arrangements. **December 2018**
8. **Service Access:** Accommodation requests are met. **December 2018**

HOME SHARE ACTION PLAN

1. 100% annual completion of PCP’s for each person in Home Share. **December 2018**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

2. 90% of goals are attempted or achieved. **December 2018**
3. **Effectiveness:** Complete home studies on 6 new Home Share providers. **December 2018**
4. **Effectiveness:** In collaboration with other service providers, identify an emergency respite location. **December 2018**
5. **Effectiveness:** Design a competency based course and quiz for all Home Share providers to complete. **December 2018.**
6. **Effectiveness:** The Westshore Office will move to our new building in Esquimalt. **December 2018.**
7. **Efficiency:** The administration assistant will help coordinators recruit new contractors by placing advertising and collecting resumes and applications when required. **December 2018**
8. **Satisfaction:** 90% of individuals will report a high level of satisfaction with their living arrangements. **December 2018**
9. **Service Access:** Home Share coordinators will review their caseloads and increase capacity from current amount (53). **December 2018**
10. **Service Access:** Accommodation requests are met. **December 2018**

HOST AGENCY ACTION PLAN

1. 100% annual completion of PCP for each person in program. **December 2018**
2. 90% of goals will be attempted or achieved. **December 2018**
3. **Effectiveness:** Host Agency providers will feel supported and maintain retention at 75% with CLV. **December 2018**
4. **Effectiveness:** The Westshore Office will move to our new building in Esquimalt. **December 2018**
5. **Efficiency:** Increase the number of Electronic File Transfer (EFT) dates to decrease the number of invoices entered in each batch. **December 2018**
6. **Efficiency:** 100% of Funding Guide Templates will be completed by 1 coordinator to streamline our funding process. **December 2018**
7. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2018**
8. **Service Access:** Host Agency coordinators 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 2018**
9. **Service Access:** Accommodation requests are met. **December 2018**

SUPPORTED INDEPENDENT LIVING ACTION PLAN

1. 100% annual completion of PCP's for each person. **December 2018**
2. 90% of goals are attempted or achieved. **December 2018**
3. **Effectiveness:** SAL will engage in a process with CLBC to assess the changing needs of aging individuals, program demands and growing pressures to ensure responsive and appropriate supports are in place. **December 2018**
4. **Effectiveness:** SIL will develop guidelines to provide clarity of expectations for participants of the Intermittent Support portion of the program. **December 2018**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

5. **Effectiveness:** SIL will ensure all individuals have a one-page profile in place. **December 2018**
6. **Effectiveness:** SIL and SAL will review and adapt the newly developed comprehensive package of policies, procedures and resources to adopt them to reflect our services and people supported. **December 2018**
7. **Efficiency:** Both SIL and SAL will facilitate at least 6 group sessions focused on common education and independent learning goals expressed by participants (cooking, skill development, first aid, safety, tenancy, well-being, poverty reduction etc.). **December 2018**
8. **Satisfaction:** 90% of Individuals in SAL/SIL will report a high level of satisfaction with their program support. **December 2018**
9. **Service Access:** Increase affordable housing options for 4 people by securing subsidies or alternative housing for new people by **December 2018**
10. **Service Access:** In consultation with CLBC, SAL will update their waitlist to ensure accuracy and appropriate referrals. **December 2018**
11. **Service Access:** 100 % of accommodation requests are met. **December 2018**

PARENT SUPPORT ACTION PLAN

1. **Effectiveness:** 100% of individuals will have a completed PCP. **December 2018**
2. **Effectiveness:** 90% of PCP goals are attempted. **December 2018**
3. **Effectiveness:** Provide support to all 7 families in obtaining full time Spring Break and/or Summer Camp subsidies. **December 2018**
4. **Effectiveness:** Complete Home Visitor Safety Assessments for all PSP participants **December 2018**
5. **Effectiveness:** Complete Emergency Kit refills for existing families and work with new families to create new kits. **December 2018**
6. **Efficiency:** The PSP will have an approved process with CLBC for having subsidies completed. **December 2018**
7. **Satisfaction:** 90 % of PSP parents will report a high level of satisfaction regarding being supported to achieve their personal goals. **December 2018**
8. **Service Access/Accommodation:** 90% of accommodation requests are met. **December 2018**

EMPLOYMENT SERVICES ACTION PLAN

1. 100% annual completion of Employment Plans for each person. **December 2018**
2. 90% of goals are attempted or achieved. **December 2018**
3. **Effectiveness:** Support 3 individuals through our enhanced services through WorkBC to improve their employment outcome. **December 2018**
4. **Effectiveness:** Secure 10 new job placements. **December 2018**
5. **Efficiency:** Add Employment Plan required information into the Intake process to ensure information is collected. **December 2018**
6. **Efficiency:** Facilitate 4 workshops for youth focused on employment skills. **December 2018**
7. **Efficiency:** Increase our profile by highlighting one of our employers on our Facebook page each quarter. **December 2018**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

8. **Satisfaction:** 85% of individuals report they have enough support from their job coaches. **December 2018**
9. **Service Access/Accommodation:** Develop a rack card. **December 2018**
10. **Service Access/Accommodation:** Refresh and reprint the Employment Handbook. **December 2018**
11. **Service Access/Accommodation:** 90% of all accommodation requests are met. **December 2018**

YOUTH SERVICES ACTION PLAN

1. Secure funding to create a “Courage” video starring VOCYL members that can be shown during inclusion awareness presentations delivered to middle schools participating in the Victoria/West Shore Middle School Project. **June 2018**
2. Develop and implement online application process for Autism Day Camps. **May 15, 2018**
3. Deliver “I Know Me Best: Self-Regulation Program” workshops in both Autism Services and TCC. **June 30, 2018**
4. Increase Behavior Interventionist service hours by 20% (from 1237 hours to 1485 hours). **December 2018**
5. Explore cost and level of interest associated with delivering Autism Social Group in West Shore. **November 30, 2018**

INDIVIDUAL SATISFACTION ACTION PLAN

1. Financially assist individuals through accommodation requests where reasonable. **December 2018**
2. 90% of individuals report that they are satisfied with staff and caregivers efforts to help them plan and achieve their goals. **December 2018**
3. 85% of individuals in Community Inclusion programs report that they get to try new activities. **December 2018**
4. 90% of individuals in the Satellite program, Burnside home, and McRae home will be satisfied with their new space following their relocation. **December 2018**
5. Individuals will have more opportunities for increased use of technology such as computers, iPads in homes/programs. **December 2018**

FAMILY SATISFACTION ACTION PLAN

1. Ensure we have adequate family support by having in place at least 1 FTE Family Support Worker. **June 2018**
2. Complete and distribute a new Family Support Rack Card. **Spring 2018**
Complete 2 additional FAQ YouTube videos for families. **December 2018**
3. Family Support staff participate in training that assists them in their work in supporting complex families. **December 2018**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

STAFF SATISFACTION ACTION PLAN

1. Implement the action plan as set out in the “Stop, Start, Continue” exercise completed with the administration team, youth team and Westshore office. **December 2018**
2. Complete a “Stop, Start, Continue” exercise with our Residential and Community Inclusion Supervisors/Managers to get their feedback. **March 2018**
3. Implement the action plan in the “Stop, Start, Continue” exercise completed with Residential and Community Inclusion supervisors and managers. **December 2018**

GENERAL GROWTH AND CAPACITY

1. Continue to implement the change and growth strategies identified in the 2017-2020 Strategic Plan. **December 2018**
2. Ensure a successful move from the Satellite’s current location to the newly purchased building by **Fall 2018**.

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.

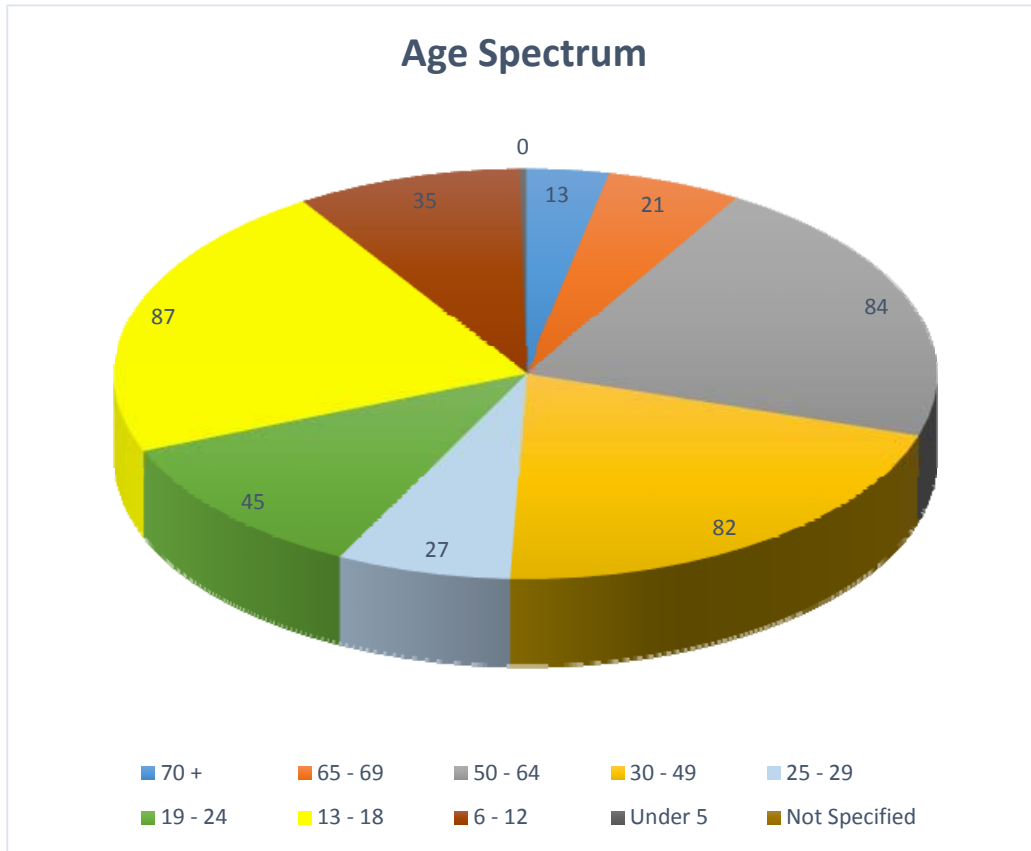
AGE OF THE PEOPLE SUPPORTED BY CLV

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 +	13	3 %
65 – 69	21	5 %
50 - 64	84	21 %
30 - 49	82	21 %
25 – 29	27	7 %
19 – 24	45	11 %
13 -18	87	22 %
6 – 12	35	9 %
5 and under	1	. %
Not specified	0	0 %
Total	395	100%

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

AGE OF INDIVIDUALS



GENDER

Gender	# of individuals
Male	226
Female	168
Incomplete Data	1
Total	395

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SERVICE AREA

Service Area	# of Individuals
Community Inclusion Programs	65
Employment Services	48
Parent Support Program	7
Residential Services	59
Supported Apartment Living	13
Supported Independent Living	30
Host Agency	33
Victoria Community Connections	11
Child & Youth with Special Needs	13
Home Share	53
Teen Community Connections	33
Autism Services	90
Family & Personal Support	450 plus
VOCYL (Victoria Opportunities for Community Youth Leadership)	21

NUMBER OF PEOPLE SUPPORTED IN CLV COMMUNITY INCLUSION PROGRAMS

Program Name	# of Individuals
Community Access Program	37
Marin Park Program	5
Reflections Program	7
Satellite Program	16
Total	65

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

NUMBER OF PEOPLE SUPPORTED IN RESIDENTIAL SERVICES

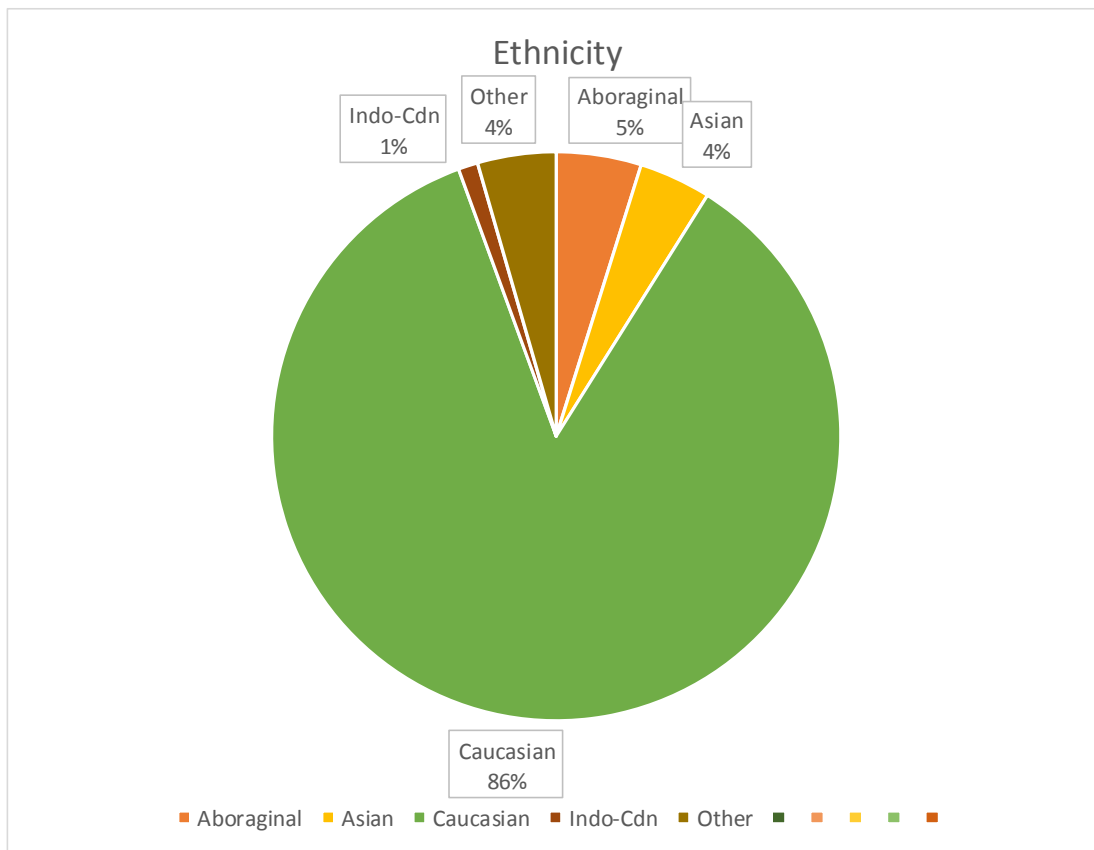
Name of Home	# of Individuals
Jeffree Home	4
Lindsay Home	4
Tyndall Home	5
Mariposa Home	4
Marin Park Home	4
McKenzie Home	6
McRae Home	5
Redfern Home	5
Cedar Hill Home	3
Wilcox Home	5
Burnside Home	4
Brock Home	4
Orillia Home	4
Birchwood Home	2
Total	59

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

ETHNICITY

Ethnicity	# of individuals	%	Victoria STATS 2011	BC STATS 2011
Aboriginal/1 st Nations/Métis	13	4.8 %	4.2%	6.2%
Asian	11	4.0 %	6.9%	17.2%
Caucasian	230	85.5 %	84.5%	66.7%
Indo-Canadian	3	1.1 %	2.2%	7.2%
Other/unknown	12	4.6 %	2.2%	2.7%
Total Individuals	269	100%	100%	100%

ETHNICITY OF INDIVIDUALS SUPPORTED BY CLV



INDIVIDUALS DEMOGRAPHICS ACTION PLAN

Tasks/Timelines:

1. CLV will continue to work on decreasing the “non specified ethnicity” category of individuals supported from 68% to 30%.

Responsibility: Program Managers and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

COMMUNITY INCLUSION SERVICES

EFFECTIVENESS MEASURES	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of annually completed PCP's	90%	100%	87%
% of personal planning goals that have been attempted/achieved.	90%	90%	88%
Sufficient and accessible vehicles are available for participants use	N/A	Obtain 1 new accessible vehicle for Reflections	Accessible vehicle transferred from Cedar Hill to Reflections. 1 new vehicle purchased for CAP
Individuals will have a visual schedule at CAP of all activities offered that day to help make decisions	N/A	Visual schedule on wall	Visual schedule implemented April 2017
EFFICIENCY MEASURES	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
Sufficient computers available	N/A	Increase by one computer at each location	New lap top purchased for each CI program
% of Community Inclusion staff are proficient using ShareVision for entering and managing individuals' goals	75%	100%	59% proficient 27% somewhat proficient 18% not proficient
SATISFACTION	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
Individuals have the opportunity to participate in a range of activities they enjoy.	90% Yes 7% Sometimes 3% Not sure	100%	96% Yes 2% Sometimes 2% No
SERVICE ACCESS	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of accommodation requests on behalf of individuals that are met.	100%	70%	80%

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. 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:

87% 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 2016 (90%). The main reason for this was due to extended absences due to health complications for some of the individuals, and families/support networks not able to attend. We continue to strive for 100% in this area. Between the three larger CI programs, 90 person centered planning goals were established, 80 of these goals were attempted or achieved (88%).

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Effectiveness: Sufficient and accessible vehicles are available for participants to use. Reflections obtained a second accessible vehicle in 2017. Having a second vehicle at Reflections has enable participants to enjoy more individualized programming. The vehicle is the oldest is in our fleet and somewhat unreliable. Reflections will require a newer accessible vehicle in 2018.

Effectiveness: Individuals will have a visual schedule at CAP of all activities offered that day to help make decisions. The visual schedule was developed with support from CAYA (Communication Assistance for Youth and Adults) and introduced to all CAP participants and staff in the spring of 2017. It was constructed to promote and encourage the individuals we support to be active participants in the planning of their days. It has proved to be an effective way for individuals to make informed choices of the activities they wish to participate in and of who they spend their day with. Participants view the various photos of each activity offered and add their own profile picture to the activity they choose to participate in.

Efficiency Goal: Sufficient computers are available for staff to access ShareVision. Each CI program received an additional laptop in 2017 for staff to use. Each program has two laptops and a desktop which has proven to be much more efficient as staff do not have to wait for one another to enter notes and update information in ShareVision.

Efficiency Goal: 100% of Community Inclusion staff are proficient using ShareVision for entering and managing individuals goals: 59% (13/22) CI staff are proficient at entering and managing individuals goals using ShareVision (last year it was 75%), and 32% (7 / 22) are somewhat proficient The remaining 18% (4/22) are still learning the intricacies of ShareVision and require assistance to ensure the goals entered are measurable, complete with 3 steps and ensuring progress towards the goals are documented. This is largely due to staff turnover in some of the programs and lack of computer skills in some cases.

Service Access/Accommodation Requests:

We received 15 accommodation requests under the following categories: 13 – Financial, 1 –Accessibility, 1- Dignity/Respect. We were able to accommodate 12 out of 15 Requests (80%) totaling \$1,525.00. Some examples of accommodations include: providing funds to individuals for summer and winter activities, contracting with a Yoga instructor, arranging payment for people to go sailing and admissions to various community events for individuals.

Satisfaction:

96% of participants reported they like the activities they participate in (2% said Sometimes and 2% said No). 95% reported they liked the people in their program (5% said Sometimes). This is up from 2016 where 84% said Yes, 9% said Sometimes and 6% were Unsure. 100% reported they felt like they were with the right group of people and shared similar interests (in 2016, 87% Yes, 6% said No, 3% said Sometimes).

Lower areas of satisfaction were in the areas of: Opportunities for physical activity (75% said Yes, 9% No, and 11% said Sometimes); 72% they had the opportunity to get a job if they want to (7% saying No, 2% Sometimes and 19% Unsure); and getting to try new activities was also lower satisfaction (72% Yes, 10% No, 7% Sometimes, and 12% Unsure).

COMMUNITY INCLUSION ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP's for each person served in Community Inclusion Programs. **December 2018**
2. 90% of goals will be attempted or achieved. **December 2018**
3. **Effectiveness:** Install elevator and complete renovations to the new building to accommodate Satellite individuals. **December 2018**
4. **Effectiveness:** Replace Reflections' accessible vehicle with a newer vehicle. **December 2018**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

5. **Effectiveness:** All CI Staff will participate in dementia training specific to the needs of individuals we support. **December 2018.**
6. **Efficiency:** Using a check off system, 80% of Community Inclusion Staff will be proficient at entering information and managing individuals ShareVision page in its entirety. **December 2018**
7. **Efficiency:** CI supervisors will participate in a “Stop, Start, Continue” exercise to identify administration efficiencies. **March 2018**
8. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2018 2018**
9. **Service Access:** Accommodation requests are met. **December 2018**

Responsibility: Program Managers and Program Staff

RESIDENTIAL SERVICES

EFFECTIVENESS MEASURES	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of annually completed PCPs	93%	100%	72%
% of goals individuals were supported to achieve	83%	90%	84%
# of training sessions on: aging issues; behavioral support, planning and meeting goals.	8 sessions	6 sessions	8 sessions
10% of individuals will have End of Life Planning in place in our residential services	N/A	10%	12% (6 completed; 10 partially completed)
EFFICIENCY MEASURES	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
# of staff trained and proficient in entering goals and progress on goals in ShareVision	74%	100%	47% Proficient 32% Somewhat 17% Not Proficient
SATISFACTION	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of individuals who indicated they have opportunities to make choices and decisions in their life.	83% Yes 14% Sometimes 4% No	90%	83% Yes 11% Sometimes 2% No
SERVICE ACCESS	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of requested accommodations that were met	100%	90%	100%

SUMMARY AND DESCRIPTION OF RESULTS

Our efficiency and effectiveness goals for 2018 were developed after reviewing feedback received from the satisfaction surveys done in early 2018. 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:

72% of individuals in residential services had their annual Person Centered Plans (PCPs) completed. This was much lower than in 2016 (93% completed). Some of the reasons for plans not being completed on time included: a number of homes experienced staff turnover with new key staff members and supervisors who required time to familiarize themselves with the individuals; some individuals had lengthy illnesses, and some had families or support networks who were unavailable. We continue to strive for 100% of plans to be completed annually.

The second effectiveness goal for residential services was the number of goals attempted or achieved for individuals. We were able to reach 84% of our goals achieved or attempted (136 /162 goals) and this was similar to the previous year, where 83% 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 75 of our staff with 8 training opportunities in the areas identified:

Aging:

- 1 staff attended a course on Creating Communications with People who have Dementia
- 7 staff attended Health Care Support for People who have Dementia
- 14 staff attended Positive Approaches in Dementia
- 15 staff were trained as part of their orientations

Behavioral Support:

- 7 staff attended Relational Trauma in Supported Individuals
- 1 staff was recertified as a Non-Violent Crisis Intervention Instructor
- 1 staff attended Autism Over the Lifespan

Planning and Meeting Goals:

- Supervisors worked individually with their staff to try to increase the percentage of staff who can enter and manage goals in ShareVision.
- 23 Community Inclusion staff attended a session on Person Centered Active Supports.
- 6 staff attended Inspiration 2017 – The Important Role of Caregivers in the Lives of People with Disabilities.

A new effectiveness goal for 2017, was to develop End of Life planning for 10% of the individual in Residential Services. We met this goal this year (12%) of individuals have planning in place, and another 10 have partial plans in place. This will continue to be a goal for the upcoming year.

Efficiency Goal:

Our efficiency goal was to have all of our residential staff proficient in entering and managing individual's goals in ShareVision. This year we found that 47% (51/109) of residential staff who were proficient with 32% (35/109) somewhat proficient and 17% (19/109) not proficient in entering goals and information in ShareVision. This number was

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

significantly lower than the 74% in 2016 of staff who met this goal. As reported in the results from the Community Inclusion staff, this goal has been difficult to reach due to staff turnover, unfamiliarity with ShareVision and lack of computer skills in some cases.

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 89 individuals surveyed, indicated that 83% of individuals felt they get to choose what they like to do and make decisions about their own lives, 11% said Sometimes and 2% said No. This was similar to last year's survey (2016) where 83% said Yes, 14% said Sometimes and 3% said No.

Service Access/Accommodations:

In 2017, we received 34 residential accommodation requests and were able to meet 100% of them. The requests were in the areas of: Financial-29; Community Access 3; Physical-1; and Transportation-1. The amounts requested were \$5120.00 which we were able to meet through our direct fundraising dollars. In addition, Lindsay home required a new accessible vehicle (\$80,000) which was provided with funds raised through the annual Royal Colwood golf tournament. Residential accommodation requests include: necessary items such as clothing, medications, and personal items. We also assisted individuals to enhance their quality of life through: assistance with furniture; 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 when individuals were ill, provided end-of-life care for 2 individuals, and continued to support people during the day at home when they were unable to attend their day service. We also provided extra staffing when individuals required hospitalization and post-surgery care at home. In one case we had to add an additional night staff to enable a person to return to his home following hospitalization. Additional staff was provided for individuals who required support in order to attend an event or go on a holiday. We also 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 2018**
2. 90% of goals will be attempted or achieved. **December 2018**
3. **Effectiveness:** Training sessions will be provided in the areas identified as important: aging issues and dementia; goals and planning, and behavioral supports. **December 2018**
4. **Effectiveness:** Document end of life planning for 30% of individuals in residential services. **December 2018**
5. **Efficiency:** 80% of staff will be proficient at entering and managing information in ShareVision. **December 2018**
6. **Efficiency:** Residential supervisors and managers will participate in a "Stop, Start, Continue" exercise to identify administrative efficiencies. **March 2018**
7. **Satisfaction:** 90% of Individuals will report a high level of satisfaction with their living arrangements. **December 2018**
8. **Service Access:** Accommodation requests are met. **December 2018**

Responsibility: Program Managers and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

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

EFFECTIVENESS MEASURES	2016 RESULTS	EXPECTED GOAL	2017 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	4 new or reconfigured/improved	4 new ones	0 new subsidies 2 ported to new people 1 upgrade to subsidized housing 3 people safeguarded from eviction
SIL participants will complete emergency preparedness training (including updating all earthquake kits and SAL participants will participate in a community based emergency preparedness course	SIL- 92% (24)	60% (18) SIL	100% SIL participation in training/education and SAL: 100% of SAL participants were offered a variety of sessions at SPAM meetings
Male participants of SIL will meet to focus on healthy outlets for their emotional and relationship needs (leadership, emotional intelligence and relationship skills).	6/11 (55%) of the men in SIL participated	50% of the male participants of SIL meet 5 X	7 sessions were held (3-6 men at each session). 60% participation rate.
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).	Delayed until February. 7 women (46%) have committed.	50% of the female participants of SIL will meet 5 times	7 sessions were held (4-7 women at each session). 60% participation rate.
SIL participants will participate in a personal safety session (safe banking, fraud awareness and mini session on personal self- protection moves.	14 SIL members (54%) participated.	75 % of SIL participants	These topics were included into the 5 monthly sessions. 60% participation rate.
SAL Individuals will participate in an adapted First Aid Course	n/a	70%	77% took part in sessions 69% participated in recertification.
SAL Individuals will participate in community charity events	n/a	4 events	Exceeded 4 events
EFFICIENCY MEASURES	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
Utilization of a skills bingo card for SIL participants to track learning/demonstration of home management.	n/a	80%	100% participation
EFFICIENCY MEASURES	2016 RESULTS	EXPECTED GOAL	2017 RESULTS

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Development of Personal Profiles for SIL participants	n/a	100%	70% completed
Tenancy Education session for SAL participants	n/a	100%	100% taught and 77% utilized repair/maintenance education.
SATISFACTION	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
SIL and SAL participants will report a high level of satisfaction with the support they receive from their receptive programs.	95% Yes 2.5% Sometimes 2.5% No	90%	91% Yes 9% Sometimes
SERVICE ACCESS	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of requested accommodations that were met	SAL – 100% (\$1,450) SIL – 100% (\$1,925)	90%	SAL – 100% (\$2,050) SIL- 95% (\$1,900)

SUMMARY AND DESCRIPTION OF RESULTS

The Supported Apartment Living (SAL) program offers an enhanced support level (compared to the Supported Independent living (SIL) program) to 13 individuals most of whom live within the same building. This 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 Supported Independent Living (SIL), people live in apartments throughout the community, typically have less 1:1 time, fewer group activities, are not as connected to each other and usually have one key staff. SIL is more focused on the individual's goals and in many cases provision of support to manage crisis and poverty related issues.

The individuals within SAL experienced another year of stability with no exits or intakes of people supported. The program ran at full capacity and stability prevailed. We noted this year that some individuals are starting to face greater aging, health and mobility issues. This put a lot of pressure on the program to manage these increasing support needs. Advocacy resulted in some additional temporary hours to the program to allow detailed planning to occur. The SIL program experienced stability this year despite some changes in staffing and some individuals with complex support requirements (evictions, medical issues, mental health and alcoholism). 5 individuals entered the program (one with additional funding to increase staff supports); and 2 people exited due to increased needs with one moving to a Home Share and the other, to a staffed home. A shift in how we deliver this service to a small group (4) of the SIL participants resulted in a SIL Intermittent Support component that provides crisis response and regular check-ins. Goals and directives continue to be adjusted to meet the changing needs of people supported. The focus remains on outcomes and independent skill development.

Effectiveness Goals:

Affordable Housing: 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 gives up their subsidy to obtain a subsidy for someone new. Despite that, we actively pursue ways to reduce people's poverty due to the cost of renting. This year we were able to offer subsidies to 2 new people as others gave up their subsidies and ported one

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

subsidy to an improved home for another family. We were able to preserve 3 individual's subsidies after they became at risk of eviction -one for excessive noise, one for a "renoviction" attempt and one for significant mental health concerns.

Emergency Preparedness: In an effort to try and increase the effectiveness of individual's response to an emergency, all the individuals in both SIL and SAL had support to review Emergency Preparedness procedures and ensure their kits were up to date or that new ones were purchased.

Health and Safety Sessions: The SIL staff offered a series of sessions for both the men and the women in the program to improve their effectiveness in dealing with issues related to emotional and physical well-being. Typically a challenging group to get to commit, we were pleased with 60% showing up on a regular basis. They were able to cover the following topics: managing money, fraudulent calls, protecting personal information, privacy/safety, boundaries, conflict resolution, and PWD benefits and increasing your social network.

First Aid: The SAL Program provides regular ongoing training & review of first aid skills. However, the participants expressed a sincere interest in receiving full training from a Certified Instructor. The participants met as a group to discuss one topic/month related to first aid. These topics included: minor first aid scenarios (cuts, scrapes, splinters); burns and scalds; eye injuries; sunburn/sunstroke/ heat exhaustion; and insect bites. At the midpoint of the year, the Program organized two formal half day sessions with a certified instructor to review all essential First Aid information, including CPR. On average 77% attendance was recorded for each information session and 69% of the participants received a First Aid Certificate.

Community Charity Events: The SAL Program and participants continue to be a very community minded group of individuals. With a sincere interest in their community, neighborhood and charitable events, their active participation in local events has provided exposure to important social issues, diversity and multiculturalism. The SAL participants find being involved in their community provides a sense of contributing and "giving back" along with a sense of social responsibility. They exceeded their goal to become involved in 4 charitable/community events. Some examples of the community events attended: Car Free Day, Terry Fox Exhibit, RCMP Musical Ride Fundraiser for the Therapeutic Riding Program, CANADA 150 People Flag event, One Day Together Event and the International Day of Person's with Disability Film Festival. An average of 9/13 individuals (69%) consistently attended these events.

Efficiency Goals:

Increase Home Management Skills: A Skills Bingo game allowed a fun and interactive challenge to ensure certain core home management areas were covered in SIL home visits. We achieved a 100% participation rate.

Develop Personal Profiles for Each SIL participant: The creation of one page Personal Profiles provided a creative, person centered mechanism for efficiently showcasing the desires, needs and preferences for each individual as directed by them. 70% were completed.

Repairs and Maintenance: All on-site SAL participants were supported to practice and develop their skills in submitting repair requests to the on-site building manager. A reference chart was used to teach participants what was an emergency repair & required an immediate call to the building manager versus a non-emergency repair (not urgent) requiring them to fill out a written repair request. We had 100% participation in this activity with a 77% follow through in implementation of what they had learned. This activity successfully assisted in building the confidence of each participant in the self-management of their individual apartment unit and encouraged less reliance on support staff to speak to the building manager on their behalf.

Satisfaction: 91% of respondents said they were happy and safe where they live, 97% said they were treated with respect by staff and caregivers, and 90% were happy with the activities they were involved with.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Service Access/Accommodation:

It continues to be a priority to highlight the importance of SIL/SAL as viable support options for people in our community and to increase the number of people who can access it. The Program Manager participated this year on a provincial working group that developed a series of important documents to help guide and support agencies in developing policies, procedures, handbooks for staff and individuals that included a large number of resources that would increase Best Practices standards in this service delivery area.

Another way we accommodate the significant financial barriers the SIL and SAL participants experience is through disbursement of fundraising dollars. 100% of SAL accommodations requests were met (\$2,050). They included: SAL group activities - cooking sessions, craft supplies, seasonal events and parties; and individual requests such as assistance with therapeutic riding lessons; funds for clothing and household items. 95% of SIL Accommodation Requests were met (\$1,900). These requests were primarily for 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 2018**
2. 90% of goals are attempted or achieved. **December 2018**
3. **Effectiveness:** SAL will engage in a process with CLBC to assess the changing needs of aging individuals, program demands and growing pressures to ensure responsive and appropriate supports are in place. **December 2018**
4. **Effectiveness:** SIL will develop guidelines to provide clarity of expectations for participants of the Intermittent Support portion of the program. **December 2018**
5. **Effectiveness:** SIL will ensure all individuals have a one-page profile in place. **December 2018**
6. **Effectiveness:** SIL and SAL will review and adapt the newly developed comprehensive package of policies, procedures and resources to adopt them to reflect our services and people supported. **December 2018**
7. **Efficiency:** Both SIL and SAL will facilitate at least 6 group sessions focused on common education and independent learning goals expressed by participants (cooking, skill development, first aid, safety, tenancy, well-being, poverty reduction etc.). **December 2018**
8. **Satisfaction:** 90% of Individuals in SAL/SIL will report a high level of satisfaction with their program support. **December 2018**
9. **Service Access:** Increase affordable housing options for 4 people by securing subsidies or alternative housing for new people by **December 2018**
10. **Service Access:** In consultation with CLBC, SAL will update their waitlist to ensure accuracy and appropriate referrals. **December 2018**
11. **Service Access:** 100 % of accommodation requests are met. **December 2018**

Responsibility: Program Manager and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

HOME SHARE

EFFECTIVENESS MEASURES	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of annually completed PCPs	98%	100%	78%
% of goals attempted or achieved	96%	90%	80%
# of home studies for new Home Share families	8	6	6
In collaboration with other service providers, identify an emergency respite location	N/A	A respite location exists for people to use in crisis	A suitable location has not been found. This continues to be a goal for 2018
Revise the Home Share Contractor guide to represent current standards	N/A	New home share contractor guide reflects current standards	Contractor guide revised and distributed to all home share providers
Design a new Individual and Family Handbook specific to Home Share	N/A	Completed Handbook	Hand book is complete
EFFICIENCY MEASURES	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
Home Share providers will take the online Home Share Standards Training.	Online course was developed in 2015	100%	61%
The Westshore administration assistant will ensure all Quality of Life reports, Person Centered Plans, and referrals are entered in ShareVision	100%	100%	99%
SATISFACTION	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
Individuals will report a high level of satisfaction with their living arrangements.	95% Yes 2.5% Sometimes 2.5% No	90%	91% Yes 9% Sometimes
SERVICE ACCESS	2016 RESULTS	EXPECTED GOAL	2017 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, 3 interagency meetings	Coordinators will attend 4 interagency meetings	Coordinators attended 12 interagency meetings
SERVICE ACCESS	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of accommodation requests that were met	100%	70%	100%

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

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. Currently, we support 53 individuals in this program. We had 4 individuals move from our Home Share services for a variety of reasons. 2 individuals moved to staffed residential homes to better accommodate their increasing support needs, 1 individual moved back with their family and we converted her home share funding to hourly support, and 1 individual moved into a Home Share provided by one of our staff and the Home Share contract was transferred to another organization. We had 4 individuals join our Home Share program in 2017.

Emergency Respite continues to be a real need in the Victoria region. We continue to search for an appropriate suite that can be shared amongst other service providers to use as an emergency respite location but have not been successful to date in finding the ideal location. This continues to be a goal for 2018.

Effectiveness Goal #1: 100% annual Person Centred plans were completed

We completed 78% (39/50) Person Centered Plans for individuals within the specified time lines. 11 were not completed within the time lines due to a variety of reasons including: hospitalization; medical issues; several moves which meant the PCP's had to be delayed; and scheduling difficulties for H/S families to complete PCPs within the 30 day period. We continue to strive for 100% in this area.

Effectiveness Goal #2: 90% of goals will be attempted.

80% of goals (91/114) were either attempted or achieved for individuals in Home Share. The remaining goals are ones that are still in progress or not started yet.

Effectiveness Goal #3: Complete home studies for 6 new Home Share providers. 6 home studies were completed this year. 4 of these providers are working with CLV and 2 are still going through the matching process with some of the individuals we support.

Effectiveness Goal #4: In collaboration with other service providers, identify an emergency respite location. We have not been successful in identifying a respite location. This continues to be a goal for 2018. We did arrange emergency respite in an apartment for 1 individual for 6 weeks in spring of 2017 and then rented a furnished apartment while we supported the individual to transition into his new home share arrangement.

Effectiveness Goal #5: Revise the Home Share Contractor Guide to represent current standards. Working with the template created through the BCCEO Network, we revised our Home Share Contractor Guide to include the latest standards and legal information. These guides have been given to all Home Share contractors during their contract renewals and is in line with the new Home Share contract that was revised in 2016.

Effectiveness Goal #6: Design a new Individual and Family Handbook specific to Home Share. The handbook was completed and sent to the printer in December 2017. It will be distributed to all Home Share individuals and families in 2018. The handbook is designed to help people understand the processes involved in our home share, the benefits of individualized funding and the steps to creating an individualized support system through CLV's Host Agency program.

Efficiency Goal #1: 100% of Home Share providers will take the online Home Standards training

61% (26 /42) of 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. CLV will create a competency based training course and quiz for all Home Share providers to complete in 2018.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Efficiency Goal #2: 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. 99% (53/ 54) of individuals have all their information entered from their Quality of Life reports, Person Centered Plans and referrals. One Home Share provider has not provided all reports to the admin assistant at this time due to various health complications with the individual she supports.

Satisfaction: 91% of individuals reported a high level of satisfaction with their living arrangements.

Service Access/Accommodation: 100% (21 / 21) of accommodation requests were met. All requests were financial requests. Examples include: moving expenses for some individuals; moving tracking from one home to another for an individual who requires lift equipment in her home, emergency respite for several individuals, taxi vouchers for an individual who is no longer able to take the bus independently, partial contribution towards an individual's dental surgery, and contribution towards an individual's holiday. The total amount we spent to accommodate the requests was \$7840.45. 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 2018**
2. 90% of goals are attempted or achieved. **December 2018**
3. **Effectiveness:** Complete home studies on 6 new Home Share providers. **December 2018**
4. **Effectiveness:** In collaboration with other service providers, identify an emergency respite location. **December 2018**
5. **Effectiveness:** Design a competency based course and quiz for all Home Share providers to complete. **December 2018**
6. **Effectiveness:** The Westshore Office will move to our new building in Esquimalt. **December 2018**
7. **Efficiency:** The administration assistant will help coordinators recruit new contractors by placing advertising and collecting resumes and applications when required.
8. **Satisfaction:** 90% of individuals will report a high level of satisfaction with their living arrangements **December 2018**
9. **Service Access:** Home Share coordinators will review their caseloads and increase capacity from current amount (53). **December 2018**
10. **Service Access:** Accommodation requests are met. **December 2018**

Responsibility: Program Manager and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

HOST AGENCY

EFFECTIVENESS MEASURES	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of annually completed PCPs	100%	100%	70%
% of goals were attempted	98%	100%	90%
EFFECTIVENESS MEASURES	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
Design a new individual and family handbook specific to Host Agency.	N/A	Handbook is completed	Handbook completed
Host Agency providers will feel supported and maintain strong retention rate	65%	75%	58%
Support the coordinators with their administrative demands by enhancing the role and responsibilities of our new administration assistant.	Admin assistant has taken on several admin tasks to support coordinators	Coordinators will have more to time to support individuals needs	Achieved
SATISFACTION	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of Individuals who report they have the opportunity to participate in a range of activities they enjoy.	91% Yes 6% Sometimes 3% Unsure	90%	90% Yes 6% Sometimes 4% No, 2% Unsure
SERVICE ACCESS	2016 RESULTS	EXPECTED GOAL	2017 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	PM described the benefits of individualized funding and residential options for approximately 20 families in November 2016	Program Manager presented at Second Wave meeting	Coordinators facilitated 3 presentations including Second Wave
% of accommodations that were met	No accomm. requests	70%	1 request accommodated 100%

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

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.

40 individuals receive support through our Host Agency program. We had some significant changes in the number of participants this year. One InclusionWorks! (IW) group moved to another Host Agency. The group preferred to have employees rather than contractors which is not possible under CLV. The individual and families now have more control on how the group functions. InclusionWorks! was a family governed support network. In total we supported three different groups for over 7 years. Each group pooled their individualized funding dollars to maximize their supports to focus on education, employment and recreational related goals. The remaining 2 groups have joined together and created their own society, Victoria Community Connections (VCC). VCC will become their own host agency and CLV will provide administration support for the group. We will evaluate our relationship with this group in Spring 2018. The remaining individuals in Host Agency 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 individuals, families and support contractors to coordinate the individualized services and ensure they remain within their established budgets.

Effectiveness Goal #1: 100% annual Person Centred plans were completed

We completed 70% (26/37 Person Centered Plans) for individuals in Host Agency/InclusionWorks! within the specified time lines. 8 were not completed within the time lines due to a variety of reasons. Two individuals moved at the time of the PCP, two were not accepting service at the time, and the others were delayed due to scheduling conflicts. However within a few months 100% were completed. We continue to strive for 100% in this area.

Effectiveness Goal #2: 90% of goals will be attempted or achieved

90% of goals (87/97) were either attempted or achieved for individuals in Host Agency/InclusionWorks! The remaining goals are ones that are in progress or have not been started yet.

Effectiveness Goal #3: Design a new Individual and Family Handbook specific to Host Agency. The handbook was completed and sent to the printer in December 2017. It will be distributed to all Host Agency individuals and families in 2018. The handbook is designed to help people understand the benefits of individualized funding and the steps to creating an individualized support system through CLV's Host Agency program.

Effectiveness Goal #4: Maintain 75% retention rate of contractors

In 2017 we had 117 contractors at the beginning of the year. 49 contractors left and we acquired 44 new contractors bringing the total to 113 contractors as of December 31, 2017. This equates to a 58% retention rate. This is much lower than previous years and is mostly due to InclusionWorks! (IW) moving to another agency. Two IW groups left our Host Agency program in 2017 to join another organization that hired the workers as employees. Our third IW group is forming their own society and will be hiring their workers in 2018. IW individuals and families choose support workers who are similar ages as the participants (mid 20's). Many of these contractors graduate from university and move on to other employment opportunities.

Efficiency Goal: Support the Coordinators with their administrative demands by enhancing the role and responsibilities of our new Administration Assistant. Our administrative assistant has assisted the coordinators to streamline many of our systems and processes. 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. In addition, this year, our administration assistant has advertised for workers, tracked resumes and assisted the coordinators with all aspects recruitment. She

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

also follows up with the contractors to ensure they have all their documentation in order. This initiative has given the coordinators time 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 with the range of activities they were involved in. (96% said Yes or Sometimes, 2% said Unsure and 4% said No). In 2016, 91% were happy with their activities.

Service Access/Accommodations: Host Agency coordinators will participate in 3 training events specific to the needs of the individuals they support. The coordinators attended a one day training on Supporting Individuals with Dementia; Trauma Informed Practice, and a workshop on Managing Addictions.

Accommodation Requests: We received and accommodated 1 financial request in 2017. The individual was on a waitlist for CLBC home share funding, we contributed \$450 towards her rent for 1 month while she stayed in a dorm at UVIC temporarily until finding suitable accommodations.

HOST AGENCY ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of PCP for each person in program. **December 2018**
2. 90% of goals are attempted. **December 2018**
3. **Effectiveness:** Host Agency providers will feel supported and maintain retention at 75% with CLV. **December 2018**
4. **Effectiveness:** The Westshore Office will move to our new building in Esquimalt. **December 2018**
5. **Efficiency:** Increase the number of Electronic File Transfer (EFT) dates to decrease the number of invoices entered in each batch. **December 2018**
6. **Efficiency:** Funding Guide Templates will be completed by 1 coordinator to streamline our funding processes
7. **Satisfaction:** Individuals have the opportunity to participate in a range of activities they enjoy. **December 2018**
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 2018**
9. **Service Access:** Accommodation requests are met. **December 2018**

Responsibility: Program Manager and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

2017 PARENT SUPPORT PROGRAM

EFFECTIVENESS MEASURE	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of individuals who have a completed PCP	100%	100%	100%
% of goals have been attempted	96%	90%	100%
PSP families will obtain 2 or more subsidies that promote the healthy development of their children.	N/A	90%	100%
PSP individuals will be informed about 3 <u>new</u> resources for families within their local community.	N/A	85%	88% 7/8 families
EFFICIENCY MEASURE	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
PSP families will have their own folders/binders that list the various community programs available for families.	N/A	7/8 (88%)	7/8 (88%)
SATISFACTION MEASURE	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
PSP parents report a higher level of satisfaction regarding awareness of resources and programs within their local communities	N/A	80%	100%
SERVICE ACCESS	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of requested accommodation requests that are met.	95%	80%	100%

Summary of Results

This is a small program (7-8 families) that provides intense, long term, and 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. A large part of the work includes teaching families about the many resources available in their community as well as linking them to the resources they require. The variety of support and advocacy reflects the unique needs of each family.

Effectiveness Goals:

As childcare, housing and recreational costs continue to rise in Victoria and surrounding communities, life becomes increasingly difficult for families supported by the PSP due to limited financial resources. One of our program objectives is to assist families to obtain subsidies that promote the healthy growth and development of their children. All 8 families were supported to access at least 2 subsidies including: 4-6 weeks of full time summer camps for 5 children; 10

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

months of Afterschool Care for 6 children; Brownie fees; dental and eye glasses subsidies; Disability Child Tax Benefit; Life Passes for family recreation; transferring a 'portable' housing subsidy; and obtaining 2 adult education bursaries.

Another goal was for PSP staff to introduce families to 3 "new to them" programs within their communities. New programs included: Westhills YMCA and public library; Parent Circle Group in Langford; and Brownies.

Efficiency Goals: Binders containing resources applicable to each family will be to each family given their personal needs, interests and area.

Given the sheer volume of programs and organizations in the Victoria area, it is difficult to find out about the ones that might be suitable to your family, especially if you aren't computer literate. This past year, a new online resource database called **BC211.com** was developed and funded by The United Way. This database collates all available local resources into a variety of categories including Health, Housing, Legal and Childcare. Some families already know how to access this service online, however many do not. Binders were developed using the resources that fall under 14 categories, including the ones identified above, and given to those PSP families who don't use computers. While linking families to resources is one of the PSP's main objectives, it is also our objective to teach/promote/encourage self-sufficiency.

Satisfaction:

Through our surveys designed for this specific program, participants were able to report back about that they were very satisfied with their knowledge and awareness of programs and resources in their neighborhoods. They like that they now have access to their own BC211 binder but most noted they had not yet had to use it.

Service Access/Accommodations:

Most of the families supported in this program live with poverty as a major barrier. CLV was able to accommodate 100% (\$3,000) of the requests. Fundraising dollars were direct to parents of the PSP to assist them with summer camps, Christmas presents, child/family activities, clothing and food cards.

PARENT SUPPORT ACTION PLAN

Tasks/Timelines:

1. 100% of individuals will have a completed PCP. **December 2018**
2. 90% of PCP goals are attempted. **December 2018**
3. **Effectiveness:** Provide support to all 7 families in obtaining full time Spring Break and/or Summer Camp subsidies. **December 2018**
4. **Effectiveness:** Complete Home Visitor Safety Assessments for all PSP participants. **December 2018**
5. **Effectiveness:** Complete Emergency Kit refills for old families and work with new families to create new Kits. **December 2018**
6. **Efficiency:** The PSP will have an approved process with CLBC for having subsidies completed. **December 2018**
7. **Satisfaction:** 90 % of PSP parents will report a high level of satisfaction regarding being supported to achieve their personal goals. **December 2018**
8. **Service Access/Accommodations:** 90% of accommodation requests are met. **December 2018**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

EMPLOYMENT SERVICES

EFFECTIVENESS MEASURE	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
# of new employment placements secured	16	10	14
Support individuals through enhanced services through Work BC to improve their employment outcome	5	3	3
Develop MentorAbility matches with high profile community based organizations for individuals.	1	2	Unsuccessful in attaining participation
Informational Interviews with businesses	15	10	14
EFFICIENCY MEASURE	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
Facilitate workshops in the evening focused on tactile skills	1 day session on 1st Aid and series of 1:1 support to attain skills development (computer, hand tools, food safe etc.)	4	Youth Employability 4 day summer camp – 8 youth Food Safe Level 1 for 15 participants
Implement Participation Agreements & job coach check lists	n/a	All individuals	Documents created and utilized as required
1 ES staff to become a certified Food Safe Instructor	n/a	1 staff	Completed and provided training to 15 individuals
SATISFACTION	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
Increase the percentage of individuals satisfied with their job	58%	From 58% to 70%	88%
SERVICE ACCESS/ ACCOMODATION	2016 RESULTS	EXPECTED GOAL	2017 RESULTS
% of accommodations requested met	100%	90%	100%
Refresh and renew marketing tools such as brochure and handbook	n/a	Both updated	Not completed

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SUMMARY OF RESULTS

Employment Services (ES) experienced a year of many changes. While providing ongoing support to 48 people (3 exits and 4 new), we also developed and supported 14 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. Near the end of the year, we had another Employment Counsellor leave the position which had an impact on some of our outcomes.

The staff and program manager were active in both provincial and local employment meetings including the BC Employment Network which promotes education and advocacy regarding best practices for Employment Services around the province. We attended and volunteered at several Chamber of Commerce functions and presented at some community education sessions.

There have been a number of provincial changes that have impacted people supported through our program both with negative and positive outcomes. Changes to the Annual Earnings Exemptions was a confusing process leaving some people cut off of their PWD benefits for several months. Random audits and the lack of clarity in that process also jeopardized some people's PWD and housing. On a positive note, an increase in annual earnings exemptions, an increase in PWD benefits and minimum wage assisted many individuals supported in Employment Services.

Effectiveness Goals:

The first effectiveness goal of finding 10 new positions this year was more than achieved with 14 new positions being established! These new positions were for the new individuals joining the program and also included 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 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. 2 individuals were supported through this channel this year. We had hoped additional people could be supported but others we applied for had already utilized their allotted funds before coming to our service.

We approached 2 people to consider participating in the National MentorAbility event this year (we match candidates to a dream job for a day) but both declined. Although very successful project in the first years, this seems to have lost effectiveness.

Another effective way for our ES team to meet potential new employers is to set up Informational Interviews with employers we have not yet partnered with. This year, the ES team met with 14 companies such as pharmacies, insurance companies, clothing stores, museums and day cares. We were able to place 2 people at unpaid work experiences and secured a temporary position in seasonal. We negotiated another position in a clothing department store but unfortunately the individual declined just before the start date

Efficiency Goals:

We were able to combine 2 Efficiency goals (having a staff become a Food Safe Instructor and host a series of workshops for individuals). One of our ES team members became a certified instructor and 15 individuals achieved their FS level 1 certification. The two ES specialists also conducted a 4 day youth summer camp focused on employment skill development that included: relationship building, appropriate work conversations, social engagement, grooming, interview skills, resume building, employer expectations, store tours and skills assessments.

As a result of training, the team wanted to create and implement two new tools (Participation Agreements and Job Coach Checklists). Both of these documents were created and are used when appropriate.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Satisfaction: Participants in Employment Services overall felt very positive about the program and the results and impact employment was having in their lives. This year, a slightly lower area of satisfaction was 73% agreed and 27% somewhat agreed that they had enough support from their job coach (in 2016, 89% agreed and 8% somewhat agreed). This lower rating likely reflect that we had 2 staff changes in the employment team over the course of the year. In 2016, only 58% of people reported feeling they were happy with their position and hours and so we were pleased to see this year that 88% reported satisfaction with their job.

Service Access/Accommodation:

Participants in our Employment Services also benefited from the use of fundraising dollars to meet 100% (\$525.00) of accommodation requests. Some examples included work clothes and passes to community recreation.

The goal of refreshing the Employment Handbook and brochure did not materialize. We will focus on having this work completed this year and will utilize a Rack Card style instead of a brochure.

EMPLOYMENT SERVICES ACTION PLAN

Tasks/Timelines:

1. 100% annual completion of Employment Plans for each person. **December 2018**
2. 90% of goals are attempted or achieved. **December 2018**
3. **Effectiveness:** Support 3 individuals through our enhanced services through WorkBC to improve their employment outcome. **December 2018**
4. **Effectiveness:** Secure 10 new job placements. **December 2018**
5. **Efficiency:** Add Employment Plan required information into the Intake process to ensure info is collected. **December 2018**
6. **Efficiency:** Facilitate 4 workshops for youth focused on employment skills. **December 2018**
7. **Efficiency:** Increase our profile by highlighting one of our employers on our Face Book page each quarter. **December 2018**
8. **Satisfaction:** 80% of employees feel that they are getting enough support from their job coach. **December 2018**
9. **Service Access/Accommodation:** Develop a rack card. **December 2018**
10. **Service Access/Accommodation:** Refresh and reprint the Employment Handbook. **December 2018**
11. **Service Access/Accommodation:** 90% of all accommodation requests will be accommodated. **December 2018**

Responsibility: Program Manager and Employment Services Staff

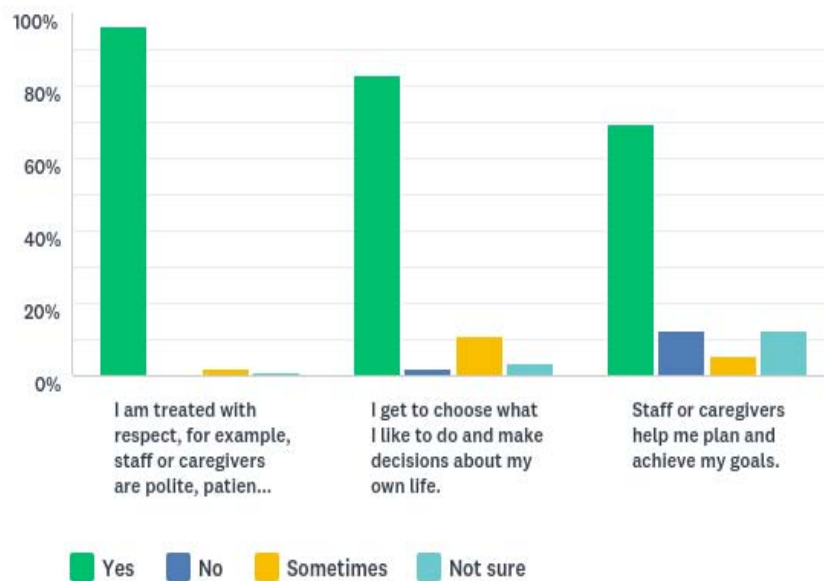
INDIVIDUAL SATISFACTION

DESCRIPTION OF PROCESS

In January 2018, 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: 89 people participated in the surveys (57 people responded in the previous survey in January 2016). This was one of our larger sample groups. The largest group of respondents were from Community Inclusion Programs (38%) and CLV Homes (30%), followed by Home Share (17%), Supported Independent Living (10%) and Supported Apartment Living (9%), InclusionWorks! (8%), and Host Agency (10%).

Q2 Please tell us if you agree with the following:



People Responding to the Survey Had High Levels of Satisfaction in These Areas: that their rights were being respected (97% Yes, 2% Sometimes, 1% Not Sure) and that were they able to choose what they liked to do and make decisions about their own life (83% Yes, 11% Sometimes, 2% No) similar to 2016 results (83% Yes, 4% Sometimes, 3.5% No).

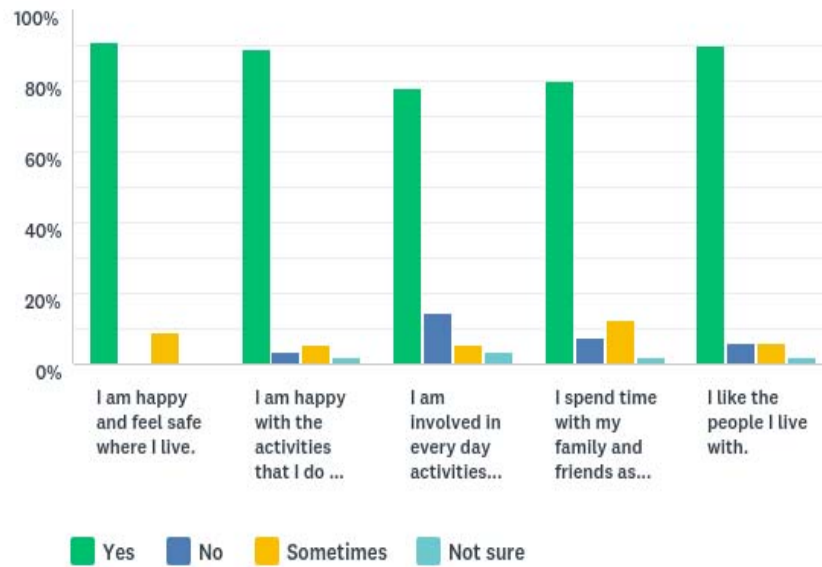
Somewhat lower satisfaction was Noted in the area of: being supported to plan and achieve their goals (70% Yes, 6% Sometimes, 13% No and 12% Not Sure) compared to 2016 (93% Yes, 2% Sometimes, and 3.5% Not Sure).

Comments: The lower satisfaction with individuals being supported to plan and achieve their goals corresponds to a lower number of completed Person Centred Plans (PCP’s) this year due to changes in supervisors and staff in some homes and programs. This will be a focus in the upcoming year.

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 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:



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 (91% Yes and 9% Sometimes); are happy with the activities they do (90% Yes, 6% Sometimes); and 90% of respondents like the people they live with. These high levels are similar to 2016.

Less Satisfaction was Noted in: Involvement in everyday activities (78% Yes, 6 % Sometimes) whereas in 2016 (92% Agreed or Somewhat Agreed); and seeing their friends and families as much as they wanted to (80% Yes, 13% Sometimes) was lower than in 2016 (90% Yes or Sometimes).

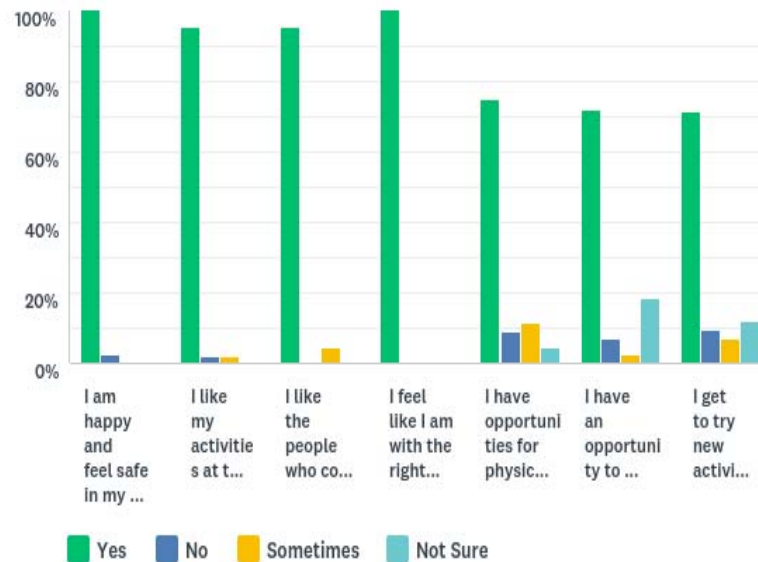
Overall Comments from those Living in a CLV Home, Home Share or Apartment:

- 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.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Trends: As people and their families are aging, they see less of their families than they used to (some family members have passed away or are slowing down); individuals may also have less involvement in daily activities in the home setting as they are slowing down and experiencing less mobility, energy, etc.

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



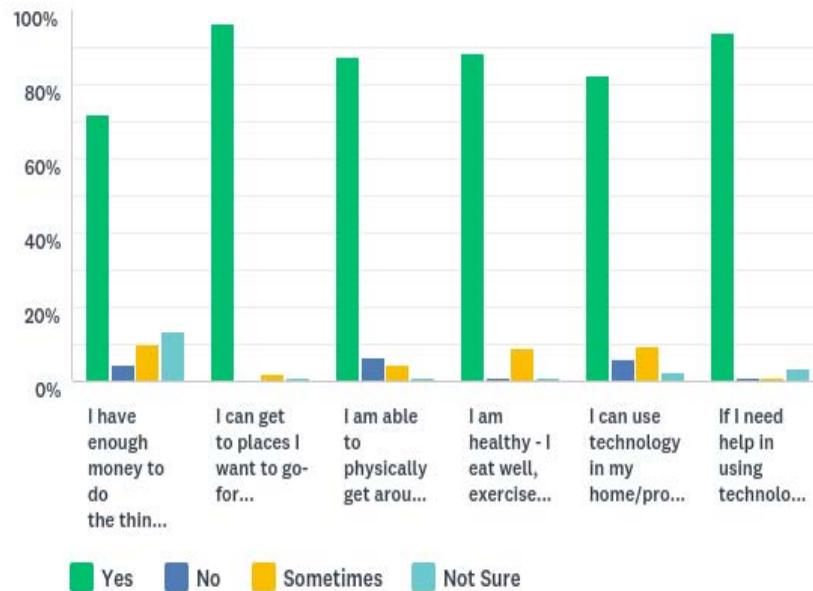
Satisfaction with the Community Inclusion Programs, Range of Activities, People, and Opportunities for

Employment: Individuals who responded to the survey had high levels of satisfaction with: feeling happy and safe at their program (100% Yes); liking the range of activities offered (96% Yes, 2% Sometimes); liking the people they attend the program with (95% Yes, 5% Sometimes); and feeling that they are with the right group of people with similar interests (100% Yes).

Lower levels of satisfaction were Noted in the areas of: Having opportunities for physical activity (87% Yes or Sometimes); getting a job if they wanted one (74% Yes or Sometimes; 7% No); and getting to try new activities if they want to (79% Yes or Sometimes, 10% No, 19% Unsure).

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.

Q5 Please tell us if you agree with the following:



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 (97% Yes); being physically able to get around their own homes and programs (88% Yes); and with their physical well-being (89% Yes); 83% felt they can access technology in their homes/programs when they want to; In 2016 (90% said Yes); and 94% said they can get help with technology if they need it (in 2016, 90% said Yes).

Lower of levels of satisfaction were in: Being physically able to get around their homes and programs (89% said Yes; down from 95% Yes in 2016); accessing technology in their homes and programs (83% Yes) compared to 90% in 2016; and having enough money to do the things they wanted to (72% Yes, 10% Sometimes, 5% No) similar to 2016 responses (74% Yes, 17% Sometimes, 7% No).

Trends: Only 72% feeling like they have enough money to do the things they would like to do reflects the limited incomes people have, especially those who live more independently and who live in poverty. It also shows that people are having more difficulty physically getting around their homes/programs and accessing technology in their homes likely due to the expense (personal computers, iPad, etc.)

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

Likes:

CAP/Satellite/Reflections

- I like the staff and everything here [CAP]
- I like shredding paper in the shredder. It's my job
- Like to go out a lot
- Like to go out on the bus
- Like to choose what to do
- I like to go for walks and deliver the newspaper
- I like dishwashing every Thursday and Friday

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- I like hanging out with friends
- Sometimes they take me on nice drives and to the beach
- The staff are nice to me
- I like going to the music program
- I like to do the singing and music
- Going bowling is my favorite thing to do
- I like my friends and I feel comfortable

Host Agency (1:1 contracts)

- I like playing cards and cooking. I work at Swan Lake and like my job
- I like all of the people at my program. I am social so I like all the people
- I enjoy working out at the gym. My worker is kind and helpful
- I like seeing my friends every day
- I enjoy soccer and all physical activities
- having flexibility and being able to choose my workers. I like being in charge of my hours
- I enjoy cooking with my worker and making delicious meals
- I like to go to Cedar Hill Rec Centre art studio with my worker
- I enjoy going outdoors for walks with my worker. I also enjoy being invited over to their families house for dinner. I feel very included
- I love going to the YMCA and bowling with my support worker. This summer we are going to swim across Langford Lake together. This is a big goal!

Changes/improvements to Community Inclusion Programs:

- I would like to be full time at my program
- I would like to do more stuff at CAP
- Like to go out in the van more
- Would like to have birthday cakes on birthdays
- I would like to do more baking every week. I could bake anything
- We need more dance parties
- I would like it to be a little quieter at the program. Sometimes people are noisy
- I would like to go for more walks with my worker
- Maybe play soccer or baseball in the nearby field
- Maybe get some [headphones, iPad] to listen to music at CAP
- I am looking for another job working with computers

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) and an opportunity to try new activities.

Comments:

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

Likes:

SAL comments:

- Having somebody to help with what I need
- I have a lot of say in what I need help with and when I want it. They are respectful
- [I like] getting to hang out in the common area with people

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- Balance being with somebody and being on my own. I like when they include me and encourage me and I feel safe, because the staff help
- They help us with emergency topics, for example they go through fire drills and that helps [us] to know what to do
- It's close to work, close to the bus route, a couple of my best friends are here
- Hanging out with friends and staff. Just nice to do things and be busy
- Great team of workers here. It feels like family
- That we can all get together to laugh and be sassy. I can host things I want i.e. craft afternoons. Can be with friends

SIL comments:

- I like the subsidy. I like the checkups. She only stays for 15-20 minutes and that is enough for me unless I need something more
- I like how they help me and invite me to events. They have helped me with some big things like getting rid of junk
- When I need them they are there. For example when I needed to move, shopping, banking.
- SIL staff help me quite a bit, help me figure out written material. I like that we can go out and do physical fitness. If I have a problem sorting out with the support staff I know that the supervisor is approachable.
- They are there when I have a problem. They help me figure out my paperwork
- I like having someone to support, encourage me and keep me on track to keep up on home. The subsidy is very helpful

CLV Home comments:

- I like it here.
- I like to build models, my boats, and I get to do it here
- I like to go on outings and drink hot chocolate. Swimming and the gym with my workers
- 1:1 time with people and to go for drive. I like quiet time at home
- Everything is clean, bright, nice people, get to do things, I like having the dog around
- I have a lot of fun
- The location is very handy to everything
- I am well fed
- Get to watch TV
- It's a nice home, like the location
- I like the people – the group

CLV Home Share comments:

- My coordinator is very helpful
- Love my room
- For the first time ever I have my own room and TV and love it!
- Would like another roommate. My coordinator is looking for us

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

- More spending money for things like coffee. A holiday would be nice
- More visits with my aunt
- Would like to have TV off during dinner so everyone can socialize
- Be nice to watch something [on TV] when I want to
- Could use a little more support with toxic friends – need to talk about it
- Would like to go out for dinner and do more games and movie nights
- Would like to have more visitors to the home

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Trends: A common theme continues to be not having enough money to do the things they would like to do; more people are also having difficulty physically getting around their homes/programs; and people are having difficulty accessing technology in their homes and programs.

INDIVIDUAL SATISFACTION ACTION PLAN

Tasks/Timelines:

1. Financially assist individuals through accommodation requests where possible. **December 2018**
2. 90% of individuals will report they are satisfied with staff and caregivers efforts to help them plan and meet their goals. **December 2018**
3. 85% of individuals in Community Inclusion programs report that they get to try new activities. **December 2018**
4. 90% of individuals in the Satellite program, Burnside home, and McRae home will be satisfied with their new space following their relocation. **December 2018**
5. Individuals will have more opportunities for increased use of technology such as computers, iPad, etc. in their homes/programs. **December 2018**

Responsibility: Program Managers and Program Staff

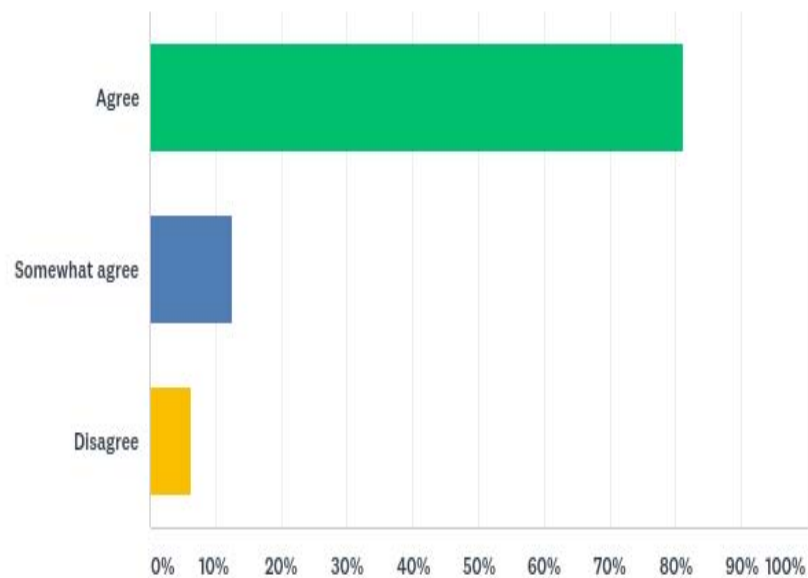
EMPLOYMENT SERVICES SATISFACTION

DESCRIPTION OF PROCESS

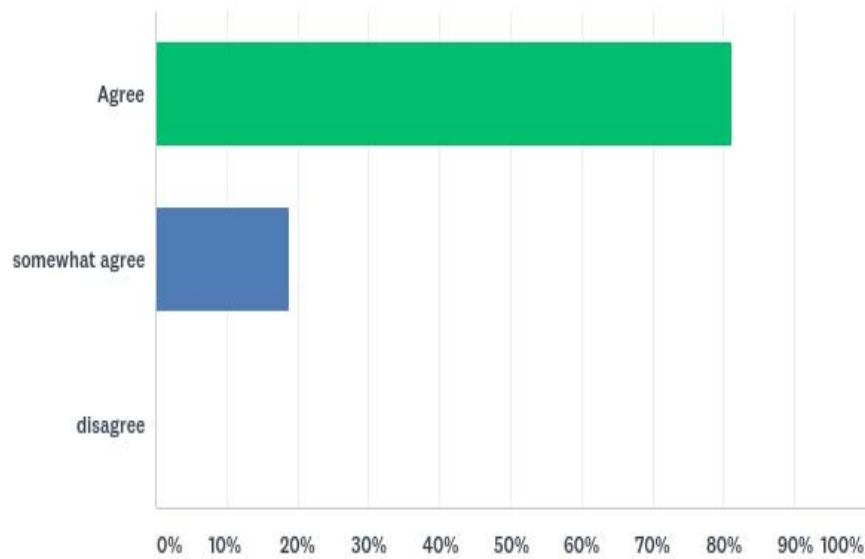
16 individuals (down from 26 respondents in 2016) who use our Employment Services responded to our survey which asked a series of questions regarding their satisfaction with CLV's employment services. The answers were either entered by the individual or recorded by a facilitator.

What did people using our Employment Services program tell us?

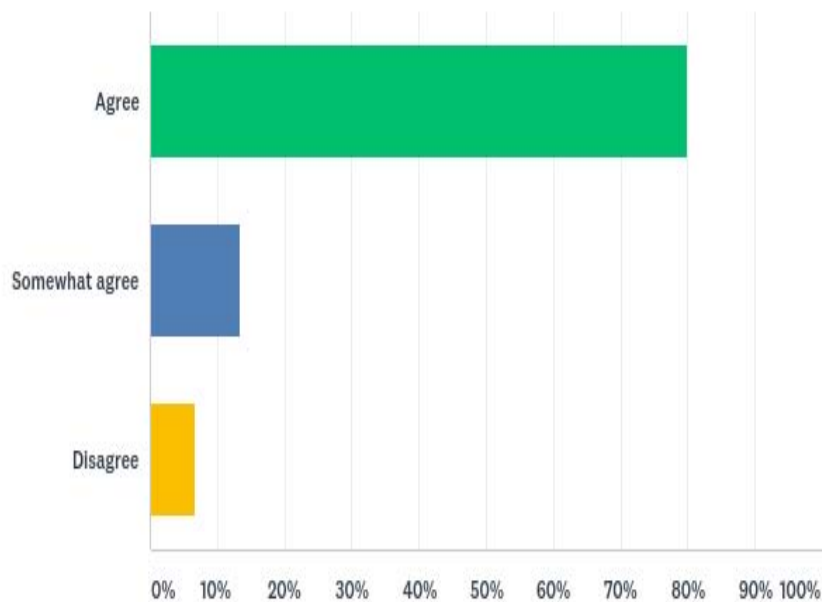
Q1 CLV's employment program has helped me get paid employment or keep my employment.



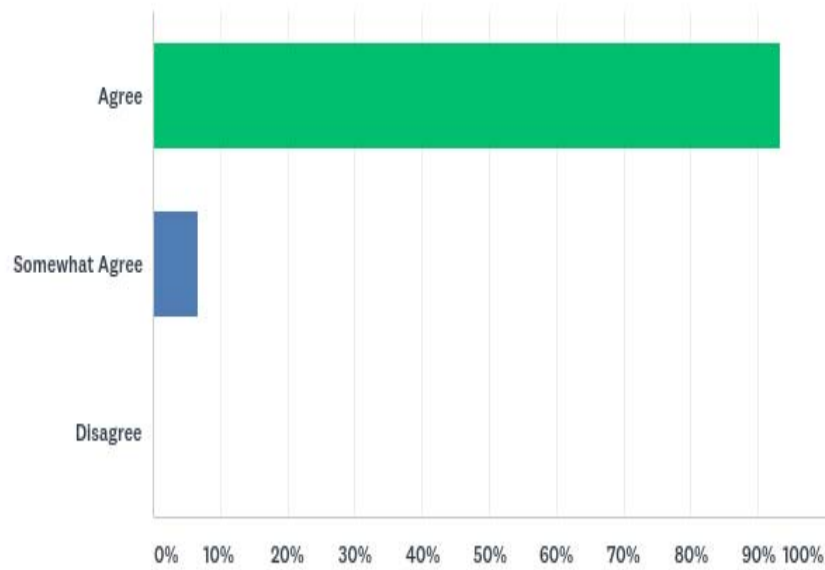
Q2 I have more money as a result of paid employment.



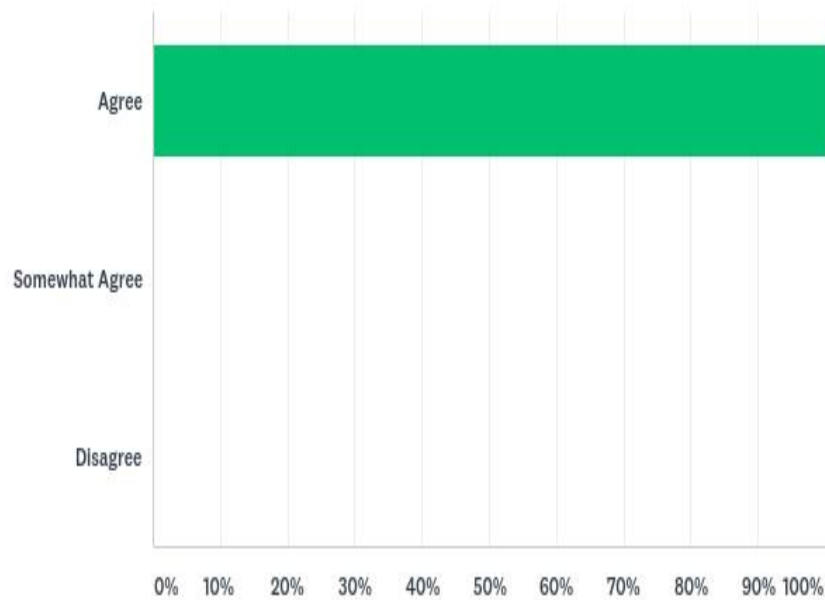
Q3 I am able to make more choices about my own life (like what to buy) as a result of my paid employment.



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

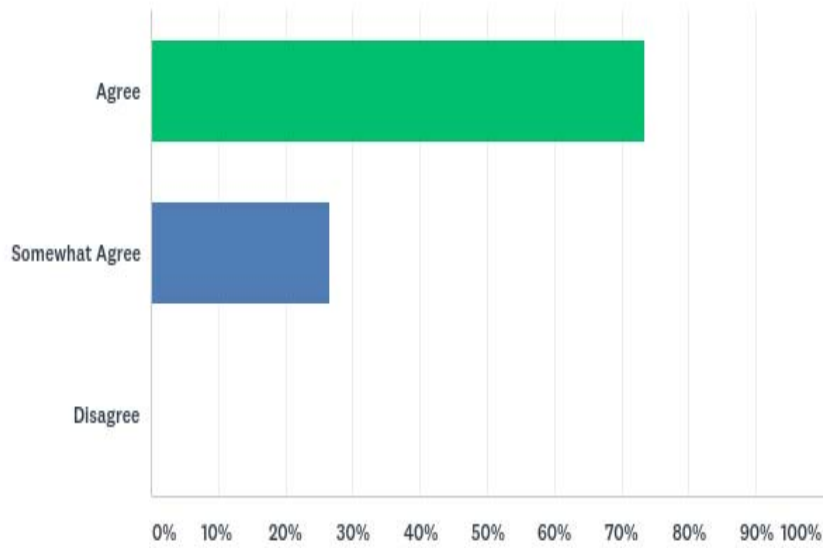


Q5 I have more confidence in myself as a result of working.

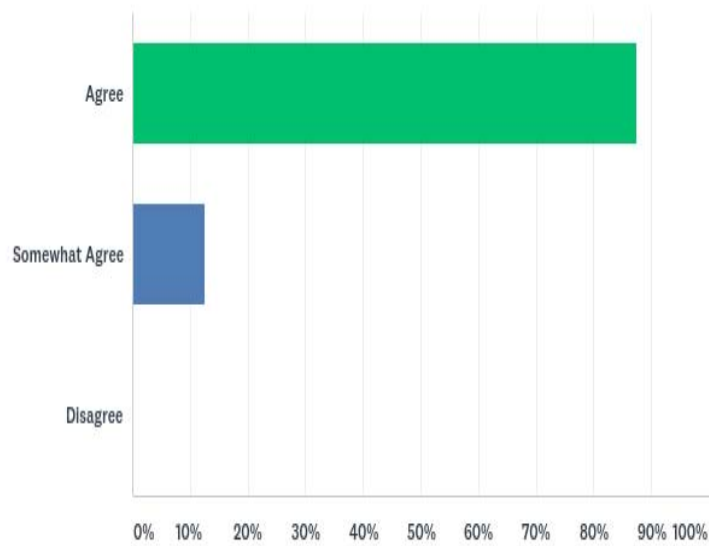


CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

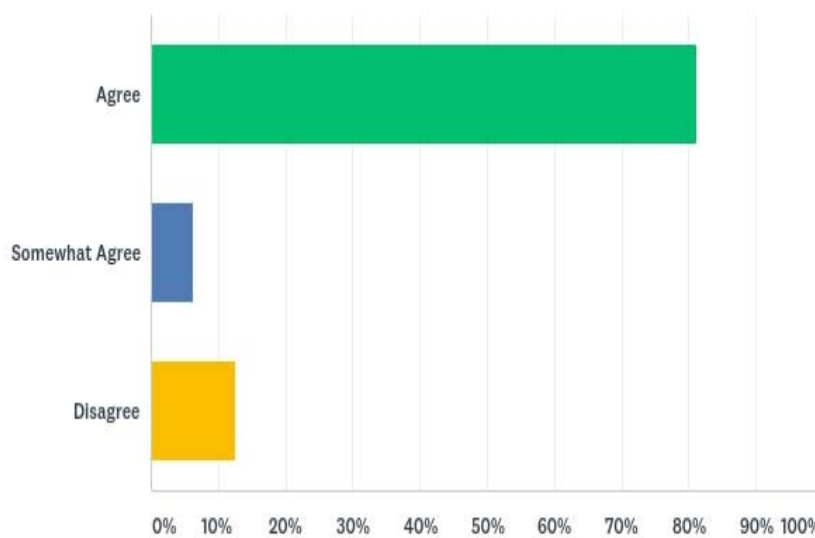
Q6 I receive enough support from my job coach.



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



Q8 I am happy with my position and the hours I have



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

94% agreed or somewhat agreed that our employment helped them get or keep employment (with one respondent disagreeing). 100% agreed or somewhat agreed that they had more money as a result of working. This rate is similar to 2016. 93% 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. 93% agreed and 7% somewhat agreed that they learned new skills. 100% had more confidence as a result of working. 100% agreed or somewhat agreed that they felt comfortable, accepted and welcomed by the people they worked with. 82% agreed and 6% somewhat agreed that they were happy with their position and their hours. This is an area of greater satisfaction than in 2016 (58% agreed and 23% somewhat agreed they were happy with their position and the hours they have). We were pleased as we put a lot of focus on this area in 2017.

Area of Lesser Satisfaction was noted in the following areas:

73% agreed and 27% somewhat agreed that they receive enough support from their job coach. This is slightly down from 2016, where 89% agreed and 8% somewhat agreed.

Comments:

What do Employees Like About Employment Services?

- They [job coaches] are always there for me when I need them the most
- I love my paid job.
- [My job coach] is both an awesome job counsellor and friend alike and nothing needs improvement as it is good where it is. Thanks a million

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- What we like best is how kind and supportive [my job coach] has been with helping us find a job
- We are very pleased with the positive attitudes and support provided to date!

Improvements or Changes:

- I would like to get a job faster and make more money. I have tried for years
- I would like more contact with the job coach about how things are going at [my son's] job. Issues, what's going well, etc

Trends: Employees are feeling like they have more choices, more money, increased skills and confidence as a result of working. The majority report that they do feel comfortable, supported and welcomed at the job site. With changes to the employment counsellor team this past year, employees are looking forward to consistency in their job coaches this year.

EMPLOYMENT SERVICES SATISFACTION ACTION PLAN

Tasks/Timelines:

1. Increase the percentage of individuals satisfied with the support from their employment counsellors.

Responsibility: Program Manager and Employment Services Staff.

STAFF SATISFACTION

DESCRIPTION OF PROCESS

For this Measurable Outcomes Reporting period, we chose to specifically target our Administration, Youth Services and Westshore staff to garner their feedback of what would improve their work and efficiencies. We utilized a facilitated process called "Stop, Start and Continue" as a way to explore what we should Stop doing (things not working well), what we should Start doing (things that would be improvements) and things that we should Continue (things working well). This time together allowed the group to delve into deeper conversations and brainstorm in a creative way and create a better level of understanding between teams that overlap but often do not get the chance to have time together. The results were very positive, specific and action orientated. Several goals were established. Some went into immediate effect while others will provide guidance to us throughout 2018. **See Appendix A.**

STAFF SATISFACTION ACTION PLAN

Task/Timelines:

1. Implement the action plan as set out in the "Stop, Start, Continue" exercise completed with the Administration team, Youth team and Westshore office. **December 2018**
2. Complete a "Stop, Start, Continue" exercise with our Residential and Community Inclusion Supervisors/Managers to get their feedback. **March 2018**
3. Implement the action plan as set out in the "Stop, Start, Continue" exercise with our Home and Community Inclusion Supervisor/Managers. **December 2018**

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 2017 TO DECEMBER 2017:

1. **Community Inclusion Programs** – 2 vacancies were filled: we increased capacity at Reflections by 1 and we have 1 vacancy at Satellite as of the end of December 2017.
2. **Residential Services** – we filled 1 vacancy at McKenzie home; 2 at Burnside home, and 1 at McRae home in 2017. We are now at full capacity.
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:

In our Community Access Program, we had 1 individual leave the program and another person join the program within 30 days. The new individual proved to have higher support needs than originally suspected. As a result we were able to obtain additional funding to provide 1-1 support for this individual. Reflections, we added 1 new participant and staff member. This was based on an agreement with CLBC from 2016 where we agreed to increase capacity when we moved to the new Reflections location as CLBC increased our facilities costs. CLBC also provided us with additional staffing to support the new individual. At our Satellite program, we had 1 person exit in January and we did not fill this vacancy until September. This was due to CLBC managing our wait list and not identifying a suitable participant for the program until September. We had a second individual retire from Satellite in November. We continue to have a vacancy at Satellite as of the end of December 2017. CLBC will refer new individuals to us to fill this vacancy in January of 2018.

Residential Services: The vacancy at McKenzie home was filled by a person from SIL who required more support. This brings the home to 6 people which we were reluctant to do having had an agreement with CLBC previously to stay at a 5 person maximum. An individual living at the McRae home who required a one-level home moved into the Burnside home. Burnside home had two people pass away in 2017. One vacancy was filled by the person from McRae home as mentioned and a new person to CLV moved into the 2nd vacancy. A vacancy at McRae was filled by a new person to CLV. All homes are now at capacity.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Community Services:

Employment Services: 4 people exited the program throughout the year and 4 new people started, leaving the overall number of participants within the program the same. Exits were mainly due to level of lack of motivation to work or follow through with the process.

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. 5 individuals entered (one with additional funding to increase staff supports) and 2 exited (due to increased needs, one moved to a Home Share and the other a Group Home). 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, 3 families exited from the program and 2 new families started. The program has a waitlist.

Host Agency: 11 individuals who are a part of InclusionWorks! left our Host Agency in 2017. This was because this family governed group decided they would prefer to have employees provide support as opposed to contractors. Our host agency services are delivered by contractors only, so the group moved to another service provider who hired the workers as employees. We had 5 new individuals join our Host Agency program in 2017, our coordinators are also working with 3 more individuals to arrange supports in early 2018.

Home Share: Our Home Share network continues to fluctuate with individuals moving in and out of the program based on their support needs and independence levels. Currently, we support 53 individuals in this program. We had 4 individuals move from our Home Share services for a variety of reasons. 2 individuals moved to staffed residential homes to better accommodate their increasing support needs, 1 individual moved back with their family and we converted her home share funding to hourly support and 1 individual moved in with one of our own staff members as it was the best match for the individual which caused us to transfer the Home Share contract to another organization. We had 4 individuals join our home share program in 2017.

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. We take possession of our new building in January 2018. After extensive renovations we will be able to accommodate 2 more individuals in the program.

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. The move into a new accessible home built for us by BC Housing and CLBC was accomplished in September 2017 and we decided to completely renovate the Burnside home to meet the current needs of the individuals. Burnside moved into our new accessible home while their renovations are being completed – by summer 2018. We will focus then on determining which home will be the next focus.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

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. Work with CLBC at a provincial level to 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 and Capital Regional Housing to increase clarity, compensation and process improvement in addition to rental subsidies.

Home Share: Our Home Share program is currently at capacity and we are not accepting new referrals at this time. Our coordinators are working with several individuals in our home share network who are moving to new home share arrangements within our network but we are not accepting new referrals at this time.

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

Youth Services: Increase BI service hours by 20% (from 1237 to 1485) and explore cost and level of interest associated with delivering Autism Social Group in West Shore.

General Growth and Capacity:

Continue to implement the change and growth strategies identified in the 2017- 2020 Strategic Plan. Ensure a successful move from the Satellite's current location to the newly purchased building.

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 2019
Target February 2018 as the MOR completion and distribution date	Survey team	February 2019
Review and track Effectiveness, Efficiency, Satisfaction and Service Access goals	MOR team	February 2019
Ensure systems in place to track all the goals we have identified	MOR team	March 2019
Develop Plain Language version of the MOR for self-advocates	MOR team	March 2019

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

“Stop, Start and Continue” Exercise with Administration, Youth and West Shore Staff

Goals to implement in 2018

1. Streamline contractor invoices to make sure they are readable
2. A computer will be available in the copy area for employees to access forms
3. More EFT runs. – we will have weekly EFT runs every Friday with specific cut offs Laurel and Anne will work on the EFT Schedule for 2018
4. We will stick with our cut off dates, if someone sends in a late invoice, they will have to wait for the following EFT run (the following week)
5. Minimize cheque runs – Petty Cash for homes and programs will be disbursed by EFT, supervisors will need to send in their banking information for their home/program accounts
6. Minimize impromptu discussion in the office, sometime people wind up having “mini meetings in the office” which is disruptive for office staff
7. Signing – do not use the counters for signing forms, this is also disruptive, people will use Drew’s area if he is not there or Ellen’s office table if available
8. Autism Tracking – Laurel and Sherry to discuss how to improve tracking without Dan and Yaping repeating work
9. Payroll – Supervisors and PM’s to check time banks when doing payroll so that when Leslie goes to balance payroll, the vac/sick/stat time is actually in their banks
10. We will create an electronic sign out board (shared calendar) so that office staff know who is in or out of the building
11. Events – listed on website and ShareVision, office staff will check these sites regularly
12. Building Security – Create a building lock up checklist for people closing at the end of the day
13. Mastercard – Increase tracking and communication – make sure people have receipts for purchases with original receipt that shows the GST breakdown, break out GST and Tip on purchases
14. Supplies Cupboard – Hang up Key in area with a big ring on it so people can access it but don’t walk away with it avoid bothering office staff on where it is located
15. Pick up Box – Put senders name on Envelope and date the mail – many times people don’t pick up things and office staff do not know how long it has been there or who to send it back to
16. Mail Boxes – put the home/program/manager mail boxes in alphabetical order to make finding mail boxes more efficient
17. Arrange some education for office staff on how to effectively communicate and set boundaries with some of the people we support.