



Community Living
VICTORIA

Hope. Help. Home.

OUTCOMES REPORT

2023

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

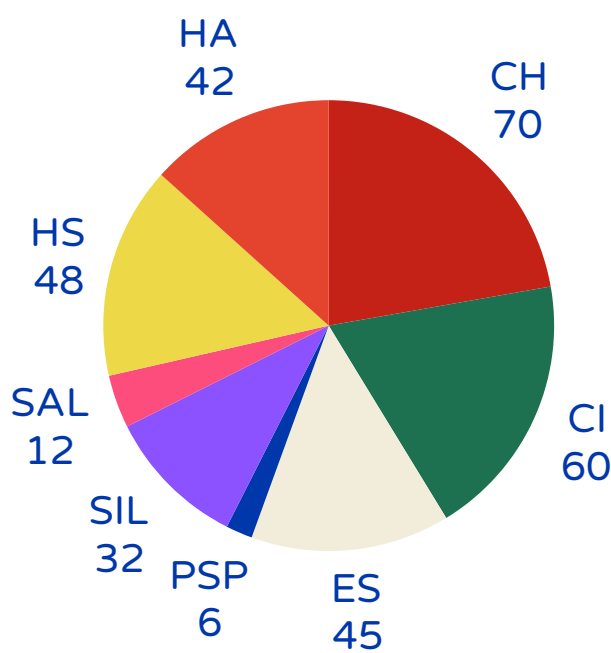
In 2003, we started using the Outcomes Management System to set our yearly goals. This system, seen in reports like the Measurable Outcomes Report, does more than just track our goals. It helps us show off our achievements, understand our community, and make smart decisions.

What programs does CLV support you in?

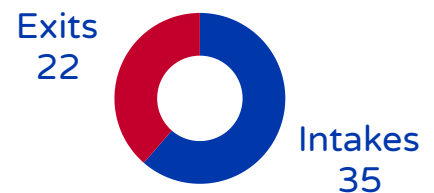
- Community Homes (CH)
- Home Share (HS)
- Supported Independent Living (SIL)
- Community Inclusion (CI)
- Host Agency (HA)
- Supported Apartment Living (SAL)
- Employment Services (ES)
- Parent Support Program (PSP)

How many people are supported in our programs?

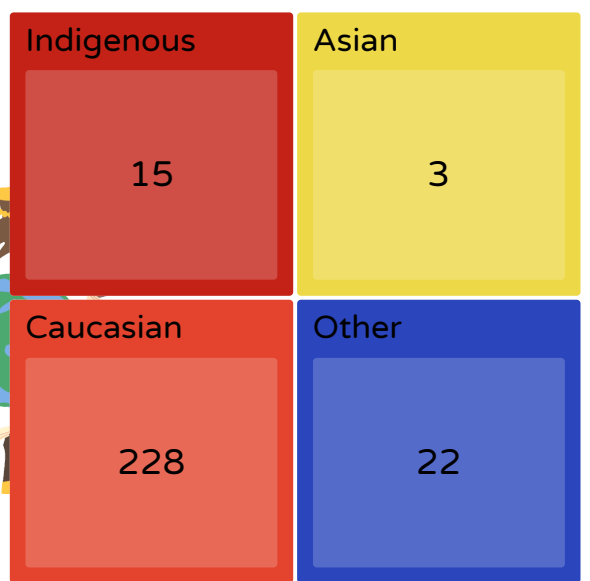
* Numbers might be counted more than once because some people attend more than one program



How many joined or left us?

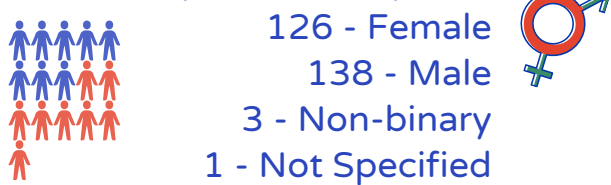


What is your culture?

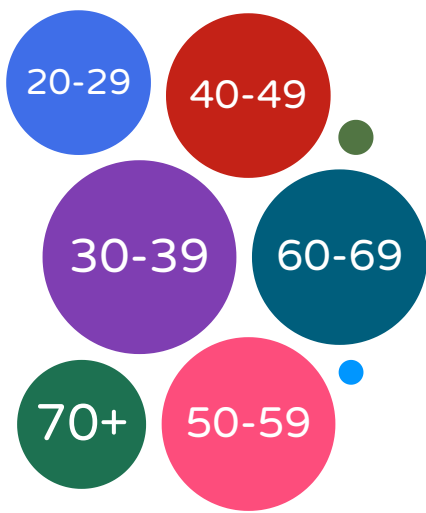


Other Includes: Indo Canadian, Middle Eastern, South American, Other, Not specified

What do you identify as?

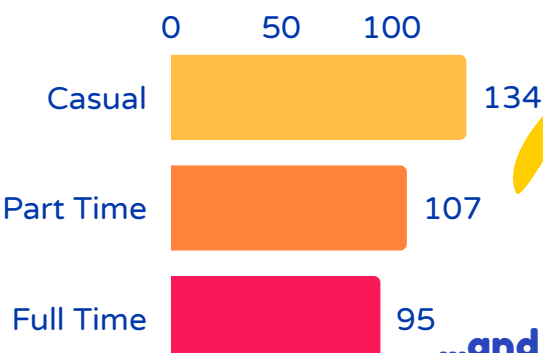


What age group are you in?



- 10-19 years old : 1
- 20-29 years old: 34
- 30-39 years old: 61
- 40-49 years old: 44
- 50-59 years old: 49
- 60-69 years old: 50
- 70+ years old: 27
- Not specified: 2

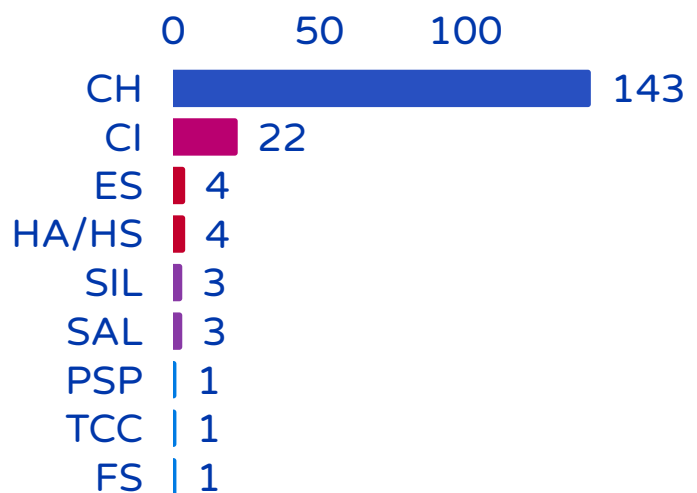
Are you curious how many staff support you?



Total
336

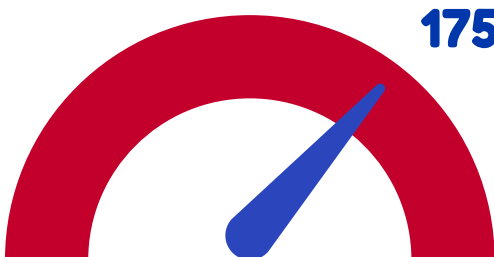
...and do you know which program has the most staff?

* Totals do not include casual staff



How many combined years have staff supported you?

1755 years



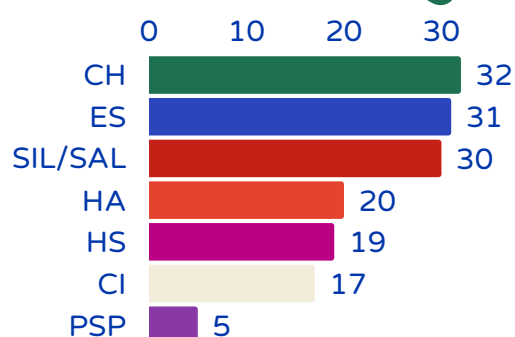
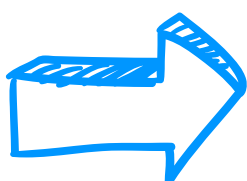
TCC - Teen Community Connections
FS - Family Support

Survey Outcomes

Every year, we ask the people who use our services if they think we're doing a good job and how we can get better at what we do.



Who participated?

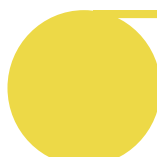
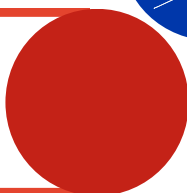


If you are part of our homes, CI, supported living, parent support, host or home share, this is what you told us?



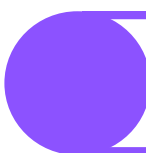
CHOICE IN MY DECISIONS
67% All the Time / 27% Sometimes

TREATED WITH RESPECT
74% All the Time / 23% Sometimes



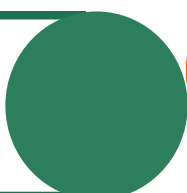
SUPPORTED TO MAKE HEALTHY CHOICES
59% All the Time / 32% Sometimes

I AM SATISFIED WITH MY SUPPORTS
52% Extremely Satisfied / 36% Satisfied



SUPPORTED TO REACH MY DREAMS
58% All the Time / 17% Sometimes

SUPPORTED TO MAKE HEALTHY CHOICES
74% All the Time / 23% Sometimes

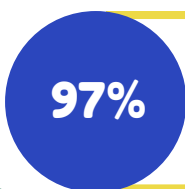


CLV ASSISTED WITH MY SUPPORT NEEDS
96% Yes/ 4 % No

We learned a lot from the survey about what you like, what's hard for you, and what makes you happy. We're using that information to make things better and create a place that understands and responds to everyone's needs.

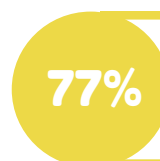
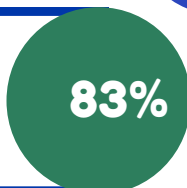
If you are part of our employment program, this is what you told us?

Helped secure my employment
94% Yes / 6% No



I am happy with my employment
97% Yes / 3% No

I can meet with my job coach when I need help
83% Yes / 17% Sometimes

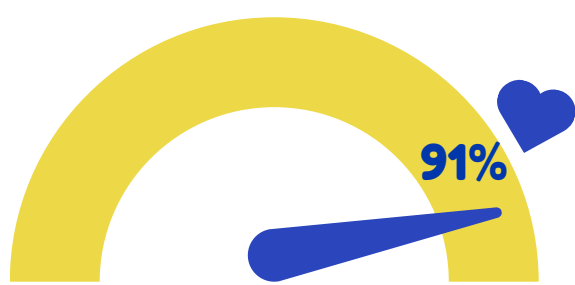


Learning new skills has been helpful
77% Yes / 17% I don't know

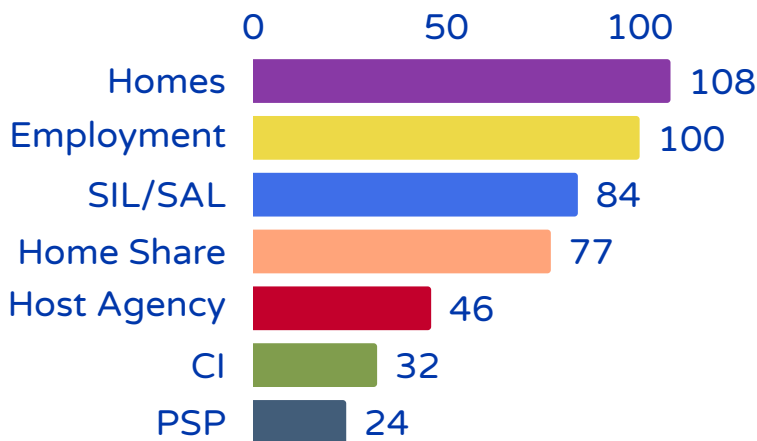
You told us that setting goals for work and personal growth has really made a positive impact. It's helped you improve in your current job or find new opportunities. Having a job and learning new skills makes you feel proud, excited, and connected to a community.

Person Centered Plans

We make plans with you, plans that are all about you and which have SMART goals—which are goals that are specific, measurable, achievable, relevant, and time-bound—to help you achieve what matters most in your life.



How many people have completed PCPs?
241 of 268 people



GOALS!

79% or 371 of 471 Goals
Attempted or achieved across all programs or services

Employment Services has Employment plans with associated goals

WHERE DO WE GO FROM HERE

- Our goal is to help more people access opportunities in our community.
- We are working on building stronger connections with other groups in our community.
- Our aim is to make it easier for people to afford to go to community events

Questions? You can always contact our

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