



**Shuswap Association  
for Community Living**

# **Shuswap Association for Community Living**

**Performance Measurement  
& Improvement Plan  
2014/2015**



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**April 1, 2014 – March 31, 2015**



## **Performance Measurement & Improvement Plan 2014/2015**

(April 1, 2014 – March 31, 2015)

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## **SACL Performance Measurement & Improvement Plan – 2014**

SACL is committed to continually improving our organization and its services to Persons Supported. Data is collected and analyzed, and information is used to manage and improve service delivery.

**Data for this report is collected from April 1, 2014 to March 31, 2015.**

### **Mission:**

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

### **Vision:**

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

### **Values:**

Shuswap Association for Community Living exists to provide the appropriate support and services to improve the quality of life on an increasing number of individuals with intellectual disabilities through cost effective stewardship of resources. SACL will increase and promote community awareness, knowledge, understanding and all-inclusive acceptance of individuals with intellectual disabilities.

Persons we Support were asked what the most important service direction were for each of the, and here is what they had to say...

- ❖ Friendships & Relationships
- ❖ Meaningful Activities
- ❖ Life Long Learning
- ❖ Having a Say
- ❖ Being Safe & Healthy
- ❖ A Welcoming Community
- ❖ Honoring the Past and Embracing the Future

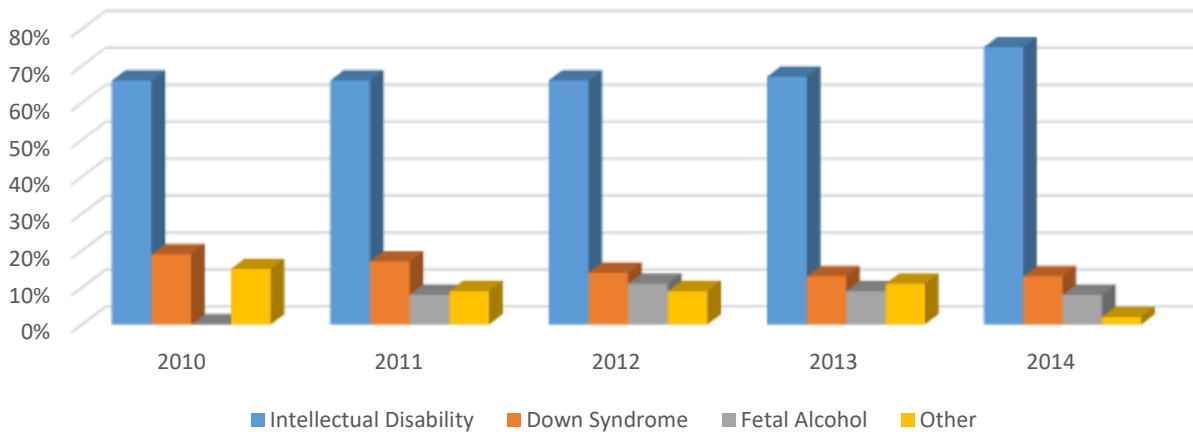


## Demographics for Persons Supported



SACL Served 84 Persons Supported from April 1, 2014 to March 31 2015. The number of Persons Supported has increased consistently since 2009.

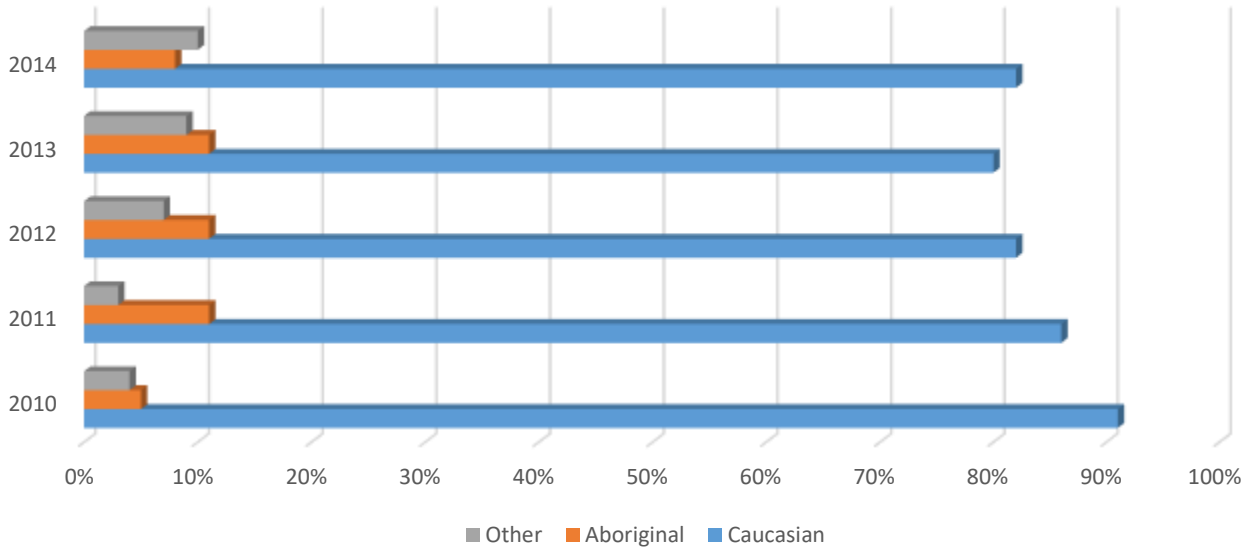
### Primary Disability



Intellectual Disabilities have consistently been the most prevalent for the persons we support (75%). There has been a decline in Downs Syndrome, from 19% in 2010 to 13% since 2010, and the statistics for Fetal Alcohol Syndrome remain fairly consistent since 2013 at an average of 9%.

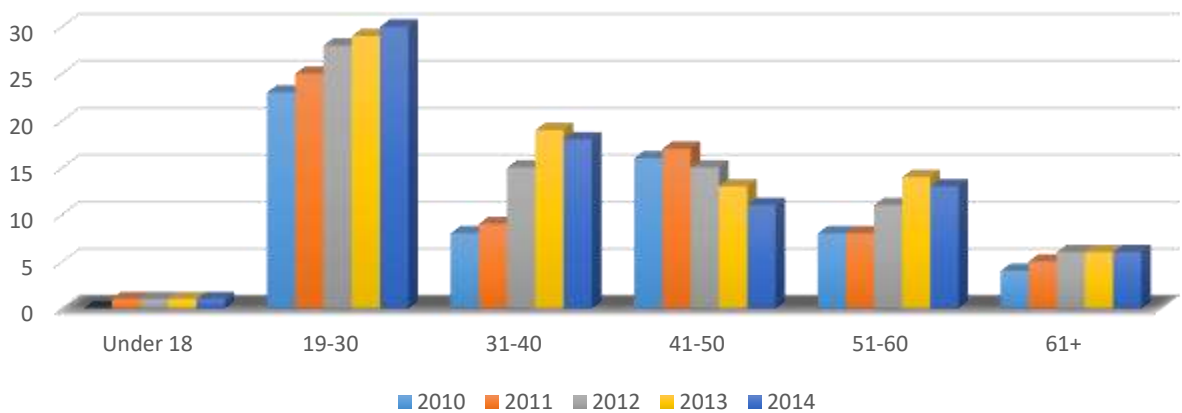


### Ethnicity



Caucasian Individuals continue to be the most prevalent ethnicity served at SACL at a current 82%. A decline of 3% was noted in services provided to Aboriginal persons from last year. ‘Other’ ethnicities have increased consistently since 2011, from 3% to 10%.

### Age of Persons Supported



The 19-30 age range is the predominant age range for Persons Supported and has shown a consistent increase since 2010. An increase in Persons Supported in both the 31-40 age range, and the 51-60 age range has been noted since 2010, with a small decrease showing for the current year. The 61+ age range remains consistent.



## Performance Improvement Plan

April 1, 2015 – March 31, 2016

<b>2014/2015 Goal Results</b>			
<b>Service Area</b>	<b>Goal</b>	<b>Effectiveness</b>	<b>Results</b>
<b>Agency Objectives</b>	Explore options for expansion of Service Provision	In March of 2015, SACL Applied for a RFP with MCFD to provide Specialized Residential Services. We were not the successful candidate for this contract.	<b>Complete 100% (Ongoing) (March 2015)</b>
	Expand Service Provision Space	Explore options for purchase of single family dwelling for Supported Living services or a suitable Group Home setting.	<b>Complete 100% (September 2014)</b>
	Review and Complete updated Person Centered Plans in New Share Vision	All PCP's have been updated in accordance with Dr. Shalock's 8 domains of quality of life.	<b>Complete 100% (December 2014)</b>
	Update Agency Logo	It has been discovered that the current SACL Logo is also being used by an agency in Kamloops. SACL will design and implement an updated logo.	<b>Complete 100% (March 2015)</b>
	Update Agency Website	The new SACL Website was introduced at the 2014 Annual General Meeting in September of 2014.	<b>Complete 100% (September 2014)</b>
<b>Fundraising</b>	Explore new & ongoing options for fundraising opportunities. Enter into a partnership with Inclusion BC to place 'clothing bin'	Contract with Inclusion BC was completed in March of 2014, 3 clothing bins were ordered in April, and 3 community partners have been secured to place bins. (Bins still to be placed in the Community upon arrival).	<b>Complete 95% (March 2014)</b>



	donation boxes in our community.	SACL partnered with Canadian banking institutions for the “Change it” program, which allows bank clientele to donate ‘rounded up’ amounts from their transactions to their chosen charity.	<b>Complete 100% (Oct. 31, 2014)</b>
<b>Financial</b>	To invest proceeds from the sale of the old property to purchase a single family dwelling for Supported Living service provision.	The purchase of a single family home in Salmon Arm was completed in June of 2014.	<b>Complete 100% (June, 2014)</b>
<b>Human Resources</b>	Explore options to add additional Services Management staff.	A full-time services manager was brought on board in July of 2014, and a part-time Services Manager was hired in November of 2014.	<b>Complete 100% (July/November, 2014)</b>
<b>Information Management</b>	Complete update to New Share Vision.	A transfer from an old versions of Share Vision (database) was replaced with the newer version in October of 2014. Data transfer complete.	<b>Complete 100% (October 2014)</b>
	Research new Client Management Database to replace Share Vision. New Share Vision proved to be incompatible with our technology and needs.	Executive Director entered into a partnership with Nucleus as the new database service. Data from ShareVision was transferred in January of 2015.	<b>Complete 100% (January 2015)</b>
	SACL will attempt to gain more input & responses from parents, caregivers, stakeholders, and community members.	Web based surveys have been designed on ‘Fluid Surveys’ to allow for better access and ease for input from community stakeholders.	<b>Complete 100%</b>
		SACL also participated in a “Quality of Life” survey in partnership with Inclusion BC to determine provincial statistics on Dr. Shalock’s 8 domains of quality of life for individuals with developmental disabilities.	<b>Complete 100% (Dec. 2014)</b>



<b>Health &amp; Safety</b>	SACL will complete the reporting process within Share Vision for reporting for Persons Supported (Critical Incident, Non-Reportable Incidents & Medication Errors) and for Staff (Critical Incident & Non-Reportables).	Reports have been designed, approved and are fully functional within Share Vision.	<b>Complete 100% (June 2014)</b>
<b>Technology</b>	SACL will research Assistive Technology for Persons Supported where applicable.	SACL confirmed with CLBC that assistive technology would be provided by the funder if applicable and required.	<b>Complete 100% (April 2014)</b>
<b>Service Access</b>	SACL will organize and expand service space as appropriate to allow ease of access to services for all.	SACL will continue to organize the available space to meet the changing needs of the Persons Supported.	<b>Partially Complete 75% (Ongoing)</b>
	SACL will continue to advocate methods and additional forms of transportation to expand the capabilities for Persons Supported to attend services and social activities outside the regular service scope.	SACL has developed a partnership with Handi-Dart to ensure that the maximum amount of Persons Supported are able to attend services by public transportation as possible. SACL still continues to advocate for expanded routes and hours of operation for public transportation.	<b>Complete 100% (ongoing) (September 2014)</b>
<b>Staff Input</b>	Promote 'parent and caregiver' participation for increasing Person's Supported activities outside the hours of SACL service provision.	Staff promoted 'after hours' activities and connections by providing parents and caregivers information on the Persons Supported expressed interests and planned activities or events in the area.	<b>Complete 80% (ongoing)</b>





	Staff would like to see more follow-up with Person's Supported who have not completed their objectives, but moved on from SACL services.	SACL has implemented an update to the Exit interview process, and has increased the amount of times that Persons Supported are contacted after leaving or discontinuing services. This contact and feedback still remains a challenge to collect.	<b>Complete 100% (September 2014)</b>
<b>Service Areas</b>			
In 2014, as requested by our funder (Community Living BC), and instead of conducting our annual Satisfaction Surveys for each area of service, we participated in a Provincial wide survey of individuals with developmental disabilities to determine Quality of Life as outlined by Dr. Shalock. These domains include			
1. Emotional Well-Being			
2. Physical Well-Being			
3. Material Well-Being			
4. Rights			
5. Self-Determination			
6. Personal Development			
7. Interpersonal Relations			
8. Social Inclusion			
The results of this survey indicated the scores of success in the above areas in relation to the scores of the region, high scores, and overall scores. Allowing a broader range of understanding of the trends for our industry.			
The results of this survey is listed further on in this report, but the following goals emerged from the results of this project:			
<b>Independence Personal Development &amp; Self-Determination.</b>	Explore ways to assist Persons Supported with further advancement of Personal Development. Encourage self-determination.	SACL has increased skill building activities and educational resources to help increase and encourage personal development. Some of these activities include additional financial and budgeting training, added opportunities for advocacy, increased community activities, and additional life & employment skills. Ongoing issues with this process are financial and developmental restrictions. Self-determination and worth is encouraged at all levels.	<b>100% Complete (Ongoing)</b>
<b>Social Participation Relationships, Social Inclusion &amp; Rights</b>	SACL will encourage healthy living to all Persons Supported through activity, and healthy nutritional choices.	SACL encourages healthy eating, cooking instruction and meal planning/preparation in accordance with the Canadian Food Guide. Group and individual activities encourage healthy activity and movement.	<b>100% Complete (Ongoing)</b>



<b>Well-Being Emotional, Physical, Material</b>	SACL rated well in the survey for these items, but we will continue to encourage healthy living and financial independence.	SACL provides healthy living training to Persons Supported, including the Canada Food Guide, and scheduling & promoting healthy activity.	<b>100% Complete (Ongoing)</b>
<b>Service Area</b>	<b>Goal</b>	<b>Effectiveness</b>	<b>Results</b>
<b>Community Inclusion</b>	Explore options for Persons Supported who are aging out and not interested in gaining employment.	CLBC requires all Persons Supported to explore Community Inclusion and Employment opportunities. SACL developed a home based business for one client, and is encouraging volunteer activities for those who do not wish to pursue employment.	<b>Complete 100% (May 2014)</b>
	Explore options for encouraging social activities outside SACL Services for Persons Supported.	Events and community connections are encouraged, however, as we do not currently provide regular support services in the evening for all clients, transportation and support to attend social events outside of SACL hours continues to be a challenge. Persons Supported must rely on a bus system that stops running at 6pm, or caregivers who do not always have the opportunity or flexibility of schedule to comply. SACL has requested more funding to provide additional services in the evening – this request was denied.	<b>Complete 100% (Ongoing)</b>
	Strive to help Persons Supported to understand, define and regularly review their chosen goals and objectives with their key worker, support staff and management.	Key workers have been assigned additional planning hours to review, on an annual basis (or more frequently as needed), the goals and objectives of each Person Supported for relevance.	<b>Complete 100% (February 2015)</b>
	Strive to help Persons Supported to have a higher level of comfort	Staff, Key Workers & Management worked with persons supported to graduate to a higher comfort level with new surroundings, including a separate room for de-stressing in times of excess noise or discomfort.	<b>Complete 100% (April, 2014)</b>



	with the new location.		
<b>Community Employment Services</b>	Focus on opportunities to teach new skills to Persons Supported directed at obtaining the employment they desire.	CES Staff provide individual supports for each Person Supported specific to their chosen job description including personal support and webinars & skill training.	<b>Complete 100% (ongoing)</b>
		Staff working on developing a community relationship With Work BC and Okanagan College for additional skills training	<b>Complete 100% (February 2015)</b>
	Update the promotional and marketing items to better define the current employment process from intake to independence (as applicable).	The Employer Package, new website, agency brochure, and CES brochure have been updated.	<b>Complete 100% (June 2014)</b>
	Staff will obtain a written job description or employee package information for each employer to assist the Person Supported to better understand the industry they have chosen to work within.	Due to the transfer of database, this goal has been postponed until the 2015/2016 year.	<b>Partially Complete 75%</b>
		Individual supports during training for any new position is provided to ensure appropriate understanding of the industry chosen by the Person Supported.	<b>Complete 100% (May 2014)</b>



	Staff will strive to find employment opportunities that will offer the opportunity for advancement (based on skills).	Staff strive to achieve this goal within the limitations of the opportunities and positions available in a small community that is known for seasonal employment. There is limited opportunities for advancement in most positions.	<b>Partially Complete 45%</b>
		Also, many persons supported are satisfied in their position without change in routine or advancement due to their comfort with the tasks and their abilities.	<b>Complete 100% (April, 2014)</b>
<b>Supported Living</b>	SACL will endeavor to give individuals more choices as to where they live and who they live with.	Persons Supported are given the choices of where they want to live within the funding criteria, and availability of a suitable residence.	<b>Complete 100% (April 2014)</b>
	SACL will develop resources/training that assist the Persons Supported to understand their role and responsibility as a tenant, and to assist with understanding of financial issues, encouraging education and understanding of working towards financial independence if applicable.	Individual coaching sessions with Persons Supported are arranged at intake, and on an annual basis (or more frequently as required), at the time of PCP or goal reviews by the Key Worker and/or Services Manager.	<b>Complete 100%</b>
<b>Respite</b>	SACL will endeavor to collect input in a more detailed and frequent manner to assess ways to improve services to better meet the need of each individual.	Satisfaction Surveys are updated annually to align with CARF requirements and to solicit the input from caregivers and Persons Supported. Review of daily logs also provides input for service improvement.	<b>Complete 100%</b>



	SACL will continue to advertise and hire new staff for respite services, however funding restrictions limit choices due to inadequate ability to provide competitive wage rates.	Advertisements for respite staff is ongoing. One respite contract has moved to community inclusion, changing the criteria for this process. We currently only have one respite service provision contract.	<b>Complete 100%</b>
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## Goal Objectives for 2015/2016

April 1, 2015 – March 31, 2016

Service Area	Goal	Effectiveness	Results
<b>Agency Objectives</b>	Explore options for expansion of Service Provision. (Goal Brought forward from 2014/2015).	SACL will continue to look for appropriate property options for expansion into group home settings.	<b>May, 2015</b>
		SACL will endeavor to increase Home Share venues and contracts.	<b>March 2016 (Ongoing)</b>
	Explore options for additional Service provision space	SACL will advertise in local newspapers, reach-out to community partners and realtors to request donated or low rent space for additional service provision	<b>December, 2015</b>
<b>Business Functions</b>			
<b>Financial</b>	Move Bookkeeping services from Shuswap co-operative (going out of business) to an alternate source	ED to research bookkeeping and accounting services for transfer.	<b>May, 2015</b>
	Research Payroll system	Explore a new payroll system that will capacitate SACL's complicated scheduling system.	<b>March, 2016</b>
<b>Fundraising</b>	Complete phase one of the Clothing Bin Initiative	Place the 3 bins that have been ordered in the Community & develop a regular schedule for delivery and maintenance.	<b>May, 2015</b>
	Initiate Phase 2 of the Clothing Bin Initiative	Order additional clothing bins to expand the current initiative. Secure 3 more community settings for the bins.	<b>November, 2015</b>
	Complete a Halloween Fundraising event	Research and execute a Halloween Costume Gala fundraising event.	<b>October, 2015</b>
<b>Human Resources</b>	Convert SKM Respite contract workers to union Community Support Workers	Respite contract has been re-evaluated and is not Community Inclusion. All Respite contractors to be 're-hired' as regular staff	<b>October, 2015</b>
<b>Information Management</b>	Complete transfer to Nucleus. Implement new Client Management System to Staff.	Provide all required data to Nucleus Labs for entry into the new system. Take ShareVision offline and implement Nucleus.	<b>November, 2015</b>



	Review and Complete updated Person Centered Plans in Nucleus	All PCP's are due for annual review and need to be updated in Nucleus	<b>March, 2016</b>
<b>Health &amp; Safety</b>	Update Non-Violence Crisis Intervention training	Research training options for NVCI. There are no licensed training facilities in our area.	<b>March, 2016</b>
	Develop training and drill procedures for Violence in the workplace.	Develop violence in the workplace drills with the JOHS Committee.	<b>March, 2016</b>
	Conduct Risk Assessments	SACL will conduct a risk assessment for all locations of SACL, and for individuals served that have an active Safety Plan.	<b>March, 2016</b>
<b>Technology</b>	Update all Computers to Windows 10.	SACL will update all computers and laptops to Windows 10	<b>January, 2016</b>
	Transfer all stored electronic files to a secure (Canadian based) cloud system to ensure security for remote access, and appropriate data back-up & restoration for emergency situations.	SACL will research and implement Cloud.ca as our cloud based file storage venue.	<b>April, 2015</b>
		All non-client managed files to be transferred.	<b>September, 2015</b>
<b>Services Access</b>	See "Agency Objectives" for goal to seek short/long-term services space expansion.	SACL will continue to restructure current available space, and try to obtain new space.	<b>December, 2015</b>
	Restructure available space at HWLS to ensure maximum comfort and usability.	SACL will collect input from Persons Supported and Staff, and reorganize the current space to best meet the needs of Persons Supported.	<b>December, 2015</b>



<b>Staff Input</b>	Staff indicate a concern with the amount of space in the HWLS department. It is felt that there is not appropriate space in some of the rooms for all services.	SACL will review the use of space in the HWLS department and reorganize in accordance with the needs of Persons Supported. (See service access)	<b>December, 2015</b>
<b>Service Area</b>	<b>Goal</b>	<b>Effectiveness</b>	<b>Results</b>
<b>Community Inclusion</b>	Explore re-organization of the HWLS department to allow for separate space for Persons Supported who require 'down time' or a quiet space. Also to allow for appropriate privacy for staff when dealing with confidential information. Continue to explore additional space for the community based one-to-one individuals to have a separate area from HWLS.	SACL will re-organize HWLS space to create more room and separate private space for Persons Supported. Create appropriate confidentiality space for staff working on sensitive or private information.	<b>December, 2015</b>
	Persons Supported indicated that they weren't clear on what 'feeling safe' meant when they are attending SACL services.	SACL Staff will work with individuals to clarify the meaning of safety when they are attending community inclusion programs.	<b>September, 2015</b>
<b>Community Employment Services</b>	Explore Employment opportunities that offer a higher chance of advancement opportunity and availability of benefits etc.	SACL staff will endeavour to focus on employers that may offer advancement or benefit opportunities	<b>April, 2015</b>
	Employment Services will update their Employer promotional package with updated information and promotional stickers	Design, print, and include stickers in Employers packages. Stickers indicate that the employer employs persons with intellectual disabilities.	<b>December, 2015</b>
<b>Supported Living</b>	Persons Supported felt they did not have enough input into where they live.	SACL will endeavour to provide more options to Persons Supported as to where they live and whom they live with.	<b>March, 2016</b>





<b>Home Share</b>	This is a new Service for SACL. Data and objectives will not be available Until the 2016/2017 Outcomes Management Report.		
	Initiate new Home Share contract.	SACL will determine hiring and interview criteria for Home Share service providers.	<b>December, 2015</b>
<b>Respite</b>	Update SKM respite contract to Community Inclusion hours	SKM Staff will be orientated to become regular staff and provide community inclusion hours rather than respite.	<b>November, 2015</b>
	Complete WSBC Risk assessment for SKM contract		<b>February, 2016</b>



## Introduction

### Accredited Services & Objectives:

A time table of data collection, review, analysis, and action improvement has been developed, continually updated, and improved upon according to CARF Accreditation & Funder requirements, and in accordance with identified trends from the analysis of the data collected. Identifying factors such as Persons/Departments responsible for collecting & defining improvement trends, timelines, and follow-up of the data and results have also been designated in the Performance Measurement Plan.

### Agency Wide Effectiveness, Efficiency & Service Access

Effectiveness Measures	2014/2015 Objectives	Efficiency Measures	2015/2016 Results
Explore options for expansion of Service Provision	0%	In March of 2015, SACL Applied for a RFP with MCFD to provide Specialized Residential Services (Group Home). We were not the successful candidate for this contract.	<b>Complete 100% (Ongoing) (March 2015)</b>
Expand Service Provision Space	0%	In the Fall of 2014, SACL purchased a residential single home in Salmon Arm to provide Supported Living services. Renovations are complete & Persons Supported are receiving services at this location.	<b>Complete 100% (September 2014)</b>
Review and Complete updated Person Centered Plans in New Share Vision	25%	All PCP's have been updated in accordance with Dr. Shalock's 8 domains of quality of life.	<b>Complete 100% (December 2014)</b>



Update Agency Logo	0%	SACL designed and introduced a new logo in March of 2015.	<b>Complete 100% (March 2015)</b>
Update Agency Website	0%	The new SACL Website was introduced at the 2014 Annual General Meeting in September of 2014.	<b>Complete 100% (September 2014)</b>
<b>Satisfaction</b>	<b>2014 Results</b>	<b>Expected Goal</b>	<b>2015 Results</b>
Overall services meet the needs and requirements of Persons Supported (Full details in Satisfaction Survey Results section)	Yes – 81% Sometimes – 7.1% No – 4.8%	100%	<b>Yes – 89% Sometimes – 5% No – 5%</b>
<b>Service Access</b>	<b>2014 Results</b>	<b>Expected Goal</b>	<b>2015 Results</b>
<b>Do any of the barriers below make it challenging to attend SACL Services</b>			
Architectural Barriers	Yes – 32.6% Sometimes – 23.3% No – 37.2% I Don't Know – 7%	90%	<b>Yes – 30.4% Sometimes – 10.9% No – 45.7% I Don't Know – 13%</b>
Environmental Barriers	Yes – 27.9% Sometimes – 37.2% No – 34.9% I Don't Know – 0%	90%	<b>Yes – 21.7% Sometimes – 23.9% No – 41.3% I Don't Know – 13%</b>
Attitudinal Barriers	Yes – 83.7% Sometimes – 23.3% No – 4.7% I Don't Know – 11.6%	100%	<b>Yes – 28.3% Sometimes – 6.5% No – 52.2% I Don't Know – 13%</b>
Financial	Yes – 30.2% Sometimes – 2.3% No – 51.2% I Don't Know – 16.3%	80%	<b>Yes – 22.2% Sometimes – 6.7% No – 42.2% I Don't Know – 28.9%</b>
Communication	Yes – 74.4% Sometimes – 11.6% No – 7% I Don't Know – 7%	100%	<b>Yes – 33.3% Sometimes – 15.6% No – 35.6% I Don't Know – 15.6%</b>
Transportation	Yes – 16.3% Sometimes – 14% No – 41.9% I Don't Know – 27.9%	75%	<b>Yes – 26.1% Sometimes – 8.7% No – 45.7% I Don't Know – 19.6%</b>



Community Integration	Yes – 27.9% Sometimes – 11.6% No – 48.8% I Don't Know – 11.6%	100%	Yes – 8.7% Sometimes – 13.0% No – 56.5% I Don't Know – 21.7%
Other	Yes – 32.6% Sometimes – 4.7% No – 25.6% I Don't Know – 37.2%	75%	Yes – 23.9% Sometimes – 4.3% No – 31.9% I Don't Know – 32.6%

**Summary and Results – Agency Objectives**

SACL is actively seeking to expand current service provision and add additional services. SACL purchased a single family dwelling in the fall of 2014 that will accommodate 2-3 Persons Supported in a Supported Living capacity. All opportunities for completing competitive RFPs, and new services contracts are being completed and submitted as applicable. Realtors have provided options for review for larger capacity group home settings, however to date no suitable properties in the area have come available. SACL will continue to explore this avenue. Our agency developed and released a new website at the 2014 Annual General Meeting. A new logo for our 50<sup>th</sup> anniversary was introduced in March of 2015, we are in the process of updating internal and promotional materials. The objective is to refresh our presence in the community with a fresh new look, and attempt to attract new/younger persons to our agency who might not have been aware of our presence.

**Satisfaction:**

Overall satisfaction with our services has increased from 81% to 89% in the past year.

**Service Access:**

Barriers to services this year included the adjustment to the new location. The smaller space and change in programs has taken a fair amount of adjustment time. Ongoing re-organization of space continues as the needs of the Persons Supported are assessed. There was a notable improvement towards attitudinal barriers as defined by the Persons Supported. SACL will continue to look for additional service space, but the focus on service provision is community inclusion, therefore services are being provided more and more in the community, rather than at the SACL location. Transportation continues to be a barrier in a small town. The public transit system does not operate in the evening hours.



## Business Function Effectiveness, Efficiency & Service Access

Effectiveness Measures	2014/2015 Objectives	Effectiveness	2015/2016 Results
<b>Fundraising</b> Explore new & ongoing options for fundraising opportunities. Enter into a partnership with Inclusion BC to place 'clothing bin' donation boxes in our community.	0%	Contract with Inclusion BC was completed in March of 2014, 3 clothing bins were ordered in April, and 3 community partners have been secured to place bins. (Bins still to be placed in the Community upon arrival).	<b>Complete 95% (March 2014)</b>
		SACL partnered with Canadian banking institutions for the "Change it" program, which allows bank clientele to donate 'rounded up' amounts from their transactions to their chosen charity.	<b>Complete 100% (Oct. 31, 2014)</b>
<b>Financial</b> To invest proceeds from the sale of the old property to purchase a single family dwelling for Supported Living service provision.	20%	The purchase of a single family home in Salmon Arm was completed in June of 2014. Renovations to accommodate service provision to Persons Supported complete in September 2014.	<b>Complete 100% (June, 2014)</b>
<b>Human Resources</b> Explore options to add additional Services Management staff.	0%	A full-time services manager was brought on board in July of 2014, and a part-time Services Manager was hired in November of 2014.	<b>Complete 100% (July/November, 2014)</b>
<b>Information Management</b>  Complete update to New Share Vision.  Research new Client Management Database to replace Share Vision. New Share Vision proved to be incompatible with our technology and needs.	45%	A transfer from an old versions of Share Vision (database) was replaced with the newer version in October of 2014. Data transfer complete.	<b>Complete 100% (October 2014)</b>
	0%	Executive Director entered into a partnership with Nucleus as the new database service. Data from ShareVision was transferred in January of 2015.	<b>Complete 100% (January 2015)</b>



SACL will attempt to gain more input & responses from parents, caregivers, stakeholders, and community members.	45%	Web based surveys have been designed on 'Fluid Surveys' to allow for better access and ease for input from community stakeholders.	<b>Complete 100%</b>
	0%	SACL also participated in a "Quality of Life" survey in partnership with Inclusion BC to determine provincial statistics on Dr. Shalock's 8 domains of quality of life for individuals with developmental disabilities.	<b>Complete 100% (Dec. 2014)</b>
<b>Health &amp; Safety</b> SACL will complete the reporting process within Share Vision for reporting for Persons Supported (Critical Incident, Non-Reportable Incidents & Medication Errors) and for Staff (Critical Incident & Non-Reportables).	30%	Reports have been designed, approved and are fully functional within Share Vision.	<b>Complete 100% (June 2014)</b>
<b>Technology</b> SACL will research Assistive Technology for Persons Supported where applicable.	0%	SACL confirmed with CLBC that assistive technology would be provided by the funder if applicable and required.	<b>Complete 100% (April 2014)</b>
<b>Service Access</b> SACL will organize and expand service space as appropriate to allow ease of access to services for all.	15%	SACL has continue to organize the available space to meet the changing needs of the Persons Supported. A separate quiet space for Persons Supported and Staff has been established while moving the more active HWLS group to the large room.	<b>Partially Complete 75% (Ongoing)</b>



SACL will continue to advocate methods and additional forms of transportation to expand the capabilities for Persons Supported to attend services and social activities outside the regular service scope.	0%	SACL has developed a partnership with Handi-Dart to ensure that the maximum amount of Persons Supported are able to attend services by public transportation as possible. SACL still continues to advocate for expanded routes and hours of operation for public transportation.	<b>Complete 100% (ongoing) (September 2014)</b>
<b>Staff Input</b> Promote ‘parent and caregiver’ participation for increasing Person’s Supported activities outside the hours of SACL service provision.	50%	Staff continue to promote ‘after hours’ activities and connections by providing parents and caregivers information on the Persons Supported expressed interests and planned activities or events in the area. The challenge remains that Caregivers have a full schedule, and are not always available to transport Persons Supported to ‘after hours’ events.	<b>Complete 80% (ongoing)</b>
Staff would like to see more follow-up with Person’s Supported who have not completed their objectives, but moved on from SACL services.	45%	SACL has implemented an update to the Exit interview process, and has increased the amount of times that Persons Supported are contacted after leaving or discontinuing services. This contact and feedback still remains a challenge to collect.	<b>Complete 100% (September 2014)</b>

## Summary and Results – Business Functions

**Fundraising** - SACL has entered into a community partnership with Inclusion BC for a clothing bin fundraising initiative. 3 bins have been ordered and we have secured 3 locations (Askew’s Uptown, Askew’s Downtown, and Outlaws Saloon), to place the bins when they arrive. They are due to arrive in May 2015.

**Human Resources** - We welcome Alana Loyd, who has joined us as a full-time Services Manager, and Gary Arbuckle, who has joined our team 3 days a week. The addition to the management team will help to provide additional support to Persons Supported and staff, and prepare for service expansion.

**Technology & Information Management** – Although we completed the transfer of client data to the new Share Vision system, the discovery in this transition is that Share Vision is not compatible with our requirements. We are experiencing compatibility issues that are not acceptable. A new partnership has been



developed with Nucleus. Training for management will take place in early 2015, transfer of information to begin in the summer of 2015, and final launch will be implemented for January of 2016. Additional venues of information collection were implemented and tested this year to attempt to collect more information from Persons Supported and Stakeholders. Some of these venues included 'Periodical' or short quarterly surveys, participation in the 'Include Me' provincial survey for quality of life, and individual phone contact. The challenge continues to be reaching stakeholders during their busy schedules without causing imposition. We are still researching the best way to accomplish this.

**Health & Safety** – Critical incidents, non-reportable incidents, and medication errors all have appropriate forms and links within Share Vision. Policies and procedures have been updated to coincide with the new process.

**Staff Input** – SACL continues to source additional space for services, however in the meantime, staff and persons supported have been solicited for their suggestions and concerns to enable the planning of a re-organization of the current available space. Management is reviewing the input from all applicable sources to determine the best outcome. Implementation of the re-organization of space is due to take place over the Christmas break in 2015.

Staff continue to encourage Caregivers of Persons Supported to engage or support activities that are outside the hours or scope of SACL day services. Again, the challenge remains that caregivers often work full-time as well as completing caregiver requirements, and do not always have the means or the time to comply with these requests.

Agency & Business Function Goals and Outcomes are based on (but not limited to) information collected through the following sources:

**Strategic Plan**  
**Accessibility Plan**  
**Performance Measurement & Improvement Plan**  
**Complaint/Suggestion Process**  
**Audited Financial Statement**  
**Annual General Report**  
**Annual Board Governance Policy Reviews**  
**Staff Professional Development**  
**Staff Exit Reviews**

**Risk Management Plan**  
**Technology Plan**  
**Complaint Process (Persons Supported/Stakeholder)**  
**Financial Reports**  
**Board/ED Compliance Reports**  
**Community & Industry Trends**  
**Human Resources Summary Report**  
**Staff Performance Evaluations**  
**Persons Supported Exit Reviews**





## **Accredited Services Objectives & Satisfaction Results 2015**

SACL endeavours to provide quality, relevant, & ethical services designed to meet the needs of Persons Supported and their support networks while increasing independence, self-worth, and quality of life through community participation and inclusion in accordance with accreditation guidelines and all required federal/provincial/municipal legislation, while operating within the parameters required by the funding contracts (CLBC).

In March of 2016, 6 Satisfaction Surveys were sent out to gain feedback on each area of SACL Services for the 2015/2016 fiscal year.

1. Stakeholders (Community Members, Partners, Funders, Staff etc.)
2. Community Integration (Persons Supported)
3. CES - Employers (Employers of Persons Supported via Community Employment Services)
4. CES – Persons Supported
5. Supported Living (Persons Supported receiving services)
6. Respite (Family or Caregiver of Person Supported receiving services)

Questions are based on CARF requirements for accreditation, and are devised to collect information to determine SACL's areas of strength as well as the focus moving forward for improvement and action to better meet the needs of the Persons we support.

## **Community Integration Services**

### **Health, Wellness & Life Skills**

Persons Supported help plan a schedule of meaningful activities than may include taking part in activities at the program site, in Salmon Arm, or in the surrounding communities. Activities are encouraged towards goals of inclusion, healthy living, cultural awareness and diversity, and learning building life skills.

### **Community Supports**

Support Services for daily living are provided to an individual or group to promote rich lives and community inclusion through residential living, employment, skill development and individual supports.

### **Community Connection Network**

The Community Connector Network assists individuals to develop social support networks in their community. SACL's Community Inclusion Worker assesses the person's interests, lifestyle, safety and support needs to develop a plan to increase their involvement in the community. The Community Inclusion Worker directly assists the individual throughout the process to ensure they experience a successful and satisfying inclusive lifestyle within their community.

### **Community Integration Services (CI) Objectives**

- ❖ Increased Community Participation



- ❖ Increased Independence
- ❖ Skill Development
- ❖ Health & Safety

As of March 31, 2016, SACL supported 35 persons in our Community Integration Services, with an average of 22.9 Persons Supported daily.

## **2015 Community Inclusion Satisfaction Survey Results:**

### **Community Integration – Persons Supported (47 responses)**

*Please note that 6% of the Persons Supported chose not to participate in the survey, and therefore are marked as 'unknown' to all the questions not completed. This slightly affects the other percentage amounts for accuracy.*

1. 85% of Persons Supported enjoy coming to SACL. Only 6% indicated that they did not enjoy attending services.
  - ❖ *Comments: 'I like getting out of the house to do stuff.', "yes, but I want a job."*
2. 98.4% of persons surveyed enjoy (or sometimes enjoy) activities & events in the Community.
  - ❖ *Comments: "The horse riding was nice and crazy creek." I like participating in the community, but like event of my choice – not the activities and events that my caregiver wants me to do", "We need more free ones".*
3. 74.5% of persons surveyed stated that do, or sometimes, go out to meet friends or go to activities when not attending SACL services.
  - ❖ *Comments: Comments indicate that individuals are fairly dependent on caregivers to participate in the community from home, but that several persons supported get out for activities or with friends at least sometimes.*
4. 63.8% of Persons Supported indicated they would like to get a job where they are paid. 17% indicated they were not interested in employment.
  - ❖ *Comments: Comments are mixed. Quite a few Persons Supported completing this survey already have a job. Others are closing in on retirement or have other reasons to be uninterested in obtaining employment.*
5. Persons Supported were asked what they would like to do for paid work:
  - Being an actor in a movie
  - Fill grocery bags at Askew's
  - Work at White Spot (or other restaurants)
  - Recycling
  - Working with dogs
  - At a bookstore
  - Working with kids
  - Working at a book store
6. 88% of Persons Supported indicated that SACL Staff was nice to them. 4% indicated that staff were not nice to them.
  - ❖ *Comments: "not always", 'Thumbs Up!', I don't know*
7. 85% of Persons Supported feel that SACL Staff listen when they have something to say. 4% felt that Staff did not listen.



- ❖ *Comments: “not always”*
8. 95.8% of Persons Supported feel that staff always or sometimes help when they need it.
    - ❖ *Comments: ‘not always’, ‘they help me with some things, but not others.’*
  9. 70% of Persons Supported indicated that they knew who to talk to if they needed help while at SACL.
    - ❖ *Comments: Comments indicated that most individuals may not know the specific person that they should ask (between staff and management etc.), but most indicated either a staff member, a key worker or a manager.*
  10. 73% of Persons Supported indicated that other people who go to SACL Services are nice to them. 8.5% indicated that others are not nice to them.
    - ❖ *Comments: ‘not always’, ‘Everyone’s nice to me”, ‘I don’t know anyone at SACL (services in the community), ‘some of them are, not all of them’*
  11. 91% of Persons Supported indicated that they felt safe when they attended SACL Services.
    - ❖ *Comments: There were no definitive or descriptive comments submitted for this question.*
  12. 81% of Persons Supported indicated that SACL Services
    - ❖ *Comments: ‘SACL Services meet my needs, but not my wishes’, ‘not sure’, ‘don’t know’*
  13. 80% of Persons Supported indicated that they felt they are making progress towards their personal goals.
    - ❖ *Comments: ‘I don’t know’, ‘I got my fishing license, I need to get my camping pass’, ‘I do not really feel like I am making progress towards my personal goals because I am not getting the support I need to do so’, ‘Try to go for walks from time to time, banking down to 1 day a week, learning crib better, clean shelves in my room’, ‘not sure’*
  14. 80% of Persons Supported feel they have input as to what they do when attending SACL Services.
    - ❖ *Comments: ‘yes, because we do the schedule for the month’, ‘I come up with ideas for activities and outings’, ‘I do not have any choices and/or input as to what I do when attending SACL Services’*
  15. Persons Supported were asked if any of the following barriers made it harder to attend SACL Services:

Barrier	Yes	Sometimes	No	I Don’t Know
Architectural	30.4%	10.9%	45.7%	13%
Environmental	21.7%	23.9%	41.3%	13%
Attitudinal	28.3%	6.5%	52.2%	13%
Financial	22.2%	6.7%	42.2%	28.9%
Communication	33.3%	15.6%	35.6%	15.6%
Transportation	26.1%	8.7%	45.7%	19.6%
Community Integr	8.7%	13.0%	56.5%	21.7%
Other	23.9%	4.3%	31.9%	32.6%

- ❖ *In all instances “No” to the question was the highest percentage. The areas for concern an investigation into corrective action were Communication Issues and Architectural concerns followed by attitudinal concerns.*



- ❖ *Comments: A summary of issues to review would be how to make the environment at HWLS compatible for the varying needs of each individual (re temperature, noise level, brightness etc.). Public transportation availability & more participants from a younger age group to participate in Services.*
16. Persons Supported were asked what they liked most about SACL Services
- ❖ *Comments: A summary of items include: meeting new friends and being around nice people, having someone listen to me and what I want, going places and doing things I enjoy.*
17. Persons Supported were asked what they liked least about SACL Services
- ❖ *Comments: A summary of items include: Nothing, attitude or conflict with other Person's Supported personality or point of view, preference not to follow a 'schedule' of activities, not having enough young people in the programs.*
18. Persons Supported were asked what they think would make services better
- ❖ *Comments: increasing activity variety and times (dances, acting in a play, night activities), more 'normal' things – don't focus on disability, make me feel like a staff member not a person with a disability, advertise the agency and services more to attract more young people.*

## Community Integration - Stakeholders (20 responses)

1. 95% of persons surveyed felt that Persons Supported increased or somewhat increased their level of participation in the community due to attending SACL Services.
  - ❖ *Comments: Many comments indicate that Persons Supported only get out to community activities when at SACL. Suggestions for added funding, staffing and increased activities.*
2. 100% of persons surveyed felt that Persons Supported increased or somewhat increased their level of independence since attending SACL Services.
  - ❖ *Comments: Comments indicate that not all persons supported are capable of increasing their independence due to the level of their disability, and some may lose a portion of their independence over time due to aging or increased levels of disability. All feel that SACL helps to encourage as much independence as appropriate for each Person Supported.*
3. 95% of persons surveyed felt that Persons Supported are encouraged and assisted to learn new life skills while at SACL.
  - ❖ *Comments: Comments indicate that more funding, staff and variety would be welcome to provide more support and learning opportunities. It was noted that it can be challenging to expand activities when Persons Supported indicate that they are comfortable with certain activities and wish to repeat the same ones.*
4. 100% of persons surveyed felt that SACL provides Services, or somewhat provides services that help minimize less restrictive community environments and encourage greater participation in community based exercises.
  - ❖ *Comments: Many comments feel that due to lack of funding for smaller groups, that Persons Supported can still seem segregated as they take part in activities in larger groups together, rather than smaller groups that can integrate easier with other people. Increased funding for a wider scope of staff, activities & access to activities is noted. Also noted that it would be helpful to have the funding to expand services beyond 9 am – 3 pm, Monday to Friday. Evenings and weekend support would help with Persons Supported individual social needs.*



5. 90% of persons surveyed felt that Persons Supported are positively encouraged or somewhat encouraged and supported to reach their individualized outcomes.
  - ❖ *Comments: Comments indicate a need for review and updating individual outcomes, and a more effective process for monitoring and updating individuals desired outcomes.*
  
6. 70% of persons surveyed felt that Persons Supported are encouraged and educated to feel safe at home, in the Community, and at SACL Services. 25% indicated that they did not know if this was the case.
  - ❖ *Comments: Comments indicate that the responders were unclear as to what 'safe' means. This question will be clarified in future surveys to include examples. It was indicated that SACL staff to a great job to make sure Persons are safe when in attendance at SACL services, but did not note the additional training provided on recognizing abuse or neglect etc.*
  
7. 80% of persons surveyed felt that Persons Supported are given input and information on SACL Services and their direction.
  - ❖ *Comments: Staff indicated that they felt they (Staff) should have more information on the direction of SACL Services in general, but that Persons Supported were informed well about the services they attend.*
  
8. 85% of persons surveyed Indicated that Overall, services meet the needs and requirements of Persons Supported. 10% Felt needs aren't being met.
  - ❖ *Comments: Frustration that service direction is dictated by funder and not persons supported. It was noted that SACL does it's best to meet the diverse needs of many persons supported within the funding limitations.*
  
9. 95% of persons surveyed felt that Persons Supported are encouraged and supported to express their own views, and pursue their own relationships and interests.
  - ❖ *Comments: More funding for additional supports and cooperation from caregivers/parents to expand on this after (SACL) hours. Many persons supported can be restricted by the views and limitations imposed by their caregivers.*
  
10. 100% of survey responses indicated that Persons Supported are encouraged to practice a healthy lifestyle and encourage activity.
  
11. Stakeholders were asked if SACL addressed Architectural, Environmental, Attitudinal, Financial, Employment, Communications, Transportation, Community Integration & Other barriers.
 

68%-87.5% of those surveyed felt that SACL addresses the barriers above.

  - ❖ *Comments: Staff still indicate that there is not enough room in the HWLS area, that there is not enough space for individuals to go when they need quiet time, and that some find it hot and noisy. The requests for additional funding is also continuous (added supports and services).*

Effectiveness Measures	2014 Results	Expected Goal	2015 Results
Explore Options for Persons Supported who are aging towards retirement age, and not interested in gaining employment.	n/a	100%	95%
Explore options for encouraging social activities outside SACL Services for Persons Supported.	50%	100%	80%



Strive to help Persons Supported to Understand, define and regularly review their chosen goals and Objectives with their key worker, Support staff, and management.	65%	100%	100%
Strive to assist Persons Supported to have a higher level of comfort with the new location.	60%	100%	100%
<b>Efficiency Measures</b>	<b>2014 Results</b>	<b>Expected Goal</b>	<b>2015 Results</b>
Explore Options for Persons Supported who are aging out and not interested in gaining employment.	n/a	Volunteer opportunities, life skill development, educational and day services options offered.	100%
Explore options for encouraging social activities outside SACL Services for Persons Supported	50%	Schedule changes to enable some 'after hours' support to individuals for events & activities.	80%
Strive to help Persons Supported to understand, define and regularly Review their chosen goals and Objectives with their key worker, Support staff, and management	65%	Staff review criteria at the time of the survey completion, as well as enforcement throughout the year (PCP updates, 6 month reports etc.)	100%
Strive to assist Persons Supported to have a higher level of comfort with the new location.	60%	Re-organize space to include a separate area for activities and computer and quiet time for Persons Supported. A separate staff area was created. A door was installed between the activity area and the quiet zone.	100%
<b>Satisfaction</b>	<b>2014 Results</b>	<b>Expected Goal</b>	<b>2015 Results</b>
See Satisfaction Survey Summary of Results listed above.			
<b>Service Access</b>	<b>2014 Results</b>	<b>Expected Goal</b>	<b>2015 Results</b>
SACL will reorganize and expand Service space as appropriate to Allow ease of access to services for All.	40%	Reorganize current space to meet the changing needs of the Persons Supported. Developed partnership With Handi-Dart for Transportation to services.	80%
SACL will continue to explore Methods and additional forms of transportation to expand the	60%	Request to expand Service hours into the	



capabilities for Persons Supported to attend services and social activities outside the regular scope of services.		Evening hours has been Denied to financial and budgeting Restrictions.	
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**Summary and Results – Community Integration**

Funding requirements indicate that all Persons Supported explore the option of employment, however for those who are not interested in employment, volunteer opportunities, educational explorations and additional life skills through day services are available options. Support for activities outside the scope of SACL Services continues to be a challenge due to the busy schedules of caregivers and the limited funding to provide evening and weekend staff. SACL continues to encourage both Persons Supported and their caregivers to attend community events and activities outside SACL Services by exploring the community calendar and providing information to Persons Supported and caregivers about activities and events in the area.

Staff have reviewed what it may mean to each individual to feel safe while attending SACL Services, and reviews and enforces the need to feel safe at regular intervals throughout the year.

The new location continues to be an adjustment for those who experience stress when large changes occur. SACL has requested feedback from Persons Supported and Staff to implement changes that are conducive with comfort, including creating separate areas for various activities such as computer stations, activity room, quiet room and staff area. Removing excess furniture and equipment has also increased the available space.

Information for the Outcomes Management Plan is based on:

- Community Inclusion Satisfaction Surveys – Persons Supported**
- Community Inclusion Satisfaction Surveys – Stakeholders**
- Person Centered Plans (Goals & Outcomes)**
- Exit Interviews**



## **Community Employment Services (CES)**

SACL Employment Services seeks to identify the specific needs of your business operations and to identify how an individual with diverse abilities can meet those needs.

This is accomplished through Job Development Services and Employment Support Services.

### **Job Development Services**

Job Development Services involves the use of assessment activities that provide invaluable material for matching a job seeker's interests, skills and the abilities to the right job. The needs of the employer may result in creating a customized job. Customizing a job involves restructuring strategies that result in job responsibilities being customized and individually negotiated to fit the needs of both the employer and the employee.

#### **CES – JD – Job Development Objectives**

- ❖ Increased Community Participation
- ❖ Increased Independence
- ❖ Skill Development
- ❖ Health & Safety
- ❖ Services define employment preferences for Person Supported according to wants/needs
- ❖ Employment Readiness (Information & Education for taking part in the workforce)
- ❖ Exploring community employment opportunities
- ❖ Obtained employment that meets the needs of Persons Supported

SACL provided Job Development services 48 Persons between April 1, 2015 and March 31, 2015.

### **Employment Support Services**

Employment Support Services are activities that promote successful training of an individual to a new job, adjustment of tasks, retention and advancement. Supports can include assisting the employee with understanding the job culture, industry practices, and work behaviours expected by the employer. Training and orientation services are available for staff as well as the person with a disability. Ongoing support and routine follow-up with the employer and the employee ensures continued job success.

#### **CES – ES – Employment Supports Objectives**

- ❖ Increased Community Participation
- ❖ Increased Independence
- ❖ Skill Development
- ❖ Health & Safety
- ❖ Person Supported meets job and duty requirements
- ❖ Person Supported increases skills and/or productivity
- ❖ Increase to hours Person Supported works independently
- ❖ Person Supported obtains upward mobility (wages/hours/benefits/responsibility)





As of March 31, 2015, SACL provided Employment Support services 48 Persons Supported in the Community Employment Services area. Of the 48 currently served, 35 Persons Supported are currently gainfully employed in their community.

## **Community Employment Services – Persons Supported Satisfaction Survey Results (29 responses)**

*Please note that although 30 Persons Supported registered for the survey, 3 people did not complete the survey. This slightly affects the other percentage amounts for accuracy.*

1. 100% of the completed responses for Persons Supported indicated that they think it's important to Volunteer or get a Job in their community.  
*Comments: 'I'd like to get a job at Dairy Queen', 'It's good to volunteer and make some extra money', 'I do a job'*
2. 90% of Persons Supported indicated that they are currently employed, volunteering or actively seeking volunteer opportunities or employment.  
*Comments: Of those surveyed who are not actively seeking employment or volunteer activities, the reason for not doing so was indicated as 'health reasons'.*
3. 73.3% of Persons Supported will be looking for employment/volunteer opportunities in the future.  
*Comments: For those who will not be actively seeking employment in the future, the comments/reasoning indicate that they either already have a job they enjoy, or have not found an opportunity that interests them so will not be searching further for other opportunities at this time.*
4. 80% of Persons Supported indicated that SACL Staff assisted or somewhat assisted them in determining what they would like to do for employment or volunteer opportunities.  
*Comments: Comments indicate that some already had a goal/direction in mind, or are still unsure what they would like to do.*
5. 96% of Persons Supported indicated that SACL Staff assisted them obtaining employment or volunteer opportunities that matched their interests and skill sets.
6. 100% of Persons Supported indicated that SACL Staff assisted with gaining the new skills to work towards what they would like to do.
7. 88% of Persons Supported feel that they have learned new skills since attending SACL Employment Services.  
*Comments: 'I have learned to burlap around trees'*
8. 100% of Persons Supported indicated that SACL Staff assisted or somewhat assisted them to understand what's expected for their employment or volunteer opportunities.



9. 100% of Persons Supported indicated that they knew who to contact as SACL when they needed help.
10. 100% of Persons Supported indicated that they feel safe at the place where they work or volunteer.
11. 92% of Persons Supported indicated that they felt that the people they work with respect them. 8% indicated ‘somewhat’ to this question. There was no one who answered ‘no’ to this question.
12. Persons Supported were asked what suggestions or comments they have that would help make their employment or volunteer experience better:

*Comments:*

- ‘Make it better so I can be happy. Be nicer to everyone’
- ‘Better wages – minimum wage is too low’
- ‘I would like to learn how to be in the Shuswap Theatre plays and to learn how to be a violin player’
- Others are happy with services the way they are. (23 people)

## Community Employment Services – Employers (7 responses)

1. Employers were asked if SACL met the following criteria when matching a Person Supported to an Employer;

	Yes	No	Unsure
Preference of Employee	71.4%	0%	28.6%
Work History & Experience	87.5%	0%	14.3%
Strengths & Abilities	100%	0%	0%
Previous training & education	71.4%	0%	28.6%
Benefits available to Employee	71.4%	0%	28.6%
Options for advancement or increased hours	57.1%	0%	42.9%
Availability of Transportation	85.7%	0%	14.3%
Legal history (if applicable)	28.6%	0%	71.4%

*Comments:* Overall comments indicate a high level of satisfaction for SACL Staff, support and services. The most concerning trend is that the Employers feel they don’t know a lot about some of our services (background e.g. legal responsibilities etc.).

2. 72% of Employers feel that Persons Supported have input and has approved the position with the employer. 28% are unsure.



*Comments:* Indicated that the percentage that was 'unsure' had not yet worked with the employee to determine this answer.

3. 72% of Employers felt that SACL Staff was available to help the Person Supported to fully understand their duties and obligations of the employment position. 28% were unsure.

*Comments:* Indicated that the percentage that was 'unsure' had not yet worked with the employee to determine this answer.

4. 72% of Employers felt that SACL Staff helped the Person Supported to understand the obligations and duties of the employer. 28% were unsure.

*Comments:* Indicated that the percentage that was 'unsure' had not yet worked with the employee to determine this answer.

5. 72% of Employers felt that SACL Staff provided appropriate support to the Person Supported to enable them to fulfill the required duties to the best of their abilities. 28% were unsure.

*Comments:* Indicated that the percentage that was 'unsure' had not yet worked with the employee to determine this answer.

6. Employers were asked if they felt that Persons Supported gained independence, self-confidence, self-worth, financial independence, increased skill-set, increased life/social skills, and increased community involvement.

*Comments:* All employers felt that some independence was gained, or that they, as Employers, did not necessarily have the personal knowledge of the Person Supported to accurately answer this question. The most noted area for improvement would be financial independence.

- 7/8. Employers were asked if they felt that Persons Supported may gain an increase in responsibilities, hours of work, wages or benefits, or options for advancement

*Comments:* Employers indicated that due to the nature of their business or the size of their organization, in most occasions, advancement would not be likely in many of these areas. It was noted that additional training and skills must be learned for certain individuals to advance any further within any of the organizations where advancement was available.

9. Employers were asked if they felt SACL Staff were available to meet their needs and concerns. *Comments:* This question did not function properly in the survey, and did not collect valid data.

10. Employers were asked if they felt that SACL Support staff had sufficient knowledge of the position, had an appropriate back-up plan in the event of Staff illness or absence, and that Support Staff was able to communicate efficiently and effectively within the employment site.

*Comments:* All employers who had first-hand knowledge of the Person Supported and their support staff answered yes to these questions. However there were 29% - 42% who were unsure.

11. Employers were asked if they felt that Persons Supported were instructed and encouraged to demonstrate appropriate expectations for attendance & punctuality, grooming & dress,



job safety practices, skill performance, communication requirements, work ethics & practices, health & medication management, work culture & hierarchy, literary skills, work related academic skills, work related technology and assertiveness & self-advocacy.

- ❖ *Comments: Comments and results indicate that 42% - 88% felt that SACL Staff helped Persons Supported to achieve these expectation. There was a 'somewhat' response to Persons Supported understanding of corporate culture, literary skills, academic skills, technology skills and assertiveness. 14% - 28% of the employers felt that these expectations were not necessarily applicable to the position within their organization.*

12. 100% of the Employers surveyed indicated that the Community Employment Services met the needs of the Person Supported.



13. 100% of the Employers surveyed indicated that the Community Employment Services met the needs of the Employer.



14. Employers were asked what they liked best about having a SACL Person Supported as an employee.

*Comments: Positive attitude & consistent work ethic. Dedicated and reliable, gratification for providing employment to individuals who may experience difficulties gaining employment.*

15. No additional comments were provided for improvement other than 'fine as it is'. Supported Living Services



Effectiveness Measures	2014 Results	Expected Goal	2015 Results
Focus on opportunities to teach new skills to Persons Supported directed at obtaining the employment they desire.	78%	90%	<b>90%</b>
Update promotional and marketing items to better define the current employment process from intake to independence (as applicable)	n/a	100%	<b>100%</b>
Staff will obtain a written job description or employee package information from each employer to assist the Person Supported to better understand the industry they have chosen to work within.	n/a	100%	<b>50%</b>
SACL will strive to find employment opportunities that will offer the opportunity for advancement (based on skills and abilities)	45%	50%	<b>45%</b>
Efficiency Measures	2014 Results	Expected Goal	2015 Results
Focus on opportunities to teach new skills to Persons Supported directed at obtaining the employment they desire.	78%	CES Staff provide Individual supports for each PS specific to their chosen job, including Personal support, Webinar training & skill Training.  CES Staff working on a partnership with Okanagan College, Work BC to arrange additional training options.	<b>100%</b>  <b>Partially Complete</b> <b>75%</b>



Update promotional and marketing items to better define the current employment process from intake to independence (as applicable).	ongoing	The employment package, employment brochure, agency brochure and website has been updated.	<b>100%</b>
Staff will obtain a written job description or employee package information from each employer to assist the Person Supported to better understand the industry they have chosen to work within.	80%	Due to the transfer of databases this year, this goal has been postponed until the 2015/2016 year (electronically) however SACL staff review and support Persons Supported to understand their role in their position and the nature of the industry they choose to be employed within.	<b>80%</b>
SACL will strive to find employment opportunities that will offer the opportunity for advancement (based on skills and abilities)	40%	Due to the nature of the positions available, this continues to be a challenge. Staff continue to inquire as to advancement opportunities within the current employment opportunity, or continue to look for other options for the Person Supported should advancement not be available.	<b>45%</b>



Satisfaction	2014 Results	Expected Goal	2015 Results
See Satisfaction Survey Summary Results listed above.			
Service Access	2014 Results	Expected Goal	2015 Results
Ability to access CES services	92%	100%	97%

### Summary and Results – Community Employment Services

SACL has placed great focus on expanding resources to obtain the skills required for Persons Supported to access the employment opportunities they desire. A partnership has been developed with Okanagan College and Continuing Education to promote skill development. SACL staff provide online skills training options as well. Our promotional information, including employer packages, brochures and website have been updated with the new branding, as well as providing detailed information about the services for both Persons Supported and Employers. Written documentation about the requirements of each employer and the related industry is being collected for each employment placement.

The continued challenge in a small town with smaller businesses that offers many seasonal positions, is to find placements that provide room for advancement. Salmon Arm is a competitive market for employment. We continue to try meet our goals in this area.

Information for the Outcomes Management Plan is based on (but not limited to):

- Community Employment Services Satisfaction Surveys – Persons Supported**
- Community Employment Services Satisfaction Surveys – Stakeholders**
- Community Employment Services Satisfaction Surveys - Employers**
- Person Centered Plans (Goals & Outcomes)**
- Exit Interviews**



## Supported Living Services (SL)

Providing Persons Supported who live independently in the community with assistance in the activities of daily living. Supports are directed towards healthy lifestyle choices and enhancing life skills to encourage independence and the fostering of meaningful community relationships.

SACL provided Supported Living services 7 individuals from April 1, 2015 – March 31, 2016

### Supported Living Services (SL) Objectives

- ❖ Increased Community Participation
- ❖ Increased Independence
- ❖ Skill Development
- ❖ Health & Safety
- ❖ Achieve choice of housing options (rent or ownership)
- ❖ Person Supported choose with who/where to live
- ❖ Minimize risks to Person Supported in home environment

## Supported Living Satisfaction Survey Results – Persons Supported (7 responses)

1. 85.7% of the Persons Supported indicated that they have the choice or have some input to where they live.  
*Comments: Comments indicated that a full choice for the Person Supported is not always available due to parent/caregiver directives or availability of suitable and affordable options.*
2. 57.2% of Persons Supported indicated that they get to choose or have some input as to who they live with. 42.9% felt they had no choice.  
*Comments: Choices can be limited to Persons Supported due to availability and selection of applicable residences within their income level and with appropriate accessibility features as required.*
3. 100% of Persons Supported indicated that they get to choose or have some input as to what things to have around them for comfort and décor.  
*Comments: 'Half the house is mine, and I made it mine'*
4. 100% of Persons Supported indicated that they feel safe in the place that they live.
5. 100% of Persons Supported indicated that there was always or 'somewhat' a SACL Staff member around to help them if they need it.





6. Persons Supported were asked if SACL Staff help them with:

	Yes	Sometimes	No	Not Applicable
<i>Healthy Eating/Exercise</i>	85.7%	0%	0%	14.3%
<i>Personal Care</i>	57.1%	14.3%	14.3%	14.3%
<i>Household Maintenance</i>	57.1%	28.6%	0%	14.3%
<i>Expectations of a Tenant</i>	57.1%	14.3%	14.3%	14.3%
<i>Helping with decisions &amp; understanding rights</i>	71.4%	14.3%	0%	14.3%
<i>Family Contact</i>	71.4%	14.3%	0%	14.3%
<i>Encourage outings with friends or activities</i>	57.1%	28.6%	0%	14.3%
<i>Encourage fun activities or how to meet new people</i>	71.4%	14.3%	0%	14.3%
<i>Help with money matters if you require</i>	85.7%	0%	0%	14.3%

7. 100% of Persons Supported indicated that SACL Staff help or somewhat help them to learn things that help them to live on their own or do new things by themselves.

Effectiveness Measures	2014 Results	Expected Goal	2015 Results
SACL will endeavor to give Persons Supported more choice as to where they live and who they live with.	n/a	100%	<b>100%</b>
SACL will develop resources/training to assist Persons Supported to understand their roll and responsibilities as a tenant, and to assist with the understanding of financial issues, encouraging education and understanding of working towards financial independence (if applicable).	50%	100%	<b>100%</b>
Efficiency Measures	2014 Results	Expected Goal	2015 Results
SACL will endeavor to give Persons Supported more choice as to where they live and who they live with.	n/a	Persons Supported are given the choices of where they wish to live and who with within the funding criteria and availability of a suitable residence.	<b>100%</b>
SACL will develop resources/training to assist Persons Supported to understand their roll and responsibilities as a tenant, and to assist with the understanding of financial issues, encouraging education and understanding of working towards financial independence (if applicable)	n/a	Individual coaching sessions with Persons Supported are arranged at intake, on an annual basis (or more frequently as required), and at the time of goal reviews with the Key worker and/or Services Manager.	<b>100%</b>



Satisfaction	2014 Results	Expected Goal	2015 Results
See Satisfaction Survey Summary of Results listed above.			
Service Access	2014 Results	Expected Goal	2015 Results
100% of Persons Supported indicate that they have no accessibility issues with SACL Supported living services	100%	100%	<b>100%</b>

**Summary and Results – Supported Living Services**

SACL still faces the challenge of balance between allowing the Person Supported to choose where they live (and with whom) within the parameters of available locations and funding guidelines for the individual. The challenges are that currently SACL is able to offer a choice of available space within our 2 residences, but should a Person Supported not have additional personal funding, the choices of external locations can be limited. Persons Supported are given every available choice to their location and living conditions and surroundings.

Persons Supported are given an orientation upon accepting accommodations that specify and clarify their roles and responsibilities as a tenant and/or roommate. These responsibilities are reviewed at the annual PCP evaluation, as well as intermittently as required.

Information for the Outcomes Management Plan is based on:

- Supported Living Services Satisfaction Surveys – Persons Supported**
- Supported Living Services Satisfaction Surveys – Caregivers**
- Person Centered Plans (Goals & Outcomes)**
- Exit Interviews**



## **Respite Services**

Providing families of Persons Supported with alternate care options from the continuous demands of caregiving. Families can use this service in the manner that best suits their unique circumstances. The service may be delivered in the family home, the home of a respite provider, or within the community.

SACL provided Respite services 2 from April 1, 2015 to March 31, 2016.

### **Respite Services (R) Objectives**

- ❖ Increased Community Participation
- ❖ Increased Independence
- ❖ Skill Development
- ❖ Health & Safety
- ❖ Services/Supports meet the needs of the family/caregiver

Outcomes are based on the following sources:

Respite Services Satisfaction Surveys – Persons Supported/Family & Caregivers  
Person Centered Plans (Goals & Outcomes)  
Exit Interviews

## **Respite Satisfaction Survey Results - Parent/Caregiver (1 response)**

1. 100% of the people surveyed feel that SACL Respite services are responsive to their needs.
2. 100% of the people surveyed feel that SACL Respite services are safe for the Person Supported.
3. 100% of the people surveyed feel that SACL Respite services meet the medical needs of the Person Supported.
4. 100% of the people surveyed feel that SACL Respite services accommodate their preferences, needs, and expectations.
5. 100% of the people surveyed feel that SACL Respite services meet both the needs of the Parent/Caregiver and the needs of the Person Supported.
6. 100% of the people surveyed feel that SACL Respite services are flexible around; the schedule of the Person Supported & the Parent/Caregiver, the specific needs of the Person Supported & Parent/Family/Caregiver, and the location of Respite services.



7. 100% of the people surveyed feel that SACL would have replacement Respite providers available should illness or emergency prevent a regular respite worker from attending a scheduled service.
  
8. 100% of the people surveyed feel that when they access SACL Respite services, there are clear instructions/procedures in place for;
  - necessary medications
  - required medical technology (respirators, blood pressure machines etc.)
  - if medical attention is required
  - addressing special needs
  - addressing any patterns or triggers for the comfort and safety of Persons Supported

There were no additional comments provided for improvement of services.

<b>Effectiveness Measures</b>	<b>2014 Results</b>	<b>Expected Goal</b>	<b>2015 Results</b>
SACL will endeavor collect input in a more detailed and frequent manner to assess ways to improve services to better meet the needs of each individual.	80%	100%	<b>100%</b>
SACL will continue to advertise and hire new staff for respite services.	50%	75%	<b>100%</b>
<b>Efficiency Measures</b>	<b>2014 Results</b>	<b>Expected Goal</b>	<b>2015 Results</b>
SACL will endeavor collect input in a more detailed and frequent manner to assess ways to improve services to better meet the needs of each individual.	n/a	Online surveys go to all respite service recipients (caregivers).  Add respite providers to database to allow for PCP entry of information	<b>100%</b>  <b>100%</b>
SACL will continue to advertise and hire new staff for respite services.	n/a	8 respite service providers were contracted in 2014/2015	<b>100%</b>
<b>Satisfaction</b>	<b>2014 Results</b>	<b>Expected Goal</b>	<b>2015 Results</b>
See Satisfaction Survey Summary of Results listed above.			
<b>Service Access</b>	<b>2014 Results</b>	<b>Expected Goal</b>	<b>2015 Results</b>



100% of Persons Supported indicate that they have no accessibility issues with SACL Respite services	100%	100%	100%
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**Summary and Results – Respite Services**

As Respite providers are contractual, in the past they have not been required to enter data into the client management system, but kept paper documentation. This process has been updated to ensure completion and validity of data, and to ensure satisfaction.

Staff turnover in this area is still high, due to lower wages and increasing responsibility for reporting requirements. SACL continues to streamline this process and attempts to record and collect relevant data for service improvement.

Information for the Outcomes Management Plan is based on:

- Respite Satisfaction Surveys – Caregivers
- Quality of Life Reports
- Person Centered Plans (Goals & Outcomes)
- Exit Interviews



## **Monitoring & Report Distribution**

The Executive Director reports Measurable Outcomes Results to the Board of Directors. The Outcome Management results are documented annually and provided in a complete format and is available to:

SACL Board of Directors

Staff

Persons Supported

Families & Caregivers

Stakeholders

Community Living BC

The General Public

The Outcomes Management Report is distributed to the Membership at the Annual General Meeting

The Outcomes Management Report is also available on the SACL Website:

<http://shuswapacl.com/>

Service Area	Performance Indicators	Implement Review (Start Review)	Complete Review (From Implementation)	Complete Action Plan (From Compl. Review)	Responsibility (for Collection, Review & Action Plan)	Tracking (Where to find documented results of review/action plan)	Data Source (Where data comes from to conduct the review & compile action plan)
Agency Wide	<b>Business Functions &amp; Agency Objectives</b>						
	Mission, Vision & ENDS	Annually	3 mos. from Implement	1 mos. from Review	BOD/ED	Board Minutes/ShareVision files, tasks & calendar	Community/Stakeholders/Persons Supported/Staff & Management/Board Members/Performance Action Plan & Community & Industry Trends Summary
	Goals & Values	Annually	1 mos. from Implement	1 mos. from Review	ED/PD/Persons Supported	Website/Agency Handbook/Agency Newsletter/ShareVision files, tasks & calendar	Persons Supported
Agency Wide Measurement	Strategic Plan	Every 3-5 years (re-done) with annual review	6 mos. from Start	3 mos. from review	BOD/ED	Community Mtgs./Staff & Mgmt. Mtgs./Board Mtgs & Retreat/ Strat Planning session & demographics (Contractor)/ShareVision files, tasks & calendar	Community/Stakeholders/Persons Supported/Staff & Management/Board Members/Various agencies (for required demographics & statistics)
	Risk Management Plan	Annually	2 weeks from Start	1 month from review	BOD/ED/OC	Risk Management Plan Review from previous yr./Management Team Minutes/Board Meeting Minutes/ShareVision files, tasks & calendar	Collected concerns and input from current reports & surveys/review of previous plan/Financial & Business concerns presented by co-op, audit & HR reports.
	Accessibility Plan	Annually	1 month from Start	1 month from review	BOD/ED/OC	Accessibility Checklist/Management Team Minutes/Board Minutes/ShareVision files, tasks & calendar	Collected concerns and input from survey results & checklist results/review of previous plan/complaints (if applicable)
	Technology Plan	Annually	1 month from Start	1 month from review	ED/PD	Mgmt. Minutes/Board Minutes/ShareVision files, tasks & calendar	TEC Plan Review and update from previous Yr./Identified trends from technical & data collection issues/update requirements of Operating systems, programs & database
	Performance Measurement Plan	Annually	1 month from Review	2 months from review	ED/OC	Mgmt. Team Minutes/ShareVision files, tasks & calendar	CARF Standards Manual, CLBC requirements, agency policy
	Performance Improvement Plan	Annually	Ongoing (Annually)	Ongoing (Annually)	BOD/ED/OC/PD	Staff Mtg. Minutes/Team Leader Mtg. Minutes, Mgmt. Team Minutes/Board Mtg. Minutes/CARF Accreditation results/ShareVision files, tasks & calendar. (All data sources have input to this process)	Satisfaction Surveys/Periodicals/Complaints/Exit Interviews/feedback, training input & reports from staff, persons supported, community, stakeholders, board/legal, funding & accreditation requirements
	Complaint Process	As Rec'd	3-7 days	7-14 days (Annual Review)	TL/PD/ED (BOD/OC)	Staff Mtg. Minutes/Team Leader Mtg. Minutes, Mgmt. Team Minutes/Board Mtg. Minutes/ShareVision files, tasks & calendar.	Service Recipient, Person Supported, Community Member or Staff Person (See Complaints Policy (BP))
Business Functions	Financial Reports	Monthly & Quarterly	1 month from Implement	1 month from review	BOD/ED/Co-Op	Reports from the Co-op, Board Mtg. Minutes/ShareVision files, tasks & calendar	simply accounting financial reports (Co-op), ED reports (ShareVision)



	Audited Financial Statement	Annually	At AGM	Board Mtg. following AGM	BOD/ED/Auditor/Co-op	Board Mtg Minutes/AGM Minutes/AGR/Audit Results/ShareVision files, tasks & calendar	Co-op & ED present all information to Auditor (Simply Acct/ShareVision)
	Board/Ed Compliance Reports	Ongoing/Monthly	At Implement	At Review	BOD/ED	Board Mtg. Minutes/ShareVision files, tasks & calendar	ED compliance reports
	Annual General Report	Annually	2 months from Implement	At AGM	OC	Completed AGR/ShareVision files, tasks & calendar	Summary of PMP reports + agency & area demographics & statistics (ShareVision/Simply/Other)
	Community & Industry Trends Summary	Semi-Annually	1 month from Implement	1 month from review	ED/PD/TL	Staff Meeting/TL Meeting/Management Mtg.	Community sources including funding meetings & events, area demographics and trends
	Annual Board Governance Policy Reviews	Ongoing/Monthly	At Implement	1 month from review	BOD/ED	BOD Mtg Minutes/ShareVision files, tasks & calendar	legal, funding, action plan items & accreditation requirements
	Human Resources Summary Report	Annually	At Implement	1 month from review	CSSEA/ED/OC	CSSEA Report, Mgmt. Minutes, AGR, ShareVision files, tasks & calendar	HR information provided by ED/Mgmt./Co-op to CSSEA, CSSEA provides an annual report to the ED
	Staff Professional Development - 2014/2015	Ongoing/Monthly	2 months from Implement	1 month from review	OC/PD	Mgmt. Mtg Minutes/ShareVision files, tasks & calendar	ShareVision (Staff Training & Renewables Database)/ShareVision files, tasks & calendar
	Staff Performance Evaluations	Annually	3 mos. from Implement	At Implement	PD/ED	ShareVision files, tasks & calendar	Staff Input, Management Review of Annual Objectives
	Staff Mandatory Renewables	Ongoing/Monthly	At Implement	As required	OC	Mgmt. Mtg Minutes/ShareVision files, tasks & calendar	ShareVision - Staff Training & Renewables Database
	Staff Exit Interviews	At Exit	At Implement	1 month from review	ED/PD/OC	Mgmt. Mtg Minutes/ShareVision files, tasks & calendar	Exit Interviews (Staff) - ShareVision or Fluid Surveys
<b>Community Inclusion Services</b>	<b>Service Delivery - Community Integration (CI)</b>						
<b>CIS-Community Supports</b>				2 mos. from Review - Ongoing (Annually)	OC	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	All Persons Supported who receive Community Integration Services from SACL
	CI Satisfaction Survey - Persons Supported	Annually	3 mos. from Implement	2 mos. from Review - Ongoing (Annually)	OC	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	Stakeholders, Caregivers & Community Members
	CI Satisfaction Survey - Stakeholders & Community Members	Annually	3 mos. from Implement	2 mos. from Review - Ongoing (Annually)	OC	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	SACL Staff
	Satisfaction Survey - Staff	Annually	3 mos. from Implement	2 mos. from Review - Ongoing (Annually)	OC	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	Randomly chosen Persons Supported receiving applicable services
	CI - Periodical Surveys	Quarterly	1 mos. from Implement	1 mos. from Review	TL/OC	Fluid Survey or ShareVision Survey Results/Performance Action Plan/ShareVision files, tasks & calendar	



	Person Supported Goals & Outcomes	Quarterly/As Needed	at Implement	at Review	PD/TL/Staff	PS logs/goals, PS reports, Staff mtg minutes, Team Leader Mtg Minutes	Individual Person Supported goals & outcome results
	Exit Interviews	At Exit & 6 mos. Follow-up	At Implement	1 month from review	TL/PD	Mgmt. Mtg Minutes/ShareVision files, tasks & calendar	Exit Interviews (Person Supported) - ShareVision or Fluid Surveys
<b>Community Employment Services</b>	<b>Service Delivery - Community Employment Services - Job Development (CES-JD)</b>						
<b>CES-Job Development</b>	CES Satisfaction Survey - Persons Supported	Annually	3 mos. from Implement	2 mos. from Review - Ongoing (Annually)	OC	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	All Persons Supported who receive Community Employment Services from SACL
	CES Satisfaction Survey - Stakeholders & Community Members	Annually	3 mos. from Implement	2 mos. from Review - Ongoing (Annually)	OC	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	Stakeholders, Caregivers & Community Members
	CES Satisfaction Survey - Employers	Annually	3 mos. from Implement	2 mos. from Review - Ongoing (Annually)	OC	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	Employers of Persons Supported
	CES Periodical Surveys - Job Development	Quarterly	1 mos. from Implement	1 mos. from Review	TL/OC	Fluid Survey or ShareVision Survey Results/Performance Action Plan/ShareVision files, tasks & calendar	Randomly chosen Persons Supported receiving applicable services
	Person Supported Goals & Outcomes	Quarterly/As Needed	At Implement	At Review	PD/TL/Staff	PS logs/goals, PS reports, Staff mtg minutes, Team Leader Mtg Minutes	Individual Person Supported goals & outcome results
	Exit Interviews	At Exit & 6 mos. Follow-up	At Implement	1 month from review	TL/PD	Mgmt. Mtg Minutes/ShareVision files, tasks & calendar	Exit Interviews (Person Supported) - ShareVision or Fluid Surveys
<b>Community Employment Services</b>	<b>Service Delivery - Community Employment Services - Employment Supports (CES-ES)</b>						
<b>CES-Employment Supports</b>	CES Satisfaction Survey - Persons Supported	Annually	3 mos. from Implement	2 mos. from Review - Ongoing (Annually)	OC	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	All Persons Supported who receive Community Employment Services from SACL
	CES Satisfaction Survey - Stakeholders & Community Members	Annually	3 mos. from Implement	2 mos. from Review - Ongoing (Annually)	OC	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	Stakeholders, Caregivers & Community Members
	CES Satisfaction Survey - Employers	Annually	3 mos. from Implement	2 mos. from Review - Ongoing (Annually)	OC	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	Employers of Persons Supported

	CES Periodical Surveys - Employment Supports	Quarterly	1 mos. from Implement	1 mos. from Review	TL/OC	Fluid Survey or ShareVision Survey Results/Performance Action Plan/ShareVision files, tasks & calendar	Randomly chosen Persons Supported receiving applicable services
	Person Supported Goals & Outcomes	Quarterly/As Needed	At Implement	At Review	PD/TL/Staff	PS logs/goals, PS reports, Staff mtg minutes, Team Leader Mtg Minutes	Individual Person Supported goals & outcome results
	Exit Interviews	At Exit & 6 mos. Follow-up	At Implement	1 month from review	TL/PD	Mgmt. Mtg Minutes/ShareVision files, tasks & calendar	Exit Interviews (Person Supported) - ShareVision or Fluid Surveys
<b>Respite Services</b>	<b>Service Delivery - Respite®</b>						
<b>Respite Services</b>	Respite Satisfaction Survey - Persons Supported & Stakeholders/Community Members	Annually	3 mos. from Implement	2 mos. from Review - Ongoing (Annually)	TL/OC	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	All Persons Supported who receive Respite Services from SACL
	Respite Periodical Surveys	Quarterly	1 mos. from Implement	1 mos. from Review	TL/OC	Fluid Survey or ShareVision Survey Results/Performance Action Plan/ShareVision files, tasks & calendar	Randomly chosen Persons Supported receiving applicable services
	Person Supported Goals & Outcomes	Quarterly/As Needed	At Implement	At Review	PD/TL/Staff	PS logs/goals, PS reports, Staff mtg minutes, Team Leader Mtg Minutes	Individual Person Supported goals & outcome results
	Exit Interviews	At Exit & 6 mos. Follow-up	At Implement	1 month from review	TL/PD	Mgmt. Mtg Minutes/ShareVision files, tasks & calendar	Exit Interviews (Person Supported) - ShareVision or Fluid Surveys
<b>Supported Living Services</b>	<b>Service Delivery - Supported Living (SL)</b>						
<b>Supported Living Services</b>	Supported Living Satisfaction Survey - Persons Supported & Stakeholders/Community Members	Annually	3 mos. from Implement	2 mos. from Review - Ongoing (Annually)	OC/Team Leaders	Fluid Survey Results/Website/Newsletters/Performance Action Plan/ShareVision files, tasks & calendar	All Persons Supported who receive Respite Services from SACL
	Supported Living Periodical Surveys	Quarterly	1 mos. from Implement	1 mos. from Review	TL/OC	Fluid Survey or ShareVision Survey Results/Performance Action Plan/ShareVision files, tasks & calendar	Randomly chosen Persons Supported receiving applicable services
	Person Supported Goals & Outcomes	Quarterly/As Needed	At Implement	At Review	PD/TL/Staff	PS logs/goals, PS reports, Staff mtg minutes, Team Leader Mtg Minutes	Individual Person Supported goals & outcome results
	Exit Interviews	At Exit & 6 mos. Follow-up	At Implement	1 month from review	TL/PD	Mgmt. Mtg Minutes/ShareVision files, tasks & calendar	Exit Interviews (Person Supported) - ShareVision or Fluid Surveys
<b>Health &amp; Safety</b>	<b>Health &amp; Safety (HS)</b>						
	External Safety Inspections	Annually	At Implement	1 mos. from Review	OH&S/OC	OH&S & Management Mtg Minutes/ShareVision files, tasks & calendar	Externally conducted (unannounced) Fire Drills & Safety Inspections
	Internal Safety Inspections	Annually	1 mos. from Implement	1 mos. from Review	OH&S/OC	OH&S & Management Mtg Minutes/ShareVision files, tasks & calendar	Internal safety checklists/Accessibility reports/Input from PS, Staff & Community



Emergency Drills	Monthly	1 mos. from Implement	at implement	OH&S	OH&S & Management Mtg Minutes/ShareVision files, tasks & calendar	Safety Drill Reports (ShareVision)
Critical Incident Reports/Investigations	As Rec'd/Quarterly	1 mos. from Implement	At Implement	OH&S/MGMT	OH&S & Management Mtg Minutes/ShareVision files, tasks & calendar	Critical Incident Reports & Quarterly reports(ShareVision)
Non-Reportable Incident Reports	As Received/Quarterly	1 mos. from Implement	At Implement	OH&S	OH&S & Management Mtg Minutes/ShareVision files, tasks & calendar	Non-Reportable Incident Reports (ShareVision)
Staff Injury Reports	Quarterly	1 mos. from Implement	At Implement	OH&S	OH&S & Management Mtg Minutes/ShareVision files, tasks & calendar	ShareVision Accident/Injury Reports
Staff/Person Supported Safety Issue submissions	As Received	1 mos. from Implement	At Implement	OH&S	OH&S & Management Mtg Minutes/ShareVision files, tasks & calendar	Concerns submitted by Persons Supported &/or Staff
Internal Staff H&S Training	Ongoing/Monthly	2 mos. from Implement	1 mos. from Review	OC	OH&S & Management Mtg Minutes/ShareVision files, tasks & calendar	HR Downloads/Fluid Survey Results

Legend	
Board of Directors	BOD
Executive Director	ED
Program Director	PD
Operations Coordinator	OC
Team Leaders	TL
Staff	STF
Persons Supported	PS
Stakeholders	SH
Community Members	CM

Reliability  
Validity  
Completeness  
Accuracy