



Community Living

VICTORIA

Different abilities. One community.

OUTCOME MANAGEMENT RESULTS

January 2010 – December 2010

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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 and opportunities and possible threats. This is the 8th report in a series of continuous outcome reports. It is based on outcome data and measurable results collected for the period January 2010 to December 2010.

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) and Employment Services (Community Employment Services). Each service area has measures of effectiveness, efficiency and satisfaction. The satisfaction surveys (conducted in February of 2010) assisted us to set goals for 2010. The surveys conducted in February 2011 provided feedback to us about progress in those goals and has helped to establish goals for 2011 that you see reflected in this report. Relevant demographic information is collected for each of the consumers served by the organization by the use of our Consumer Information System (CIS).

The Board of Directors reviews the Outcomes Management Results Report and provides any comments and recommendations to the Executive Director. A summary of the highlights of the Outcomes Management Results are included in the Executive Director's annual ENDS Report each September. In addition, the report will be available on our website.

ACTION PLAN UPDATE FOR 2010 GOALS

1. Implement updates in the Consumer Information System (CIS) in 2010 and provide training to staff on how to utilize the updated system which includes the Person Centered Planning (PCP) process. **Update: The CIS was updated in the early part of the year with the support of an IT consultant. We then provided training to all supervisors at the end of May 2010 on the updated sections (in particular the inclusion of the PCP in the CIS).**
2. Continue to improve the accuracy of the data collected and entered, specifically the goal tracking and updating. **Update: We have noted improvements in completing most domains of the CIS data base. Specifically, characteristics (age, ethnic, referral source, etc) have seen increased data input. The transfer of the PCPs to the CIS system has resulted in easier and more extensive tracking of goals.**
3. Continue to look at strategies for addressing aging issues. **Update: See Appendix 1 (page 63) for a wide range of actions various programs have undertaken to address aging issues.**
4. Continue to increase our individualization of support services through options such as Host Agency and Home Sharing in a strategic and balanced manner. **Update: We went from a total of 32 people in the program last year to 54 at the end of 2010. This number continues to grow with the plan to hire a new coordinator in early 2011. We created Inclusion Works supporting 7 young adults in a family governed model under Host Agency as well. We informed CLBC and applicants on several occasions that we were “on hold” in order to maintain our balance of quality with growth. The January 2011 CARF survey will include these two programs for the first time. Extensive work has also resulted in enhanced guidebooks, tracking systems and improved accounting practices.**
5. Update the terminal server to ensure better access for our offsite programs to enter CIS data. **Update: New Dell Terminal Server purchased and installed in March 2010. Goal to increase reliability and speed was met.**
6. Identify any growing trends that we should be proactively preparing to address (age, ethnic, culture, program growth etc). **Update: Aging issues and balancing program growth (Individualized Funding) were both raised as issues in 2010. Please see questions 3 & 4 (above) to see how we addressed these areas.**
7. A list will be generated from supervisors of our homes of people we support who would benefit from increased non paid people in their lives and we will try to identify ways to meet that need. **Update: 21 people across the agency were identified based on feedback from supervisors. Throughout the year efforts were made to address this with each person’s individual needs in mind. This resulted in**

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- an increase from 87% to 93% people who now have non paid staff in their lives. See page 19 for more details.**
8. Increased efforts will be made to try and identify any causes and possible remedies to increase staff retention in 5 of our homes/programs that experience the highest turnover. **Update: We continued to see that most of these homes/programs experience higher levels of turnover than other programs. One home saw improvement. See page 20 for more details.**
 9. Continue to closely track and increase the number of employees who attain their class IV license within 6 months of employment. **Update: Due to increased focus on this issue, 100% of employees required to have their Class IV have obtained this license.**
 10. Develop new Effectiveness and Efficiency goals for the Parent Support Program (PSP). **Update: This was completed. See Page 28 for these goals and the results of this year. Effectiveness goal: families will increase their knowledge about health and safety; efficiency goal: families will have access to resources that increase their quality of life.**
 11. Employment Services will continue to use the statistic report to track results. **Update: Although the form continued to be used, many changes and updates were made to better accommodate the requested information that CLBC requires.**
 12. We will continue to seek funds for Employment Services for two FTE's to make up the predicted shortfall. **Update: We were successful in obtaining a \$20,000 grant from the Victoria Foundation to assist us to try and meet the employment goals of those attending our community inclusion (day) programs who are interested in pursuing employment.**
 13. Continue to learn more about Customized Employment and work with CLV's community inclusion programs to support people to have increased employment opportunities. **Update: We were involved in developing the Customized Employment curriculum as a member of the BC Employment Strategy Network which is taught through Douglas College. We worked in partnership with another agency and CLBC to bring the presenter to Victoria to train staff including some of our community inclusion program staff. Employment and community inclusion staff worked together to try and secure employment for individuals who wish to work. This process will continue in 2011 with the consultant brought on with a Victoria Foundation grant.**
 14. Build on baseline created in 2009 of people in our community inclusion programs to try new activities. **Update: Our goal was to increase the percentage of people trying new activities to 85%. Our goal attainment was only 76%. See page 17 for more details.**

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15. Continued goal of 100% annual completion of Person Centered Plans (PCP's) for each person attending community inclusion programs. **Update: This goal was met across all programs.**
16. Reach our 90% target of community inclusion goals being attempted. **Update: At the time of reporting 82% of goals have been attempted or achieved.**
17. Increase the number of people who make volunteer, work or other contributions to their community in community inclusion programs. **Update: We saw an increase from 83% to 87% in the number of people who participated in activities that resulted in them contributing to their community.**
18. Continued goal of 100% annual completion of PCP for each person who CLV supports residentially. **Update: This goal was met across all residential services.**
19. Reach our 90% target of residential goals being attempted. **Update: At the time of reporting 81% of goals have been attempted or achieved.**
20. Implement cosmetic changes (repainting and organizing) in one of the programs identified as needing some updating. **Update: The program identified received a makeover and bathroom update. In addition many of our other programs/homes received extensive renovations including bathrooms and kitchens.**
21. Continue to provide opportunities for enhanced communication with staff about CLV activities, programs and issues in the community living movement. **Update: Continued use of the Grapevine (staff newsletter), and improved website to provide current information and events, and an ED Update. Ellen uses this as an opportunity to inform staff, consumers, families and community members about our latest advocacy initiatives and important local and provincial events. Face to face meetings with the ED and management team were also held.**
22. Continue to develop and implement strategies to improve workload issues for supervisors. **Update: Streamlined the PCP process for more efficient entries directly into the CIS; documents and policies put on Website for easy access. Extra administration days were offered as needed and re-organized schedules/responsibilities to better manage workloads. In some cases we also offered additional staffing support to programs to assist them to catch up with tasks requiring attention.**
23. Provide enhanced opportunities for program managers to be more visible in programs. **Update: Program managers made efforts to attend as many staff meetings, Person Centered Plans, behavioral consultations, and events at homes/programs as possible throughout the year.**
24. Provide team building resources to two identified teams this year. **Update: The Satellite team attended David Pitonyak's session on Tools for Success. This**

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- was a specific request for the entire team to attend together as a team building day. Both the CAP and Satellite staff teams also attended Customized Employment training sessions this year.
25. Continue to promote and encourage the “meaningful choice” initiatives for our consumers. **Update: See Appendix 1, Page 64 for detailed list of how various homes/programs have tried to address this.**
 26. Through the Human Resources department, continue to address recruitment, retention and orientations for new staff. **Update: Recruitment was not a problem in 2010. A shift in the labour market ensured we had a steady group of qualified applicants wanting to work for us. The Human Resources Annual Report for 2010 (pages 4, 8) provides more detail about these efforts and changes to orientations.**
 27. A new Effectiveness goal will be developed and tracking systems put into place for Host Agency Services. **Update: This was completed, tracked and reported out on page 26. Goal: Caregivers have access to more support, information & opportunities for the people they support.**
 28. A new Efficiency goal will be developed and tracking systems put into place for Host Agency Services. **Update: This was completed, tracked and reported out on page 26. Goal: Each HA contractor’s information will be secured in the Data Collection system.**
 29. Host Agency services will be added as a new section to the 2010 Measurable Outcomes Report. **Update: Completed and shown on page 26.**

ACTION PLAN FOR 2011 GOALS

CONSUMER CHARACTERISTIC GOALS

1. Continue to improve accuracy of information in our data base (specifically ethnicity) **December 2011**
2. Explore utilizing a web based Consumer Data System. **December 2011**

COMMUNITY INCLUSION GOALS

1. 100% annual completion of PCP for each person attending community inclusion programs. **December 2011**
2. Reach 90% target of PCP goals being attempted. **December 2011**
3. Have supervisors bring one additional staff to the PCP training to be held in the spring. **June 2011**
4. Meet with supervisors of the community inclusion programs to establish and track new Efficiency and Effectiveness goals for 2011. **May 2011**
5. To focus our community inclusion programs on ensuring increased employment opportunities for people we support who want to work. **December 2011**

RESIDENTIAL GOALS

1. Meet with Supervisors to establish and track new Efficiency and Effectiveness goals for Residential Services. **May 2011**
2. 100% annual completion of PCP for each person who is supported in Residential services. **December 2011**
3. Reach 90% target of PCP goals being attempted. **December 2011**
4. A priority focus will be to begin the process for replacing homes with multi-levels with accessible ranchers (i.e. Maplewood, Redfern, and Marin Park) to accommodate our aging consumers. **December 2011**

SUPPORTED LIVING GOALS

1. Establish and track new efficiency goals for the Supported Living Programs. **May 2011**
2. Establish and track new effectiveness goals for the Supported Living Programs. **May 2011**
3. Promote the request made in our “Redesign Submission” to CLBC to develop a second Supported Apartment Living site. **December 2011**
4. Develop transition support plans for those with increasing health and safety needs to secure additional or alternate supports when Supported Independent Living can no longer accommodate their needs. **December 2011**

HOME SHARING GOALS

1. Secure a second coordinator to increase Home Share capacity. **February 2011**
2. Explore additional resources that can provide the necessary administration and finance support to both Host Agency and Home Share. **Ongoing**

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3. Identify and approve 3 "specialized" home share providers that are equipped to support people with increasing needs as they age. **October 2011**
4. Identify short term approved respite providers when urgent or crisis placement is needed for people living in home share arrangements. **October 2011**
5. Utilize Community Options to assist with the Home Study process for new HS applicants. **May 2011**

HOST AGENCY GOALS

1. Establish and track Efficiency goals for 2011 for the Host Agency program. **May 2011**
2. Establish and track Effectiveness goals for 2011 for the Host Agency program. **May 2011**

PARENT SUPPORT GOALS

1. To organize four group opportunities for discussion and peer support in 2011. **December 2011**
2. To supervise a UVIC student practicum to develop (and/or updating) and implement in-home health and safety strategies for each of the PSP families. **September 2011**
3. Provide one session that examines the rights of their children with respect to what the law says parents must provide (i.e.: they are kept safe, have their physical and emotional needs met, have necessary health care, aren't abandoned or neglected and are protected from emotional and sexual abuse or exploitation). **December 2011**
4. Review CLV's Rights DVD with families. **December 2011**

EMPLOYMENT SERVICES GOALS

1. Redesign and produce an updated brochure. **June 2011**
2. Utilize new forms and processes as appropriate. **September 2011**
3. Be prepared to resume support of anyone requiring ongoing support as a result of the work being done in community inclusion programs to meet individual's employment goals. **December 2011**
4. Secure additional funding to further explore expansion of the program for community inclusion participants, youth, and people outside of our mandate or through CLBC. **December 2011**
5. Explore our interest in participating as one of the "supplemental supports" as part of the new Employment Program of BC. **May 2011**
6. Seek additional funding to increase the number of people we can support in Employment Services. **December 2011**

FAMILY SATISFACTION GOALS

1. Encourage and support families to bring forward any questions, concerns, comments in a timely manner through a variety of options. **December 2011**
2. Secure long term funding support for CLV's Family Support program. **December 2011**

STAFF SATISFACTION GOALS

1. Continue to provide opportunities for enhanced communication with staff about CLV activities, programs and issues in the community living movement (face to face, website, ED updates, program visits, etc): **December 2011**
2. Provide team building resources to at least two identified teams this year: **December 2011**
3. Continue to address aging issues for the people we support. **December 2011**
4. Create a staff education section on the website for easier access to training opportunities. **September 2011**
5. Provide an educational session for staff on ways to increase personal choice and decision-making for the people in our homes and programs. **December 2011**

CONSUMER SATISFACTION GOALS

1. Provide an educational session for individuals on ways to increase personal choice and decision-making. **December 2011**
2. Continue to offer opportunities to try new activities in community inclusion programs. **December 2011**

GENERAL GROWTH AND CAPACITY

Explore our capacity for growth and our future direction in our next Strategic Planning session. **May 2011.**

CHARACTERISTICS OF CONSUMERS 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.

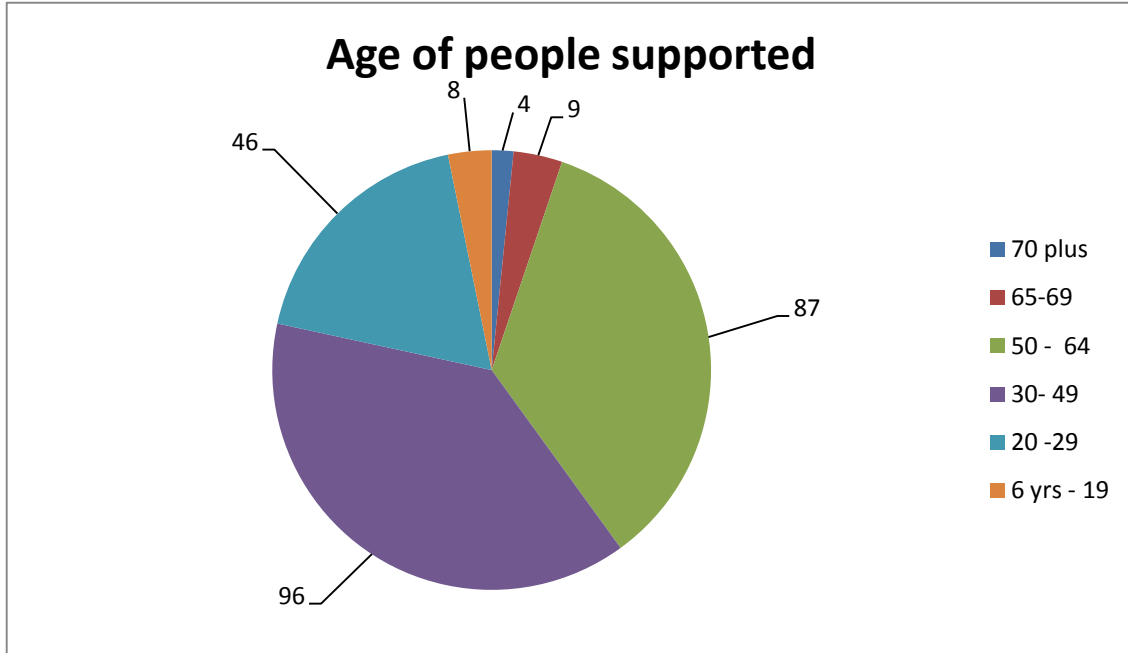
AGE OF THE PEOPLE SUPPORTED BY CLV

The majority of consumers served by CLV are between the ages of 30- 64. This is the first year in which we have supported 13 individuals who are over age 65. The total number of individuals included in the data collection is 252.

AGE

Age Group	# of individuals	%
70 +	4	1.5%
65 – 69	9	4%
50 - 64	87	35%
30 - 49	96	38%
20 – 29	46	18%
6 – 19	8	3%
5 and under	0	0%
Not specified	2	.5%
Total	252	100%

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY



GENDER

Gender	# of individuals
Male	135
Female	117
Total	252

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

SERVICE AREA

Service Area	# of Individuals
Community Inclusion Programs	71
Employment Services	54
Parent Support Program	6
Residential Services	62
Supported Apartment Living	13
Supported Independent Living	32
Host Agency	23
Home Share	32
OTHER PEOPLE SUPPORTED BY CLV	
Youth in After School Program	35
Family & Personal Support	450 plus
Youth in VOCYL program	23

NUMBER OF PEOPLE SUPPORTED IN CLV COMMUNITY INCLUSION PROGRAMS

Program Name	# of Individuals
Community Access Program	38
Marin Park Program	5
Ralph St. Program	7
Satellite Program	21
Total	71

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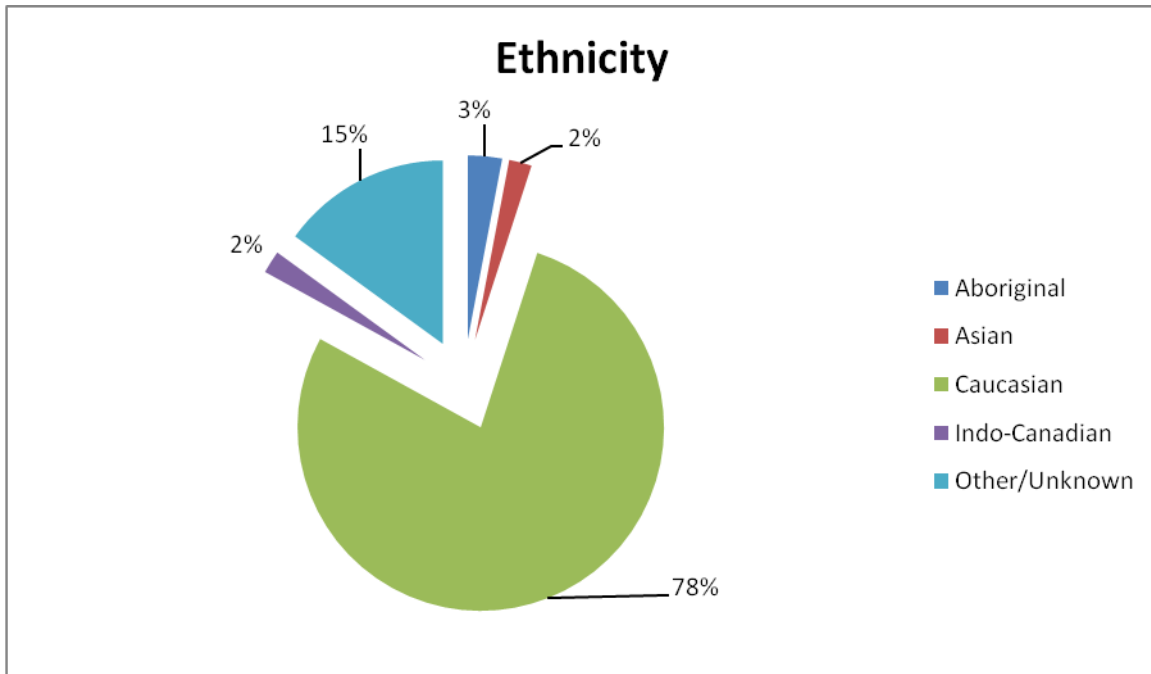
NUMBER OF PEOPLE SUPPORTED IN CLV RESIDENTIAL SERVICES

Name of Home	# of Individuals
Jeffree Home	4
Lindsay Home	4
Maplewood Home	5
Mariposa Home	4
Marin Park Home	4
McKenzie Home	6
McRae Home	6
Redfern Home	5
Cedar Hill Home	3
Wilcox Home	5
Burnside Home	4
Brock Home	4
Orillia Home	4
Helgesen Home	1
Dalhousie Home	2
Kisber Home	1
Total	62

ETHNICITY

Ethnicity	# of individuals	%	Victoria STATS 2006	BC STATS 2006
Aboriginal/1 st Nations/Métis	7	3%	4.6%	6.2%
Asian	4	2%	8.2%	17.1%
Caucasian	198	78%	81.2%	66.8%
Indo-Canadian	5	2%	1.1%	6.5%
Other/unknown	38	15%	4.9%	3.4%
Total Individuals	252	100%	100%	100%

ETHNICITY OF INDIVIDUALS SUPPORTED BY CLV



CONSUMER DEMOGRAPHICS ACTION PLAN

Tasks/Timelines:

1. Continue to improve accuracy of information in our data base (specifically ethnicity)
December 2011
2. Explore utilizing a web based Consumer Data System. **December 2011**

Responsibility: Program Managers and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

COMMUNITY INCLUSION SERVICES

EFFECTIVENESS MEASURES	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
% of personal planning goals that have been attempted/achieved	83%	90%	82%
% of annually completed PCPs	97%	100%	100%
# of individuals that contribute to their community	54 people 83%	60 people	62 87%
% of people who have tried at least one new activity	78% 57 people	Increase to 85%	76% 53 people
EFFICIENCY MEASURES	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
Increased strategies to streamline PCP documentation process	100% (3/3) of the day program supervisors reported increased efficiency	100% of day program supervisors report increased efficiency	*see notes below
SATISFACTION WITH LAST YEAR'S PERSON CENTERED PLAN	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
% of consumers who report being satisfied	97%	90%	93%
% of families/caregivers who report being satisfied	97%	90%	93%

SUMMARY AND DESCRIPTION OF RESULTS

Our 3 Effectiveness goals for Community Inclusion Services were developed as a result of reviewing the feedback from satisfaction surveys completed in February 2010. We have been tracking the completion of annually completed PCPs for a long time but added the measure of “attempting to meet the identified goals” to promote follow through. Contributing to the community is being measured as it is a way of increasing well-being and quality of life for individuals. It also provides an opportunity for people in the community to see the great contributions people with disabilities have to offer. The programs that support older consumers struggle in this area as individuals find it more difficult and less appealing to leave the program site. In 2009, we created a baseline to determine how many people in our community inclusion programs had roles in the community such as volunteering or work (54 people). We increased this to 62 people in 2010.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

The goal of people having the opportunity to try new activities was the result of consumer satisfaction surveys where some people expressed a desire to try more new things during their day programs. In 2009, 78% of the people had attempted new activities so we set our target goal at 85% of the participants would try at least one new activity. Only 76% of the participants met this goal in 2010. This goal will continue for 2011 based on feedback from our latest survey. Some of the challenges in attaining this goal are the high consumer to staff ratios and the wide range of people supported in the program (some want new community activities; others want to remain in the building). We have tried to address these issues by: adding extra support by one of our managers to help explore new components for one of the programs; requesting funding through the redesign process for a volunteer program; and receiving funding from the Victoria Foundation to help some of the participants explore employment options.

Our Efficiency goal was related to the amount of time required to complete a PCP process. Through continued use of the new techniques/tools introduced last year, programs were able to meet the 100% of having PCP completed. However, the number of people attending community inclusion programs makes this a daunting task. Efforts to further streamline this process were mostly focused on entering the data directly into the CIS system.

COMMUNITY INCLUSION ACTION PLAN

Tasks/Timelines:

1. Continued goal of 100% annual completion of PCP for each person attending day programs. **December 2011**
2. Reach our 90% target of goals being attempted. **December 2011**
3. Have supervisors bring one additional staff to the PCP training to be held in the spring. **June 2011**
4. Meet with supervisors of the community inclusion programs to establish and track new Efficiency and Effectiveness goals. **May 2011**

Responsibility: Program Managers and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

RESIDENTIAL SERVICES

EFFECTIVENESS MEASURES	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
% of personal planning goals that have been attempted	84%	90%	81%
% of annually completed PCPs	95%	100%	100%
People will have increased numbers of unpaid people in their lives	87% have unpaid people in their lives	95%	93% have unpaid people in their lives
EFFICIENCY MEASURES	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
Increase the number of staff who can assist people to access their community by having a Class 4 Driver's License.	77.53% (9.53% increase)	100%	100%
Staff in their positions for more than 2 years at same location (reduce turnover)	79 staff	10% increase to 87	71 staff
SATISFACTION WITH LAST YEAR'S PERSON CENTERED PLAN			
% of consumers who report being satisfied	95.4%	90%	93%
% of families/caregivers who report being satisfied	97%	90%	93%

SUMMARY AND DESCRIPTION OF RESULTS

The Effectiveness measure for residential services of increasing the number of unpaid people in the lives of the people supported by CLV reflects an overall objective to increase safety, diversity and quality of life for individuals. The people we support often rely on staff not only as caregivers but also as their main social connections. Individuals without family or a supportive network may be faced with loneliness and a lack of outside monitoring and advocacy. These individuals also have limited access to people who might act in the roles of legal representatives or trustees. Creating our baseline in 2009 allowed CLV to determine that the lack of unpaid people was an issue for 11 people who are in our residential services. Focused effort by staff was made to build on the numbers of unpaid people in their lives. 6 of those 11 individuals are now experiencing increased connections such as: visits with family members, joining new social activities, inviting people to their homes, and traveling to reconnect with old family and friends. Efforts were also made for the other 5 individuals but this still remains challenging for a number of reasons including: communication issues, significant health issues and the person's choice.

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Our first Efficiency goal in residential services was related to increasing the number of staff who hold Class IV drivers licenses. In addition to this being a requirement of the job, it can limit individual's access to community if staff are not able to drive them to events. We were having to make extra effort to ensure someone with a Class IV was on shift or having to limit people's activities in some homes. Concentrated efforts to improve this included: tracking those who were not in good standing; sending letters to them with specific timelines; follow up from their supervisors and managers; and taking disciplinary action if necessary including suspension and ensuring those not in compliance would not be able to hold a permanent position. We are very pleased with the results and will continue to focus on compliance to ensure the results stay at 100%.

Our second Efficiency goal was to try and decrease staff turnover. We began by measuring the number of staff in each location who had been there for more than 2 years as a baseline. We expected a 10% increase in retention (87 people) but actually saw a decrease, resulting in only 71 people remaining in their positions for more than two (2) years. Most homes maintained stable staffing with only a change of 1 or 2 part time staff. Many of the same homes continue to struggle with this issue with the exception of one home which actually increased their longer term staff. Some examples of action taken to try and increase longevity at programs included: providing better understanding of the program to applicants to help inform them to determine if they would be a good match for the home; better orientations; combining positions to make benefited positions. This year we expect those numbers to drop yet again due to the closure of one of our homes. This has resulted in significant bumping among our various staff teams.

RESIDENTIAL SERVICES ACTION PLAN

Tasks/Timelines:

1. Meet with Supervisors to establish and track new Efficiency and Effectiveness goals for Residential Services. **May 2011**
2. Continued goal of 100% annual completion of PCP for each person who is supported in Residential Services. **December 2011**
3. Reach our 90% target of goals being attempted. **December 2011**

Responsibility: Program Managers and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

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

EFFECTIVENESS MEASURES	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
% of personal planning goals that have been attempted	84%	90%	85%
% of annually completed PCPs	95%	100%	100%
People will have increased numbers of unpaid people in their lives	87% have unpaid people in their lives	95%	93% have unpaid people in their lives
EFFICIENCY MEASURES	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
Increase the number of staff who can assist people to access their community by having a Class 4 Driver's License.	77.53% (9.53% increase)	100%	100%
Staff in their positions for more than 2 years at same location (reduce turnover)	63% 5/8 staff	75% 6/8 staff	63% 5/8 staff
SATISFACTION WITH LAST YEAR'S PERSON CENTERED PLAN			
% of consumers who report being satisfied	95.4%	90%	93%
% of families/caregivers who report being satisfied	97%	90%	93%

SUMMARY AND DESCRIPTION OF RESULTS

Until 2010, SIL and SAL results were combined with Residential services. In 2011 we will have separate Effectiveness and Efficiency measures that more accurately reflect this program area.

The Effectiveness measure for residential services including support living programs of increasing the number of unpaid people in the lives of the people supported by CLV reflects an overall objective to increase safety, diversity and quality of life for individuals. The people we support often rely on staff not only as caregivers but also as their main social connections. Individuals without family or a supportive network may be faced with loneliness and a lack of outside monitoring and advocacy. These individuals also have limited access to people who might act in the roles of legal representatives or trustees. Creating our baseline in 2009 allowed CLV to determine that the lack of unpaid people was an issue for 11 people who are in our residential services. Focused effort by staff was made to build on the numbers of unpaid people in their lives. 6 of those 11 individuals are now experiencing increased connections such as: visits with family

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members, joining new social activities, inviting people to their homes, and traveling to reconnect with old family and friends. Efforts were also made for the other 5 individuals but this still remains challenging for a number of reasons including: communication issues, significant health issues and the person's choice.

Our first Efficiency goal in residential services was related to increasing the number of staff who hold Class IV drivers licenses. In addition to this being a requirement of the job, it can limit individual's access to community if staff are not able to drive them to events. We were having to make extra effort to ensure someone with a Class IV was on shift or having to limit people's activities in some homes. Concentrated efforts to improve this included: tracking those who were not in good standing; sending letters to them with specific timelines; follow up from their supervisors and managers; and taking disciplinary action if necessary including suspension and ensuring those not in compliance would not be able to hold a permanent position. We are very pleased with the results and will continue to focus on compliance to ensure the results stay at 100%.

Our second Efficiency goal was to try and decrease staff turnover. We began by measuring the number of staff in each location who had been there for more than 2 years as a baseline. We expected a 10% increase in retention (87 people) but actually saw a decrease, resulting in only 71 people remaining in their positions for more than two (2) years. Most homes maintained stable staffing with only a change of 1 or 2 part time staff. Many of the same homes continue to struggle with this issue with the exception of one home which actually increased their longer term staff. Some examples of action taken to try and increase longevity at programs included: providing better understanding of the program to applicants to help inform them to determine if they would be a good match for the home; better orientations; combining positions to make benefited positions. This year we expect those numbers to drop yet again due to the closure of one of our homes. This has resulted in significant bumping among our various staff teams.

SUPPORTED LIVING ACTION PLAN

Tasks/Timelines:

1. Establish and track new efficiency goals for the Supported Living Programs. **May 2011**
2. Establish and track new effectiveness goals for the Supported Living Programs. **May 2011**

Responsibility: Program Manager and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

HOME SHARING SUPPORTS

EFFECTIVENESS MEASURES	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
Caregivers have access to more support, information & opportunities for the people they support	N/A	4 newsletters are provided by December 2010	1 newsletter was provided by December 2010
EFFICIENCY MEASURES	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
Each HA contractor's information will be secured in the Data Collection system	N/A	100% of contractors will be entered in the system	100% of contractors were entered into the system
SATISFACTION WITH LAST YEAR'S PERSON CENTERED PLAN			
% of consumers who report being satisfied	N/A	90%	93%
% of families/caregivers who report being satisfied	N/A	85%	93%

SUMMARY AND DESCRIPTION OF RESULTS

CLV's Host and Home Sharing program experienced significant growth this year, almost doubling in size from 32 people supported in 2009 to 55 people supported in 2010. They were not able to meet their goal of developing and distributing 4 newsletters but managed to design the template and complete their first production. In lieu of a timely newsletter they managed to distribute information to their families, participants and contractors on a regular basis about upcoming courses and events as follows: sign language course, One Day Baseball event, RDSP workshop, First Aid training, emergency preparedness info, holiday event, Halloween bonfire event, R Word movie documentary and discussion, PWD benefits information, Special Woodstock event, IACD picnic event, Being a Citizen education program, self advocacy workshop, and Doing our Best training.

Host and Home Sharing were able to meet their goal to have the detailed information about each caregiver into our information system. In addition they were able to input 100% of individuals supported by these programs into our Consumer Information System as well develop a Consumer Binder for each participant.

HOME SHARE ACTION PLAN

Tasks/Timelines:

1. Secure a second coordinator to increase Home Share capacity. **February 2011**
2. Explore additional resources that can provide the necessary administration and finance support to both Host Agency and Home Share. **Ongoing**
3. Identify and approve 3 "specialized" home share providers that are equipped to support people with increasing needs as they age. **October 2011**
4. Identify short term approved respite providers when urgent or crisis placement is needed for people living in home share arrangements. **October 2011**
5. Utilize Community Options to assist with the Home Study process for new HS applicants: **May 2011**
6. Establish and track Effectiveness goals for 2011 for the Home Share program. **May 2011**

Responsibility: Program Manager and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

HOST AGENCY

EFFECTIVENESS MEASURES	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
Caregivers have access to more support, information & opportunities for the people they support	N/A	4 newsletters are provided by December 2010	3 newsletters were provided by Dec. 2010
EFFICIENCY MEASURES	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
Each HA contractor's information will be secured in the Data Collection system	N/A	100% of contractors will be entered in the system	100% of contractors were entered in the system
SATISFACTION WITH LAST YEAR'S PERSON CENTERED PLAN			
% of consumers who report being satisfied	N/A	90%	93%
% of families/caregivers who report being satisfied	N/A	85%	93%

SUMMARY AND DESCRIPTION OF RESULTS

CLV's Host and Home Sharing program experienced significant growth this year, almost doubling in size from 32 people supported in 2009 to 55 people supported in 2010. They were not able to meet their goal of developing and distributing 4 newsletters but managed to design the template and complete their first production. In lieu of a timely newsletter they managed to distribute information to their families, participants and contractors on a regular basis about upcoming courses and events as follows: Sign language course, One Day Baseball event, RDSP workshop, First Aid training, emergency preparedness info, holiday event, Halloween bonfire event, R Word movie documentary and discussion, PWD information, Special Woodstock event, IACD picnic event, Being a Citizen education program, self advocacy workshop, and Doing our Best training.

Host and Home Sharing were able to meet their goal to have the detailed information about each caregiver into our information system. In addition they were able to input 100% of individuals supported by these programs into our Consumer Information System as well develop a Consumer Binder for each participant.

HOST AGENCY ACTION PLAN

Tasks/Timelines:

1. Explore additional resources that can provide the necessary administration and finance support. **Ongoing**
2. Establish and track Efficiency goals for 2011 for the Host Agency program. **May 2011**
3. Establish and track Effectiveness goals for 2011 for the Host Agency program. **May 2011**

Responsibility: Program Manager and Program Staff

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

PARENT SUPPORT

EFFECTIVENESS MEASURE	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
Families increase their knowledge about health and safety	N/A	100% of families have access to at least 5 health and safety sessions	100% of families had 5 H&S training sessions
EFFICIENCY MEASURE	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
Families have access to resources that increase their quality of life	N/A	100% of families report increased access to resources that impact their Quality of Life (QOL).	100% of families reported increased QOL resources

SUMMARY OF RESULTS

This is a small program (currently eight families) that provides intense/ long term in-home (and outside of the home) support. Families in the PSP find it difficult to access and integrate knowledge from many of the generic resources and supports available in the community. Both Effectiveness and Efficiency goals were met. Some examples of how the PSP supported the increase of families’ health and safety knowledge included: organized a St. John’s First Aid course “Save the Child”; discussion topics and handouts on nutrition, basic health care, child development assessments; assistance to purchase earthquake kits; and sessions on in- home and street safety for children. Through the program, families were able to access numerous resources to improve their quality of life. Some examples included: household donations; home/life organizational materials; transportation to important medical appointments; Thrifty Foods cards; assistance to fill out forms to access child and housing subsidies; support to access neighbourhood houses and Mom and Tot drop ins; and, securing Life Applications so that families can access affordable recreational opportunities. In addition the PSP received funds through the employee 50/50 fund and the CLV fundraisers to assist families to have fun family events (dinners, shows, community events, a night away, recreation program registrations, etc.)

PARENT SUPPORT ACTION PLAN

Tasks/Timelines:

1. To organize four group opportunities for discussion and peer support in 2011. **December 2011**
2. To supervise a UVIC student practicum to develop and implement in- home health and safety strategies for each of the PSP families. **September 2011**

Responsibility: Program Staff

EMPLOYMENT SERVICES

EFFECTIVENESS MEASURE	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
Increase the number of paid employment positions	16 new jobs (includes new people and existing people securing a new position)	12 new positions	12 new positions
EFFICIENCY MEASURE	2009 RESULTS	EXPECTED GOAL	2010 RESULTS
Maximize the # of persons served who maintain long term employment.	42/62 (68%) of employees have kept their employment for over two years.	70% of placements maintain at least 2 years continuous employment	41/62 (68%) of employees have kept their employment for over two years.

SUMMARY OF RESULTS

Employment Services experienced another year of change, growth and success. They were able to meet the Effectiveness goal of finding 12 new paid employment placements for consumers. Some of these were a result of further developing positions with companies we had existing placements with and some were new employers. Some of these 12 individuals were people who had either lost their job or wanted a change while others were new to the program. Due to the slowdown in the economy it was noted that fewer employers were looking for new hires and a number of employees (both in our program and those not associated with our program) were experiencing a reduction in hours and layoffs.

We did not quite meet our Efficiency goal of 70% of employees maintaining their employment for over 2 years. However, 68% of employees did and given the downturn in the economy we feel this was a good rate of success. One of the other significant changes we made that impacted this outcome was to “exit” some long term employees who no longer required the supports from the program. This is partly in response to both CLBC and CARF suggesting that people “graduate” from the program and use the option of re-entering if required.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Despite no additional funding to increase our employment services, we continued to develop our knowledge and implementation of Customized Employment methods. This included purchasing some resources, continuing to work with other local employment agencies to adapt our approaches and cost share training in the region on sessions such as: “Strides to Employment” and “Pathways to Employment”. We continued our partnership with the BC Employment Network Strategy and have nearly completed the 4th curriculum available through Douglas College (Foundations of Employment, Customized Employment, Marketing, and Self Employment).

Other Employment initiatives included working with increased partnership with our community inclusion programs to assist people in these programs who wish to work. We shared resources, training and supported a CAP participant to try and meet her employment goal. In addition, we were able to secure funding from the Victoria Foundation to utilize a consultant to spend time with the participants interested in employment and support staff in some of our community inclusion programs to take further steps towards employment outcomes. This project will conclude in December 2011.

The handbook specifically designed for employment was updated including a change in name to more accurately reflect it being a service, not a program. We had several meetings with the local CLBC employment liaison and other agencies in an attempt to streamline the referral process, develop more clearly defined roles and balance the caseload numbers in each agency.

EMPLOYMENT SERVICES ACTION PLAN

Tasks/Timelines:

1. Redesign and produce an updated brochure. **June 2011**
2. Utilize more of the new forms and processes as they are reviewed. **September 2011**
3. Be prepared to resume support of anyone requiring ongoing support as a result of the work being done in the community inclusion programs to meet people’s employment goals. **December 2011**

Responsibility: Program Manager and Employment Services Staff

CONSUMER SATISFACTION

DESCRIPTION OF PROCESS

In February 2011, we conducted Satisfaction Surveys for our consumers across all programs. This included those who live in our homes, attend our community inclusion programs, are supported through the Supported Independent Living and Supported Apartment Living programs, who participate in our Employment Services and who are supported in home share or individualized funding.

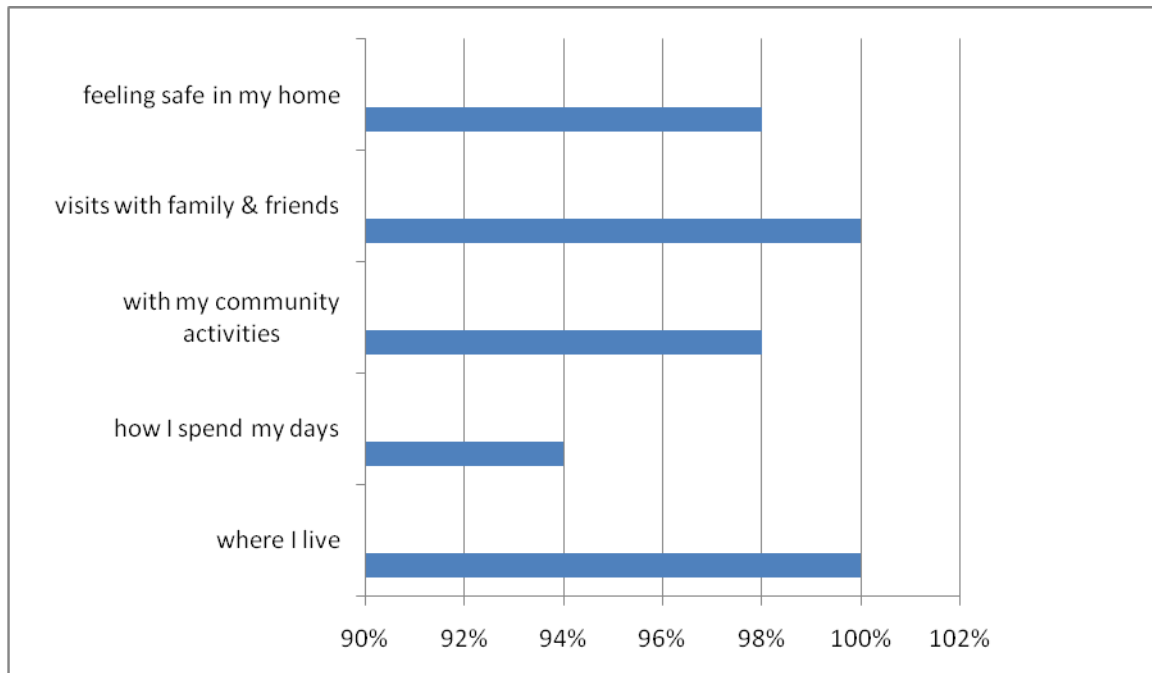
Surveys were completed on-line with the assistance of a facilitator, who entered the answers if the consumer was unable to use the computer.

Results:

57 people participated in the survey (compared to 47 the previous year).

44% of respondents lived in our homes, 44% attended our day programs, and 28% were part of our independent living supports, 5% from employment service with 12% of consumers from home share.

Satisfaction with their current situation and lifestyle:



CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Comments:

Home:

- My home share is a lot of fun.
- I love my home and the staff. I am very happy here.
- I am very happy where I live and I am close to my sister.
- My family is away but I get to see them sometimes.
- I like my friends and activities but I would like to see them more.
- This is the best place I have ever lived (SAL). It was the best move I ever made.
- I like the staff. I like the location. I like WWF and horror movies, boxing and DVD's are good. Eating out at John's place.
- I like living with people who understand how I feel and respect how I feel. I never had friends before. I like living here.
- I like everything about my home. The people. Going to concerts.

Work and/or day program (community inclusion programs):

- I really like the program.
- I work at McDonalds and I like it.
- I recently started a new job – it was one of my goals.
- I am happy delivering newspapers, and working at the airport and recycling. I like earning money.
- I am happy with the activities I choose.
- I like the work crew because it gets me out and I meet people.
- I like going for walks and coffee. I like making things, baking and cooking. I like going to music and the work crew.
- I like learning office skills. I like my job and volunteer work.

Satisfaction with the way their personal rights are respected:

98% of respondents stated that they felt **they were treated with respect by CLV staff.**

96.5% reported that **they make choices about their own life.**

93% felt that **CLV staff or caregivers help them plan and achieve goals.**

Comments:

- I like the help that staff give me.
- I ask for opinions of others and then make my own decisions.
- Staff are very patient with me and listen. If they don't I let them know.
- They help me with my problems and help me out.
- Sometimes there are things that happen in the building, but I can call the building manager. I don't do goal planning; I just do regular, daily things.
- I like having choices of things to do.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- I like how I can be independent but also have help when I need it. I like how they care about you and are always there to help you out if you need it.

Satisfaction with being able to get over any barriers in their lives:

77% of people felt **they had enough money to do the things they liked**. **15.8%** said **they either didn't have enough money or weren't sure**.

Comments:

- I could use more money; even though I have a job, I always seem to be broke.
- I don't have enough money. It would be great if I didn't have to budget so tightly ... the money goes quickly. It is nice to have the support with budgeting.

98% of people felt **they can get to places they want to go**; **96%** of people felt **they can get into and around community places**; **100%** of respondents said **they could physically get around** their own home or programs easily enough.

Comments:

- Sometimes I can get where I want to go; other times it's difficult.
- Sometimes it's difficult moving around in the community with my walker or wheelchair.
- I was volunteering, but my health is not so good and I need a walker.

98% of consumer said **they felt healthy** – that they ate well, exercised and saw a doctor when they needed to.

Comments:

- Doctors aren't always available [when you need them].
- I need more exercise.
- I exercise and go to Weight Watchers.

What people don't like:

Comments:

About their CLV home:

- Sometimes I feel like I can't make choices in my life.
- Sometimes I don't feel listened to. I can make choices, but sometimes they are limited.
- I don't want to be bossed around and be told what to do.
- I don't like chores or lots of noise.
- It's too noisy in the group home sometimes.
- Some days things don't go right when staff are sick and there is a change in staff. It disrupts the routine.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

About their community inclusion program:

- I am not interested in the work crew and would rather do something less physical.
- I don't like my activities at the Satellite because every week is the same schedule.
- I would like to change from my work program and do something different.
- I don't work – I would like to volunteer sometimes. I go out for coffee often but I'd like to try something new sometime.
- I am not happy with some activities that are offered and I am encouraged to do. I feel like I'm doing it for the staff and not myself.
- I would like to try a different job.

CONSUMER SATISFACTION ACTION PLAN

Tasks/Timelines:

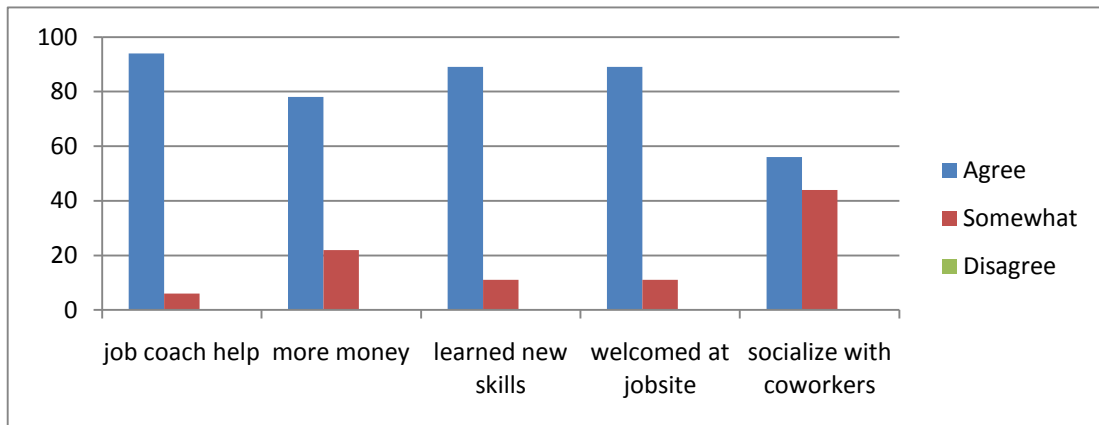
1. Provide an educational session for individuals on ways to increase personal choice and decision-making. **December 2011**
2. Continue to offer opportunities to try new activities in community inclusion programs. **December 2011**

Responsibility: Program Managers and Supervisors/Managers

EMPLOYMENT SERVICES SATISFACTION

In March 2011, we conducted surveys with both our consumers of Employment Services and their employers. We had a 31% response rate from employees (18) and a 36% response rate from our employers (9). Both groups reported high levels of satisfaction. Employees rated their satisfaction with the program, job coach support, having an increase in money, reported learning new skills and welcomed on the job site from 89% to 100% satisfaction. Only 56% of the people surveyed reported that they spent time with co-workers outside of the job site (increase from 42% last year).

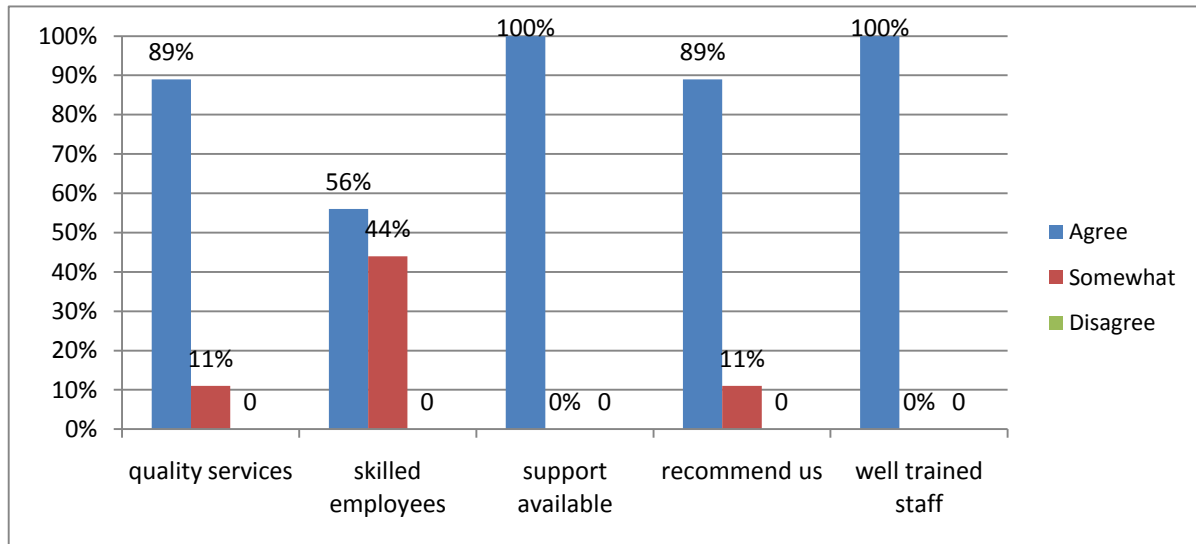
CONSUMERS OF EMPLOYMENT SERVICES SATISFACTION



In the Employer’s Satisfaction Surveys, ratings were 100% satisfaction with CLV’s job coach’s skills, and being available to employers when needed. 89% of the Employers agreed (and a further 11% somewhat agreed) and that employers would (and do) recommend us to other businesses, that employees we match them with have the skills to do the job and that CLV provides quality employment services.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

WHAT EMPLOYERS TOLD US IN THEIR SURVEYS



Comments from Employees:

- I think SEP is an awesome program.
- I feel that CLV has done a lot for me and is still helping me whenever I need help. If I have a problem my worker is there. I need help with the computer and someone is always there to help me.
- My job coach is doing good. She helps me with computer training.
- CLV has done an outstanding job at finding me a job that I feel comfortable in and that I am good at. I feel supported in my job and I can't say enough good things.
- Yes I like my job and I like people coming to visit me.

Comments from Employers:

- We are very happy with CLV's Supported Employment Program. Thank you!
- Very helpful...amazing.
- Although not all employees have been successful that has not been due to lack of efforts from the program and its' job coaches.
- The job coach has done an amazing job; the employee is a valued member of our team. They [keep] me abreast of any concerns and always endeavor to keep the lines of communication open.
- I think you do an amazing job with selecting the right people for the right job. Very approachable and always willing to come again anytime to check up or check in.
- Great program and I highly recommend other companies, businesses and government offices to look at the opportunity to get involved with this program.

EMPLOYMENT SERVICES ACTION PLAN

Tasks/Timelines:

1. Seek additional funding to increase the number of people we can support in Employment Services: **December 2011**

Responsibility: Program Manager and Staff

FAMILY SATISFACTION

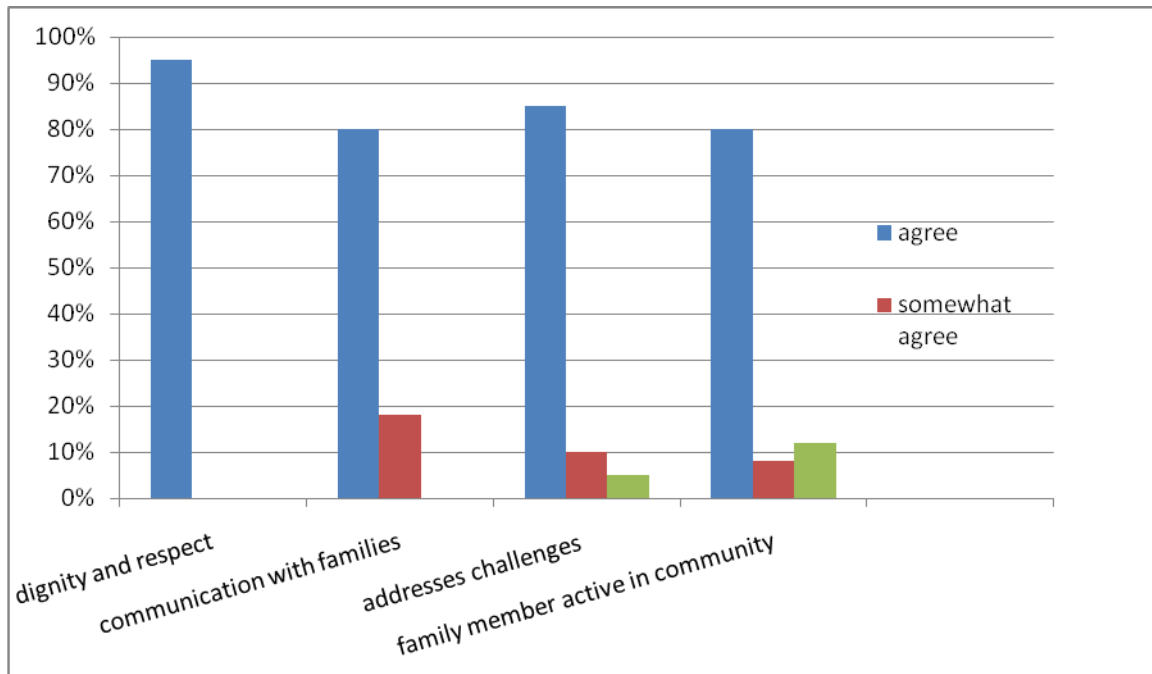
DESCRIPTION OF SURVEYS

In February of 2011, we asked family members of the people receiving direct support from CLV to complete a Satisfaction Survey to determine their level of satisfaction with how we did in the past year and their suggestions for improvement in 2011. They were mailed a hard copy of the survey and also given the option of completing the survey on-line.

Results:

There were 60 respondents (an increase from 38 respondents for 2009) with 55.6% coming from our community inclusion services and our homes, 18.6% from employment services, 32% from CLV’s independent living programs (SIL and SAL), and 1.7% from Home Sharing. (nb. the percentages are greater than 100% as some people receive supports in more than 1 program).

Areas that Families Had High Levels of Satisfaction with CLV:



Families also reported high levels of satisfaction with CLV’s efforts to limit barriers to their family member in the areas of: **communication** (88% agreed or somewhat agreed); **transportation** (84% agreed or somewhat agreed); **community inclusion** (92% agreed or somewhat agreed) and **physical accessibility** of the home/program (82% agreed or somewhat agreed). Slightly lower satisfaction rates were with overcoming barriers such as their **family member’s income** (77% agreed or somewhat agreed) and **employment** (74% agreed or somewhat agreed).

Areas working well with CLV's support of their family member include:

Comments:

Homes:

- All living aspects are working well; my family member is getting love and respect by all staff concerned.
- The staff members in the group home and day program are top notch – they are friendly, respectful, kindly, often joyous people who do a splendid job; they not only support my son, they support me.
- Housing needs, community involvement and recreation are all well looked after.
- Everything!
- My son seems be very content most of the time in his group home situation. The manager is always very caring and helpful; the staff on the whole are very caring.
- The seamless connection between CLV, the caregiver and the home. The process is not all cumbersome and we appreciate that.
- Caring staff who have his best interests at heart.
- Communication is working well.
- Our family member is now unable to climb our stairs; we are invited to her social events (both in her home and outside) and have also been invited to bring take out and enjoy the meal with her in her home.
- CLV is an organization with a big heart and all of their employees seem to go the extra distance to make things work for our family. Caring attitude and follow through.
- My family member is very happy at the moment; he is well looked after at [the group home] and the staff and supervisor treat him well.
- CLV has provided and maintained a consistent and supportive environment for our family member.

Community Inclusion Programs (CAP, Satellite, etc.)

- I think the [day program] is great!
- Day program support is excellent!
- I am not familiar with the daily program my brother is involved with but he seems to be very happy at the moment.
- Current 1: 1 support and activity program [are going well]

Supported Living (SIL and SAL programs):

- [Staff's] patience and sense of humor while working with my sister who has severe anxiety, has made such a difference in her life. She looks forward to his visits and it gives me peace of mind knowing that he is there for her. I don't know what I would do without the assistance of CLV.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- The whole family is thankful that the SAL program exists; the staff are excellent – very caring. Areas working well: social activities (part of a community); cooking meals twice a week; support for potentially difficult times; casual socializing with other members in the SAL program.
- The supported apartment living outreach program enhanced my family member's ability to live independently and with increased confidence knowing that help is always available.
- Everything. I feel very lucky that my daughter is a part of the SAL program. Her independence has soared along with her self confidence. She has friends and a wonderful social life due to this program and their monthly social calendar they make up each month. She is much more aware of her responsibilities as well as her rights as an individual.
- The goal setting each year is invaluable and provided the much needed structure that would otherwise not be in place; there is a sense of great satisfaction when goals are accomplished and can be checked off.
- We are grateful for all that the staff in the SIL program have done – all of them have gone beyond what would be okay and have been like what a family or friend would do with rising health and aging issues and medical problems [with our family member].

Host Agency:

- 1:1 individualized funding allows our son to have a choice regarding things to do, volunteering at places he feels comfortable and wants to contribute.
- CIV has been incredibly supportive and efficient in the role of Host Agency.
- CLV's support of Second Wave, and Inclusion Works and its role as a Host Agency are wonderful. These are areas that should be applauded, supported and developed further.
- Fantastic support of new initiatives and willingness of the agency to try new ideas and be a partner with families.

Employment Services:

- Employment [is working well]!
- Whenever an issue comes up for which we need the assistance of supported employment, the issue is handled and a solution put into place.
- Job coaching is key in the work area- ongoing communication regarding performance helps support the employer and the employee. The team approach is critical in resolution of issues that come up – CLV is part of a process that supports the goal of moving the individual forward while changing the present situation that is causing the problem
- [My daughter] is motivated to work the jobs that they find for her.

Areas needing improvement related to their family member include:

- To have an [occasional] report on how things are going at the workplace; our son does not report to us whether or not someone from supported employment has been in touch with him at work.
- I wish there were more opportunities for evening activities for my son.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- The “support” hours shouldn’t interfere with my family member’s working hours. The purpose of support is to help my family member and her family have a better life and not create stress.
- I would like to have more communication with SIL staff- I’m not always sure what is talked about but my son sees his staff once a week.
- Getting employment for our family member.
- Networking with the larger community and services is still essential.
- There is no communication with me. My family member needs budgeting, coaching and counseling services to assist her in learning assertiveness and boundaries with friends.
- Respite care so that I can go away for a weekend and know my family member can be adequately cared for.
- Staff consistency; too many support workers in the day program involved with my child – I don’t want so many involved with my child’s personal care.
- Need persistence in getting out and [being] active – I know it is a challenge.
- We initiate most of the communication. We worry about long term planning as our family member ages.
- More training for more staff on monitoring blood sugars and diet.
- Health issues seem to be taken at a slower progress than we would like. He needs quicker solutions to help with his health problems.
- I think my family member could participate more in the community. The home my family member is involved in rarely communicates with us. I think the 1:1 worker my family member has could use some improvement. Let my family member be more independent.

Suggestions for Improvement at CLV include:

- Continue to tell the [government] that group homes are an absolute necessity and closures should not occur when short or long-term residents are happy there.
- More people could benefit from the SAL program if available.
- More friends for my family member.
- A yearly or six month verbal report on how things are going at the workplace.
- An exercise/physical development program for everyone to take part in.
- We are concerned with the future of group homes. We feel very definitely that a group home situation is more suitable for our son than home sharing. We are trying to be involved with other parents in sharing and working through issues around this subject.
- More employment.
- Family meetings that meet the needs of a working family – in other words, evenings and weekends. Safe programs in areas appropriate areas of the community for my daughter to attend during the day- financial support for family caregivers; bi-annual reviews with the family/ or support person to evaluate if your programs are meeting the needs.
- Consistent staffing.
- More communication regarding changes due to cutbacks and service redesign to alleviate worry over loss of services.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- Lack of staff and time.
- Concerns around our family member's long –term needs – where he will live is a great concern to us [as he ages], we love his group home and staff.

FAMILY SATISFACTION ACTION PLAN

Tasks/Timelines:

1. Encourage and support families to bring forward any questions, concerns, comments in a timely manner through a variety of options. **December 2011**

Responsibility: Program Managers and Executive Director

PARENT SUPPORT SATISFACTION

DESCRIPTION OF SURVEYS

The Parent Support Program provides intense one to one support to eight families. These families are headed by parents who have a developmental disability and often face many barriers related to accessing services: they live in poverty; some have involvement with child protection while others have the added responsibility of being single parents. They face other challenges including not fitting into generic resources, being judged and often discriminated against. The supports provided are frequently related to crisis response. For the purpose of this survey we wanted to assess the programs ability to reach beyond the urgent issues and deal with some systemic long term quality of life topics.

We asked families about their increased **access to other community programs** such as daycares, subsidies, summer programs, food banks, neighborhood houses and medical assistance. All families rated their satisfaction in this area as either Good or Excellent.

We wanted to track family satisfaction with the program's ability to provide **early childhood educations and development**. 50% rated this as excellent, 33% as good and 2% as fair.

Health Support and Information was another area we asked about (health nurses, 1st aid training, fire and home safety and emergency preparedness). 50% rated this as excellent, 2% as good and 33% as fair.

Finally we asked families their satisfaction with the program providing information about **Rights and Responsibilities**. 40% rated this area as excellent, another 40% as fair and 20% as poor.

Parent's Comments:

- Getting daycare for my son and the positive attitude change as a result has been great.
- I really enjoyed the first aid course.
- I liked learning about different things I could do for my daughter.
- Joining the playgroup has been great.
- Learning how to be a better advocate for myself and my daughter.
- I would like to do more outings (swimming, walks).

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- Love the mom's group and our activities.
- Having an advocate has been so important to us.
- I would like to see the rights video and go over the handbook again.
- Having a man in the group or a way for the fathers to meet.
- Nice if we all went out to dinner, eat, chat, learn – even every 4 months.
- Learning more about being a good mom and getting new information has helped.

PARENT SUPPORT ACTION PLAN

Tasks/Timelines:

1. Provide an information session that examines the rights of their children with respect to what the law says parents must provide. (i.e.: they are kept safe, have their physical and emotional needs met, have necessary health care, aren't abandoned or neglected and are protected from emotional and sexual abuse or exploitation). **December 2011**
2. Review CLV's Rights DVD with families. **December 2011**

Responsibility: Program Staff

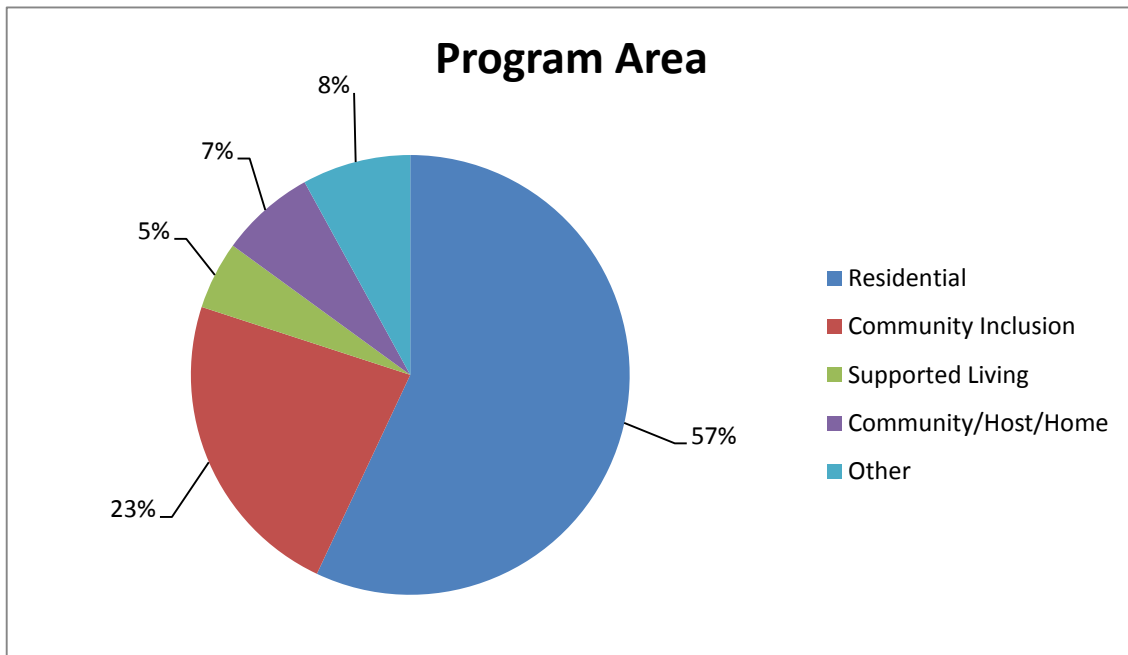
STAFF SATISFACTION

DESCRIPTION OF SURVEYS

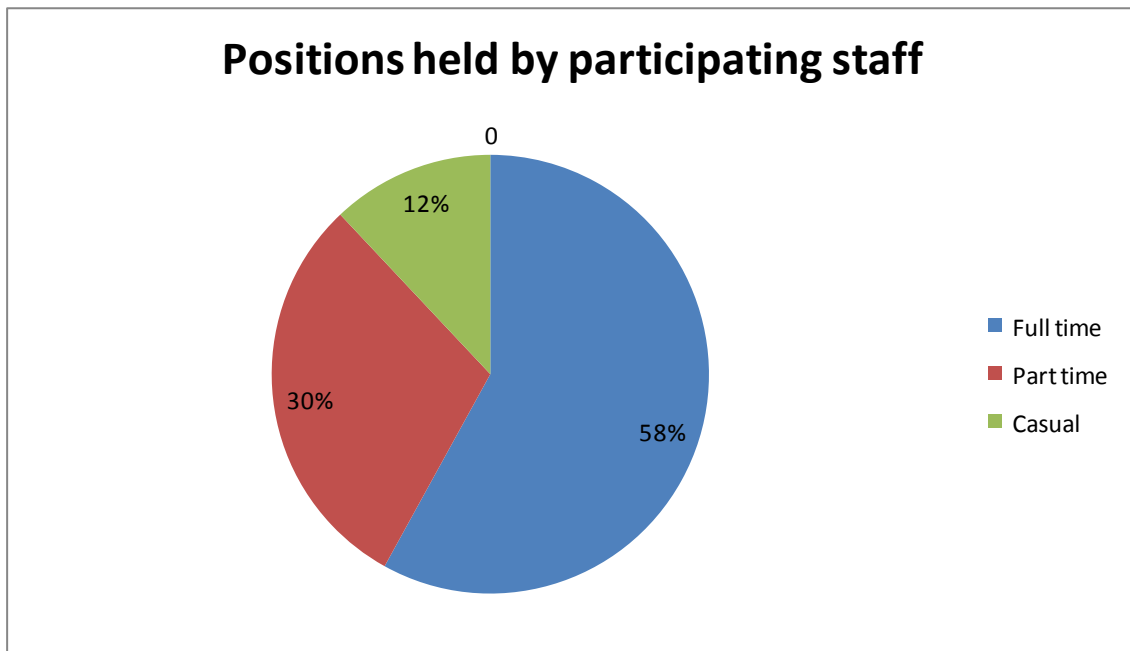
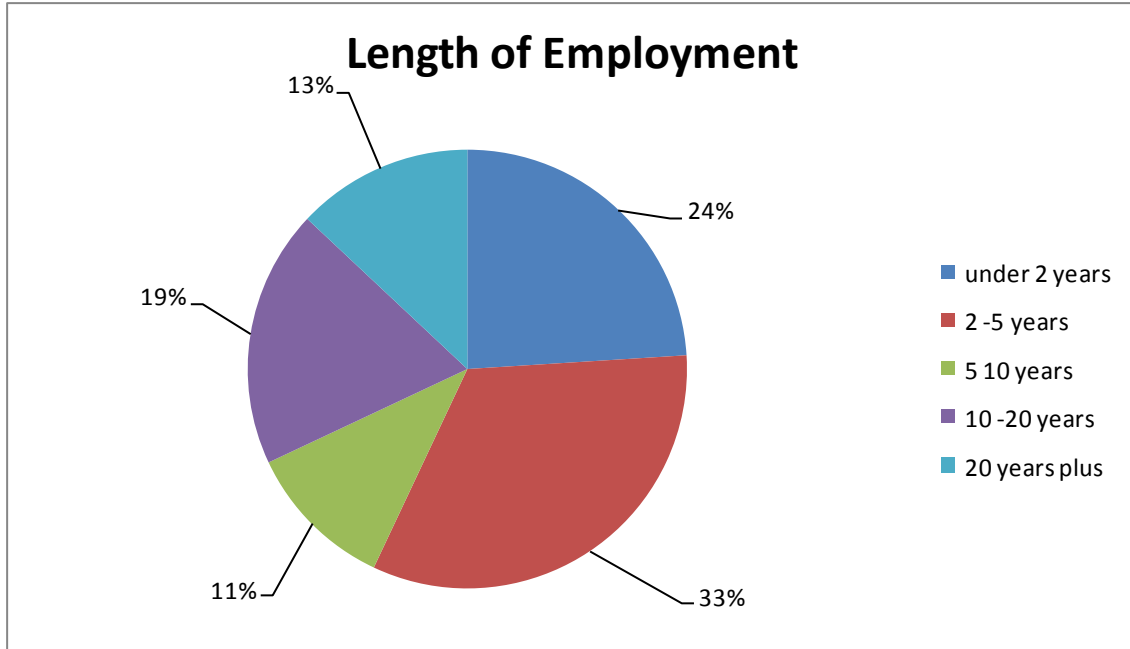
In February 2011 staff were invited to complete an on-line survey for their feedback on how we did in the past year and their suggestions for improvement.

Results: 71 surveys were completed on-line (this is down from 91 surveys completed in the previous year).

Staff Demographics:



CLV OUTCOMES MANAGEMENT RESULTS SUMMARY



Satisfaction levels with the way people are being supported by CLV:

90% agree and 10% somewhat agree that **people are supported with respect and dignity**
71% agree and 29% somewhat agree that **people make choices and decisions about their lives.**

62% agree and 35 % somewhat agree that **people are being accommodated as they age.**

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Comments:

- Even though CLV tries to make accommodations, funding still gets in the way; more people want to retire and still cannot do so. There is no budget to purchase accessible housing and we are going to need many.
- we need to find ways to support some of our aging population who are living independently, as their needs for support increase.
- physical exercise on a daily morning routine would vastly enhance [people's] ability to move and stay healthy...aging is not all about giving into the temptation to sit still, but needs a constant diligent "push" to keep fit.
- we can be doing much better with our own awareness of how our indirect actions affect the respect shown our consumers (i.e. staff conflict in front of consumers, [using] a carbon copy approach to offering choice, staff moods and their affect on consumers, etc.).
- Choice can be limited in a group home setting based on limited staffing schedules and routines. I think [the home] does well to juggle the workload, however, I think there is room for improvement.
- Aging consumers and more complex health needs are becoming a concern with recent changes by [government] which removes medical, dental and some extended health benefits will make retirement years more difficult.
- Younger people also need to be accommodated while they age, not just the elderly. Basically, more teaching needs to [happen] for the younger group [daily living skills].

Satisfaction levels that CLV is effectively working to remove or limit barriers for the people we support:

Financial Hardship – 96% agreed or somewhat agreed

Employment -91% agreed or somewhat agreed

Communication Issues – 95% agreed or somewhat agreed

Transportation – 94% agreed or somewhat agreed

Acceptance and Inclusion – 100% agreed or somewhat agreed

Aging Issues – 96% agreed or somewhat agreed

Comments:

- I have been impressed right from the beginning of my employment with CLV with the efforts CLV puts into making sure our clients are included in the events in the community ... awesome!
- Identifying paid work has been problematic for some people we support (i.e. lack of employee resources, time, etc).
- I know the consumers have benefited greatly from the little extras through the Reach for the Stars/Sun fundraisers.
- To date, we have been able to support individuals with aging, but accessible facilities in the near future will be required to accommodate people's increasing needs.
- Clients feeling free to communicate can be hindered by preconceived ideas from long term staff that limit choices offered or the client's needs to please the staff.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- This is a work in progress as people are given more choices and opportunity to experience life and grow personally.
- Access to donation money is a godsend to those living independently in the community. People are struggling financially at the best of times and providing assistance through donations is much appreciated.
 - I am so impressed with the amount of donation money we bring in and turn around to offset costs and needs of the people we support. Knowing we can assist during times of hardship is a wonderful thing CLV does.

Satisfaction with CLV's ability to address challenges in community living and level of communication with staff:

98% of respondents agreed or somewhat agreed that **CLV is effectively addressing challenges in community living.**

96% of respondents feel that **CLV is effectively communicating with staff**

Comments:

- More informative orientations and updates would be great; also, having people we support at the home, while orienting about them.
- Our culture is one of “you are only told what you need to know”, very much on a hierarchical basis.
- I ask that CLV communicate with staff in terms of who we are and what we do – very few people know what home share is, and how important it is for our company and the people we support currently and in the future. If staff are educated on these things then we become advocates for it, which makes it better known and accepted.
- We still need more work in this area [communication] – when the goal was set, effort was made. We had the “Talk to Ellen” opportunities once. The updates on the website are not frequent enough. With more re-design to happen it would be nice to be able to have another open forum with the management team so that I can feel more secure with knowing what is happening.
- I really feel that members of our Board should visit our homes so that we can get to know the people who ultimately make important decisions.
- Our website is fantastic and informative.
- The grapevine is fantastic.
- I think CLV tries a variety of methods to communicate to such a large and diverse group but I don't think all people use those communication tools. I don't think people should complain if they have not tried to access the website, come out to meetings, read the grapevine or annual report. We have so much to be proud of!

Satisfaction levels with working at CLV:

96% of respondents agreed or somewhat agreed that **they receive effective support from their supervisor and program manager**

93% of respondents agreed or somewhat agreed that **they are comfortable expressing themselves at work and that they will be responded to appropriately**

80% of respondents felt that **our revised employee orientation and mentor system assists new casuals to be better prepared for their work**

Comments:

- CLV has the best training system in place that I have ever experienced.
- I like that I feel heard by my manager. I am treated as a colleague rather than someone with less status.
- I think we need to better support to those we bring on with English as a 2nd language. This is a great addition to our staffing. To make it a bit easier we need to find ways to be able to give more support as it takes longer at times to orient them to the programs.
- Internally within CLV we receive great support from our managers who try to take our concerns to CLBC to access additional supports.
- The [casual employee] mentorship program is an excellent idea.
- Information is available at all times.
- The high skill level of employees and sense of strong commitment to the people we support greatly influences a rich and enjoyable working relationship with co-workers.
- I enjoy and look forward to being called for shifts at CLV.

Areas that are Working Well at CLV:

Comments:

The people we support are better off through their involvement with CLV:

- The people we support have opportunities, are treated well, are safe, and have a real sense of family and belonging.
- Opportunities for consumers to explore new things, to experience new places.
- How we support our consumer who have few or no friends or family.
- The direct care to individuals; safe home environments.
- Person centered planning, families are involved and crucial stakeholders.
- The people supported are loved and cared for and they are treated with respect and dignity. The opportunities they are provided with in the leisure areas are mind boggling – we have come so far and I'm proud to be a part of that.
- The day programs are a great way for clients to get to know each other - I see a variety of options/outings that [people] can go to.

The level of professionalism in the agency overall and caring and commitment of support staff is commendable:

- As a whole, I find staff/supervisors to be committed professionals in all of the homes I am working at.
- The staff teams are terrific. Great support for one another.
- Over-arching care and concern for our consumers from Ellen all the way down to the newest casual.
- CLV has many dedicated staff who make me proud to be a part of such a caring organization.
- Fund raising to fund expenses to support [consumers'] needs and wishes i.e. going on a holiday, attending community activities.
- The organization as a whole lives its values and strives to ensure people receive high quality support.
- The majority of part-time and full-time staff have worked at CLV for many years, so we must be doing something right!
- The mentor program is really great and I found that every new supervisor I met had tons of helpful information for me and were very supportive.

CLV's profile and reputation continue to be at a high level in the community and our field:

- The ad campaign (Hope. Help. Home.); how we are able to attract foundation members who work so hard to fundraise for the people we support
- Promoting who we are as an organization.
- I am proud to work for an organization that is seen as a leader in the field.
- visibility in the community.

We have the ability to do some great and innovative new programs and still offer supports to our longer term group of individuals and families:

- Areas such as parent support, supported employment, community homes.
- Our family supports and connections.
- Moving towards more individualized supports for people.

Always looking at how we can be better:

- Keeping a balance of growth and stability.
- Training and moving towards creating a new vision (with practical applications too).
- There are always things to improve on. For every challenge that CLV is faced with, they work together as an organization to make the transitions as positive as possible, in the best interests of the clients and the organization as a whole.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Advocacy:

- CLV is truly committed to the people we support and their families. CLV goes above and beyond to make this happen.
- In all matters, I think CLV is doing a well done job in advocating the needs of their clients, as well as guiding and hearing the staff's concerns.
- I feel that CLV does an admirable job of advocating for the needs of those we support and in supporting them to achieve their goals in life.
- I feel that CLV does a good job in all areas. The Host Agency is still new and may have some challenges.

Communication:

- The website is really great!
- I love how the CAP program is also the office of the Program Managers and the Executive Director. Everyone can stay better connected this way.
- Get together – so everyone can meet everyone.
- Information is available at all times.

Areas of CLV that are not working well or need improvement:

Comments:

Continue to work on Communication:

- The lack of general knowledge about CLV and who we are and what we do among staff. I think this should change.
- Not enough communication on staff development workshops/ courses.
- Continue to find ways to enhance communication throughout the organization.
- The last year has been very challenging due to the changes with CLBC. Staff are very much on edge, worried about what is next? The need for clear, transparent direction from the board and executive is most important. Address issues immediately, even saying “we don’t know what will happen” is better than allowing rumors to swirl.

Aging of our Consumers:

- [Let] older consumers who are ready to gradually reduce their time at day programs, stay home; develop seniors programs.

Balancing Growth and Stability:

- Continue to find ways to be relevant to younger families and individuals while providing supports necessary to our long-term consumers and their families.
- As host agency and home sharing continue to grow, more support is required for these programs.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- The lack of financial and administrative support to my program results in a heavy workload that detracts from my other duties and responsibilities.

Improving our services on the front-line:

- Orientations to homes and individuals could be better.
- There continues to be workload issues as well as a fair wage.
- Staff attitudes towards work and what is expected of them is often unclear or does not get accepted when communicated by their supervisor – teamwork programs might be a useful asset to many homes.
- Finding another method to call out shifts, it is time consuming and takes away from the care we are supposed to be giving to the individuals.
- Monthly supervisors meetings are not efficient.
- The things that I think could improve are things CLV cannot change. I would like the short-sighted thinking of closing community homes to change in the mind of government. In addition, I would like our sector to be treated with a high profile. CLV has spent time and money on trying to portray the value of what we are all doing here.

Going Green:

- Energy efficiency (lack of awareness and implementation of responsible practices which could greatly reduce energy consumption).
- We could go a lot more paperless; more computers, cell phones for staff out in the community.

Suggestions to improve any areas causing concern:

- A section on our website under the category Workshops/Courses that is updated constantly that staff can take the initiative to check should they be interested in and subsequently can sign up for
- Ellen needs to be more of a presence. I realize she is tremendously busy as the lead for our organization, but so many staff have no idea [who she is] and even some people in our homes don't know who she is.
- Program supervisors [should be] asked for input in the performance appraisals of their home manager.
- Casual staff should be designated to certain group homes/facilities based on compatibility to ensure continuity and familiarity with clients.
- More staff team opportunities (i.e. corporate challenges) to build better relationships with staff.
- Face to face meetings are important but exploring webinars for the meetings would be worthwhile. Maybe quarterly face to face meetings and webinars in between.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- CLV has a vast amount of knowledge amongst their staff. Why not access those strengths? Give us more of a sense of being valued and listened to, create more committees and ask for participation and involvement.

STAFF SATISFACTION ACTION PLAN

Task/Timelines:

1. Continue to provide opportunities for enhanced communication with staff about CLV activities, programs and issues in the community living movement (face to face, website, ED updates, program visit, staff newsletter, etc). **December 2011**
2. Provide team building resources to at least two identified teams this year. **December 2011**
3. Continue to address aging issues for the people we support. **December 2011**
4. Create a staff educational section on the website for easier access to training opportunities. **September 2011**
5. Provide an educational session on ways to increase personal choice and decision-making for the people in our homes and programs. **December 2011**

Responsibility: Program Managers and Executive Director

FAMILY SUPPORT PROGRAM

DESCRIPTION OF SURVEYS

In February 2011, the over 450 families and other professionals who use our Family Support Program, were invited to participate in our on-line survey. CLV's family support program is not funded by government and depends on donations and grants from groups such as the United Way, Community Gaming Grant and our own CLV Foundation. Each year we need to demonstrate that the support we provide is making a difference in the ways that we projected it would.

Results:

123 people participated in the survey. This was our largest response to date. 39% of respondents were family members and 61% were community professionals or contacts.

As a result of being involved with CLV's Family Support Program, high levels of satisfaction were reported in the following areas:

91% agreed and 9% somewhat agreed that they have an increased knowledge of resources available to family members or families who have a member with a disability as a result of enlisting the services of CLV's Family Support program.

Comments:

- Did not know about a lot of the resources until CLV was involved.
- We are constantly informed by CLV about programs and what is available to our family; we appreciate the outstanding communication.
- Great resource to come and speak with our team to keep us informed about ministry changes re: transition to adulthood and the impact on families.
- The program keeps up up-to-date of changes in government policies and guides us in the discussion of pros and cons about the changes.

89% agreed and 10% somewhat agreed that they are more aware and knowledgeable about how CLV can support people with developmental disabilities

Comments:

- It is our family rather than our family member that is supported by CLV but the easy comfortable relationship helps us enormously.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- [CLV supports us with] school meetings, trouble with the neighbors, etc.
- The CLV staff is always available for consultation.
- FS staff have helped support us in many areas.
- The program helps me bring up my daughter in the best possible way. The program provides genuine support and the CLV staff truly care.
- I feel that CLV is so supportive of families and always wanting what is best for us. Our child is truly valued by them and always her best interests are kept in mind.
- We are still searching for answers, but have relied on and received much help from CLV.
- [The program] has been wonderfully supportive of families - from those that are just beginning a journey to those who have been on the journey for awhile.
- We love Teen Community Connections. We especially appreciate the fact that they know our family so well, they know what our needs are and they know what is available “out there” for our kids. We always know that someone will help us when we are feeling confused any step of the way. They also help without judgment or criticism – always with patience and enormous support.

78% agreed and 18 % somewhat agreed that they have increased their knowledge, ability, and /or skill level in supporting their family member or families who have a member with a developmental disability.

Comments:

- I attend any meetings that I can and feel more connected as a result. In the world of special needs children this family support program feels like our only real “link” to what is available for our child. I have not spoken to or met with anyone such as a social worker - all of our support comes from CLV.
- Thank you so much for your presentation and sharing of your knowledge through your stories and experiences, it is invaluable. I’ve learned a lot. You have opened my eyes to realities and answered many questions I’ve had. Thank you.
- Evening workshops are offered throughout the year. Let school district people know about these as well.
- Being kept aware of programs, seminars, education opportunities in the community and [providing] a wise listening ear when required.

70% agreed and 23% somewhat agreed that they had increased their access to supports (such as CLBC funding, child care, support programs, recreation, school supports, etc.).

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Comments:

- I believe CLV was among the groups who lobbied for the important change that created the Personalized Services Initiative for adults with autism. This recognition that there are adults with developmental disabilities who were falling through the cracks was an important contribution.
- I don't think I would even know what is out there without them. We were in a position of not even having any respite or funding at all until Linette came to a meeting with us and helped us to discuss the many issues. We are very grateful.
- He [my son] is getting a huge amount of help at his school now. Also goes to the Victoria Riding for the Disabled and the sensory room. One on one EA (Education Assistant).

75% agreed and 21% somewhat agreed that they feel more able to advocate on behalf of their family member or clients who have a developmental disability.

Comments:

- The program provides a means for families to get together. Unity is power.
- Clearly with more knowledge comes an increased ability to advocate. FS staff have assisted our family greatly in knowing what resources are available and more importantly how systems work.

Areas Needing Improvement:

- At the moment, there is a contradiction brought about by history – that we speak community inclusion and high expectations, but some of the services remain very traditional. This is not a criticism, but an observation.. As a young parent, my hope is that CLV is being intentional in its planning for a shift in service delivery so that young families and their sons and daughters will not face contradictory service models that affect how resources are distributed – but more importantly maintain public and family perceptions about the potential and value of people with disabilities.
- It took a long time to find out all the information that I know now. I wish I were told earlier about it or I knew about family support before. It would have been very helpful.
- I am disappointed that there are no programs at Christmas and Spring breaks for the Teen Community Connections program. Working full-time, that is always stressful.
- Funding.
- A better “list” or “brochure” of what is available from you; not always clear. Feel you need more staff/workers / the caseloads, information to absorb is phenomenal.
- Children with developmental disabilities age 6-14 yrs who have a mental health diagnosis are not well served.

Suggestions for Improvement:

- I have no concerns at all – other than the fact that someone might decide to cut their funding. If anything, it needs to be increased. This family support program is critically important to families in Victoria.
- Maybe the website can have specific contact information for parents who are lost in the system. Such as, what is the role of family support, who do parents contact to get specific information on programs to teach living skills, financial, etc. and how to find out about micro-boards, support groups for parents and where to find resources.
- We have been in this quite a while and it still takes a significant amount of energy to figure out what we need to do. There is a need to help people manage their way through the many layers of things to determine what is the most crucial. CLV does an amazing job but the volume of work seems overwhelming.
- Improving collaboration between community supports e.g. CLV and school. Transition planning for adult life especially with people who do not meet CLBC's eligibility requirements.

FAMILY SUPPORT SATISFACTION ACTION PLAN

Tasks/Timelines:

1. Secure long term funding support for CLV's Family Support Program: **December 2011**

Responsibility: Executive Director and Program Manager

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 our Consumer Information Database.

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 2010 TO DECEMBER 2010:**

1. **Community Inclusion Programs**- there were 5 vacancies within CAP and SAT.
2. **Residential Services** – we had a total of 5 vacancies in homes in 2010 -1 at Burnside, 1 at Mariposa, 1 at Redfern, and 2 at Helgesen home.
3. **Community Services** - all were at capacity for this reporting period.
4. **Host Agency** - over capacity.
5. **Home Share** – Home Share was at capacity and has a growing waitlist.

Community Inclusion Programs: The Redfern program participants transferred to CAP and the Satellite in June 2010. CAP and Satellite filled 4 of their vacancies within 60 days. 1 part-time vacancy at the Satellite took longer to fill due to the long convalescence of a consumer who ended up not returning to the program. Ralph St. and Marin Park day programs experienced no changes.

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

Residential Services: A vacancy at our Burnside Home was filled internally when someone moved into the home from our Redfern home so that their physical care needs could be better supported. The Redfern vacancy was left unfilled by CLBC reducing the home from 6 to 5 people. A vacancy at the Mariposa home was filled internally by a person from our Maplewood home who needed an accessible home. A new person to our services moved into the Maplewood home filling the vacancy temporarily, and becoming a permanent resident in November 2010. 2 vacancies at the Helgesen home were left unfilled by CLBC.

Community Services:

Employment Services: The overall number of participants within the program remained the same and the program ran at capacity for the entire year. However there was a flow of people leaving the program and new people entering the program. CLBC has established (for the first time) target numbers for employment programs based on an average of 25-30 people per counselor.

Supported Apartment Living: This program continues to experience a lot of interest from potential participants however low turnover makes vacancies a rarity. Due to increasing health needs we supported one gentleman to move from SAL into one of our homes that could accommodate his needs. That vacancy was filled by someone who had been on our waitlist for a long time. The Queen St. apartment building is now supporting 6 people which is the full complement of subsidized apartments CLV was allotted through this partnership with BC Housing and Pacifica Housing.

Supported Independent Living: This program had one person exit and one person start, keeping the numbers at the same level. In addition however, staff hours increased with an additional contract from CLBC to accommodate the growing health needs of one of the participants.

Parent Support: The program has been supporting 8 families throughout the year. One family left the program and someone from the waitlist was brought on.

Host Agency: The Host Agency program reached capacity in the summer and with the addition of the Inclusion Works program surpassed capacity in September. This was accommodated by the supportive nature of the Family Governed Model as they assisted with many of the typical coordination tasks and utilizing some additional internal resources.

Home Share: The Home Share program reached capacity in the November. This was accommodated by utilizing additional internal resources to assist with various tasks.

SERVICE ACCESS GOALS

Community Inclusion Programs: Continue to manage any temporary or part time vacancies to ensure the most efficient use of these spaces. Due to waitlists for this service, vacancy times have been reduced to 30 days from 60 days. Our community inclusion programs will be focusing on ensuring increased employment opportunities for people we support who want to work.

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. A priority focus will be to begin the process of replacing homes with multi-levels with accessible ranchers (i.e. Maplewood, Redfern, and Marin Park) to accommodate our aging consumers.

Employment Services: Secure additional funding to further explore expansion of the program for day program participants, youth, people outside our mandate or through CLBC and explore our interest in participating as one of the “supplemental supports” as part of the new Employment Program of BC **by May 2011.**

Supported Apartment Living Program: Promote the request made in our “Redesign Submission” to CLBC to develop a second SAL site.

Supported Independent Living: to develop support plans for those with increasing health and safety needs to secure additional or alternate supports when SIL can no longer accommodate their needs.

Home Share: Hire an additional Coordinator to allow the expansion of a second network of Home Share providers.

General Growth and Capacity: Explore our capacity for growth and our future direction in our next Strategic planning session. **May 2011.**

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	December 2011
Target February 2012 as the MOR completion and distribution date	Survey team	February 2012
Review and track Effectiveness and Efficiency goals	MOR team	February 2011
Ensure systems in place to track all the goals we have identified	MOR team	March 2011

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, Consumers
- Families, Community Living BC & the Public
- The Measurable Outcomes Report Summary is available through the Community Living Victoria upon request from the CLV Administration office and on our Website

APPENDIX 1: EXAMPLES OF EFFORTS TO IMPROVE IN IDENTIFIED KEY AREAS FOR 2010 SURVEY

Addressing Aging Issues

- Changing support to address the fact that someone can no longer access the community alone due to aging and dementia issues
- Secured a parking pass to reduce the walking requirements for people
- Changes to some activities to accommodate the reduced physical abilities of some
- Referrals to VIHA's Occupational Therapy for assessments for bathroom supports, bed rails, and out of home wheelchair
- Menu changes to incorporate more fish, lighter eating choices
- A gentleman at one of the homes has joined a gym and continued to lose more weight
- Wheelchair purchased for someone experiencing increased walking issues
- Lower bed purchased to accommodate a person's hip issue
- Utilization of Handy Dart instead of public transit due to dementia
- Change of activities to more sedate ones such as Tai Chi and swimming
- Stairway railing and steps reinforced
- Saving funds to purchase a specialized bed, mattress for skin integrity
- Moved from an apartment to a larger home and renovations to the bathroom including an accessible shower. Track lift system installed
- Changed physical environment of home and room to better accommodate walker
- Increased outdoor lighting for people coming home after dark and improved deck surface to reduce slipping
- Improved lighting and increased heat (especially in bathrooms, bedrooms for people)
- Developed a one year plan with Dr. concerning a diagnosis of osteoporosis
- Renovations to bottom floor to make wheelchair accessible
- Contact with many health specialists (Orthopedic Surgeon, Community Support Nurse, Occupational/Physical Therapist, joint replacement clinic, Red Cross, Arthritis clinic, Dementia Assessment specialist, Long Term Care Assessment, Homemaking services and Hematologist
- Looking within the CLV family of homes to accommodate changing physical needs of people so that they can remain within CLV
- People within home are choosing to go to bed earlier and saying no to more active events
- Education goal within home to make wiser nutritional choices in weekly menu planning

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- Increasing our sensitivity and information to individuals as they are starting to deal more with loss or decline of friends and family
- Noted an increase in the need to support people with daily living skills (dressing, bathing, cooking, chores etc). Adjusting shift routines to accommodate this changing support need as well as emotional support for individuals to adjust to less independence and increased awareness on staff's part of how to provide that emotional and physical support
- Supported moves from more independent settings to Home Share where more support could be offered
- Secured respite for someone living independently so his wife could rest
- Assisted an individual with the funeral, estate planning etc. after his mother passed away

Meaningful Choice

Throughout the year we asked teams to find opportunities and activities to enhance staff's working understanding of what "meaningful choice" meant for the people we support. Here is a sample of those efforts:

- Consistently bring up this topic in orientations with new casuals
- Openly questioning why the activity chosen may have not been the individual's desired activity
- Discussion around how much understanding an individual has when faced with a major decision
- Development of protocol that ensured basic safety and medical needs were met while allowing a person supported to make choices about his independent lifestyle
- Staff accommodating shift change times to allow for someone to go do something unique of their choosing that doesn't fit within the schedule
- Going "where and when" it takes to encourage a person to leave her home and enjoy nature
- Many teams mentioned the message from David Pitonyak's workshop and how they brought the theme of meaningful choice back to their home/program and discussed it
- Consistently challenge ourselves as a team to not get into thinking someone "can't do something" and think more "how can that happen"
- Magnetic wall schedule for activity planning allows for increased daily choice about what and with whom people participate and make life choices
- Enhanced use and discussion of the Rights handbook and video
- Concentrated upfront time before PCPs using pictures, time, observations etc to ensure that the men we support who are non verbal are having meaningful input into their personal goals

CLV OUTCOMES MANAGEMENT RESULTS SUMMARY

- Supporting more independent people who are constantly making their own choices we have good reminder discussions that even though we might be concerned about some of their decisions, they are theirs. As long as safety is not compromised our role is to assist the person with making informed choices
- Changed our approach of a medication challenge from refusal to an opportunity for the person to choose how and when to take their medication
- Our team has approached many issues from an informed choice/educational position. We have facilitated many dialogues and learning opportunities so that people are making and directing more of their own health care and lifestyle choices
- Funding directed to continued speech therapy for someone as a vehicle for them to express more clearly their choice and communicate needs
- One of the people we support was facing loss of two people dear in his life. We ensured he had access to all the information, had support, time to decide and choose how he wanted to be involved and could make informed decisions about his role
- One team identified the challenges and in turn the opportunity that has come from the people they support experiencing very limited ability to communicate in traditional ways. They have really tuned into behavior as a way of communicating, observation of little details and looking for the signs that express joy, frustration, needs etc. The team has really challenged themselves to analyze what they are seeing, try to correctly interpret and abandon some long held beliefs