



*SHUSWAP ASSOCIATION  
FOR COMMUNITY LIVING*

2010/2011  
ANNUAL REPORT

## **VISION**

We envision a caring and supportive community where all people are valued.

## **MISSION**

Shuswap Association for Community Living creates opportunities and provides support to optimize the potential of individuals with intellectual disabilities.

## **THE YEAR IN REVIEW**

The Shift to Policy Governance has dominated most of the Board's attention this year. Policy Governance is a new way of doing business for Community Boards, wherein the Association is steered by Policies set by the Board, rather than by the irregular and sometimes capricious "whatever comes up" kind of Agenda from yester-year. Board meetings are held on the 3<sup>rd</sup> Tuesday of every month.

The process of Governance had us create what are called "Ends" Policies, which are the big picture of what our Association is intending to accomplish. Our current Ends Policies include The "Mega End" and the "Lesser Ends"

1. The "Mega-End":

Individuals with intellectual disabilities will experience safety, happiness, inclusion and the feeling of being valued. Our community will be more accepting, respectful and understanding of all individuals with intellectual disabilities.

2. The "Lesser-End" policies:

- a. They will increase their financial independence as an increasing number of community employers hire our individuals through meaningful employment, including self-employment options.
- b. They will be safeguarded and will have safeguards in place as needed.
- c. They will be empowered to self-advocate.
- d. The Association will facilitate families and caregivers being connected to appropriate resources if and when possible.
- e. The Association will review and endeavour to develop a timeline to move from the present site into a downtown location.

Lots of change, but we have held on to a few old traditions, one of my favourites being the report from the Consumer Council. Ellen Zilke is now our representative to the Board from that group, and we really appreciate The Consumer Council Report as well as her attendance at meetings. This report satisfies our desire to know what's going on with the folks we support, without getting right in there. At this time I'd like to thank Marcus Purdaby for being our representative from this past year.

We continue to have a challenge with finding someone to facilitate our Self-Advocates group. We need a facilitator from the Community that will assist in coordinating the meetings and providing opportunities for networking with other areas. In addition you get to spend time with our folks ... If this sounds like something you'd have fun doing, please see one of us after the meeting.

This year the Board decided to stop doing “fundraising” and instead, shifted to “fund development”. (We still sell Askews cards, however ... \$50 of grocery money, which you’d spend anyway, gives a percentage to the Association.)

We appointed Liz Foster as our representative to the Shuswap Community Resources Co-op. The SCRC has made a move towards setting up a “back-office” where many of the administrative tasks for all 7 member agencies will be performed in a pool. The division of labour thereby created will hopefully create better efficiencies in every area. In other words, instead of having one person who does 7 tasks, there will now be 7 people, each focusing on their area of expertise ... or so the vision goes. The co-op has lots of irons in the fire, and I urge you to attend the Shuswap Community Resources Cooperative AGM which is usually held in February, to keep abreast of this fascinating community initiative. A transportation pool, courses for non-profit management at the College, the setting up of a Regional Social Planning Council, and various social enterprises are also in the sights of the Resources Co-op.

I appreciate the privilege of serving you, the “Owners” of the Shuswap Association for Community Living, through the turbulent waters of social change. The Association’s staff do a remarkable job riding the waves, being very flexible and ever-mindful of our vision and mission. When I see our folks out in the community or when I drop in on any of the programs, I see respectful interactions, humour and a general sense of purpose in supporting our Individuals to lead the lives they choose.

Thank you.

*From Joan Sturdy, Board Chair*

## **THE YEAR IN REVIEW**

*From Jo-Anne Crawford, Executive Director*

The AGM is always the perfect time to take the opportunity to acknowledge and thank the staff and board of the Association for their dedication during this last fiscal year. We are privileged to be part of a team dedicated to making a difference in the lives of individuals with intellectual disabilities.

This year we once again experienced change in our services. We received a 10% cut in funding to our Day Programs which resulted in the Wood Shop operating only one day per week. At the same time we experienced an increase in the number of Individualized/Host Agency contracts. As of March 31, 2011 we have contracts from Enderby to Revelstoke, demonstrating that SACL continues to strive to be the best service provider in British Columbia and the first choice of people choosing services in the Shuswap area.

This report is based on stakeholder satisfaction surveys from the fall of 2010 and program information at December 31<sup>st</sup>, 2010 and March 31, 2011.

Here are a few of the 2010 - 2011 hi-lights:

- Shuswap Association for Community Living managed 12 Individualized Funding contracts, the Employment Services (“Made to Order”) Program and the traditional Self

Help Skills contract that supports Environmental Solutions Program (recycling), the Recreation Program and the Wood Shop.

- Although the Association received a 10% budget cut to our Day Programs in 2010, the Association has secured a number of new Individualized Funding contracts and funding through MCFD our revenue has grown from \$1,273,734.00 in 2007/08 to a projected 2011/2012 budget of \$1,592,586.00 – an annual increase of \$318,852. Budget percentage per funding source is: CLBC Contracts - 84%, MCFD - 8%, Sales (ES) - 5%, Rental Income - 2%, and Miscellaneous - 1%
- The grant we received from the Shuswap Community Foundation of \$2,500.00 enabled us to further our Technology Plan with the purchase of 3 new laptops. We were also able to purchase 2 office chairs.
- The Day Break Rotary Club generous donation of \$1,150.00 which made it possible to purchase a new computer and monitor.
- \$2,000.00 from the City of Salmon Arm Grants-In-Aid went towards our Water, Sewer and Garbage utility costs.

### DEMOGRAPHICS

<b><i>Number of People being served on March 31, 2008</i></b>	<b><i>Number of People being served on March 31, 2009</i></b>	<b><i>Number of People being served on March 31, 2010</i></b>	<b><i>Number of People being served on March 31, 2011</i></b>
<ul style="list-style-type: none"> <li>• 59</li> </ul>	<ul style="list-style-type: none"> <li>• 58</li> </ul>	<ul style="list-style-type: none"> <li>• 59</li> </ul>	<ul style="list-style-type: none"> <li>• 65</li> </ul>
<b><i>Primary Disability of People Served</i></b> <ul style="list-style-type: none"> <li>• Intellectual Disability – 73%</li> <li>• Downs Syndrome – 22%</li> <li>• Other – 5%</li> </ul>	<b><i>Primary Disability of People Served</i></b> <ul style="list-style-type: none"> <li>• Intellectual Disability – 75%</li> <li>• Downs Syndrome – 20%</li> <li>• Other - 5%</li> </ul>	<b><i>Primary Disability of People Served</i></b> <ul style="list-style-type: none"> <li>• Intellectual Disability – 66%</li> <li>• Downs Syndrome – 19%</li> <li>• Other - 15%</li> </ul>	<b><i>Primary Disability of People Served</i></b> <ul style="list-style-type: none"> <li>• Intellectual Disability – 66%</li> <li>• Downs Syndrome – 17%</li> <li>• Fetal Alcohol Syndrome – 8%</li> <li>• Other – 9%</li> </ul>
<b><i>Ethnicity of People Served</i></b> <ul style="list-style-type: none"> <li>• Caucasian – 91%</li> <li>• First nations – 7%</li> <li>• Eurasian – 2%</li> </ul>	<b><i>Ethnicity of People Served</i></b> <ul style="list-style-type: none"> <li>• Caucasian – 91%</li> <li>• First nations – 7%</li> <li>• Eurasian – 1%</li> </ul>	<b><i>Ethnicity of People Served</i></b> <ul style="list-style-type: none"> <li>• Caucasian – 91%</li> <li>• First nations – 5%</li> <li>• Eurasian – 1%</li> <li>• Ukrainian – 3%</li> </ul>	<b><i>Ethnicity of People Served</i></b> <ul style="list-style-type: none"> <li>• Caucasian – 86%</li> <li>• First nations – 11%</li> <li>• Other – 3%</li> </ul>

<p><b>Ages of People Served</b></p> <ul style="list-style-type: none"> <li>• &lt;18(1%)</li> <li>• 19 to 30 – 20 (34%)</li> <li>• 31 to 40 – 11 (19%)</li> <li>• 41 to 50 – 16 (28%)</li> <li>• 51 to 60 – 7 (12%)</li> <li>• 61 to 70 – 3 (5%)</li> <li>• 71+ - 1 (1%)</li> </ul>	<p><b>Ages of People Served</b></p> <ul style="list-style-type: none"> <li>• 19 to 30 – 20 (34%)</li> <li>• 31 to 40 – 7 (12%)</li> <li>• 41 to 50 – 18 (31%)</li> <li>• 51 to 60 – 9 (15%)</li> <li>• 61 to 70 – 3 (6%)</li> <li>• 71+ - 1 (2%)</li> </ul>	<p><b>Ages of People Served</b></p> <ul style="list-style-type: none"> <li>• 19 to 30 – 23 (39%)</li> <li>• 31 to 40 – 8 (13.5%)</li> <li>• 41 to 50 – 16 (27%)</li> <li>• 51 to 60 – 8 (13.5%)</li> <li>• 61 to 70 – 3 (5%)</li> <li>• 71+ - 1 (2%)</li> </ul>	<p><b>Ages of People Served</b></p> <ul style="list-style-type: none"> <li>• &lt; 18 – 1 (2%)</li> <li>• 19 to 30 – 25 (38%)</li> <li>• 31 to 40 – 9 (14%)</li> <li>• 41 to 50 – 17 (26%)</li> <li>• 51 to 60 – 8 (12%)</li> <li>• 61 to 70 – 4 (6%)</li> <li>• 71+ - 1 (2%)</li> </ul>
<p><b>Gender of People Served</b></p> <ul style="list-style-type: none"> <li>• Females – 49%</li> <li>• Males -51%</li> </ul>	<p><b>Gender of People Served</b></p> <ul style="list-style-type: none"> <li>• Females – 43%</li> <li>• Males – 57%</li> </ul>	<p><b>Gender of People Served</b></p> <ul style="list-style-type: none"> <li>• Females – 42%</li> <li>• Males – 58%</li> </ul>	<p><b>Gender of People Served</b></p> <ul style="list-style-type: none"> <li>• Females – 40%</li> <li>• Males - 60%</li> </ul>
<p><b>Where do People we support live?</b></p> <ul style="list-style-type: none"> <li>• Group Home – 24%</li> <li>• Proprietary (family model) care – 34%</li> <li>• Independent – 3%</li> <li>• With Family – 29%</li> <li>• Supported Living – 10%</li> </ul>	<p><b>Where do People we support live?</b></p> <ul style="list-style-type: none"> <li>• Group Home – 22%</li> <li>• Proprietary (family model) care – 34%</li> <li>• Independent – 7%</li> <li>• With Family – 28%</li> <li>• Supported Living – 9%</li> </ul>	<p><b>Where do People we support live?</b></p> <ul style="list-style-type: none"> <li>• Group Home – 12%</li> <li>• Proprietary (family model) care – 30%</li> <li>• Independent – 10%</li> <li>• With Family – 36%</li> <li>• Supported Living – 12%</li> </ul>	<p><b>Where do People we support live?</b></p> <ul style="list-style-type: none"> <li>• Group Home – 12%</li> <li>• Proprietary (family model) care – 28%</li> <li>• Independent – 14%</li> <li>• With Family – 35%</li> <li>• Supported Living – 11%</li> </ul>

**SACL COMMUNITY SERVICES**

**Service Effectiveness**

**Individuals receiving service make choices about the support they require along with the deliverables required by CLBC to meet their needs.**

100% of Consumers have a current Individual Service Plan in place. Many opportunities exist for individuals to provide input into the support they receive through daily input, regular meetings and satisfaction surveys.

**Community Individuals are involved in meaningful activities.**

91% of individuals served in the community said they always enjoyed being involved in the community/supported work program, while the other 4.5% stated sometimes and 4.5% felt they did not know.

79% believe they are making progress towards their goals (skill and personal development, progress towards goals or outcomes), 17% said sometimes and 4% felt they did not know.

### **Community Individuals interact with members of their community while involved in social activities and when contributing to the community**

87.5% of individuals stated they have the opportunity to be involved in social activities other than SACL (activities in the community or with co-workers), 12.5% said sometimes. The activities they stated they are involved with are movies, travelling, shopping, Church, and through community outings.

46% of supported individuals stated they were interested in working or to work more in the community, 4% said sometimes, 42% said no and 8% said they did not know. The jobs stated were to work in flagging, Buckerfield's, the new Askews when built, A & W and McDonalds.

### **Community Individuals' health and safety is safeguarded at all times**

100% stated that they feel safe with the support they receive (i.e. staff operating vehicles in a safe manner, assistance with safety), and 91% they knew who to contact should issues arise.

### **Community Individuals experience increased opportunities to exercise self-determination**

91% of individuals stated that they have a say/input into what they would like to do during their support hours, 4.5% felt that was true sometimes, while 4.5% said no. 83% stated that the support they receive meets their personal needs and 17% stated that was true sometimes.

### **5<sup>th</sup> Street Triplex**

Staff continue to provide support to six individual's at various levels to live independently.

### **Travel Club**

The club continues to struggle to get the members together due to everyone's busy schedule. 5 people were able to go to Operation Trackshoes in June, and then in September approximately 20 consumers went to Sunnybrae Bible camp again for the 3 days and 2 nights.

The plans for this fiscal year include Trackshoes and then in September the Disney Wonder Cruise.

### **Employment Services ("Made to Order")**

Between April 1<sup>st</sup> 2010 and March 31<sup>st</sup> 2011, we supported 20 consumers in 25 places of employment. 7 new job seekers added during this reporting period making a total of 43 individuals that we are helping to find employment or supporting to find paid positions. Several jobs involve facility / grounds maintenance, light gardening, cashiering and retail customer service. One individual works putting together boxes at a nursery and stocking plants. Ticket taker, fitness equipment cleaner, grocery stockers, snow shovels, dishwasher, bus person and private housekeeper, shoe unwrapping, and flower assistant make up the rest. They are willing, skilled workers proud of their employment. Over the course of this reporting period, the following businesses/agencies have hired through the program:

- Demille's
- Honda / Ford

- Buckerfield's
- Prestige Inn
- Salmar Theatre
- Pedro Gonzales
- Chestor's
- Lifetime Fitness
- Zeller's
- PJ's Restaurant
- Private Home – Housecleaning
- Shopper's Drug Mart

Over the course of the reporting period, the following Self Employment opportunities have commenced:

- RCMP
- Private snow shovelling contracts

When asked: "Has having a supported individual in your employ been beneficial to your workplace and business?" we received the following responses:

- "100% Yes!"
- 'It's all good.'
- "Yes! It has been a pleasure to have both guys come and help out."
- "Yes- he does a job that is otherwise often neglected."
- "...happy to provide an avenue for employment."
- "Good for community awareness."
- "Thank you for this initiative - very successful!"
- "We love Having K in our store."
- "It's been great for all our staff having R working with us".
- Definitely, J has formed relationships with parents as well as other staff, is always co-operative and happy. We love her. The whole experience turned out to be a real plus for us.

### Employer & Employee Survey Results

Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
<b>Consumers who wish to will be supported to obtain and maintain community- based employment.</b>						
Ten (10) full time and part time equivalent job placements will be developed and maintained for individuals Annually until maximum capacity of 50 individuals is reached.	Persons Served	Annually	Quarterly Reports	Admin	10 FTE/PT	30
Individuals will be hired and paid by the employer.	Persons Served	Annually	Quarterly Reports	Admin	10 FTE/PT	30
Individuals will report that the process of acquiring and being supported in employment meets their personal needs.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	83%
Individuals will report that the process of acquiring and being supported in employment is respectful.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	100%
Individuals report that they know who they need to contact when issues arise.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	100%

Employers report that they know who they need to contact when issues arise.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	96%
Individuals report they are involved in social activities outside of the work place - or with co-workers.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	87.5%
Employers report that employees are involved in social activities outside of the work place with co-workers.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	27%
Employers will report that they are getting the supports that they require to maintain an individual in their workplace.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	92%
Employers will report that having a supported individual in their employ it is beneficial to their workplace and business.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	88%

## **SACL DAY PROGRAMS**

### **Community Inclusion Activities Program Report (Day Programs)**

Generally speaking SACL day programs have maintained the status quo this past year. There has been some moving between programs and individual schedule changes but the overall numbers of consumers has remained approximately the same.

At the Recreation Program we continue to seek out activities that increase our involvement in the community and encourage positive interactions with other community members. This is balanced with respecting individual's requests to participate in other activities that are less community based such as surfing the internet or doing crafts. This past winter we were able to offer a skill-building program on developing relationships.

The largest change at the day programs was in May 2010 when the Wood shop was shut down two additional days and ran the remainder of the year open only one day per week supporting eight individuals. The consumers who had been working at the Wood shop on the other two days were blended into other programs. On the day still open the focus has been on selling inventory already in stock, turning lumber that we already had on hand into stakes, and generally cleaning up odds and ends that accumulated over the years.

Additionally, in May, the RCMP changed their procedure and subsequently we stopped receiving bicycles from the CSRD and processing them for the RCMP. This activity provided minimal profit and was mostly staff driven. Through the remainder of the year, we processed and tried to sell the bicycles we already had. In January 2011, the remaining few bicycles were donated and we are now entirely finished with the bicycles.

The crew at Environmental Solutions continue to be busy collecting recycling five days each week. When Salmon Arm introduced curb side recycling we were concerned that we would see a decrease in customers; however, this change did not have any effect on us. The number of recycling customers has remained about the same. There has been a bit of an increase in confidential shredding customers; both drop in and regular ones.

SACL also continues to directly support groups of individuals in Community Volunteer Placements at the Salvation Army Food bank and Churches of Salmon Arm Thrift Store. During

this past year on both days that we are at the Food bank one more individual was added to the crew increasing it to four individuals each day. SACL also continues to provide indirect monitoring and support to several other individuals who volunteer their time more independently at other non-profit locations in Salmon Arm.

**OUTCOMES**

**Service Effectiveness**

**Consumers make choices about the programs and activities in which they participate**

100% of Consumers have a current Individual Service Plan in place. Consumers choose their schedules based on their wants and needs.

Many opportunities exist for Consumers to provide input into what they are doing while at SACL: Consumer Group monthly meetings, satisfaction surveys, Consumer Council meetings and each program holds monthly meetings to discuss current issues as well as plans for the future activities.

SACL continues to track requests from consumers requesting internal Day Program transfers. There are 4 current requests for transfers.

Service Effectiveness						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
<b>Consumers make choices about the programs and activities in which they participate.</b>						
% of consumers who participated in an annual individual planning process.	All consumers	Annual	ISP's	Key Workers	100%	100%
% of consumers who indicated that they are provided with opportunities to make choices about programs and activities	All Consumers	Annual	Satisfaction Survey	Admin	100%	86% - yes 7% - sometimes 3.5% - no 3.5% - don't know

**Consumers are involved in meaningful activities.**

89% of Consumers stated that they enjoy coming to SACL. 71% of Consumers reported making progress towards their desired outcomes. 11% reported that they had made some progress towards their desired outcomes and 18% reported that they didn't know if they were making progress towards their desired outcomes. 0% reported no progress towards goals. Other stakeholders, i.e. Professionals, caregivers and family members reported that desired outcomes were appropriate, relevant, and meaningful.

Service Effectiveness						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
<b>Consumers are involved in meaningful activities.</b>						
% of consumers who identified that they enjoy coming to SACL	All Consumers	Annual	Satisfaction Survey	Admin	100%	89% - yes 7% -sometimes 4% - no 0% - don't know
% of Environmental Solutions(ES) consumers involved in monthly meetings	ES Consumers	Annual	ES Monthly meeting checklist/meeting minutes	Admin	100%	100%

% of Recreation Program(RP) consumers involved in monthly planning meetings	RP consumers	Annual	RP Monthly meeting checklist/meeting minutes	Admin	100%	100%
% of WS consumers involved in monthly planning meetings	WS consumers	Annual	WS Monthly meeting checklist/meeting minutes	Admin	100%	100%
<b>Increase Employment opportunities for the people we support.</b>						
# of Consumers who are Employed in the Community	All Day Program Consumers	Annually	ISP's/Quarterly Reports	Admin	50%	27% of Consumers are employed.

**Consumers interact with members of their community while involved in social activities and when contributing to the community**

67% of Consumers participated in volunteer activities that are supported by SACL. Examples include:

- Bastion Place Extended Care Facility
- Salvation Army Food Bank
- Churches of Salmon Arm Thrift Store
- Shuswap Daycare
- Ladybug Daycare

85% of Consumers, who attend SACL, participate in community based social activities through the recreation programs. Individuals in the Recreation Program are to be offered between 2 and 3 community based activities per program day and were offered an average of 2.24 community based activities per program day from January 1, 2010 to December 31, 2010.

Service Effectiveness						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
<b>Consumers interact with members of their community while involved in social activities and when contributing to the community</b>						
% of consumers who interact with members of the community through volunteer activities.	All Consumers	Annual	Program schedules	Admin	50%	67%
% of consumers who are involved in community activities	All Consumers involved in the Recreation Programs	Annual	Recreation Program Calendars/Daily Logs	Admin	100%	100%
% of Primary Caregivers/Family members/Professionals who indicated that Consumers have learned new skills through their involvement in day-time activities	All Consumers	Annual	Satisfaction Surveys	Admin	100%	Yes – 50% Somewhat – 12.5% No – 9.4% Don't know – 28.1% Not Applicable – 0%

**Consumers experience increased opportunities to exercise self-determination**

86% of Consumers indicated that they get a say in what they do at SACL.

1 Consumer from the Consumer Council belongs to the SACL Board of Directors, 6 Consumers participate in the Consumer Council.

A Consumer Group meeting is held on a monthly basis.

Service Effectiveness						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
<b>Consumers experience increased opportunities to exercise self-determination</b>						
There is consumer representation on the SACL Board of Directors	All Consumers	Annual	Board Minutes	Admin	1	1
Consumers are represented by a 6 member Consumer Council	All Consumers	Annual	Council Minutes	Admin	6	6
# of consumers involved in SACL's review/renewal of its vision & mission	All Consumers	Annual	Meeting Attendance	Admin	6	6
% of consumers who indicated that staff listen to them when they have something to say	All Consumers	Annual	Group and program meeting attendance	Admin	100%	75% - yes 18% - somewhat 3.5% - no 3.5% - don't know

### Consumers' health and safety is safeguarded at all times

SACL consumer's safety is of paramount importance. Safety issues are discussed at monthly program meetings and the programs facilitate evacuation drills every day for a week, once a month, using different scenarios such as earthquakes, gas leaks and fires. Issues arising are identified, discussed and dealt with.

SACL reported 13 critical incidents to Community Living BC in from April 1, 2010 to March 31, 2011.

Incidents are broken down as follows:

- Other Injury – 2
- Unexpected illness – 4
- Biohazard – 0
- Aggressive/unusual behaviour – 4
- Suspected Neglect – 0
- Missing/Wandering – 3

SACL staff reported 123 Non Reportable Incidents between April 1, 2010 and March 31, 2011 in the following categories:

- Falls – 14
- Choking – 1
- Other Injury – 4
- Unexpected Illness – 22
- Unusual Behaviour – 40
- Incontinence – 19

All Incidents are reviewed by the reporting team, i.e. the program where the incident occurred. Recommendations are made and the report is reviewed by the entire staff team. This is done to identify trends and to prevent re-occurrences, where possible.

Service Effectiveness						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
<b>Consumers' health and safety is safeguarded at all times</b>						
% of consumers participated in health and safety orientations and/or training sessions	All consumers	Annual	Program schedules	Admin	100%	100%
# of reportable critical incidents	All consumers	Annual	Critical Incident Reports	Admin	0	13
# of non reportable incidents	All consumers	Annual	Non Reportable Incident Reports	Admin	0	123

% of consumers who indicated they feel safe during day-time activities	All Consumers	Annual	Satisfaction Surveys	Admin	100%	89% - yes 0% - sometimes 4% - no 7% - don't know
% of primary caregivers/family/professionals members who are satisfied with SACL's health and safety precautions	All Family members/caregivers	Annual	Satisfaction Surveys	Admin	100%	78.1% - Yes 3.1% - Somewhat 6.3% - No 12.5% - Don't Know Not applicable – 0%

**EFFICIENCY**

**SACL Day Program maximum capacity – the equivalent of 29 full-time consumers**

At March 31<sup>st</sup>, 2011 SACL was operating at 98% capacity or 28.5 Consumers being served per day.

**Consumers who have varied support requirements receive service through SACL**

67% of Consumers have an intellectual disability. 16% of Consumers have Down syndrome. 7% have Fetal Alcohol Syndrome. 4% have Autism. 1% has Asperger Syndrome.

69% of Consumers also have secondary disabilities such as:

- Mental Health Issues – 19%
- Cerebral Palsy – 9%
- Epilepsy – 18%
- Hearing Impaired – 9%
- Physical Disability – 12%
- Visual Disability – 7%
- Autism – 4%

52 Consumers have more than 2 diagnosed disabilities.

15 Consumers do not have a diagnosed secondary disability.

SACL EFFICIENCY						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
<b>Consumers who have varied support requirements receive service through SACL</b>						
# of consumers that have entered service over the past 12 months who have both a primary and secondary disability	New Consumers	Annual	Intake Forms/Database	Admin	Dependant on intake	10 new Consumers out of 10 have both a primary and secondary disability.

**SACL Maximizes Individual Service Plan Completion**

Individualized/Host Agency Consumers can expect to have an Individualized Service Plan (ISP) in place within three months of starting at SACL. All other Consumers should have a current ISP in place at all times. 100% of Consumers have an up to date ISP in place.

SACL EFFICIENCY						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
<b>SACL maximizes ISP completion</b>						
% of consumers who have Outcomes/Goals in place within 30 days of service.	All Consumers	Annual	Completed Reports	Admin	100%	95%

## **ASSOCIATION EFFECTIVENESS**

### **External stakeholder input into SACL services is sought and responded to**

Stakeholders have a number of ways in which to provide input to SACL. Annual satisfaction surveys are sent to all stakeholders. The Complaint policy is in place to address concerns on a formal basis. The Executive Director participates in a quarterly Service Provider/Caregiver Network Meeting.

SACL EFFECTIVENESS						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
<b>External stakeholder input into SACL services is sought and responded to</b>						
# of family members that participate in SACL organizational planning	All families	Annual	Stakeholder Survey	Admin	100%	37%
# of caregivers that participate in SACL organizational planning	Caregivers	Annual	Stakeholder Survey	Admin	100%	28%
# of Professionals that participate in SACL organizational planning	Professionals	Annual	Stakeholder Survey	Admin	100%	20%
# of Employers that participate in SACL organizational Planning	Employers	Annual	Employer Satisfaction Survey	Admin	100%	90%

## **LEADERSHIP & RESOURCES**

### **THE BOARD**

Shuswap Association for Community Living is governed by a volunteer Board of Directors. The Board members are

Joan Sturdy – Board Chair  
 Liz Foster – Vice Chair  
 Carol Swank – Secretary/Treasurer  
 Bob Wilkins  
 Ivan Idzan  
 Tanja Carson  
 Wyn Gittins

Consumer Council Representative – Marcus Purdaby to December 31 2010 and Ellen Zilke in 2011.

**HUMAN RESOURCES**

The Association provides employment for 32 staff in full, part-time and casual positions – or - 18.59 FTE (Full Time Equivalent). 56 % of staff has been with SACL longer than 3 years.

Less than 1 year – 4  
 1 year to 3 years – 10  
 3+ years to 6 years – 9

6+ years to 9 years – 1  
 9+ years to 12 years – 4  
 12+ years – 4

**FINANCIAL INFORMATION**

2008/2009

Revenue - \$1,408,921  
 Expenditures - \$1,381,439  
 Amortization - \$40,077  
 Excess (deficiency) of revenue over expenditures - \$27,482

2009/2010 (restated)

Revenue – \$1,378,135  
 Expenditures - \$1,354,982  
 Amortization - \$40,125  
 Excess (deficiency) of revenue over expenditures - \$(16,972)

**2010/2011**

**Revenue – \$1,584,451**  
**Expenditures - \$1,440,919**  
**Amortization - \$45,099**  
**Excess (deficiency) of revenue over expenditures - \$98,433**

SACL Fundraising, Donations and Grants

Fundraising, donations and grants for 2007/2008 - \$10,020.54, 2008/2009 - \$12,682.00, 2009/2010 - \$16,411.60, **2010/2011 - \$19,614.00**

Access						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
<b>SACL maximizes fundraising dollars</b>						
Dollars raised through fundraising and grant proposals	SACL finances	Annual	Financial records	Admin	\$5,000	\$19,614.00

The main funding source for the Association is Community Living BC (CLBC). The Ministry of Children and Family Development (MCFD) provides a smaller source of funding as do sales made through the Environmental Solutions Program. SACL also receives miscellaneous income through donations, small contracts, and grants from the City of Salmon Arm and the Shuswap Community Foundation.

- City of Salmon Arm Grants-in-Aid - \$2,000.00
- Social Services Capacity Grant - \$10,000.00
- Monica & Dan Kuzek - \$500.00
- St. John's Church - \$300.00
- St. Andrews Presbyterian Church - \$100.00
- Salmon Arm Firefighters - \$100.00
- Lumberman's Bonspiel Federated Co-Operatives Ltd. - \$500.00
- Broadview Firemen – \$250.00
- The Daybreak Rotary Club - \$1,150.00
- Shuswap Community Foundation - \$2,500.00
- Shuswap Electric & Alarms Ltd. - \$112.00
- Tri-Crown – \$100.00
- Sun Country Cablevision – internet services approximately \$600.00
- Prima Design – Website Maintenance fees - \$250.00
- Super Self Storage – storage room \$540.00
- Shuswap Electrical - \$112.00

In addition to donations from community members and groups, SACL also raised:

- Askew Gift Cards - \$500.00

The Association also provided the following items to other non-profit fundraisers

- Daybreak Rotary Club – a bench valued at \$225.00
- Shuswap Rotary Club – a bench valued at \$225.00
- Astral Media's National Day of Caring for Kids Radio-thon
  - A bench valued at \$225.00
  - Shredding service valued at \$63.00

Shuswap Association for Community Living has been at the forefront in meeting the changes implemented through CLBC service restructuring. Through the downsizing of Day Programs the Association has created 2 full-time Employment Vocational Counsellor positions. SACL was the first in the Province to obtain a "Host Agency"/Individualized Funding (IF) contracts. Our annual revenue through IF contracts now exceeds the revenue generated through the traditional Day Programs.

SACL is one of a number of non-profits who partnered to found the Shuswap Community Resources Cooperative which incorporated in November 2008. In an effort to reduce long-term costs associated with administration, the members of the Coop are collaborating to create shared back office services.

## SHUSWAP COMMUNITY RESOURCES COOPERATIVE (SCRC)



Shuswap Community Resources Cooperative incorporated on November 27<sup>th</sup>, 2008. We held our third AGM on February 7<sup>th</sup> of 2011.

### The 6 Member Agencies of the SCRC are:

- CMHA – Shuswap/Revelstoke Branch
- Eagle Valley Community Support Service
- Shuswap Association for Community Living
- Shuswap Children’s Association
- SAFE Society
- Salmon Arm Partners in Community Leadership

[www.shuswapcrc.ca](http://www.shuswapcrc.ca)

### SCRC’s Vision

Shuswap Community Resources Cooperative will support member agencies in the development and delivery of inclusive, appropriate and timely social services to the communities of the Shuswap.

### What We Accomplished in 2010

- ✓ Secured funding through the Learning Initiatives for Rural and Northern BC to sponsor a workshop “Moving Forward Together: Towards a Regional Social Planning Council for the Shuswap”
- ✓ Secured an office space for the Cooperative
- ✓ Developed a plan to move bookkeeping staff over to the Cooperative office

### We Continue to Work on:

- ✓ Website
- ✓ Computer Communications : train members and upgrade
- ✓ Finance – what can be done to consolidate some financial activities through back-office services
- ✓ Technology – IT plan / contractor
- ✓ Make Co-op visible- engage with partners, funders, and stakeholders
- ✓ Put in place a social enterprise that will ensure the sustainability of the Co-op and its mission. We hope that these enterprises will grow out of initiatives developed in the short and medium term.
- ✓ Have in place a client support system that will include a single point of entry and full information services
- ✓ Begin the co-location of some services provided by the Members as the need for new or additional program or admin.
- ✓ Develop a vehicle pool supported by a transportation policy
- ✓ Review membership – add new members to become more inclusive and collaborative in the delivery of services in the region.