

ACCREDITATION NEWS

Outcome Management Results

2015 SATISFACTION SURVEY RESULTS

Each year, as part of our accreditation process we ask the people who use our services whether they think we are doing a good job. Here are the results from asking questions in our Satisfaction Surveys in February 2016.



What did you tell us? Most of you were very satisfied with the support provided by CLV in your home, home share, apartment and community inclusion programs. You said that you felt that your rights are respected, and that you are able to make choices and decisions about your own life. You also liked the activities you are involved in, and the people you live with. Areas that could use some improvements were: a better range of activities in the larger programs; more space and the ability to get around the programs (fewer stairs, easier opening doors).



You also said you'd like to try some new activities in the larger community inclusion programs including: smaller group activities for some of you, more variety in the type of outings for others, and a chance to get a job.

What did those of you who have jobs say about us? You told us that you that you feel comfortable with the people



you work with, that you have learned some new skills in your job and have more money

to buy things you want as a result of working. Most of you said you had time with your job coaches but want more, and some would like would like more hours in the job.

This year we also asked staff who work in the larger community inclusion programs like Satellite and CAP, how we could improve our services.



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They like that we are trying to enhance the programs by providing extra



activity funds. They also felt that the range of activities offered could be improved to

meet the needs as people get older and then have different activities, including employment options, for those of you who are younger and want to get out more.

Staff continue to work with you on planning and meeting your goals. Staff also want CLV to find some new space for some programs that have outgrown their current locations.

CLV also took some measures to see if we were efficient and effective – are we doing what we say we're doing? We collected this information from January- December 2015.

In CLV Community Inclusion programs – 98% of the people we support in day services have current Person Centered plans and 87% of your goals were tried

or met. We also found out that many of you (92% of those asked)

were happy with your activities

and liked the

people in your program.



People in InclusionWorks! love their program – both the activities and the chance to get a job! Some of you in other programs said you would also like to get a job. Two people in CAP have continued to work at jobs this past year and other people are looking at employment.

In CLV homes -92% of you have current Person Centered Plans and 84% of your goals were tried or met.

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You said you were happy with your home, your activities, and your



involvement in the community. You also felt you were very

healthy and that you were safe and secure.

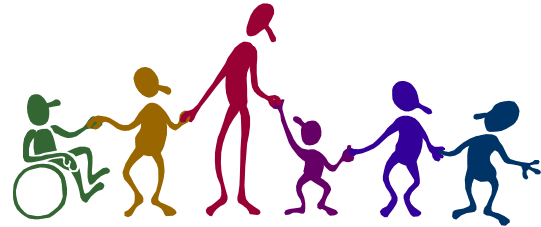
In CLV independent living programs, people learned some important independent living skills – dealing with emergencies and personal safety, how to call for help; developing nutritious meals, and how to fill out your “My Self Serve” information for PWD benefits.



Employment Services- 18 new jobs were found in 2015 and more than 52 people are working in jobs in the community!



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



CLV provides direct supports to about 380 individuals – we support as many youth 13-18 years old as we do adults between the ages of 30-49! Those of you who are between 50-64 years make up our biggest group.

What are our next steps?



Here are some of the goals we are working on in 2016:

- more jobs
- more activities
- new locations for 2 programs



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- **new focus for larger community inclusion programs**
- **1 new accessible home**

CLV will be asking you how satisfied you are with CLV services in January 2016. We are also continuing to measure our progress in meeting our goals.

**Questions? Contact Ellen Tarshis
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