



# 2017 OUTCOMES REPORT

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# WELCOME TO THE 2017 BACI OUTCOMES REPORT



Each year we learn so much from the Outcomes Report. It is a valuable document for reflection, learning, celebrating accomplishments and identifying challenges within BACI. It also greatly informs future planning for the organization.

BACI is always focused on quality improvement – trying to get better at what we do and how we do it. The Outcomes Report is one way to monitor our quality improvement. Trying to be better does not mean we're perfect, but it does mean a promise to try to get there. Ultimately, our goal is to achieve 100% in the areas of stakeholder satisfaction, service effectiveness, service efficiency, and service accessibility. But we know this is not always possible.

What BACI wants to do is find opportunities to grow, learn and get better as an organization – based on the expectations and goals of the individuals and families we support.

**Note: This report is not in plain language. It is our hope that people will get help from their families, friends, or staff to read it.**

If you would like to further discuss the report, please contact Richard Faucher or Tanya Sather at 604.299.7851 or e-mail richard.faucher@gobaci.com or tanya.sather@gobaci.com

This report is available at [www.gobaci.com](http://www.gobaci.com)



“

Remember to look up at the stars and not down at your feet. Try to make sense of what you see. Be curious. And however difficult life may seem, there is always something you can do and succeed at.



**STEPHEN HAWKING**

## THANK YOU



The Burnaby Association for Community Inclusion wants to acknowledge and thank the individuals, families, community professionals and other partners who gave their input and ideas. BACI is an organization driven by the people and families we serve. Their feedback and contributions are what keep BACI moving forward.

We would also like to thank the employees who helped create this report – particularly the program managers and supervisors who took the time to reflect on 2017 and share the learning that has taken place.



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## INTRODUCTION

### OUTCOMES REPORT

The Outcomes Report is one way BACI can demonstrate how it gathers information and feedback from its stakeholders – people receiving service, families and loved ones, employees, professionals and community partners. The report also fulfills one part of BACI's commitment to be an organization continually evaluating itself and trying to improve its services and supports.

The methods of collecting the feedback (data) this year are satisfaction surveys, in-person interviews, group feedback sessions held with stakeholders, critical incident reports, health and safety reports, and human resource trends/reports. Each of those information sources provides data on at least one outcome in the following areas:

- **Service effectiveness** - the service is having its intended impact (e.g. supports personal growth, helps people get jobs and make friends, enhances social and emotional development, builds families' skills and abilities, etc.).
- **Service efficiency** - using resources (e.g. money, staff, equipment, etc.) in the best possible way.
- **Access** - measuring the availability of a service based on enrollment and capacity.
- **Stakeholder satisfaction** - the stakeholders are happy with the services they receive.

One thing to note is that formal feedback tools like satisfaction surveys cannot – and will not – replace the impact and importance of our daily conversations or the feedback we receive from families and other stakeholders on an ongoing basis. Relationships are a key foundation of the Association. Building trust with our stakeholders through those daily conversations and interactions will only make BACI stronger.

**Each department has worked with its leaders and staff to create an interesting view of the results of their work in 2017. This feedback and data is presented as a Dashboard.** This format allows each department to share key outcomes, data analysis, highlights, reflections and recommendations from their work over the past year. The dashboards are standard across departments, with a few unique add-ins where relevant. This should make it easier for you, the reader, to find and compare information.

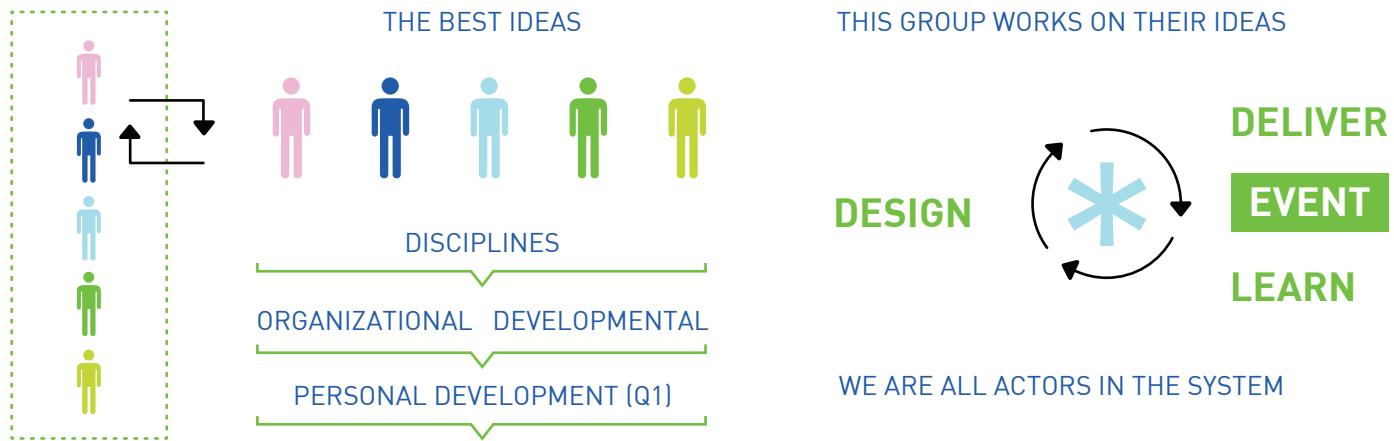
**Each Dashboard has a Data Analysis section** – a description of what the information from the surveys and focus groups report says, and any trends, themes or key findings we need to talk about. We try to figure out what the information means and what people are trying to tell us. The data analysis is very important, so we have to be clear and rigorous in our review of the surveys and other feedback tools. Full data from each survey used in creating the Outcomes Report can be viewed in its entirety. Please contact Tanya Sather if you would like to see the data summaries and any or all department surveys.

**The information collected is both qualitative and quantitative.** Qualitative information includes written comments, opinions, and feedback that cannot be measured with a number or rating. Quantitative information uses numbers or percentages (%). This information is directly taken from the surveys or reports.

As in previous years, the staff and leaders in all direct service departments were asked to consider looking at data and feedback through the lens of Reflection. BACI has been doing a lot of reflecting over the past few years. Our commitment to continuous improvement has led us to reflect on our 'best practice' efforts and the quality of our 'status quo.'

## INTRODUCTION

**BACI is committed to being a ‘learning organization’** – learning from our past efforts, understanding the impact we are really having on those we serve and our community, and being confident enough to take the risks necessary to innovate new and better ways to advance the inclusion and belonging of the people we serve.



This leads to the Recommendations for 2018 portion of each Dashboard. After reflecting on what we have tried – and learned – we ask ourselves: What are we going to do differently in our (re)design? How will we build a mechanism to know if doing something differently has the intended impact? Each Dashboard will share their Highlights of 2017, along with Recommendations for 2018.2016 Outcomes Report

As part of BACI’s commitment to continuous quality improvement, the target for achievement (in the areas of satisfaction, effectiveness, efficiency, and accessibility) is to at least match or improve on the previous year’s rating. For new questions – or areas we’re reviewing/rating – our goal is 85%. That said, we continue to focus on and celebrate growth and improvement, rather than on numbers. As we begin to use different tools to gather input, we will not always be able to measure our success with numbers. A number or percentage does not always fully tell the story of success and achievement.

One thing that is important to note is that, inevitably, we (who create and author this report) have biases when we collect data and try to find out what it means. This could lead us to read information differently, or make assumptions that are different from what the survey respondent intended to convey. Another thing to note is the possibility of human error impacting the report findings (i.e. data inputted incorrectly, etc).

We do, however, make sincere efforts to be as accurate as possible when dealing with the data, and mindfully set aside known biases to draft a report that is based on the feedback and information trusted to us by our stakeholders.

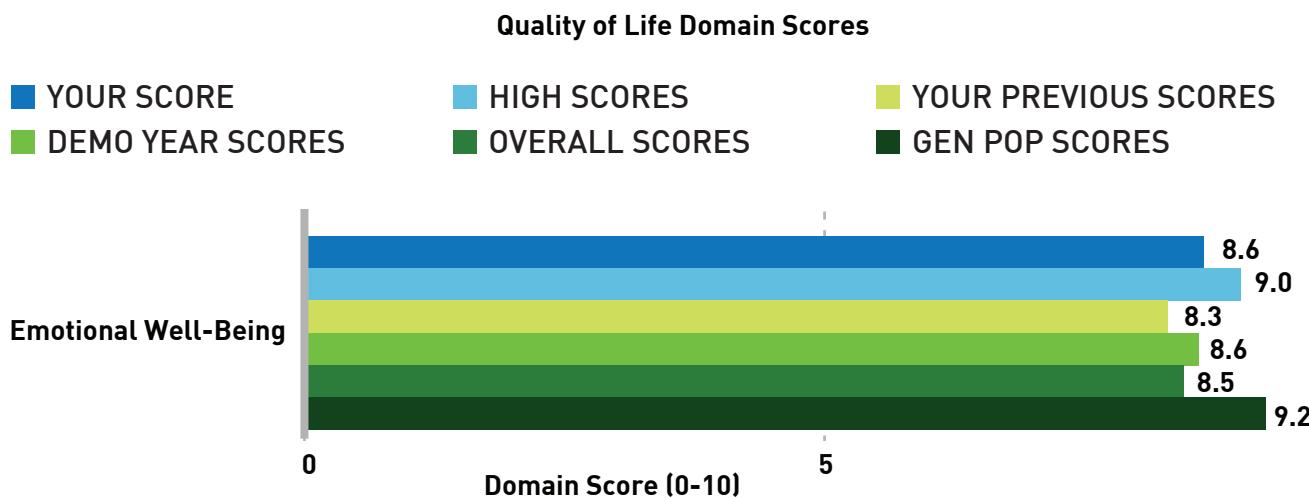
Happy reading!

## INTRODUCTION

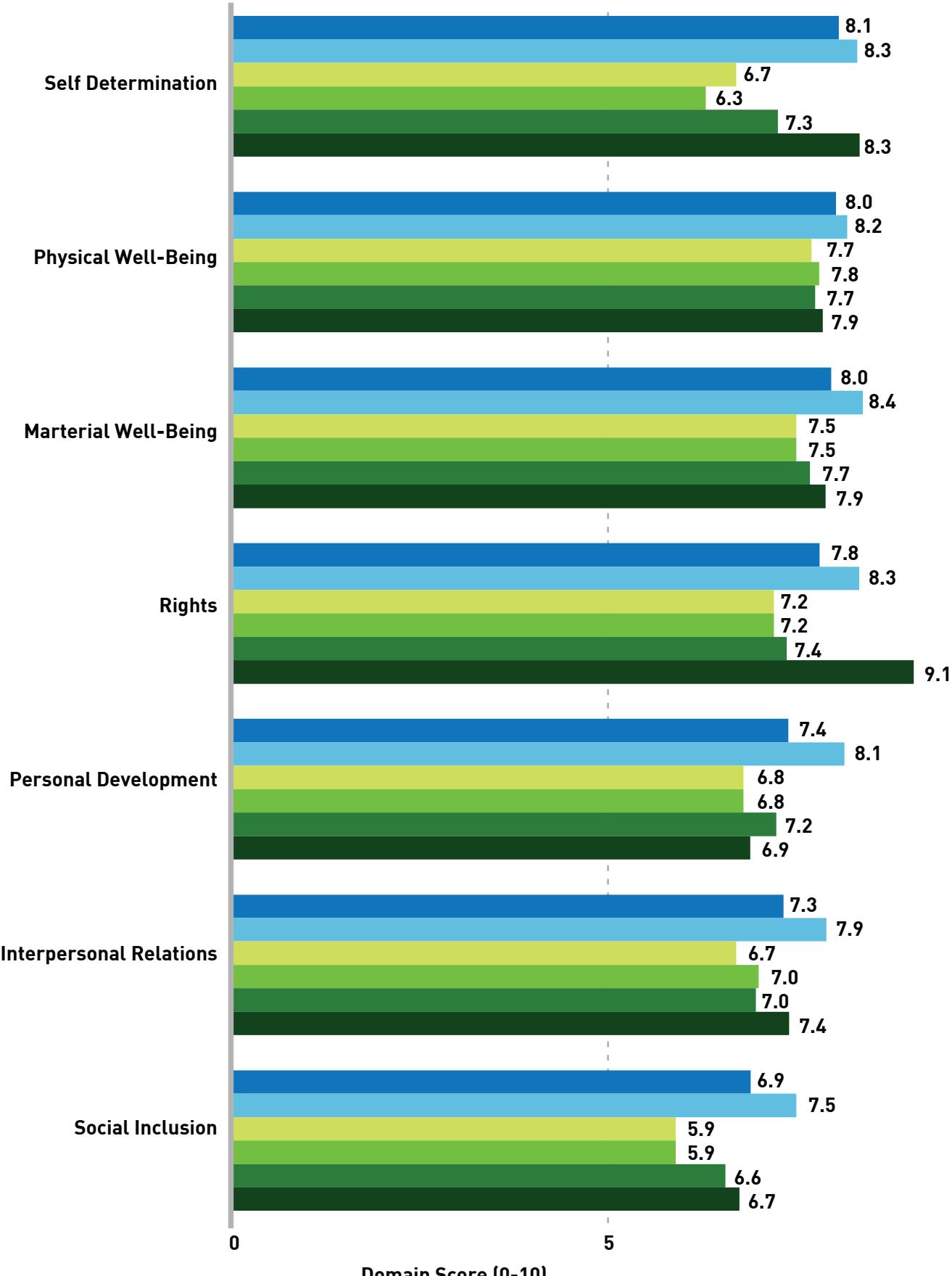
As per BACI's contractual agreement with Community Living BC (CLBC), BACI is responsible to align the delivery of services to further the achievement of the following outcomes for individuals served:

<b>Outcome</b>	<b>Description</b>
<b>Emotional Well-Being</b>	Individuals feel safe in their home and community. They have a positive sense of self and trust the people in their lives.
<b>Interpersonal Relations</b>	Individuals have meaningful relationships with family and friends.
<b>Material Well-Being</b>	Individuals have the financial resources to do the things that are important to them.
<b>Personal Development</b>	Individuals pursue their interests, have opportunities for personal growth and skill development, and have access to necessary information and support.
<b>Physical Well-Being</b>	Individuals are physically healthy and active. They have access to the health care they require.
<b>Self-Determination</b>	Individuals make decisions in their lives about things which matter to him.
<b>Social Inclusion</b>	Individuals participate in community life in roles they and society value.
<b>Rights</b>	Individuals have autonomy and their decisions are respected.

As well, BACI continues to participate in CLBC's Include Me Quality of Life Surveys. The results of our third survey, held from May to June 2017, are listed below. We are pleased that they closely align with our own internal findings, as evidenced in this Outcomes Report.

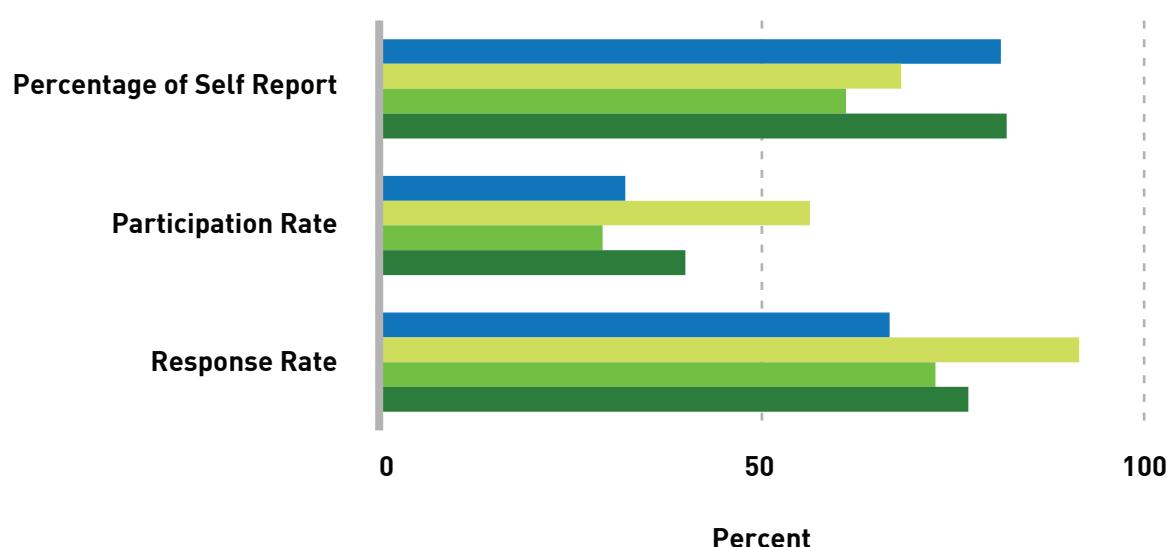


# ADULT AND YOUTH SERVICES

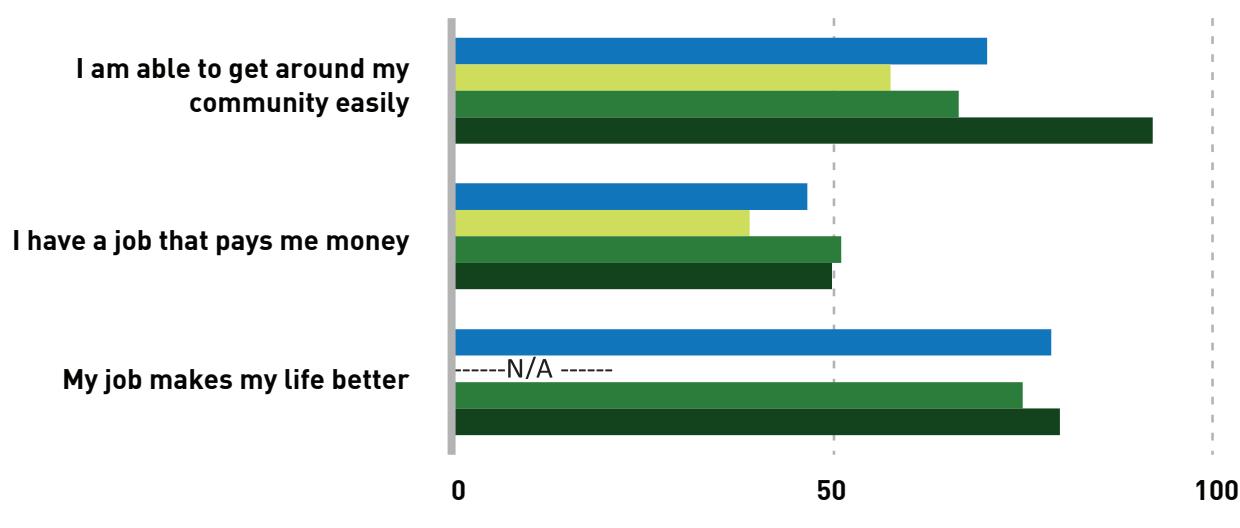


**ADULT AND YOUTH SERVICES****Key Survey Metrics (%)**

**■ YOUR SCORE ■ YOUR PREVIOUS SCORES ■ DEMO YEAR SCORES ■ OVERALL SCORES**

**Transportation and Employment (% Positive)**

**■ YOUR SCORE ■ YOUR PREVIOUS SCORES ■ OVERALL SCORES ■ GEN POP SCORES**



**ADULT AND YOUTH SERVICES**

Quality of Life Framework		Domain Score Correlation with			
Factor	Domain	Feel good about your life?	Ability to get around one's community	Do you have paid work? (Yes/No)	Life is better (those employed) n=28
Independence	Personal Development	0.366	0.390	weak	0.272
	Self-Determination	0.395	0.220	weak	0.408
Social Participation	Interpersonal Relations	0.373	weak	weak	0.310
	Social Inclusion	0.309	0.223	weak	0.315
	Rights	0.226	0.414	weak	0.290
Well-Being	Emotional Well-Being	weak	weak	weak	weak
	Physical Well-Being	0.351	weak	weak	0.418
	Material Well-Being	0.355	0.342	weak	0.639
		Moderate Association .2 ≤ r < .5		Large Association r ≥ .5	

## ABOUT COMMUNITY OPTIONS STILL CREEK 1

BACI provides day services for seniors through the Community Options 1 program. The supports provide a variety of centre-based and community-based activities in larger group settings.

### Objectives:

- Increase knowledge and try new things
- Increase social relationships
- People feel connected and have a strong sense of belonging in the community
- Maintain physical and emotional health, fitness and safety.

## DEMOGRAPHICS

**Comparison of Gender for Adults Supported in COSC 1**

Gender	Number of Individuals
Female	18
Male	19
Identified as Other	0
Total	37

**Comparison of Age for Adults Supported in COSC 1**

Age	Number of Individuals
19-40 years	0
41-64 years	25
65-79 years	11
80+ years	1

### Comparison of Cultural Heritage for Adults Supported in Community Options Still Creek 1

Cultural Heritage	Number of Individuals
Afghani	0
African Canadian	0
Caucasian	25
Chinese	4
Filipino	0
First Nation	1
French	0
German	1
Italian	0
Jamaican	0
Japanese	0
Korean	0
Polish	0
Portuguese	2
South Asian	0

## PERFORMANCE GOALS



DATA FROM INDIVIDUALS SUPPORTED BY COSC 1



DATA FROM FAMILY MEMBERS

**EFFECTIVENESS:** Increase knowledge and try new things

Source: Satisfaction Survey, Q13. Have the activities and outings offered at day program helped you to try new things?

2017

2017

- **62.5%** Yes, I've tried lots of new things.
- **25.0%** Yes, I've tried a few new things.
- **12.5%** No, I haven't tried anything new. It's all the same.
- **0.0%** Don't know.

**Source: Family Survey, Q9.** Have the activities and outings offered at day program helped your family member to try new things?

**2017**

2017

- |   |   |
|---|---|
| <span style="color: #553366;">■</span> <b>40.0%</b><br><span style="color: #8050A0;">■</span> <b>46.7%</b><br><span style="color: #E63366;">■</span> <b>13.3%</b><br><span style="color: #F08080;">■</span> <b>0.0%</b> | Yes, they try lots of new things.<br>Yes, they've tried a few new things.<br>No, they haven't tried anything new. It's all the same.<br>Don't know. |
|---|---|

**Source: Satisfaction Survey, Q14.** Have the activities and outings offered at day program helped you to learn any new skills?

**2017**

2017

- |   |  |
|---|--|
| <span style="color: #006699;">■</span> <b>12.5%</b><br><span style="color: #0099CC;">■</span> <b>62.5%</b><br><span style="color: #99CC33;">■</span> <b>18.8%</b><br><span style="color: #669900;">■</span> <b>0.0%</b><br><span style="color: #006666;">■</span> <b>6.2%</b> | Yes, I have lots of new skills. It's great.<br>Yes, I have some new skills. It's great.<br>Yes, but I would like to learn more.<br>No, I havent learned any new skills.<br>Don't know. |
|---|--|

**Source: Family Survey, Q10.** Have the activities and outings offered at day program helped your family member to learn any new skills?

**2017**

2017

- |   |  |
|---|--|
| <span style="color: #553366;">■</span> <b>13.3%</b><br><span style="color: #8050A0;">■</span> <b>53.3%</b><br><span style="color: #E63366;">■</span> <b>0.0%</b><br><span style="color: #F08080;">■</span> <b>6.7%</b><br><span style="color: #A05066;">■</span> <b>26.7%</b> | Yes, they have lots of new skills. It's great.<br>Yes, they have some new skills. It's great.<br>Yes, but they would like to learn more.<br>No, they havent learned any new skills.<br>Don't know. |
|---|--|

### EFFECTIVENESS: Increase social relationships

**Source: Satisfaction Survey, Q7.** How do you feel about your social life?

**2017**

2017

- |  |   |
|--|---|
| <span style="color: #006699;">■</span> <b>75.0%</b><br><span style="color: #0099CC;">■</span> <b>25.0%</b><br><span style="color: #99CC33;">■</span> <b>0.0%</b><br><span style="color: #669900;">■</span> <b>0.0%</b> | I see the people I like as much as I want. It is great.<br>I see the people I like sometimes. It is OK.<br>I see the people I like but not enough. It could be better.<br>I do not see the people I like at all. And I feel lonely. |
|--|---|

**Source: Family Survey, Q3.** How do you feel about your family member's social life?

**2017**

2017

- |   |   |
|---|---|
| <span style="color: #800080;">█</span> <b>73.3%</b><br><span style="color: #8050A0;">█</span> <b>13.3%</b><br><span style="color: #E60080;">█</span> <b>0.0%</b><br><span style="color: #F08080;">█</span> <b>13.3%</b> | They see the people they like as much as they want. It is great.<br>They see the people they like sometimes. It is OK.<br>They see the people they like but not enough. It could be better.<br>They do not see the people they like at all. And I feel they are lonely. |
|---|---|

**Source: Satisfaction Survey, Q8.** What difference does coming to day program at BACI make to your social life?

**2017**

2017

- |   |   |
|---|---|
| <span style="color: #0050B0;">█</span> <b>93.8%</b><br><span style="color: #50B0D0;">█</span> <b>6.2%</b><br><span style="color: #A0D060;">█</span> <b>0.0%</b><br><span style="color: #80B040;">█</span> <b>0.0%</b> | It makes it better.<br>No difference at all.<br>It makes it worse.<br>Don't know. |
|---|---|

**Source: Family Survey, Q4.** What difference does attending day program at BACI make to your family member's social life?

**2017**

2017

- |  |   |
|--|---|
| <span style="color: #800080;">█</span> <b>86.7%</b><br><span style="color: #8050A0;">█</span> <b>0.0%</b><br><span style="color: #E60080;">█</span> <b>0.0%</b><br><span style="color: #F08080;">█</span> <b>13.3%</b> | It makes it better.<br>No difference at all.<br>It makes it worse.<br>Don't know. |
|--|---|

**EFFECTIVENESS:** People feel connected and have a strong sense of belonging in the community

**Source: Satisfaction Survey, Q9.** Do you feel part of the community?

**2017**

2017

- |  |   |
|--|---|
| <span style="color: #0050B0;">█</span> <b>75.0%</b><br><span style="color: #50B0D0;">█</span> <b>25.0%</b><br><span style="color: #A0D060;">█</span> <b>0.0%</b><br><span style="color: #80B040;">█</span> <b>0.0%</b> | Yes, I am involved as much as I would like to be.<br>Yes, I am involved enough. It's ok.<br>Yes, I am involved, but not enough. It could be better.<br>No, I don't feel part of the community at all. |
|--|---|

**Source: Family Survey, Q5.** Do you feel your family member is part of the community?

**2017**

2017

- |  |   |
|--|---|
| <span style="color: #800080;">█</span> <b>66.7%</b><br><span style="color: #8050A0;">█</span> <b>20.0%</b><br><span style="color: #E60080;">█</span> <b>6.7%</b><br><span style="color: #F08080;">█</span> <b>6.7%</b> | Yes, they are involved as much as they would like to be.<br>Yes, they are involved enough. It's ok.<br>Yes, they are involved, but not enough. It could be better.<br>No, I don't feel they are part of the community at all. |
|--|---|

**Source: Satisfaction Survey, Q10.** How do the outings offered at the day program help your family member connect more with the community?

**2017**

2017

- |  |  |
|--|--|
| <span style="background-color: #005a9c; width: 15px; height: 15px; display: inline-block;"></span> 37.5% | I like what is offered, I go out every day.    |
| <span style="background-color: #4a90e2; width: 15px; height: 15px; display: inline-block;"></span> 50.0% | I like what is offered, I go out sometimes.    |
| <span style="background-color: #90c93d; width: 15px; height: 15px; display: inline-block;"></span> 6.25% | I don't like what is offered, I rarely go out. |
| <span style="background-color: #6a994e; width: 15px; height: 15px; display: inline-block;"></span> 6.25% | I don't like what is offered, I don't go out   |
| <span style="background-color: #005a9c; width: 15px; height: 15px; display: inline-block;"></span> 0.0%  | Don't know.                                    |

**Source: Family Survey, Q6.** How do the outings offered at the day program help your family member connect more with the community?

**2017**

2017

- |  |   |
|--|---|
| <span style="background-color: #800080; width: 15px; height: 15px; display: inline-block;"></span> 33.3% | They like the outings, they go out every day.       |
| <span style="background-color: #800080; width: 15px; height: 15px; display: inline-block;"></span> 60.0% | They like the outings, they go out sometimes.       |
| <span style="background-color: #ff0000; width: 15px; height: 15px; display: inline-block;"></span> 0.0%  | They don't like the outings, they rarely go out.    |
| <span style="background-color: #ff8c00; width: 15px; height: 15px; display: inline-block;"></span> 0.0%  | They don't like what is offered, they don't go out. |
| <span style="background-color: #800080; width: 15px; height: 15px; display: inline-block;"></span> 6.7%  | Don't know.   |

### EFFECTIVENESS: Maintain physical and emotional health, fitness and safety

**Source: Satisfaction Survey, Q15.** How do you feel about your physical health?

**2017**

2017

- |  |  |
|--|--|
| <span style="background-color: #005a9c; width: 15px; height: 15px; display: inline-block;"></span> 53.3% | I feel as healthy as I want. It's great. |
| <span style="background-color: #4a90e2; width: 15px; height: 15px; display: inline-block;"></span> 33.3% | I feel healthy enough. It's ok.          |
| <span style="background-color: #90c93d; width: 15px; height: 15px; display: inline-block;"></span> 13.3% | I feel ok. But I could be healthier.     |
| <span style="background-color: #6a994e; width: 15px; height: 15px; display: inline-block;"></span> 0.0%  | I don't feel healthy at all. It's bad.   |

**Source: Family Survey, Q11.** How do you feel about your family member's physical health?

**2017**

2017

- |  |  |
|--|--|
| <span style="background-color: #800080; width: 15px; height: 15px; display: inline-block;"></span> 40.0% | They are healthy. It's great.                        |
| <span style="background-color: #800080; width: 15px; height: 15px; display: inline-block;"></span> 26.7% | They are healthy enough. It's ok.                    |
| <span style="background-color: #ff0000; width: 15px; height: 15px; display: inline-block;"></span> 33.3% | They are quite healthy. But they could be healthier. |
| <span style="background-color: #ff8c00; width: 15px; height: 15px; display: inline-block;"></span> 0.0%  | They aren't healthy at all. It's bad.                |

**Source: Satisfaction Survey, Q16.** What difference do the activities and outings at day program make to your physical health?

**2017**

2017

- |  |                       |
|--|-----------------------|
| <span style="background-color: #005a9c; width: 15px; height: 15px; display: inline-block;"></span> 67.7% | It makes it better.   |
| <span style="background-color: #4a90e2; width: 15px; height: 15px; display: inline-block;"></span> 20.0% | No difference at all. |
| <span style="background-color: #90c93d; width: 15px; height: 15px; display: inline-block;"></span> 0.0%  | It makes it worse.    |
| <span style="background-color: #6a994e; width: 15px; height: 15px; display: inline-block;"></span> 13.3% | Don't know.           |

**Source: Family Survey, Q12.** What difference does your family member's participation in the activities and outings at day program make to your family member's physical health?

**2017**

2017

- |  |              |                       |
|--|--------------|-----------------------|
| <span style="background-color: #800080; width: 15px; height: 15px; display: inline-block;"></span> | <b>73.3%</b> | It makes it better.   |
| <span style="background-color: #A050A0; width: 15px; height: 15px; display: inline-block;"></span> | <b>13.3%</b> | No difference at all. |
| <span style="background-color: #FF0000; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | It makes it worse.    |
| <span style="background-color: #F08080; width: 15px; height: 15px; display: inline-block;"></span> | <b>13.3%</b> | Don't know.           |

**Source: Satisfaction Survey, Q17.** How do you feel about your emotional health?

**2017**

2017

- |  |              |   |
|--|--------------|---|
| <span style="background-color: #0064A0; width: 15px; height: 15px; display: inline-block;"></span> | <b>31.3%</b> | I feel as happy and confident as I want. It's great.        |
| <span style="background-color: #00A0D0; width: 15px; height: 15px; display: inline-block;"></span> | <b>62.5%</b> | I feel happy and confident enough. It's ok.                 |
| <span style="background-color: #9ACD32; width: 15px; height: 15px; display: inline-block;"></span> | <b>6.2%</b>  | I feel quite happy and confident. But sometimes I feel sad. |
| <span style="background-color: #008000; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | I don't feel happy or confident at all. I often feel sad.   |

**Source: Family Survey, Q13.** How do you feel about your family member's emotional health?

**2017**

2017

- |  |              |   |
|--|--------------|---|
| <span style="background-color: #800080; width: 15px; height: 15px; display: inline-block;"></span> | <b>26.7%</b> | They are happy and confident. It's great.                       |
| <span style="background-color: #A050A0; width: 15px; height: 15px; display: inline-block;"></span> | <b>60.0%</b> | They are happy and confident enough. It's ok.                   |
| <span style="background-color: #FF0000; width: 15px; height: 15px; display: inline-block;"></span> | <b>6.7%</b>  | They are quite happy and confident. But sometimes they are sad. |
| <span style="background-color: #F08080; width: 15px; height: 15px; display: inline-block;"></span> | <b>6.7%</b>  | They aren't happy or confident at all. They are often sad.      |

**Source: Satisfaction Survey, Q18.** What difference does attending the day program at BACI make to your emotional health?

**2017**

2017

- |  |              |                       |
|--|--------------|-----------------------|
| <span style="background-color: #0064A0; width: 15px; height: 15px; display: inline-block;"></span> | <b>87.5%</b> | It makes it better.   |
| <span style="background-color: #00A0D0; width: 15px; height: 15px; display: inline-block;"></span> | <b>12.5%</b> | No difference at all. |
| <span style="background-color: #9ACD32; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | It makes it worse.    |
| <span style="background-color: #008000; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | Don't know.           |

**Source: Family Survey, Q14.** What difference does attending the day program at BACI make to your family member's emotional health?

**2017**

2017

- |  |              |                       |
|--|--------------|-----------------------|
| <span style="background-color: #800080; width: 15px; height: 15px; display: inline-block;"></span> | <b>80.0%</b> | It makes it better.   |
| <span style="background-color: #A050A0; width: 15px; height: 15px; display: inline-block;"></span> | <b>6.7%</b>  | No difference at all. |
| <span style="background-color: #FF0000; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | It makes it worse.    |
| <span style="background-color: #F08080; width: 15px; height: 15px; display: inline-block;"></span> | <b>13.3%</b> | Don't know.           |

## 2017 STATISTICS

### OBJECTIVE DOMAINS

**EFFICIENCY:** Deliver all contracted service hours

 100%

**Source:** Measured

**ACCESS:** Target to begin services within 2 months of a referral date

 100%

**Source:** Measured

**INDIVIDUAL SATISFACTION:** Individuals are very satisfied or satisfied with their support

 94%

**Source:** Satisfaction Survey, Q19. Are you satisfied with the services you receive from the day program at BACI?

**FAMILY SATISFACTION:** Participants' family members are very satisfied or satisfied with COSC 1's support

 87%

**Source:** Family Survey, Q15. Are you satisfied with the services your family member receives from the day program at BACI?

**PARTICIPANT SURVEY RETURN RATE**

 45%

**Source:** Measured

**FAMILY SURVEY RETURN RATE**

 56%

**Source:** Measured

## THINGS TO CONSIDER

- This year COSC 1 sent out a survey separate from Outreach and the other day programs. As a result, there is no comparative data for 2016.

## HIGHLIGHTS

- **Training Attended:** NVCI, Person Centred Thinking Training, Dementia training, Rights training, All staff training, first aid training, health care raining, and 6 team meetings held with the Community Options 1 team
- **Community Partners and Supporters:** Bonsor Recreation Centre, Rabbitats, DDMHS, CAYA, HSCL, Vinge Nursing

## DATA ANALYSIS

### Reflection on 2017:

This year we intentionally recognized that the outcomes of Community Options 1 are different in many ways than the outcomes for the other day programs. Community Options 1 is a drop in program that is focused on supporting seniors and people that are aging. As a result, we created a separate survey for persons served and families to ask questions specifically related to their services in COSC 1. We are pleased with a return rate of 50% for the first edition of this survey.

Overall feedback from the survey was very positive and families and persons served report 90% satisfaction with the services they receive from COSC 1. The most positive feedback is around the increase to social relationships that people have as a result of participating in services through COSC 1. Many of the comments talk about how much the person loves coming to BACI, how it makes them happy, how they hate to miss a day and how bored they would be if they stayed at home. This confirms some hunches we have had around the group of people supported through COSC 1 in that relationships are such a key to what keeps people coming back. It is also important to recognize that maintaining social relationships is so important in supporting people who are aging.

Another area of strong positive feedback was around people's sense of being connected and belonging in the community. Although COSC 1 actually has a lot of centre-based activities and primarily offers only larger group based outings, 92% of people report a strong sense of community inclusion. This may be because the people served have developed a strong sense of community and belonging at BACI and in the COSC 1 program. It is also important to recognize that as we observe many people aging, their desire and interest to participate in daily community outings may change. This is reflected in comments in the survey that mention that some people do not go out into the community as often anymore, not because of a lack of opportunity, but because of a desire to stay in more, which could be interpreted as a progression of aging. We have also recognized people's changes in interest as many people have stopped attending the drop-in program over the last few years, some due to declining health and others due to changing interests.

We are cognizant of these changes, we regularly review activities offered in COSC 1 and ask participants for their feedback around things they would like to see offered. COSC 1 has also been one of the focus areas for the Grounded Space initiative, which is trying to look more deeply at things like team practices and leadership and how they impact innovation and changes in supports to persons served who are aging.

Changes in health is an ongoing concern for people who are aging. This was reflected in the survey, some families and individuals report changes in their health and a desire for more supports around maintaining physical health. We are focusing on offering healthy choices for cooking activities in the program as well as considering different ways of partnering with community centers to offer physical exercise activities geared towards seniors. We continue to revisit accessibility issues in the program space and have had a decrease in falls this year since 2016. A new van was also purchased for the program this year to support greater access to the community.

### Recommendations for 2018:

- Continue to provide learning and training opportunities for teams supporting individuals who are aging.
- Complete an impact evaluation process using qualitative analysis.
- Continue the work with Grounded Space and explore new ideas around innovation.
- Continue to plan well with people and their networks who are experiencing the impact of aging around things like future housing, health supports and asking questions like "What does retirement look like for you?".

## ABOUT COMMUNITY OPTIONS STILL CREEK 2-9, TOTAL ACCESS

BACI's Community Inclusion Program strives to provide flexible supports to adults in small groups and one-to-one settings. Supports aim to help individuals create and maintain connections with friends, family and community, assist them with day-to-day routines, and find meaningful ways to be involved or volunteer in their community based on their interests, desires, strengths and abilities.

### **Objectives:**

- Individuals are supported through the person centred planning process
- Increase independence and autonomy
- Increase social relationships
- Increase self-esteem
- People feel connected and have a strong sense of belonging in the community
- Increase health and fitness
- Decrease behaviour challenges

## DEMOGRAPHICS

**Comparison of Gender for Adults Supported in COSC 2-9 & Total Access**

Gender	Number of Individuals
Female	38
Male	68
Identified as Other	0
Total	106

**Comparison of Gender for Adults Supported in COSC 2-9 & Total Access**

Age	Number of Individuals
19-40 years	80
41-64 years	25
65-79 years	1
80+ years	0

### Comparison of Cultural Heritage for Adults Supported in COSC 2-9, Total Access

Cultural Heritage	Number of Individuals
Afghani	1
African Canadian	0
Caucasian	38
Chinese	19
Filipino	2
First Nation	2
French	0
German	2
Italian	3
Jamaican	3
Japanese	3
Korean	4
Other	24
Polish	0
Portuguese	1
South Asian	2

### PERFORMANCE GOALS





DATA FROM INDIVIDUALS SUPPORTED BY COSC 2 - 9 &amp; TOTAL ACCESS



DATA FROM FAMILY MEMBERS

**EFFECTIVENESS:** Increase independence and autonomy

Source: Satisfaction Survey, Q13. How do you feel about the way you spend your time?

2017

2017

- |   |  |
|---|--|
| <span style="background-color: #006699; border: 1px solid black; padding: 2px 5px;"></span> 50.0% | I spend my time how I want. It is great.                     |
| <span style="background-color: #6699CC; border: 1px solid black; padding: 2px 5px;"></span> 39.3% | I do enough of the things I like. It is OK.                  |
| <span style="background-color: #99CC66; border: 1px solid black; padding: 2px 5px;"></span> 10.7% | I do some of the things I like. But I would like to do more. |
| <span style="background-color: #339933; border: 1px solid black; padding: 2px 5px;"></span> 0.0%  | I do not do the things I like. It is really bad.             |

Source: Family Survey, Q8. How do you feel about the way your family member spends their time?

2017

2017

- |   |   |
|---|---|
| <span style="background-color: #663399; border: 1px solid black; padding: 2px 5px;"></span> 46.3% | They spend their time how they want. It is great.                     |
| <span style="background-color: #996699; border: 1px solid black; padding: 2px 5px;"></span> 36.6% | They do enough of the things they like. It is ok.                     |
| <span style="background-color: #FF0000; border: 1px solid black; padding: 2px 5px;"></span> 17.1% | They do some of the things they like. But they would like to do more. |
| <span style="background-color: #FF9999; border: 1px solid black; padding: 2px 5px;"></span> 0.0%  | They do not do the things they like. It is really bad.                |

Source: Satisfaction Survey, Q14. What difference does the support you get from your day program staff make to how you spend your time?

2017

2017

- |   |                       |
|---|-----------------------|
| <span style="background-color: #006699; border: 1px solid black; padding: 2px 5px;"></span> 92.9% | It makes it better.   |
| <span style="background-color: #6699CC; border: 1px solid black; padding: 2px 5px;"></span> 7.1%  | No difference at all. |
| <span style="background-color: #99CC66; border: 1px solid black; padding: 2px 5px;"></span> 0.0%  | It makes it worse.    |
| <span style="background-color: #339933; border: 1px solid black; padding: 2px 5px;"></span> 0.0%  | Don't know            |

Source: Family Survey, Q9. What difference does the support your family member gets from their day program staff make to how they spend their time?

2017

2017

- |   |                       |
|---|-----------------------|
| <span style="background-color: #663399; border: 1px solid black; padding: 2px 5px;"></span> 87.8% | It makes it better.   |
| <span style="background-color: #996699; border: 1px solid black; padding: 2px 5px;"></span> 0.0%  | No difference at all. |
| <span style="background-color: #FF0000; border: 1px solid black; padding: 2px 5px;"></span> 0.0%  | It makes it worse.    |
| <span style="background-color: #FF9999; border: 1px solid black; padding: 2px 5px;"></span> 12.2% | Don't know            |

Source: Satisfaction Survey, Q16. Have you learned new skills to help you be more independent in your life?

2017

2017

- |   |                                   |
|---|-----------------------------------|
| <span style="background-color: #006699; border: 1px solid black; padding: 2px 5px;"></span> 30.8% | I've learned lots of new skills.  |
| <span style="background-color: #6699CC; border: 1px solid black; padding: 2px 5px;"></span> 50.0% | I've learned some new skills.     |
| <span style="background-color: #99CC66; border: 1px solid black; padding: 2px 5px;"></span> 11.5% | I haven't learned any new skills. |
| <span style="background-color: #339933; border: 1px solid black; padding: 2px 5px;"></span> 7.7%  | Don't know                        |

**Source: Family Survey, Q11.** Has your family member learned new skills to become more independent in their life?

**2017**

2017

- |   |   |
|---|---|
| <input type="checkbox"/> <b>15.6%</b><br><input type="checkbox"/> <b>23.7%</b><br><input type="checkbox"/> <b>15.8%</b><br><input type="checkbox"/> <b>5.3%</b><br><input checked="" type="checkbox"/> <b>39.5%</b> | Yes, they have learned lots of new skills.<br>Yes, they have learned some new skills.<br>No, they haven't learned any new skills.<br>Don't know<br>Comment field: What kinds of skills has your family member learned or would like to learn? |
|---|---|

**Source: Satisfaction Survey, Q17.** What difference does the support you get from your day program staff make to learning new skills and becoming more independent?

**2017**

2017

- |  |  |
|--|--|
| <input type="checkbox"/> <b>70.4%</b><br><input type="checkbox"/> <b>14.8%</b><br><input type="checkbox"/> <b>0.0%</b><br><input checked="" type="checkbox"/> <b>14.8%</b> | It makes it better.<br>No difference at all<br>It makes it worse<br>Don't know |
|--|--|

**Source: Family Survey, Q12.** What difference does the support your family member gets from your day program staff make to learning new skills and becoming more independent?

**2017**

2017

- |   |  |
|---|--|
| <input type="checkbox"/> <b>73.4%</b><br><input type="checkbox"/> <b>15.8%</b><br><input type="checkbox"/> <b>0.0%</b><br><input type="checkbox"/> <b>10.5%</b> | It makes it better.<br>No difference at all<br>It makes it worse<br>Don't know |
|---|--|

**Source: Satisfaction Survey, Q18.** How do you feel about choice in your daily life?

**2017**

2017

- |  |   |
|--|---|
| <input type="checkbox"/> <b>46.4%</b><br><input type="checkbox"/> <b>46.4%</b><br><input type="checkbox"/> <b>7.1%</b><br><input type="checkbox"/> <b>0.0%</b> | I have as much choice as I want. It's great.<br>I have enough choice. It's ok.<br>I have some choice. But I would like more.<br>I have no choice. It's bad. |
|--|---|

**Source: Family Survey, Q13.** How do you feel about choice in your family member's daily life?

**2017**

2017

- |   |   |
|---|---|
| <input type="checkbox"/> <b>30.8%</b><br><input type="checkbox"/> <b>51.3%</b><br><input type="checkbox"/> <b>12.8%</b><br><input type="checkbox"/> <b>5.1%</b> | They have as much choice as they want. It's great.<br>They have enough choice. It's ok.<br>They have some choice. But they would like more.<br>They have no choice. It's bad. |
|---|---|

**Source: Satisfaction Survey, Q19.** What difference does the support you get from your day program staff make to the choice you have in your daily life?

**2017**

2017

- |  |              |                               |
|--|--------------|-------------------------------|
| <span style="background-color: #005a9f; width: 15px; height: 15px; display: inline-block;"></span> | <b>77.8%</b> | It helps me have more choice. |
| <span style="background-color: #5bc0de; width: 15px; height: 15px; display: inline-block;"></span> | <b>7.4%</b>  | No difference at all.         |
| <span style="background-color: #c4e79a; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | It makes me have less choice. |
| <span style="background-color: #2ecc71; width: 15px; height: 15px; display: inline-block;"></span> | <b>14.8%</b> | Don't know                    |

**Source: Family Survey, Q14.** What difference does the support your family member gets from their day program staff make to the choices they have in their daily life?

**2017**

2017

- |  |              |                                    |
|--|--------------|------------------------------------|
| <span style="background-color: #6a0dab; width: 15px; height: 15px; display: inline-block;"></span> | <b>65.8%</b> | It helps them to have more choice. |
| <span style="background-color: #a8549a; width: 15px; height: 15px; display: inline-block;"></span> | <b>13.2%</b> | No difference at all.              |
| <span style="background-color: #e74c3c; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | It makes them have less choice.    |
| <span style="background-color: #f08080; width: 15px; height: 15px; display: inline-block;"></span> | <b>5.3%</b>  | Don't know                         |
| <span style="background-color: #c0392b; width: 15px; height: 15px; display: inline-block;"></span> | <b>15.8%</b> | Comments option.                   |

#### EFFECTIVENESS: Increase social relationships

**Source: Satisfaction Survey, Q7.** How do you feel about your social life?

**2017**

2017

- |  |              |   |
|--|--------------|---|
| <span style="background-color: #005a9f; width: 15px; height: 15px; display: inline-block;"></span> | <b>74.1%</b> | I see the people I like as much as I want. It is great.     |
| <span style="background-color: #5bc0de; width: 15px; height: 15px; display: inline-block;"></span> | <b>14.8%</b> | I see the people I like sometimes. It is OK.                |
| <span style="background-color: #c4e79a; width: 15px; height: 15px; display: inline-block;"></span> | <b>11.1%</b> | I see the people I like but not enough. It could be better. |
| <span style="background-color: #2ecc71; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | I do not see the people I like at all. And I feel lonely.   |

**Source: Family Survey, Q3.** How do you feel about your family member's social life?

**2017**

2017

- |  |              |   |
|--|--------------|---|
| <span style="background-color: #6a0dab; width: 15px; height: 15px; display: inline-block;"></span> | <b>50.0%</b> | They see the people they like as much as they want. It is great. They see the people they like sometimes. It is ok. |
| <span style="background-color: #a8549a; width: 15px; height: 15px; display: inline-block;"></span> | <b>40.5%</b> | They see the people they like but not enough. It could be better.   |
| <span style="background-color: #e74c3c; width: 15px; height: 15px; display: inline-block;"></span> | <b>9.5%</b>  | They do not see the people they like at all. And I feel they are lonely   |

**Source: Satisfaction Survey, Q8.** What difference does the support you get from your staff make to your social life?

**2017**

2017

- |  |              |                       |
|--|--------------|-----------------------|
| <span style="background-color: #005a9f; width: 15px; height: 15px; display: inline-block;"></span> | <b>92.6%</b> | It makes it better.   |
| <span style="background-color: #5bc0de; width: 15px; height: 15px; display: inline-block;"></span> | <b>7.4%</b>  | No difference at all. |
| <span style="background-color: #c4e79a; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | It makes it worse.    |
| <span style="background-color: #2ecc71; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | Don't know.           |

**Source: Family Survey, Q12.** What difference does the support your family member gets from their staff make to their social life?

**2017**

2017

- |  |              |                       |
|--|--------------|-----------------------|
| <span style="background-color: #6A329F; width: 15px; height: 15px; display: inline-block;"></span> | <b>73.7%</b> | It makes it better.   |
| <span style="background-color: #996699; width: 15px; height: 15px; display: inline-block;"></span> | <b>25.8%</b> | No difference at all. |
| <span style="background-color: #FF0000; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | It makes it worse.    |
| <span style="background-color: #E67E22; width: 15px; height: 15px; display: inline-block;"></span> | <b>10.5%</b> | Don't know.           |

**Source: Satisfaction Survey, Q10.** What difference does the support you get from your day program staff make to having friends?

**2017**

2017

- |  |              |                      |
|--|--------------|----------------------|
| <span style="background-color: #2E8B57; width: 15px; height: 15px; display: inline-block;"></span> | <b>84.6%</b> | It makes it better.  |
| <span style="background-color: #ADD8E6; width: 15px; height: 15px; display: inline-block;"></span> | <b>7.7%</b>  | No difference at all |
| <span style="background-color: #9ACD32; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | It makes it worse    |
| <span style="background-color: #228B22; width: 15px; height: 15px; display: inline-block;"></span> | <b>7.7%</b>  | Don't know           |

**Source: Family Survey, Q5.** What difference does the support your family member gets from their day program staff make to them having friends?

**2017**

2017

- |  |              |                      |
|--|--------------|----------------------|
| <span style="background-color: #6A329F; width: 15px; height: 15px; display: inline-block;"></span> | <b>73.8%</b> | It makes it better.  |
| <span style="background-color: #996699; width: 15px; height: 15px; display: inline-block;"></span> | <b>7.1%</b>  | No difference at all |
| <span style="background-color: #FF0000; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | It makes it worse    |
| <span style="background-color: #E67E22; width: 15px; height: 15px; display: inline-block;"></span> | <b>19.1%</b> | Don't know           |

### EFFECTIVENESS: Increase self-esteem

**Source: Satisfaction Survey, Q23.** How do you feel about your emotional health?

**2017**

2017

- |  |              |   |
|--|--------------|---|
| <span style="background-color: #2E8B57; width: 15px; height: 15px; display: inline-block;"></span> | <b>50.0%</b> | I feel as happy and confident as I want. It's great.        |
| <span style="background-color: #ADD8E6; width: 15px; height: 15px; display: inline-block;"></span> | <b>32.1%</b> | I feel happy and confident enough. It's ok.                 |
| <span style="background-color: #9ACD32; width: 15px; height: 15px; display: inline-block;"></span> | <b>17.9%</b> | I feel quite happy and confident. But sometimes I feel sad. |
| <span style="background-color: #228B22; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | I don't feel happy or confident at all. I often feel sad.   |

**Source: Family Survey, Q18.** How do you feel about your family member's emotional health?

**2017**

2017

- |  |              |   |
|--|--------------|---|
| <span style="background-color: #6A329F; width: 15px; height: 15px; display: inline-block;"></span> | <b>40.5%</b> | They are happy and confident. It's great.                       |
| <span style="background-color: #996699; width: 15px; height: 15px; display: inline-block;"></span> | <b>29.7%</b> | They are happy and confident enough. It's ok.                   |
| <span style="background-color: #FF0000; width: 15px; height: 15px; display: inline-block;"></span> | <b>29.7%</b> | They are quite happy and confident. But sometimes they are sad. |
| <span style="background-color: #E67E22; width: 15px; height: 15px; display: inline-block;"></span> | <b>0.0%</b>  | They aren't happy or confident at all. They are often sad.      |

**Source: Satisfaction Survey, Q24.** What difference does the support you get from your day program staff make to your emotional health?

**2017**

2017

- |   |                       |
|---|-----------------------|
| <span style="background-color: #003366; width: 15px; height: 15px; display: inline-block;"></span> <b>96.4%</b> | It makes it better.   |
| <span style="background-color: #3399CC; width: 15px; height: 15px; display: inline-block;"></span> <b>3.6%</b>  | No difference at all. |
| <span style="background-color: #99CC33; width: 15px; height: 15px; display: inline-block;"></span> <b>0.0%</b>  | It makes it worse.    |
| <span style="background-color: #3CB371; width: 15px; height: 15px; display: inline-block;"></span> <b>0.0%</b>  | Don't know.           |

**Source: Family Survey, Q19.** What difference does the support your family member gets from their day program staff make to their emotional health?

**2017**

2017

- |   |                       |
|---|-----------------------|
| <span style="background-color: #663366; width: 15px; height: 15px; display: inline-block;"></span> <b>81.6%</b> | It makes it better.   |
| <span style="background-color: #996699; width: 15px; height: 15px; display: inline-block;"></span> <b>13.2%</b> | No difference at all. |
| <span style="background-color: #CC3399; width: 15px; height: 15px; display: inline-block;"></span> <b>0.0%</b>  | It makes it worse.    |
| <span style="background-color: #FF9999; width: 15px; height: 15px; display: inline-block;"></span> <b>5.3%</b>  | Don't know            |

## OBJECTIVE DOMAINS

**EFFECTIVENESS:** People feel connected and have a strong sense of belonging in the community

**Source: Satisfaction Survey, Q11.** Do you feel part of the community?

**2017**

2017

- |   |   |
|---|---|
| <span style="background-color: #003366; width: 15px; height: 15px; display: inline-block;"></span> <b>53.6%</b> | Yes, I am involved as much as I would like to be.       |
| <span style="background-color: #3399CC; width: 15px; height: 15px; display: inline-block;"></span> <b>28.6%</b> | Yes, I am involved enough. It's ok.                     |
| <span style="background-color: #99CC33; width: 15px; height: 15px; display: inline-block;"></span> <b>17.9%</b> | Yes, I am involved, but not enough. It could be better. |
| <span style="background-color: #3CB371; width: 15px; height: 15px; display: inline-block;"></span> <b>0.0%</b>  | No, I don't feel part of the community at all.          |

**Source: Family Survey, Q6.** Do you feel your family member is part of the community?

**2017**

2017

- |   |   |
|---|---|
| <span style="background-color: #663366; width: 15px; height: 15px; display: inline-block;"></span> <b>46.3%</b> | Yes, they are involved as much as they would like to be.    |
| <span style="background-color: #996699; width: 15px; height: 15px; display: inline-block;"></span> <b>31.7%</b> | Yes, they are involved enough. It's ok.                     |
| <span style="background-color: #CC3399; width: 15px; height: 15px; display: inline-block;"></span> <b>17.1%</b> | Yes, they are involved, but not enough. It could be better. |
| <span style="background-color: #FF9999; width: 15px; height: 15px; display: inline-block;"></span> <b>4.9%</b>  | No, I don't feel they are part of the community at all.     |

**Source: Satisfaction Survey, Q12.** What difference does the support you get from your day program staff make to how involved you are in the community?

**2017**

2017

- |   |                       |
|---|-----------------------|
| <span style="background-color: #003366; width: 15px; height: 15px; display: inline-block;"></span> <b>85.7%</b> | It makes it better.   |
| <span style="background-color: #3399CC; width: 15px; height: 15px; display: inline-block;"></span> <b>14.3%</b> | No difference at all. |
| <span style="background-color: #99CC33; width: 15px; height: 15px; display: inline-block;"></span> <b>0.0%</b>  | It makes it worse.    |
| <span style="background-color: #3CB371; width: 15px; height: 15px; display: inline-block;"></span> <b>0.0%</b>  | Don't know.           |

**Source: Family Survey, Q7.** What difference does the support they get from their day program staff make to how involved they are with the community?

**2017**

2017

- |  |  |
|--|--|
| <span style="color: #800080;">■</span> <b>82.5%</b><br><span style="color: #8050A0;">■</span> <b>2.5%</b><br><span style="color: #E60080;">■</span> <b>2.5%</b><br><span style="color: #F08080;">■</span> <b>12.5%</b> | It helps them feel more involved.<br>No difference at all.<br>It makes them feel less involved.<br>Don't know. |
|--|--|

**Source: Satisfaction Survey, Q15.** Have you been an active citizen in your community this year?

\*2017 results cannot be tabulated into a bar graph because participants had the option to choose more than 1 answer

**2017**

2017

- |  |  |
|--|--|
| <span style="color: #005090;">■</span> <b>11.1%</b><br><span style="color: #00A0D0;">■</span> <b>7.4%</b><br><span style="color: #A0D060;">■</span> <b>14.8%</b><br><span style="color: #50A050;">■</span> <b>51.8%</b><br><span style="color: #008040;">■</span> <b>44.4%</b><br><span style="color: #005030;">■</span> <b>11.1%</b><br><span style="color: #A0A0A0;">■</span> <b>18.5%</b> | Yes, I participate in training.<br>Yes, I got an education.<br>Yes, I have paid work.<br>Yes, I volunteer.<br>Yes, I vote.<br>Other (Please describe in comment section).<br>No. |
|--|--|

**Source: Family Survey, Q10.** Is your family member an active citizen in their community?

\*2017 results cannot be tabulated into a bar graph because participants had the option to choose more than 1 answer

**2017**

2017

- |   |   |
|---|---|
| <span style="color: #800080;">■</span> <b>5.0%</b><br><span style="color: #8050A0;">■</span> <b>5.0%</b><br><span style="color: #E60080;">■</span> <b>10.0%</b><br><span style="color: #F08080;">■</span> <b>37.5%</b><br><span style="color: #C0392B;">■</span> <b>20.0%</b><br><span style="color: #800000;">■</span> <b>25.0%</b><br><span style="color: #A0A0A0;">■</span> <b>25.0%</b> | Yes, they participate in training.<br>Yes, they are getting an education.<br>Yes, they have paid work.<br>Yes, they are volunteering.<br>Yes, they vote.<br>Other (Please describe in comment section).<br>None of the above. |
|---|---|

## EFFECTIVENESS: Increase health and fitness

**Source: Satisfaction Survey, Q21.** How do you feel about your physical health?

**2017**

2017

- |   |   |
|---|---|
| <span style="color: #005090;">■</span> <b>48.2%</b><br><span style="color: #00A0D0;">■</span> <b>33.3%</b><br><span style="color: #A0D060;">■</span> <b>14.8%</b><br><span style="color: #50A050;">■</span> <b>3.7%</b> | I feel as healthy as I want. It's great.<br>I feel healthy enough. It's ok.<br>I feel ok. But I could be healthier.<br>I don't feel healthy at all. It's bad. |
|---|---|

**Source: Family Survey, Q16.** How do you feel about your family member's physical health?

2017

- |   |  |
|---|--|
| <span style="color: #550088;">■</span> <b>33.3%</b><br><span style="color: #8050A0;">■</span> <b>41.0%</b><br><span style="color: #E60080;">■</span> <b>25.6%</b><br><span style="color: #F08080;">■</span> <b>0.0%</b> | They feel healthy. It's great.<br>They are healthy enough. It's ok.<br>They are quite healthy. But they could be healthier.<br>They aren't healthy at all. It's bad. |
|---|--|

**Source: Satisfaction Survey, Q22.** What difference does the support you get from your day program staff make to your physical health?

**2017**

2017

- |  |  |
|--|--|
| <span style="color: #003366;">■</span> <b>74.1%</b><br><span style="color: #0080B0;">■</span> <b>18.5%</b><br><span style="color: #A0D060;">■</span> <b>0.0%</b><br><span style="color: #3CB371;">■</span> <b>7.4%</b> | It makes it better.<br>No difference at all<br>It makes it worse<br>Don't know |
|--|--|

**Source: Family Survey, Q17.** What difference does the support your family member gets from their day program staff make to their physical health?

**2017**

2017

- |  |  |
|--|--|
| <span style="color: #550088;">■</span> <b>79.5%</b><br><span style="color: #8050A0;">■</span> <b>15.4%</b><br><span style="color: #E60080;">■</span> <b>0.0%</b><br><span style="color: #F08080;">■</span> <b>5.1%</b> | It makes it better.<br>No difference at all<br>It makes it worse<br>Don't know |
|--|--|

## ■ 2017 STATISTICS

**EFFICIENCY:** Deliver all contracted service hours

**97%**

**Source:** Monthly schedules

**ACCESS:** Target to begin services within 2 months of a referral date

**50%**

**Source:** Measured

**INDIVIDUAL SATISFACTION:** Individuals are very satisfied or satisfied with their support

**89%**

**Source:** Satisfaction Survey, Q25. Are you satisfied with the services you receive from the day program at BACI?

**FAMILY SATISFACTION:** Participants' family members are very satisfied or satisfied with COSC's support

**84%**

**Source:** Family Survey, Q20. Are you satisfied with the services your family member receives from the day program at BACI?

**PARTICIPANT SURVEY RETURN RATE****Source:** Measured

27%

**FAMILY SURVEY RETURN RATE****Source:** Measured

48%

**THINGS TO CONSIDER**

- This year CI sent out a new survey only to individuals and families supported through COSC 2-9 and the Total Access program. In previous years the CI survey had been combined with the Outreach survey as well as the COSC 1 survey. As a result, there is no comparative data for 2016.

**HIGHLIGHTS**

- **Training Attended:** NVCI, Person Centred Thinking Training, Dementia training, Rights training, All staff training, First aid training, Health care training, 81 team meetings held across 8 teams.
- **Community Partners and Supporters:** Bonsor Recreation Centre, South Central Youth Centre, Willingdon Community Centre, City of Burnaby Park & Rec, Quest Food Exchange, Meals on Wheels, Grandview Towers Senior's Centre, Burnaby Hospice Thrift Shop, BASES Thrift Store, Vancouver Orphan Kitten Rescue Association, Douglas College, CBI, CAYA, HSCL, DDMHS, Vinge Nursing.

## DATA ANALYSIS

### Reflection on 2017:

It has been a busy time in CI this year. We kicked off the year with preparations for our CARF survey during which the team came together and completed the majority of our ISP reviews (98% completed in 2017). We welcomed the surveyors in May and completed the CARF survey successfully with no formal recommendations for CI.

After a big year of growth in 2016, this year CI made an intentional decision to cap our growth and put a hold on new referrals into the day program for 2017. We worked on strengthening staff teams around people and developing support strategies for people we were still getting to know over the last year. As a result, our access measures only reflect 2 new referrals that joined us in late fall.

This year CI did our satisfaction surveys separately from the Outreach department. As a result there is little comparative data to previous years as the group of people surveyed has narrowed and the questions have changed. This year the lowest return rate came from surveys mailed to the people served in CI 2-9 & dept 80. Only 27% returned their surveys this year, while 48% of their families completed and returned their surveys. Some factors that may have contributed to the low return rate may be that CI surveys were sent out last of all the departments, many of the people we serve are supported through more than one department at BACI and may have felt that they had already completed the survey. A 40% return rate will remain our target for 2018 for both surveys from families and persons served. We will be thinking of new and different ways to engage and support people to complete their survey.

Overall feedback from the surveys has been quite positive and reflective of the outcomes that we work towards in CI. It is interesting to note that feedback from the surveys completed by persons served tend to have more positive results (by about 5% on average) than feedback from surveys completed by families. Overall, families and persons served report 87% satisfaction with their day program services at BACI.

Many persons served and families comment on the increased opportunities for social relationships as a result of attending day program. In the comments, people identify relationships with friends, family and community members that are helped to grow and flourish as a result of being supported through day program. Many people also identify their relationship with their caring and friendly staff as being very important to them.

People report that they feel connected to the community and have opportunities to engage in community activities that they otherwise wouldn't be able to participate in without their staff. People served are enjoying attending participating in rec and leisure activities like dance classes, library visits, lunches out and swimming. Many people reported that they are active citizens in their community and are doing things like participating in training, going to classes, working, volunteering and voting. Many families acknowledge the support that staff provide to their family member to support communication with community members.

Many people also report that they have been able to learn new skills like cooking, writing a book, teaching a class, taking transit, social skills, volunteering. However, the comments also provide a lot of feedback that families and persons served have a desire for increased opportunities for learning and skill acquisition through day program. People want to learn more life skills like cooking, money skills, time management and taking transit. Many people and their families comment specifically about wanting more opportunities for volunteering and employment. We take this feedback into consideration as we work to build on community partnerships that may help to provide more of these opportunities.

**Recommendations for 2018:**

- Continue to grow and develop relationships with community partners to provide opportunities for meaningful community involvement like volunteering, employment, recreation, relationship building and educational opportunities.
- Complete an impact evaluation process using qualitative analysis to get deeper insights from families and persons served.
- Complete training and development with the day program supervisors team to better understand the outcomes process, including the quantitative and qualitative measure that we use.
- Find opportunities for leadership training, specifically around facilitation, for the day program supervisors.
- Continue to develop the co-management model for day program to increase effectiveness, access and efficiencies.

## ABOUT HOME AND COMMUNITY SERVICES

BACI has 15 staffed resourced homes in which there are two to five people living together. These homes are located throughout the Lower Mainland.

### **Objectives:**

Through person centred practices people served will be supported to:

- Identify and share their personal expectations for the life they desire
- Create and experience a comfortable home life
- Build and maintain lasting relationships
- Contribute in meaningful ways in community
- Maintain and increase their personal health and safety
- Identify and pursue opportunities for personal growth and development
- Increase personal empowerment and self-determination

## DEMOGRAPHICS

**Comparison of Gender for Adults Supported in Home and Community Services**

Gender	Number of Individuals
Female	15
Male	30
Identified as Other	0
Total	45

**Comparison of Age for Adults Supported in Home and Community Services**

Age	Number of Individuals
0-5 years	0
6-18 years	0
19-40 years	13
41-61 years	28

# ADULT AND YOUTH SERVICES: HOME AND COMMUNITY SERVICES



65-79 years	4
80+ years	0

## Comparison of Cultural Heritage for Adults Supported in Home and Community Services

Cultural Heritage	Number of Individuals
African Canadian	0
Caucasian	25
Chinese	6
Filipino	0
First Nation	3
French	2
Italian	4
Japanese	0
Korean	0
Other	3
Polish	0
Portuguese	1
Russian	0
South Asian	1
Vietnamese	1

## PERFORMANCE GOALS



# ADULT AND YOUTH SERVICES: HOME AND COMMUNITY SERVICES



**DATA FROM INDIVIDUALS SUPPORTED BY HOME & COMMUNITY SERVICES**



**DATA FROM FAMILY MEMBERS**

**EFFECTIVENESS:** People served identify and share their personal expectations for the life they desire

**Source: Satisfaction Survey, Q15.** What difference does the support you get from your staff make to how you spend your time?

**2016**

**Source: Satisfaction Survey, Q15.** Same as 2016

**2017**

2016      2017

<b>100.0%</b>	<b>90.0%</b>	It makes it better.
<b>0.0%</b>	<b>6.7%</b>	No difference at all.
<b>0.0%</b>	<b>0.0%</b>	It makes it worse,
<b>0.0%</b>	<b>3.3%</b>	Don't know.

**Source: Family Survey, Q11.** What difference does the support your family member gets from their staff make to how they spend their time?

**2016**

**Source: Family Survey, Q11.** Same as 2016

**2017**

2016      2017

<b>94.4%</b>	<b>85.7%</b>	It makes it better.
<b>0.0%</b>	<b>9.5%</b>	No difference at all.
<b>0.0%</b>	<b>4.8%</b>	It makes it worse.
<b>5.6%</b>	<b>0.0%</b>	Don't know.

**EFFECTIVENESS:** People served create and experience a comfortable home life

**Source: Satisfaction Survey, Q7.** Do you feel a part of your group home household?

**2016**

**Source: Satisfaction Survey, Q7.** Same as 2016

**2017**

2016      2017

<b>96.6%</b>	<b>73.3%</b>	I feel part of the home. It's great.
<b>3.4%</b>	<b>20.0%</b>	I feel part of the home most of the time. It's ok.
<b>0.0%</b>	<b>3.3%</b>	I feel part of the home, but not enough. It could be better.
<b>0.0%</b>	<b>3.3%</b>	I don't feel part of the home at all.

**Source: Family Survey, Q4.** Do you feel that your family member is welcomed and included as part of the home they live in?

**2016**

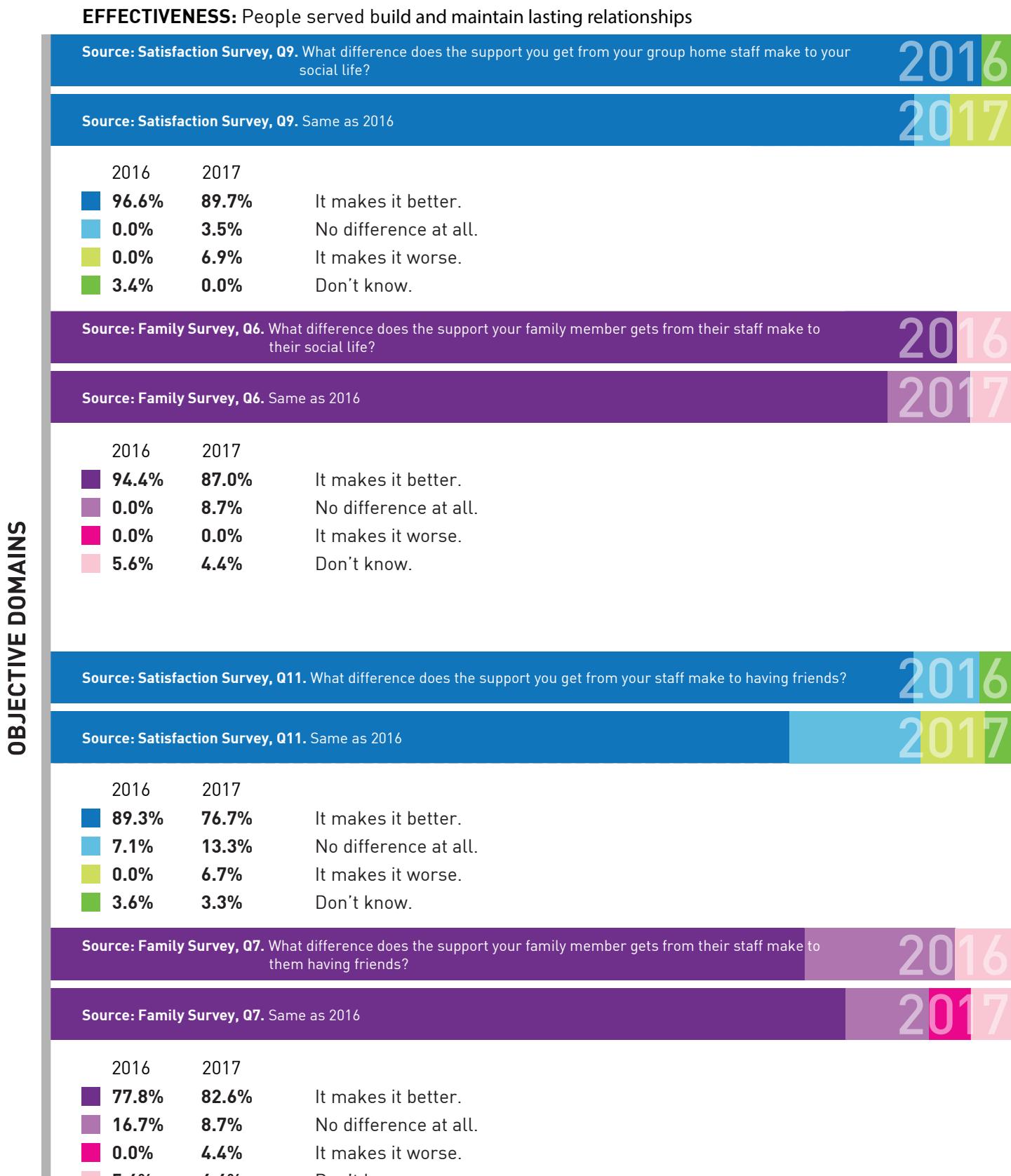
**Source: Family Survey, Q4.** Same as 2016

**2017**

2016      2017

<b>83.3%</b>	<b>78.3%</b>	I feel they are part of the home. It's great.
<b>11.1%</b>	<b>8.7%</b>	I feel they are part of the home most of the time. It's ok.
<b>5.6%</b>	<b>8.7%</b>	I feel they are part of the home, but not enough. It could be better.
<b>3.3%</b>	<b>4.4%</b>	I don't feel they are part of the home at all.

# ADULT AND YOUTH SERVICES: HOME AND COMMUNITY SERVICES



OBJECTIVE DOMAINS

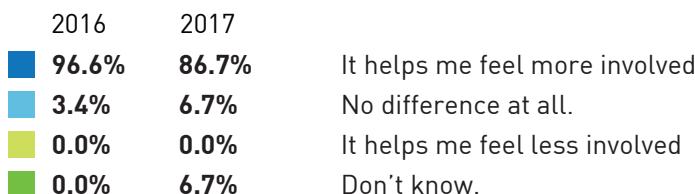
**ADULT AND YOUTH SERVICES: HOME AND COMMUNITY SERVICES****EFFECTIVENESS:** People served contribute in meaningful ways in community

**Source: Satisfaction Survey, Q13.** What difference does the support you get from your staff make to how involved you are with the community?

**2016**

**Source: Satisfaction Survey, Q13.** Same as 2016

**2017**

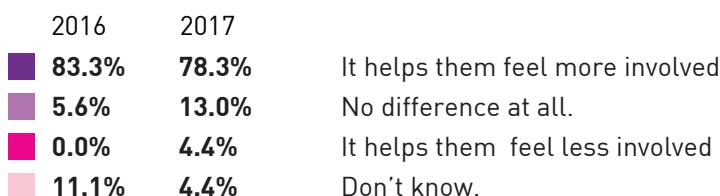


**Source: Family Survey, Q9.** What difference does the support they get from their staff make to how involved they are with the community?

**2016**

**Source: Family Survey, Q9.** Same as 2016

**2017**

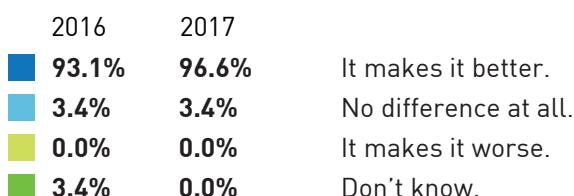
**EFFECTIVENESS:** People served maintain and increase their personal health and safety

**Source: Satisfaction Survey, Q20.** What difference does the support you get from your staff make to your physical health?

**2016**

**Source: Satisfaction Survey, Q20.** Same as 2016

**2017**

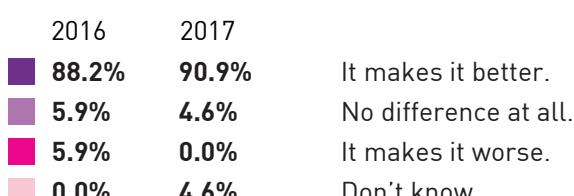


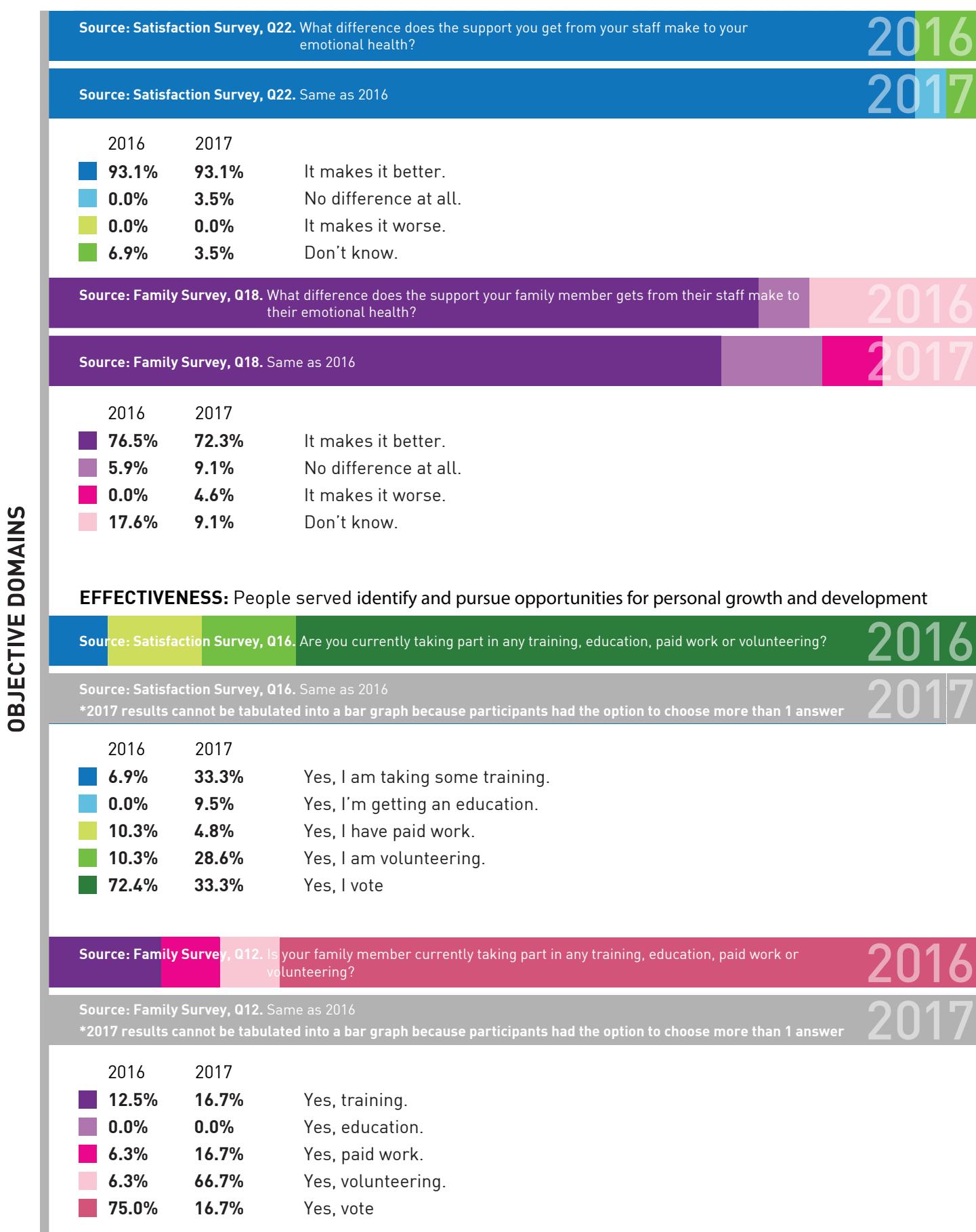
**Source: Family Survey, Q16.** What difference does the support your family member gets from their staff make to their physical health?

**2016**

**Source: Family Survey, Q16.** Same as 2016

**2017**



**ADULT AND YOUTH SERVICES: HOME AND COMMUNITY SERVICES**

# ADULT AND YOUTH SERVICES: HOME AND COMMUNITY SERVICES



**EFFECTIVENESS:** People served increase personal empowerment and self-determination

**Source: Satisfaction Survey, Q9.** What difference does the support you get from your group home staff make to your social life?

2016

**Source: Satisfaction Survey, Q18.** Same as 2016

2017

2016	2017	
96.4%	93.3%	It makes me have more choice.
0.0%	3.3%	No difference at all.
0.0%	0.0%	It makes me have less choice.
3.6%	3.3%	Don't know.

**Source: Family Survey, Q14.** What difference does the support your family member gets from their staff make to the choice they have in their daily life?

2016

**Source: Family Survey, Q14.** Same as 2016

2017

2016	2017	
81.3%	81.8%	It makes them have more choice.
0.0%	9.1%	No difference at all.
6.3%	4.6%	It makes them have less choice.
12.5%	4.6%	Don't know.

## ■ 2016 STATISTICS

## ■ 2017 STATISTICS

**EFFICIENCY:** Target of maintaining full capacity

100%  
100%

**Source:** Measured

**ACCESS:** Target of new referrals to residential moving into their homes within 4-6 weeks

100%  
100%

**Source:** Measured

**RESIDENT SATISFACTION:** Residents are very satisfied or satisfied with their support

100%  
89%

**Source:** Satisfaction Survey, Q23. Are you satisfied with the services you receive from your group home?

**FAMILY SATISFACTION:** Participants' family members are very satisfied or satisfied with H&C's support

75%  
77%

**Source:** Family Survey, Q19. Are you satisfied with the services your family member receives from their group home?

# ADULT AND YOUTH SERVICES: HOME AND COMMUNITY SERVICES

## OBJECTIVE DOMAINS

### PARTICIPANT SURVEY RETURN RATE



### FAMILY SURVEY RETURN RATE



## THINGS TO CONSIDER

- Individuals continue to experience increasing health concerns, requiring teams to respond quickly to changing needs. This includes the involvement of community resources such as Health Services for Community Living nurses, dietitians, occupational and physio therapists.
- Many individuals have had Health Care Plans developed to address new and serious health issues.
- This past year 3 individuals passed away.

## DATA ANALYSIS

### Reflection on 2017:

- The new Co-managerial model settled into a rhythm by summer of 2017, with two managers overseeing the 15 staffed homes. The shared model allowed for more coaching with the supervisor/coordinator team, less focus on technical issues and more on supporting leaders to develop their leadership styles. The impact of this work has been seen in the resilience and responsiveness of teams, as individual's needs are changing.
- As residents age, teams have been continually challenged to respond in new ways and adapt supports. This has included the need for supportive equipment (lifts, hospital beds) and the need to improve accessibility in many homes.
- Work with leaders and teams around planning and capturing Personal Expectations for Service has helped more folks have meaningful and current person centred plans in place. (2017- 93% vs 2016- 70%)
- There continues to be movement, both within residential and into/out of residential services. Two new people moved into homes and three moved to Life Sharing. We began to provide monthly respite for two young men, in one home.
- Plans are underway for more moves in 2018, with teams receiving training around residents involved. All new and transitioning residents were supported with transition plans, key training with relevant professionals and introductions provided by families and networks.
- Residents/families and their support staff celebrated frequently throughout this past year- holiday meals, milestone birthdays, family dinners.



- Families and residents noted in the survey results that choices are being heard and honoured around making friends, community presence and becoming empowered to make decisions. This growth was attributed to the quality of support they receive from their staff.
- Families also feel BACI provides great supports around meeting the health needs of their family members. People are able to keep healthy and active lifestyles, getting the support they need to have their changing medical issues addressed quickly.

**Recommendations for 2018:**

- Stay vigilant with meaningful planning for all residents. In 2017 we were able to support 93% of residents to have their planning meetings— over 20% increase from 2016.
- Continue to pay attention to opportunities to communicate with families and networks, in ways that work for them.
- Be creative about how we share what is positive that is going on in people's lives with families and networks.
- Pay attention to the impact of the upcoming moves for residents, families and networks.
- Carry out Service Evaluations, beginning with the homes involved in the residential remix (4 homes by June 30th) and the balance spread over following 4-6 months.
- Continue to provide learning opportunities for teams around change- supported decision making, aging issues, mobility changes, medical advocacy, etc.
- Support staff and leaders to develop facilitation skills that will assist with planning and team work.
- Provide individuals, families and networks opportunities to plan around aging care, end of life care, etc.

## ABOUT LIFE SHARING

Life Sharing is a flexible residential option where a person with disabilities/their family, BACI and a contractor commit to being in a relationship. Each of the members has a role to play in the relationship, and each member comes to the relationship with a set of hopes, dreams, and expectations.

While every life sharing relationship is unique, there are some hopes and expectations that are common, such as the hope of a good life lived with purpose and the expectation to be treated and supported with respect.

At the end of 2016 the LSN department was supporting 143 people in Life Sharing and had 121 contractors. Over the course of 2017 the 6 Managers in the LSN Department supported 155 people. At the end of 2017 there were 154 people in Life Sharing.

### Objectives

- Individuals live in their desired living situations as defined by them.
- Individuals are growing, learning, and thriving.
- Individuals are connected and have a strong sense of belonging in the community.
- Individuals have relationships that are meaningful; they have unpaid support networks.
- Individuals feel confident and valued; they are contributing citizens in their communities.

## DEMOGRAPHICS

**Comparison of Gender for Adults Supported in LSN**

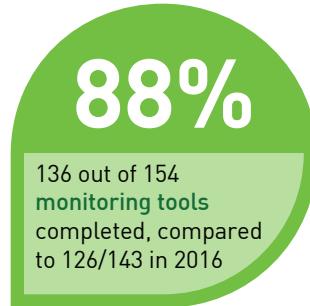
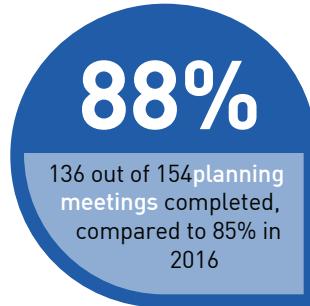
Gender	Number of Individuals
Female	59
Male	95
Identified as Other	0
Total	154

**Comparison of Age for Adults Supported in LSN**

Age	Number of Individuals
19-40 years	73
41-64 years	70
65-79 years	12
80+ years	1

**ADULT AND YOUTH SERVICES: LIFE SHARING****Comparison of Cultural Heritage for Adults Supported in LSN**

Cultural Heritage	Number of Individuals
African Canadian	5
Caucasian	94
Chinese	11
Filipino	2
First Nation	20
French	0
Italian	4
Japanese	0
Korean	1
Other	6
Polish	0
Portuguese	2
Russian	0
South Asian	4
Vietnamese	1

**PERFORMANCE GOALS**

**ADULT AND YOUTH SERVICES: LIFE SHARING****DATA FROM INDIVIDUALS SUPPORTED BY LSN SERVICES****DATA FROM FAMILY MEMBERS**

**EFFECTIVENESS:** People live in their desired situations as defined by them

**Source: Satisfaction Survey, Q7.** Do you feel part of the Life Sharing Provider's family or household?

**2016**

**Source: Satisfaction Survey, Q7.** Do you feel a part of your Life Sharing Provider's family or household?

**2017**

2016      2017

<b>80.4%</b>	<b>85.5%</b>	I feel part of the family. It's great.
<b>15.7%</b>	<b>11.3%</b>	I feel part of the family most of the time. It's ok.
<b>3.8%</b>	<b>0.0%</b>	I feel part of the family, but not enough. It could be better.
<b>0.0%</b>	<b>3.2%</b>	I don't feel part of the family at all.

**Source: Family Survey, Q4.** Do you feel that your family member is welcomed and included as part of their Life Sharing Provider's family or household?

**2016**

**Source: Family Survey, Q4.** Do you feel that your family member is welcomed and included as part of their Life Sharing Provider's family or household?

**2017**

2016      2017

<b>83.3%</b>	<b>86.1%</b>	I feel they are part of the family. It's great.
<b>10.0%</b>	<b>11.1%</b>	I feel they are part of the family most of the time. It's ok.
<b>3.3%</b>	<b>2.8%</b>	I feel they are part of the family, but not enough. It could be better.
<b>3.3%</b>	<b>0.0%</b>	I don't feel they are a part of the family at all.

**Source: Satisfaction Survey, Q17.** How do you feel about choices in your daily life?

**2016**

**Source: Satisfaction Survey, Q17.** How do you feel about the choices you have in your daily life?

**2017**

2016      2017

<b>64.7%</b>	<b>70.7%</b>	I have as much choice as I want. It's great.
<b>25.5%</b>	<b>20.7%</b>	I have enough choice. It's ok.
<b>9.8%</b>	<b>8.6%</b>	I have some choice. But I would like more.
<b>0.0%</b>	<b>0.0%</b>	I have no choice. It's bad.

**Source: Family Survey, 11.** How do you feel about choice in your family member's daily life?

**2016**

**Source: Family Survey, 13.** How do you feel about the degree of choice your family member has in their daily life?

**2017**

2016      2017

<b>51.5%</b>	<b>55.6%</b>	They have as much choice as they want. It's great.
<b>39.4%</b>	<b>41.7%</b>	They have enough choice. It's ok.
<b>9.1%</b>	<b>2.8%</b>	They have some choice. But they would like more.
<b>0.0%</b>	<b>0.0%</b>	They have no choice. It's bad.

**ADULT AND YOUTH SERVICES: LIFE SHARING****OBJECTIVE DOMAINS**

**Source: Satisfaction Survey, Q18.** What difference does the support you get from your Life Sharing Provider make to the choice you have in your daily life?

**2016**

**Source: Satisfaction Survey, Q18.** What difference does the support you receive from the Life Sharing Provider make in exploring all the choices you have in your daily life?

**2017**

2016      2017

<b>83.3%</b>	<b>88.5%</b>	Their support helps me have more choice.
<b>6.3%</b>	<b>3.3%</b>	Their support makes no difference at all.
<b>2.1%</b>	<b>1.6%</b>	Their support makes me have less choice.
<b>8.3%</b>	<b>6.6%</b>	I don't know.

**Source: Family Survey, Q12.** What difference does the support your family member gets from their Life Sharing Provider make to the choice they have in their daily life?

**2016**

**Source: Family Survey, Q14.** What difference does the support of the Life Sharing provider make to your family member's ability to make choices in their daily life?

**2017**

2016      2017

<b>93.5%</b>	<b>94.4%</b>	The Life Sharing provider helps them have more choice.
<b>3.2%</b>	<b>2.8%</b>	The Life Sharing provider makes no difference at all.
<b>0.0%</b>	<b>0.0%</b>	The Life Sharing provider makes them have less choice.
<b>3.2%</b>	<b>2.8%</b>	I don't know.

**EFFECTIVENESS:** People are growing, learning and thriving

**Source: Satisfaction Survey, Q14.** How do you feel about the way you spend your time?

**2016**

**Source: Satisfaction Survey, Q14.** How do you feel about the way you spend your time?

**2017**

2016      2017

<b>61.5%</b>	<b>85.0%</b>	I spend my time how I want. It is great.
<b>25.0%</b>	<b>8.3%</b>	I do enough of the things I like. It is OK.
<b>9.6%</b>	<b>6.7%</b>	I do some of the things I like. But I would like to do more.
<b>3.8%</b>	<b>0.0%</b>	I do not do the things I like. It is really bad.

**Source: Family Survey, Q8.** How do you feel about the way your family member spends their time?

**2016**

**Source: Family Survey, Q10.** How do you feel about the way your family member spends their time?

**2017**

2016      2017

<b>51.6%</b>	<b>50.0%</b>	They spend their time how they want. It is great.
<b>35.5%</b>	<b>50.0%</b>	They do enough of the things they like. It is OK.
<b>12.9%</b>	<b>0.0%</b>	They do some of the things they like. But they would like to do more.
<b>0.0%</b>	<b>0.0%</b>	They do not do the things they like. It is really bad.

**ADULT AND YOUTH SERVICES: LIFE SHARING****OBJECTIVE DOMAINS**

**Source: Satisfaction Survey, Q15.** What difference does the support you get from your Life Sharing Provider make to how you spend your time?

**2016**

**Source: Satisfaction Survey, Q15.** What difference does the support you get from your Life Sharing Provider make to how you spend your time?

**2017**

2016      2017

<b>86.0%</b>	<b>86.7%</b>	My Life Sharing provider makes it better.
<b>10.0%</b>	<b>11.5%</b>	My Life Sharing provider makes no difference at all.
<b>0.0%</b>	<b>0.0%</b>	My Life Sharing provider makes it worse.
<b>4.0%</b>	<b>1.6%</b>	I don't know.

**Source: Family Survey, Q9.** What difference does the support your family member receives from their Life Sharing provider make to how they spend their time?

**2016**

**Source: Family Survey, Q11.** What difference does the support your family member receives from their Life Sharing provider make to how they spend their time?

**2017**

2016      2017

<b>90.6%</b>	<b>97.2%</b>	The support they receive makes it better.
<b>6.3%</b>	<b>0.0%</b>	The support they receive makes no difference at all.
<b>0.0%</b>	<b>0.0%</b>	The support they receive makes it worse.
<b>3.1%</b>	<b>2.8%</b>	I don't know.

**Source: Satisfaction Survey, Q19.** How do you feel about your physical health?

**2016**

**Source: Satisfaction Survey, Q19.** How do you feel about your physical health?

**2017**

2016      2017

<b>51.0%</b>	<b>47.5%</b>	I feel as healthy as I want. It's great.
<b>25.5%</b>	<b>31.2%</b>	I feel healthy enough. It's ok.
<b>21.6%</b>	<b>21.3%</b>	I feel quite healthy. But I could be healthier.
<b>2.0%</b>	<b>0.0%</b>	I don't feel healthy at all. It's bad.

**Source: Family Survey, Q13.** How do you feel about your family member's physical health?

**2016**

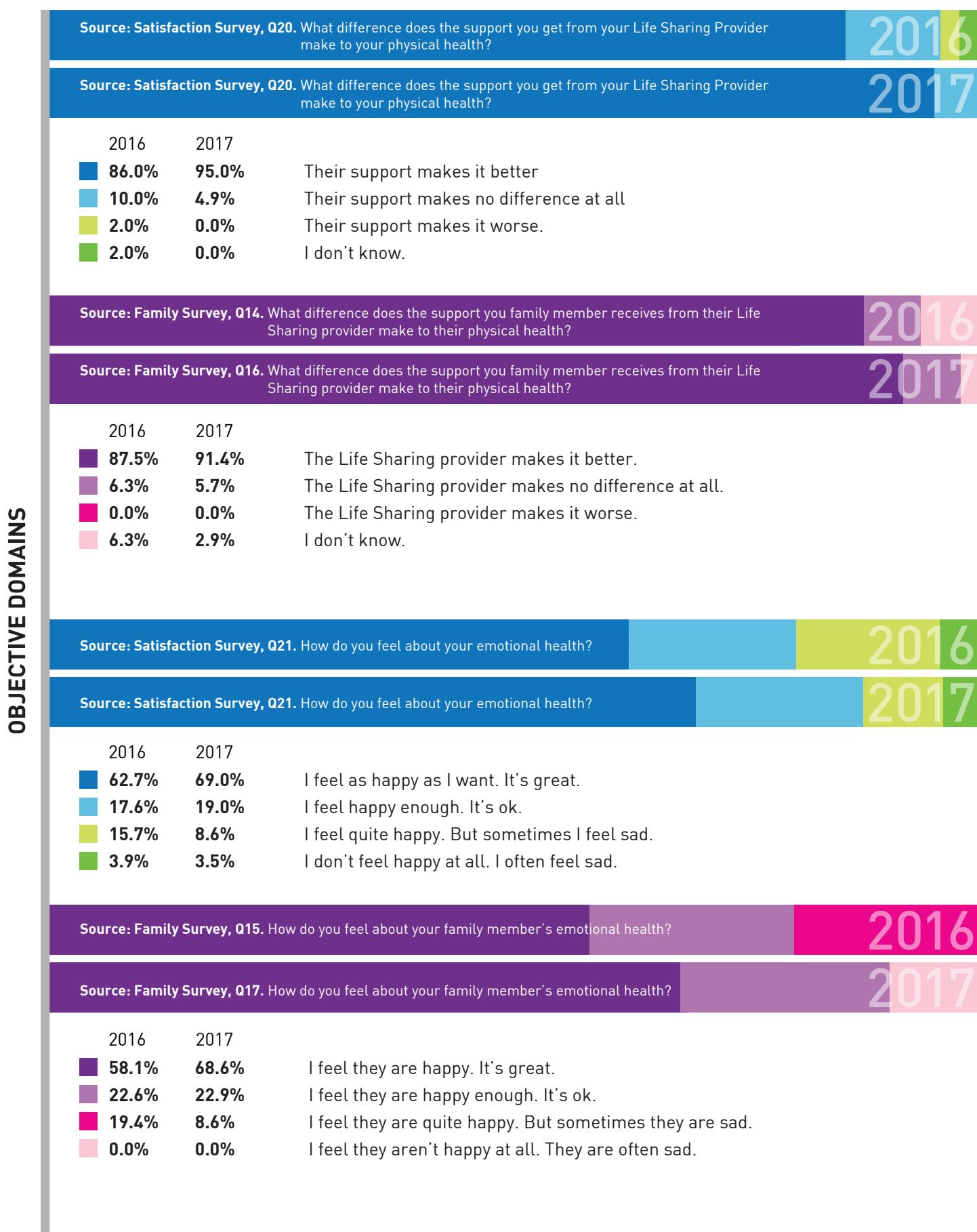
**Source: Family Survey, Q15.** How do you feel about your family member's physical health?

**2017**

2016      2017

<b>48.5%</b>	<b>44.4%</b>	They feel healthy. It's great.
<b>21.2%</b>	<b>38.9%</b>	They are healthy enough. It's ok.
<b>18.2%</b>	<b>11.1%</b>	They are quite healthy. But they could be healthier.
<b>12.1%</b>	<b>5.6%</b>	They aren't healthy at all. It's bad.

# ADULT AND YOUTH SERVICES: LIFE SHARING



**ADULT AND YOUTH SERVICES: LIFE SHARING**

## OBJECTIVE DOMAINS

**Source: Satisfaction Survey, Q22.** What difference does the support you get from your Life Sharing Provider make to your emotional health?

**2016**

**Source: Satisfaction Survey, Q22.** What difference does the support you get from your Life Sharing Provider make to your emotional health?

**2017**

2016	2017	
<b>84.3%</b>	<b>91.8%</b>	It makes it better.
<b>11.8%</b>	<b>3.3%</b>	No difference at all
<b>0.0%</b>	<b>0.0%</b>	It makes it worse.
<b>3.9%</b>	<b>4.9%</b>	I don't know.

**Source: Family Survey, Q16.** What difference does the support your family member receives from their Life Sharing provider make to their emotional health?

**2016**

**Source: Family Survey, Q18.** What difference does the support your family member receives from their Life Sharing provider make to their emotional health?

**2017**

2016	2017	
<b>87.1%</b>	<b>100.0%</b>	The support they receive makes it better.
<b>6.5%</b>	<b>0.0%</b>	The support they receive makes no difference at all
<b>3.2%</b>	<b>0.0%</b>	The support they receive makes it worse.
<b>3.2%</b>	<b>0.0%</b>	I don't know.

**EFFECTIVENESS:** People are connected and have a strong sense of belonging in their community

**Source: Satisfaction Survey, Q12.** Do you feel part of the community?

**2016**

**Source: Satisfaction Survey, Q12.** Do you feel part of the community?

**2017**

2016	2017	
<b>62.7%</b>	<b>72.1%</b>	Yes, I am involved in as much as I would like to be.
<b>17.6%</b>	<b>21.3%</b>	Yes, I am involved in enough. It's ok.
<b>15.7%</b>	<b>4.9%</b>	I am involved, but not enough. It could be better.
<b>3.9%</b>	<b>1.6%</b>	I don't feel part of the community at all.

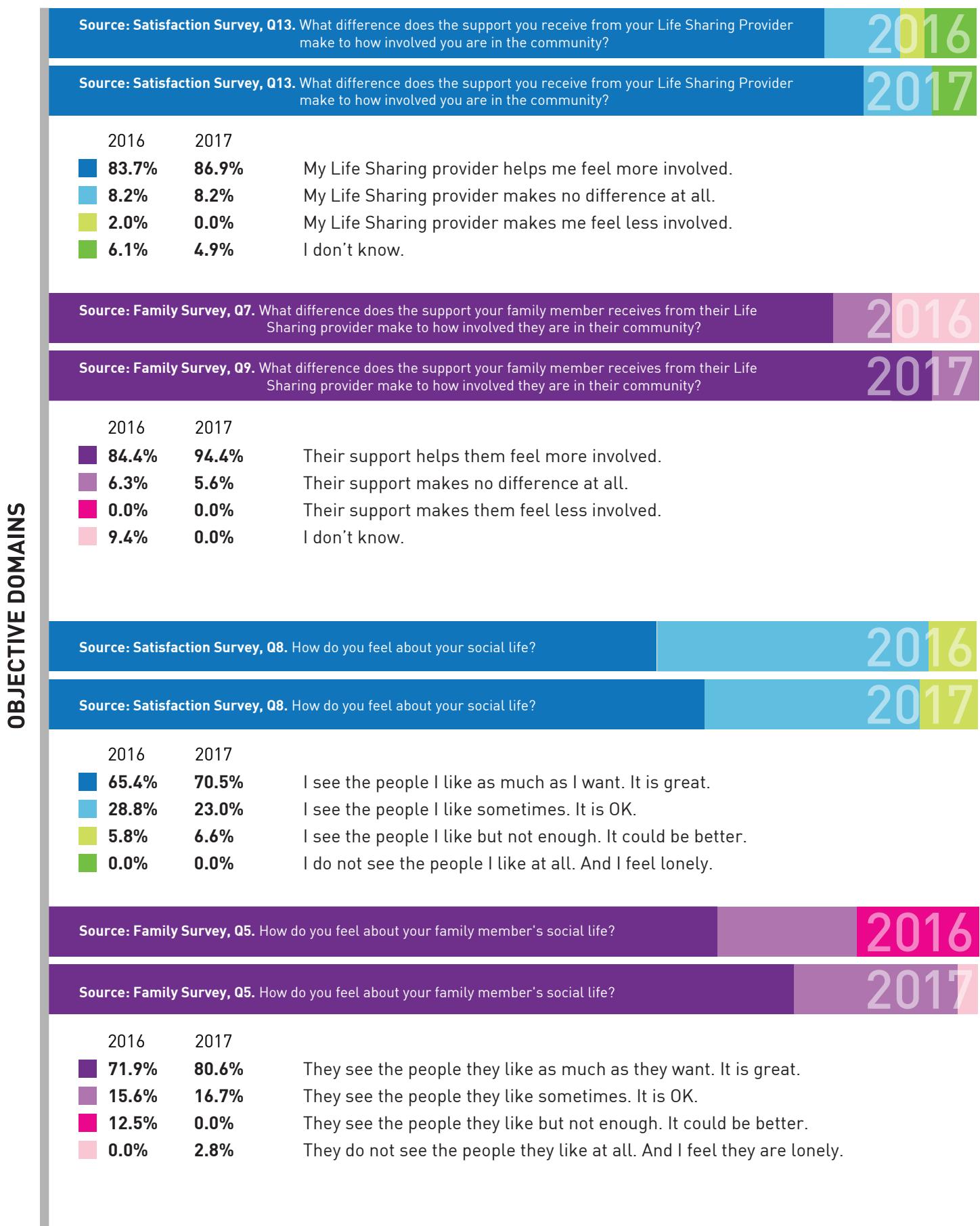
**Source: Family Survey, Q6.** Do you feel your family member is a part of their community?

**2016**

**Source: Family Survey, Q8.** Do you feel your family member is a part of their community?

**2017**

2016	2017	
<b>60.6%</b>	<b>77.8%</b>	Yes, they are involved as much as they would like to be.
<b>24.2%</b>	<b>13.4%</b>	Yes, they are involved enough. It's ok.
<b>9.1%</b>	<b>5.6%</b>	Yes, they are involved, but not enough. It could be better.
<b>6.1%</b>	<b>2.8%</b>	No, I don't feel they are a part of the community at all.

**ADULT AND YOUTH SERVICES: LIFE SHARING**

**ADULT AND YOUTH SERVICES: LIFE SHARING**

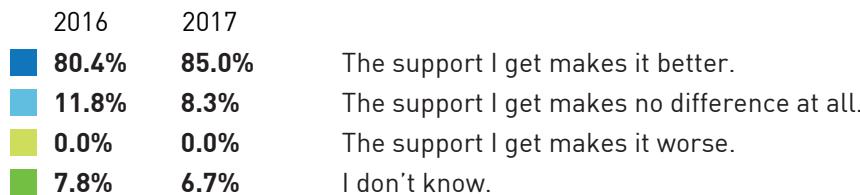
## OBJECTIVE DOMAINS

**Source: Satisfaction Survey, Q9.** What difference does the support you get from your Life Sharing Provider make to your social life?

**2016**

**Source: Satisfaction Survey, Q9.** What difference does the support you get from your Life Sharing Provider make to your social life?

**2017**

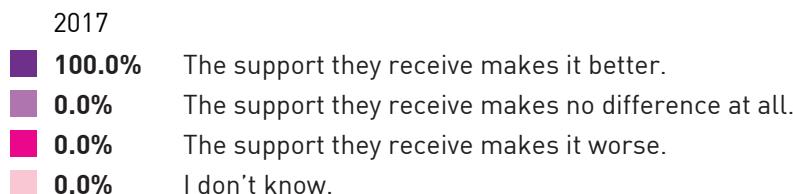


\*Question did not exist in 2016 Family Survey

**Source: Family Survey, Q6.** What difference does the Life Sharing provider's support make to the quality of your family member social life?

**2016**

**2017**

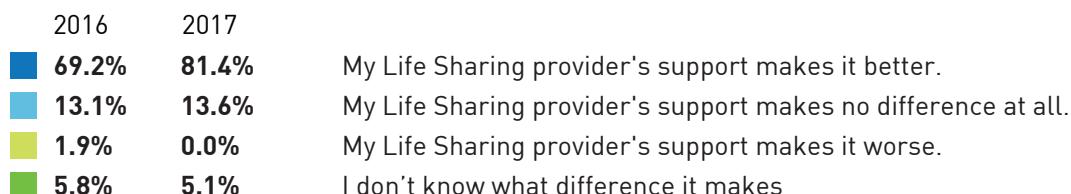


**Source: Satisfaction Survey, Q11.** What difference does the support you get from your Life Sharing Provider make to having friends?

**2016**

**Source: Satisfaction Survey, Q11.** What difference does the support you get from your Life Sharing Provider make to having and spending time with your friends?

**2017**

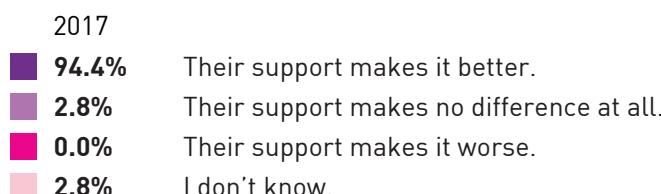


\*Question did not exist in 2016 Family Survey

**Source: Family Survey, Q7.** What difference does the Life Sharing provider's support make to your family member's ability to make and maintain friendships?

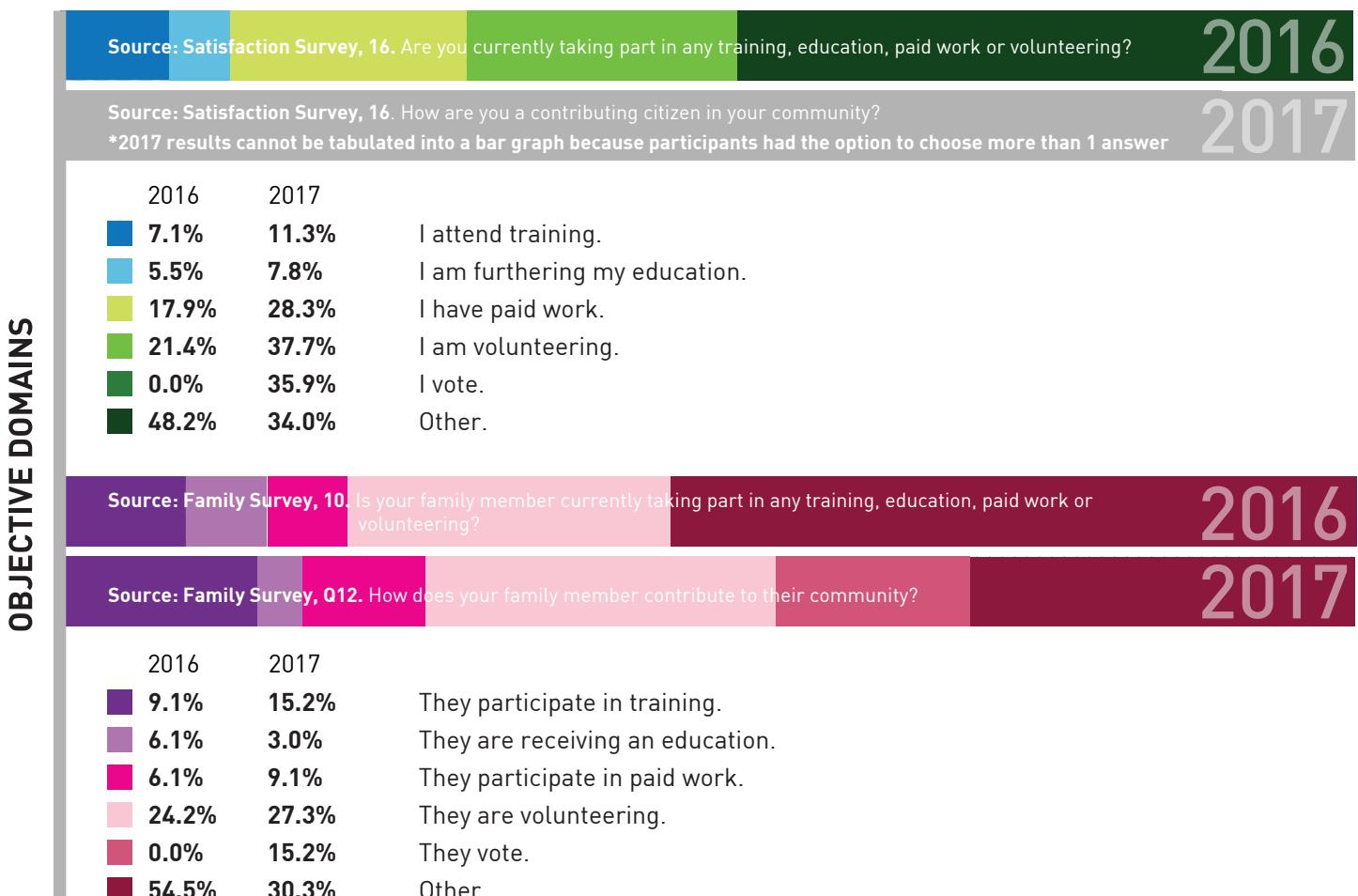
**2016**

**2017**



## ADULT AND YOUTH SERVICES: LIFE SHARING

**EFFECTIVENESS:** People feel confident and valued; they are contributing citizens in their communities



### ■ 2016 STATISTICS

### ■ 2017 STATISTICS

**EFFICIENCY:** Target of managers carrying an average caseloads of 25 people

100%  
104%\*

Source: Measured

**ACCESS:** Target of people finding LSN arrangements from referral to move-in within 3 months

100%  
100%

Source: Measured

**ADULT AND YOUTH SERVICES: LIFE SHARING****SATISFACTION**

**Source: Satisfaction Survey, Q19.** I am satisfied with the services provided by LSN.

**2016**

**Source: Satisfaction Survey, Q19.** I am satisfied with the services provided by LSN.

**2017**

2016      2017

<b>94.0%</b>	<b>100.0%</b>	Satisfied.
<b>6.0%</b>	<b>0.0%</b>	Not Satisfied.

**Source: Family Survey, Q19.** Are you satisfied with the services your family member receives from the Life Sharing Network?

**2016**

**Source: Family Survey, Q23.** Are you satisfied with the services your family member receives from the Life Sharing Network?

**2017**

2016      2017

<b>97.0%</b>	<b>100.0%</b>	Satisfied.
<b>3.0%</b>	<b>0.0%</b>	Not Satisfied.

**SURVEY RETURN RATE**

**Source: Satisfaction Survey.** Measured

**2016**

**Source: Satisfaction Survey.** Measured

**2017**

2016      2017

<b>37.0%</b>	<b>42.0%</b>	People in Life Sharng who complete the survey.
<b>63.0%</b>	<b>58.0%</b>	People in Life Sharng who did not complete the survey.

**Source: Family Survey.** Measured

**2016**

**Source: Family Survey.** Measured

**2017**

2016      2017

<b>41.0%</b>	<b>32.0%</b>	Families of people in Life Sharing who completed the survey.
<b>59.0%</b>	<b>68.0%</b>	Families of people in Life Sharing who did not completed the survey.

**THINGS TO CONSIDER**

- \* The indicator is that there should be 25 people per LSN manager's caseload. At the end of 2017 managers were supporting average caseloads of 26 people.

# ADULT AND YOUTH SERVICES: LIFE SHARING

## DATA ANALYSIS

### Reflection on 2017's Impact Evaluation:

This is the fourth year that Life Sharing has completed Impact Evaluations with the people supported through this service. Over the period of two months the LSN managers met with a sampling of people on their caseloads. A total of 30% of the people supported through Life Sharing were interviewed. The people chosen were people who were able to verbally participate – we recognize that this may not be a true reflection of all those receiving supports through the departments experience. Moving forward the LSN department will work with designers to create tools for those with limited communication to complete this survey.

The team was mindful when choosing people to interview to select people from a wide age range, with a variety of wants and needs. They interviewed 9 people in their 20's, 5 people in their 30's, 5 people in their 40's, 7 people in their 50's, 2 people in their 60's and 3 people in their 70's. 12 of the people interviewed were male and 19 were female. All of the people have unique arrangements and needs ranging from involved medical supports, complex social needs, PSI, people living in their own suite as well as some in a room in the common space in the home. Some of the people receive other services and some have wraparound service where the contractor is responsible for their day services or employment supports.

Please find the LSN Impact Evaluation Survey Questions — and their corresponding findings — below.

#### **1. People live in their desired living situations as designed by them.**

- What is most important to you now?
- How has this changed since living in your life sharing home?

#### **Findings/Themes:**

- People have the confidence to make choices concerning their lives and the ability to make choices about one's own life builds further confidence.
- People reported that what is most important to them is that they are able to have the freedom to maintain a flexible schedule, to be independent, to live in the location of their choosing where transit is accessible, to have choice in how they spend their time and what their schedules look like. They stated the importance of being able to choose who they live with, that they have permanence and stability with the living arrangement, and that their privacy is respected by their caregivers/roommates. They report that when they feel supported and good about those areas of their life their confidence builds.
- Honesty and trust was of the highest importance to the people we interviewed. They said that the honesty they foster with their caregivers/roommates builds trust and a much deeper sense of connection and ultimately belonging.
- People know they have the right to change their conditions. Knowing their rights and responsibilities empowers them, reassuring them that they are in control and have the freedom to choose where and how I want to live.
- "I have a nice home with good people in it."

#### **2. People are growing, learning, and thriving.**

- What are your top three accomplishments?

## ADULT AND YOUTH SERVICES: LIFE SHARING

- How has the support you received made a difference in the kinds of things you choose to do?

### Findings/Themes:

- People were eager to share their accomplishments with us. Some of the things they expressed satisfaction and pride in were how they feel they have matured, that they are taking care of their health and fitness by participating in various clubs, gyms, or teams such as Special Olympics. They shared that they are not just taking care of themselves but that they are taking care of others. They are emerging in new roles. This is a theme that the people with disabilities also shared and was captured in our 2016-2020 Strategic plan. People were proud to tell us that with the support of the caregivers/roommates they have been able to save money for things that are important to them. They feel that they are becoming much better at managing challenges that arise and expressed great pride in their increased coping skills. With the support they receive they have been able to develop and maintain relationships and some were happy to share that they had a significant person in their lives.
- People shared that the trusted support they received from their caregivers/roommates and their networks motivates them. This motivation builds enthusiasm to attempt a wide variety of activities they otherwise may have not have experienced.
- These unique relationships and the individualized supports that each person receives through them have given people the opportunities to thrive.
- “The support I get impacts me positively, it makes me think, it motivates me. I have learned to surround myself with positive people.”
- “I am happier when I have a job and know I have money in the bank.”

### **3. People are connected and have strong sense of belonging in their communities.**

- What have you learned are the most welcoming places in your community? (Prompts- where do you go and why do you go there? to relax, meet up with people, go to activities, special events, work, volunteer)
- How do you see people differently now that you are comfortable in these places in the community?

### Findings/Themes:

- Those interviewed shared with us that a sense of comfort shapes one's routine and that routine can foster acceptance and inclusion. People described the places in their community where they felt the most welcome. They expressed a variety of reasons for why they felt this way such as, frequenting the location-built familiarity and comfort, places where people volunteer are often welcoming as people tend to enter these types of spaces with a more altruistic purpose. Some examples of places where people are hospitable are places of worship, teams and volunteer activities where the leaders and participants are caring towards one another and gather for a common purpose. Other familiar, friendly, people are staff and are paid to be courteous while working at a shop or a restaurant.
- Although everyone was able to give us multiple locations where they feel comfortable, it is clear that this is the area where attention is needed. There is a general understanding that a lack of knowledge or ignorance on the part of the community can be a barrier to true acceptance and belonging for all. People shared their feelings around this: some shared that they feel they are treated differently than other people in the community because of their disability, one person shared that they feel certain cultures seem to be less accepting of peoples' differences, those interviewed expressed that they do not like being a curiosity or treated as a non-equal. Several people

## ADULT AND YOUTH SERVICES: LIFE SHARING

expressed a desire to blend into their community with greater ease.

- “I am a part of something bigger than myself.”
- “People are usually good, but some ask too many questions about disabilities. Lots of people ask why I am in a wheelchair.”

### **4. People have relationships that are meaningful, they have unpaid support.**

- How have you helped someone during the year?
- Have you become a better friend?

#### **Findings/Themes:**

- There was significant reporting that people recognize that in order to be in a relationship there needs to be reciprocity and mutual respect. Interesting this is another strong theme throughout the Strategic Planning session – the importance of reciprocal, genuine and trust-based relationships. That the practice of being a good friend strengthens your understanding of the power and importance of relationships.
- In order to maintain a healthy relationship, you must feel good about yourself first. Feeling good about yourself helps you to maintain a positive and optimistic attitude which is attractive and encourages people to want to spend time together. It is important that you have the strength to support your friends and family when needed. People recognize that having empathy, providing encouragement and the practice of self-reflection are all necessary attributes to have in order to be in a strong, healthy, nurturing, relationship.

### **5. People feel confident and valued; they are contributing citizens in their communities.**

- What have you learned about contributing in your community?
- How do you see yourself differently when you give back to your community?

#### **Findings/Themes:**

- There are varied levels of involvement reported by the people we surveyed. Many reported a lack of motivation to be more involved and were not interested in doing anymore. They felt their level of involvement was enough. Those who do consider themselves to be contributing citizens said that it leads to a sense of pride and satisfaction and makes them feel like they are part of something bigger than themselves.
- “I feel I do enough, I do as much as I want to.”

## ADULT AND YOUTH SERVICES: LIFE SHARING

### 2017's Goals and Highlights:

- In 2016 it was recognized that we would need to create a plan for seniors as they age and their needs change. This aligns with our Strategic Plan goal of developing an aging strategy. In 2017, we identified people whose needs are changing or may be changing in the near future. We have addressed each person's need for change on a one-to-one basis through the planning process. During the year we have had a few people move out of Life Sharing into a staffed resource due to their changing/increasing needs. As an agency we have embarked on a project training a group of staff to become as embedded researchers They are studying this very topic in hopes of finding areas in the agency ripe for change and experimentation in hopes of better supporting seniors and those with changing needs.
- Another recommendation in 2016 was to strengthen the LSN department by hiring a new manager, which we did in 2017, as well as provide professional development opportunities to the managers strengthening their practice. Over the course of the year the managers in Life Sharing attended several training opportunities and conferences for example: NCI Trainer Training, Representation Agreement Training, Grounded Space/Embedded, Researcher Training, My Compass Training, Home Study Course, Gentle Teaching, SAFE Introduction of CLBC's Aging Project, Rhythms and Rituals of Teams through Grounded Space
- One of our actions was to find and implement an HR system to hold contractor's files. The tool has been found, training and implementation is in progress. We hope to have this in place by May 2018.
- At the end of 2016 we made a decision to stop growing, and stay at 150 people supported in Life Sharing. At this time, we have 154 people living in life sharing arrangements, two of these arrangements are hybrids involving the oversight of the contractor as well as staffing and respite hours. Our intention is to continue hovering around 150 arrangements.
- In May of 2017, we introduced the contractor's guide to the LSN contractors. This is a great tool for the LSN managers to explain the ins and outs of the contract and what Life Sharing is all about.
- We have a new LSN website where we will share information about Life Sharing and how new potential contractors can apply. On this website we provide Life Sharing contractors with the resources, announcements and the forms they need. We have also developed a video that depicts the values of Life Sharing narrated from the perspective of the contractors it can be found on the new LSN website.
- One of the recommendations in the 2016 Outcomes report was to create opportunities to have discussions on the importance of building strong networks around those we are supporting in Life Sharing. The data once again showed how important and significant relationships are to the people. Therefore, this is an area that will continue to require attention throughout 2018- and probably will be for years to come. This is an area that will continue to require attention throughout 2018. Some of the opportunities they used to have this important discussion were the planning meetings and the shared commitments. In 2018, we will be introducing a new planning tool site called My Compass. The development of each person's site will be an opportunity to discuss the individuals network and invite them to be contributors. This process will also expose gaps in peoples' networks that we can assist the person on filling.
- One of the recommendations we were not able to complete by the end of 2017 was the creation of a LSN Newsletter. This goal will be carried over to 2018.
- We went through our fourth CARF survey early May and our department did well. We had no recommendations. Our surveyor made one suggestion and that was around recruitment strategies. Although we appreciated her desire to assist us, there are values we hold that conflict with many of the suggestions she made.
- We completed the Satisfaction Survey with the people supported in Life Sharing, their families and for the first time one went out for the contractors. Qualitative Evaluation Surveys were completed with the people living in Life Sharing.
- Recruitment of qualified contractors continues to be one of our most pressing challenges. There are several

## ADULT AND YOUTH SERVICES: LIFE SHARING

factors contributing to this such as the competition of multiple agencies providing home share, low contract amounts, homestay students. One of the strategies we have used to recruit was to host a BBQ under the theme of "Bring a friend!" At this BBQ contractors and families were encouraged to bring a friend who might be curious about becoming a Life Share provider.

### Goals and Recommendations for 2018:

- LSN will move into a new office, providing the managers with adequate working space and a meeting room.
- Training with the LSN Contractors: the importance of documentation including CIR reporting, Network building - How to support folks to have deeper more meaningful relationships, Vinge Nursing – reviewing changing Health Care needs and Rights training – how to support people to know and exercise their rights.
- Training with the people supported in Life Sharing such as: Rights training, Network building and relationship strengthening.
- Introduction to My Compass – a new planning tool and a way to strengthen networks.
- We will hold an event at a local Park for the folks we support and their families and the contracts. This BBQ will be a combined social event and an opportunity to introduce people to Life Sharing who may be interested in finding out more about this way of life and what it involves. We will invite the contractors to bring a friend.
- The Life Sharing department will add content and properly launch their website. Also, once the new BACI website is up and running we will ensure there is a link for people to get onto the Life Sharing website.
- The Life Sharing Department will create a recruitment plan, as finding qualified potential contractors continues to be a major struggle.
- The Life Sharing Department will move all of their contractor files over to ADP workforce.
- In March the Life Sharing Managers will spend a day together developing their action plan for the year.
- One of the areas of focus that came up several times throughout the qualitative evaluation is the need to support the folks in Life Sharing, and throughout other areas of the association to build and strengthen their relationships. We will bring in a consultant, speaker to talk on the importance of supporting someone to build and strengthen their network and some strategies for how the caregivers/ families can assist.

## ADULT AND YOUTH SERVICES: OUTREACH SERVICES

### ABOUT OUTREACH

Outreach services supports over 75 people in a range of living situations including many who live independently, those with aging families or homeshare providers. Individuals are supported to develop the skills that will help them to become more independent, lead more meaningful lives, and be able to more fully participate in their community. The hours of support per month are based on the needs and goals of each individual, but typically would not exceed 20 hours per month. The Outreach department is made up of those who receive weekly support on an ongoing basis, and short term referrals who typically stay with Outreach for 3-9 months to work toward specific goals.

#### **Objectives:**

People served will:

- Build skills to help them lead healthy, full and independent lives
- Learn critical life skills that will enable them to interact, contribute and work in their communities
- Build and maintain lasting relationships with their friends and families
- Drive the services they receive

### DEMOGRAPHICS

**Comparison of Gender for Adults Supported in Outreach Services**

Gender	Number of Individuals
Female	33
Male	42
Identified as Other	0
Total	75

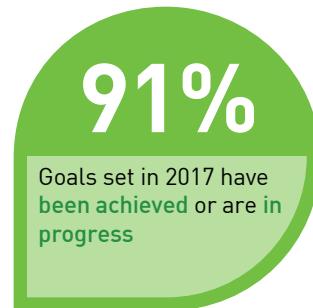
**Comparison of Age for Adults Supported in Outreach Services**

Age	Number of Individuals
19-40	51
41-64	18
65-79	6
80+	0

## ADULT AND YOUTH SERVICES: OUTREACH SERVICES



## PERFORMANCE GOALS



DATA FROM INDIVIDUALS SUPPORTED BY OUTREACH SERVICES

DATA FROM FAMILY MEMBERS

**EFFECTIVENESS:** Individuals will have a current plan and will be supported to achieve their personal goals

\*Question did not exist in 2016 Satisfaction Survey

**2016**

Source: Satisfaction Survey, Q6. Is your Outreach worker helping you to reach your goal(s)?

**2017**

2017

77.3%	Always,
13.6%	Often,
9.1%	Sometimes.
0.0%	Rarely.
0.0%	Never.

\*Question did not exist in 2016 Family Survey

**2016**

Source: Family Survey, Q2. Is the Outreach worker helping your family member to reach the goal(s) set during planning meetings?

**2017**

2017

66.7%	Always.
33.3%	Often.
0.0%	Sometimes.
0.0%	Rarely.
0.0%	Never.

**ADULT AND YOUTH SERVICES: OUTREACH SERVICES****OBJECTIVE DOMAINS**

\*Question did not exist in 2016 Satisfaction Survey

**2016****2017****Source: Satisfaction Survey, Q10.** Do you feel like your choices are heard and valued during planning?

2016      2017

- |              |  |
|--------------|--|
| <b>72.7%</b> | I have as much choice as I want. It's great. |
| <b>13.6%</b> | I have enough choice. It's ok.               |
| <b>9.1%</b>  | I have some choice. But I would like more.   |
| <b>4.6%</b>  | I have no choice. It's bad.                  |

\*Question did not exist in 2016 Family Survey

**2016****2017****Source: Family Survey, Q6.** Do you feel like your family member's choices are heard and valued during planning with the Outreach department?

2017

- |              |   |
|--------------|---|
| <b>80.0%</b> | Yes, their choices are reflected fully in the planning process. |
| <b>10.0%</b> | Sometimes their choices are reflected in the planning process.  |
| <b>0.0%</b>  | Their choices are not reflected in the planning process.        |
| <b>10.0%</b> | Not sure.   |

**EFFECTIVENESS:** People served will build skills that will help them lead healthy, full and independent lives

\*Question did not exist in 2016 Satisfaction Survey

**2016****2017****Source: Satisfaction Survey, Q8.** Have you been supported by your Outreach worker to try a new activity in the last year?

2017

- |              |      |
|--------------|------|
| <b>85.7%</b> | Yes. |
| <b>14.3%</b> | No.  |

\*Question did not exist in 2016 Family Survey

**2016****2017****Source: Family Survey, Q4.** Have your family member been supported by their Outreach worker to try a new activity in the last year?

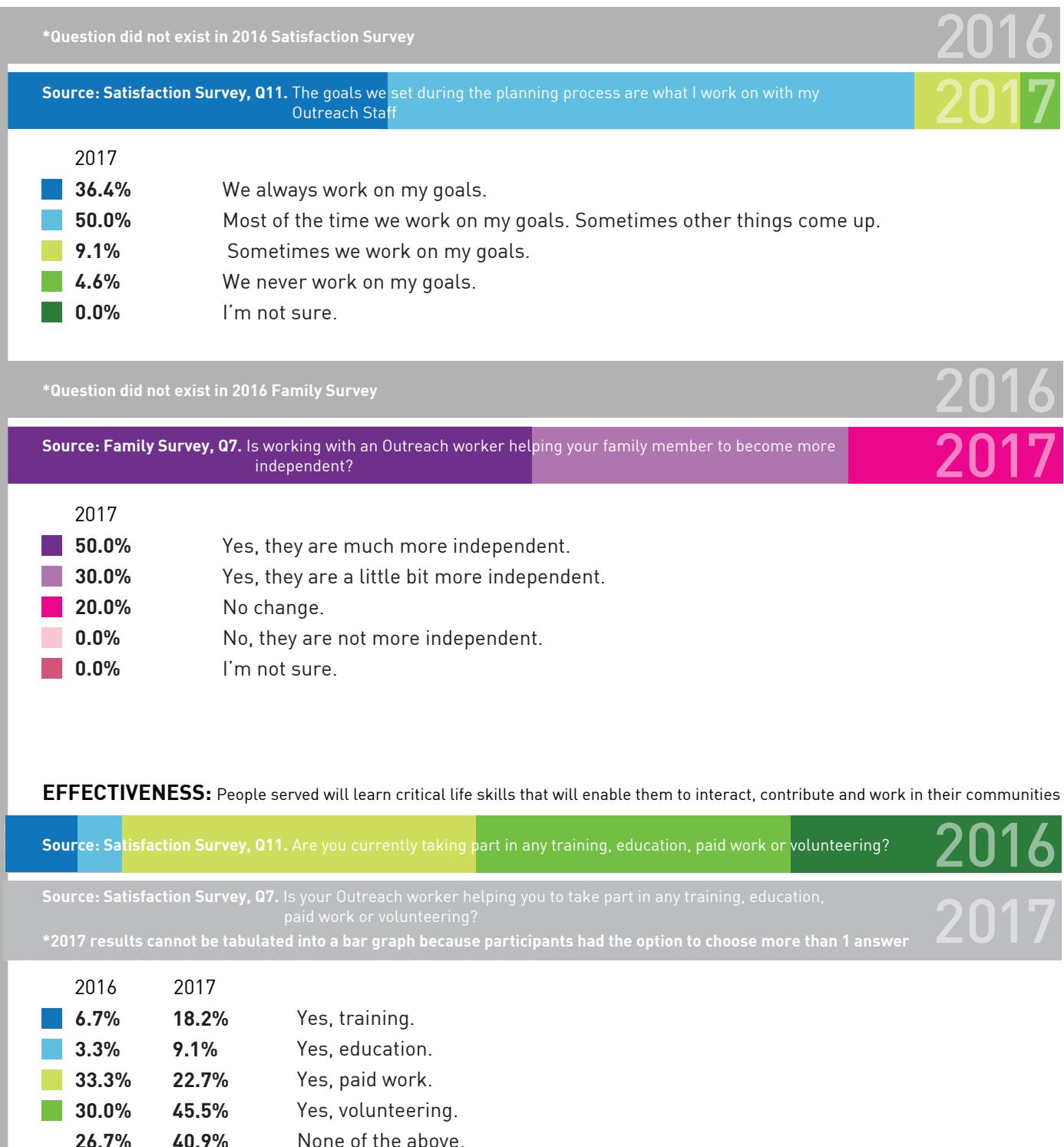
2017

- |              |           |
|--------------|-----------|
| <b>60.0%</b> | Yes.      |
| <b>30.0%</b> | No.       |
| <b>10.0%</b> | Not sure. |

# ADULT AND YOUTH SERVICES: OUTREACH SERVICES



## OBJECTIVE DOMAINS



# ADULT AND YOUTH SERVICES: OUTREACH SERVICES

**Source:** Family Survey, Q13. Is your family member currently taking part in any training, education, paid work or volunteering?

**2016**

**Source:** Family Survey, Q8. Is the Outreach worker helping your family member to take part in any training, education, paid work or volunteering?

**2017**

\*2017 results cannot be tabulated into a bar graph because participants had the option to choose more than 1 answer

2016      2017

<b>0.0%</b>	<b>20.0%</b>	Yes, training.
<b>0.0%</b>	<b>10.0%</b>	Yes, education.
<b>50.0%</b>	<b>20.0%</b>	Yes, paid work.
<b>0.0%</b>	<b>0.0%</b>	Yes, volunteering.
<b>50.0%</b>	<b>50.0%</b>	None of the above.

\*Question did not exist in 2016 Family Survey

**2016**

**Source:** Satisfaction Survey, Q9. Have you been supported to learn a new skill in the last year?

**2017**

2017	
<b>71.4%</b>	Yes.
<b>28.5%</b>	No.

\*Question did not exist in 2016 Family Survey

**2016**

**Source:** Family Survey, Q5. Has your family member been supported to learn a new skill in the last year?

**2017**

2017	
<b>50.0%</b>	Yes.
<b>20.0%</b>	No.
<b>30.0%</b>	Not sure.

**2016 STATISTICS**

**2017 STATISTICS**

**EFFICIENCY:** Target of Outreach Services maintaining at full occupancy (all spaces occupied)

100%  
100%

**Source:** Outreach masterlist and CLBC global and short term list.

**ACCESS:** Target of individuals beginning services within 3 weeks of referral to BACI

100%  
93%

**Source:** Outreach masterlist.

## ADULT AND YOUTH SERVICES: OUTREACH SERVICES

### OBJECTIVE DOMAINS

**SATISFACTION:** Target of 85% of people supported by Outreach Services are satisfied with the services provided



**SATISFACTION:** Families are satisfied with the services their family member receives from BACI



**PARTICIPANT SURVEY RETURN RATE**



**FAMILY SURVEY RETURN RATE**



## THINGS TO CONSIDER

- \* 25% stated they were satisfied, but that “it could be better”.
- For the first time in 2018, the Outreach Department distributed a separate satisfaction survey – In 2016 Day Program and Outreach results were combined, so 2016 satisfaction survey data is not specific to the Outreach Department and may not be comparable.
- No casual staff were available in this department for the latter half of the year. This made vacation coverage (25%) very challenging, and staff consistently stepped up to juggle their own full caseloads, while also providing vacation coverage for their team. This is unsustainable over the long term and puts a strain on staff.

## HIGHLIGHTS



## ADULT AND YOUTH SERVICES: OUTREACH SERVICES

- **Events Held:** 2 Senior's Teas
- **Training Attended:** Harm Reduction, Naloxone and Overdose Response, Trans Inclusion 101, NVCI, Nutrition for Autism, Understanding Sensory Processing/Promoting Self-Regulation/Supporting Stress Management, Foodsafe, Person Centered Practices training, First Aid, Back Care Training, Cornerstones.
- Outreach Staff participated in training in preparation for the MyCompass pilot – a new online user friendly person centered planning tool.
- **Community Partners and Supporters:** New partnership with Purpose Society and Fraser Health around substance use and Harm Reduction. Greater Vancouver Food Bank, BC Farmers Market Coupon Program, Can U Dig It Community Gardens, Cob's Breads, United Way of the Lower Mainland – Food Security Project, Burnaby Community Services, New West Seniors Service, Quest Food Distributors, Blue Mountain Quilters Guild.

### DATA ANALYSIS

#### Reflection on 2017:

- Several trends identified in 2016 have continued – we have continued to see a trend in referrals with more complexity. We are seeing individuals struggling with addictions and mental health resulting in hospitalizations. The challenge in finding appropriate community based mental health and addiction support services that serve individuals with developmental disabilities, FASD and autism spectrum disorders continues.
- We continued to see fewer individuals being referred with a greater number of hours each and more complex support needs.
- Aging in place remained a critical focus in 2017 as an increasing number of individuals are experiencing new challenges as they grow older – the people we support are aging early, with multiple complex issues arising. We are seeing individuals require greater levels of support as they experience health crises.
- 5 individuals who are part of the Stitched Service pilot received support through the Outreach Department.
- For the latter part of 2017, the Outreach department had no casual staff available – this made vacation and sick coverage more challenging.

#### Recommendations for 2018:

- Continued support/training for Outreach staff to better support those with complex needs and dual diagnoses - this could include Mental Health First Aid, Autism specific training and additional training around substance use.
- A significant focus on aging in place is essential going forward. This includes deepening connections with community based services that support aging in place, and providing training opportunities to staff, and collaborating more effectively with complementary supports.
- Work with HR department around strategy to ease backfill/vacation coverage challenges
- While the Outreach Department has offered relationship classes regularly, staff will support individuals to engage in Real Talk, a new initiative designed to support individuals to have new conversations about dating, love, relationships and sex.
- Participate in MyCompass pilot to test whether this platform enhances the person-centered planning process and supports the development and achievement of more meaningful goals.

## ABOUT BUILDING CARING COMMUNITIES

The big idea behind Community Connecting is supporting our participants to strengthen their resilience. A key part of resilience is about responding positively to stress and difficult times. For Community Connecting, resilience is also about a person's ability to identify and access resources that are important and available to them, resources that bring about and sustain their well-being.

We do this by ensuring that participants have genuine opportunities to:

- Broaden and deepen their experiences within community,
- Find, maintain or deepen friendships and relationships,
- To become more socially and personally resilient.

### Details

There were 2.8 full-time employees who supported 40 participants in 2017.



## THINGS TO CONSIDER

Building Caring Communities is a partnership between 4 agencies – BACI, posAbilities, Kinsight and Inclusion Powell River. It is part of a larger vision and ambition to transform the role of service delivery organizations from being primarily expert caretakers and teachers, to becoming facilitators, networkers, brokers and coaches.

## HIGHLIGHTS



- **Training Attended:** First Aid, Person Centered Practice, Cornerstones, CBT to address emotional functioning in youth with ASD, Leadership and Facilitation

## DATA ANALYSIS

### Reflection on 2017:

- BCC researched and wrote a new Theory of Action in 2017 that provides a common understanding between the partner agencies and connectors of what BCC is trying to achieve.
- BCC co-designed a new evaluation system that is tied to the new Theory of Action and was implemented in Dec 2017 – while data is not yet available, we hope to have meaningful data in the coming year about how Community Connectors are supporting resilience with participants.
- BCC piloted a new Senior Community Connector role to provide practice support to Connectors from all 4 agencies, to ensure more consistent onboarding of staff and to support streamlining processes between agencies.
- In 2017, BACI connectors were able to continue to focus on supporting youth in transition through a partnership with the Vancouver School Board and BEST with the Gateway to Employment Program.
- BACI community connectors supported new participants through the stitched service initiative and worked in close collaboration with other BACI departments including Outreach and BEST Employment services.

### Recommendations for 2018:

- BCC will develop a 'Basis of Unity' between partner organizations to provide clarity around operations and responsibility within the partnership.
- BCC connector team to refine decision-making processes on a multi-agency team.
- BCC will conduct an impact evaluation in 2018 using data collected through the newly implemented evaluation framework, and will evaluate the effectiveness of the framework.

## ADULT AND YOUTH SERVICES: BEST

**Source:** Measured

### ABOUT BEST

#### Objectives

- To assist potential job seekers to explore and identify their interests, needs & skills using a structured discovery process.
- To help prepare potential job seekers to work independently in an open and competitive work force.
- To help facilitate the best possible match between job seekers skill sets and interests, with employer's business needs.
- To promote the benefits of employment inclusion to business partners and community

### DEMOGRAPHICS

**Comparison of Age for Job Seekers Supported at BEST**

Age	Number of Job Seekers	Percentage of Job Seekers
<b>Under 19 years</b>	8	16%
<b>19-40 years</b>	37	74%
<b>41-64 years</b>	5	10%
<b>65-79 years</b>	0	0%
<b>Total</b>	50	100%

# ADULT AND YOUTH SERVICES: BEST

## PERFORMANCE GOALS

 2016 STATISTICS

 2017 STATISTICS

**EFFECTIVENESS:** Successful completion of Discovery process



Source: Measured

**EFFECTIVENESS:** Jobs secured



Source: Measured

**EFFECTIVENESS:** Jobs maintained over a year and more



Source: Measured

**EFFICIENCY:** Target of maintaining full caseloads



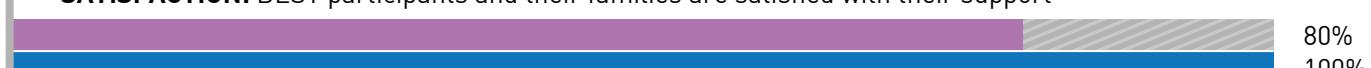
Source: Measured

**ACCESS:** Target of information meeting or start of services taking place within 1 month of referral



Source: Measured

**SATISFACTION:** BEST participants and their families are satisfied with their support



Source: Measured

**PARTICIPANT SURVEY RETURN RATE**



Source: Measured

**FAMILY SURVEY RETURN RATE**



Source: Measured

OBJECTIVE DOMAINS

## ADULT AND YOUTH SERVICES: BEST

### THINGS TO CONSIDER

- \*Satisfaction Survey return rates were low in 2016, so satisfaction data was gathered from other sources. Data may not be comparable.
- \*\*Job Seekers under 19 years of age were supported through the Gateway to Employment program, a pilot project in partnership with the Vancouver School Board.
- Family Satisfaction Surveys were mailed or delivered to participants, who could then choose whether to pass them along. This likely contributes to low response rate.
- BEST Satisfaction Surveys were not sent out to employers, and informal data collection through employer interviews was inconsistent, therefore we have not reported an employer satisfaction indicator.
- There was a 40% staff turnover in 2017, and while data reflects full caseloads, this is reflective only of Employment Specialists working at full capacity and does not reflect vacancies and leaves.

### HIGHLIGHTS



- **Events Attended:** Burnaby Board of Trade events, BEST celebrations, Burnaby and Vancouver School Board Transition fair, CASE Conference and Inclusion BC Conferences, BC Win celebrations
- **Training Attended:** Ethnography training at Grounded Space
- **Community Partners and Supporters:** Vancouver School Board, Ready Willing and Able, BCWIN, Open Door Group, Burnaby Board of Trade, Blade Runners, CCRW and BC Centre for Ability

## ADULT AND YOUTH SERVICES: BEST

### DATA ANALYSIS

#### Reflection on 2017:

- High Staff turnover and significant personal leaves in 2017 meant many job seekers worked with several Employment Specialists throughout the year, and we were able to support fewer job seekers.
- In 2017 BEST supported the first referrals through the Stitched Service initiative that takes a collaborative approach with other departments at BACI including the Outreach Department, Community Connectors and Kudoz.
- Worked in collaboration with the Vancouver School Board and BACI Community Connectors to offer the Gateway to Employment program to a second cohort of transitioning youth.

#### Recommendations for 2018:

- Work with HR department to develop strategies to support staff recruitment and retention
- Training new staff on Customized Employment approach and practices
- Thorough redesign of the BEST Discovery to develop a more engaging and effective process
- Collaborating more meaningfully with other BACI departments through continued participation with Stitched Service
- Develop and implement a formal mechanism to gather Employer feedback and satisfaction data.
- Continue to work with the Vancouver School Board and CLBC to support transitioning youth through the Gateway to Employment Program.

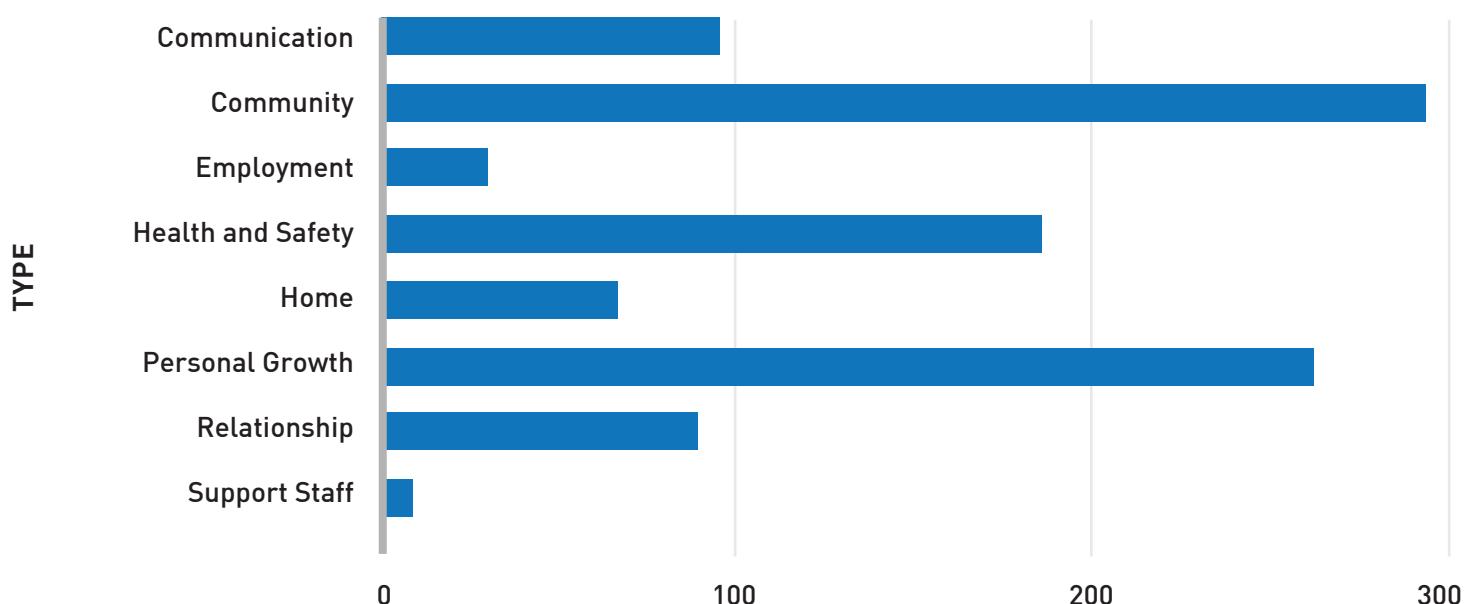
# ADULT AND YOUTH SERVICES: ACHIEVEMENT OF GOALS



As always, the people we support have been striving to achieve their goals, hopes and dreams over the past year. The path to our goals is where the learning and growth takes place, not just in the achievement of the goal. For your interest, we have included charts showing the distribution and achievement of goals that are set across the Quality Assurance indicators.

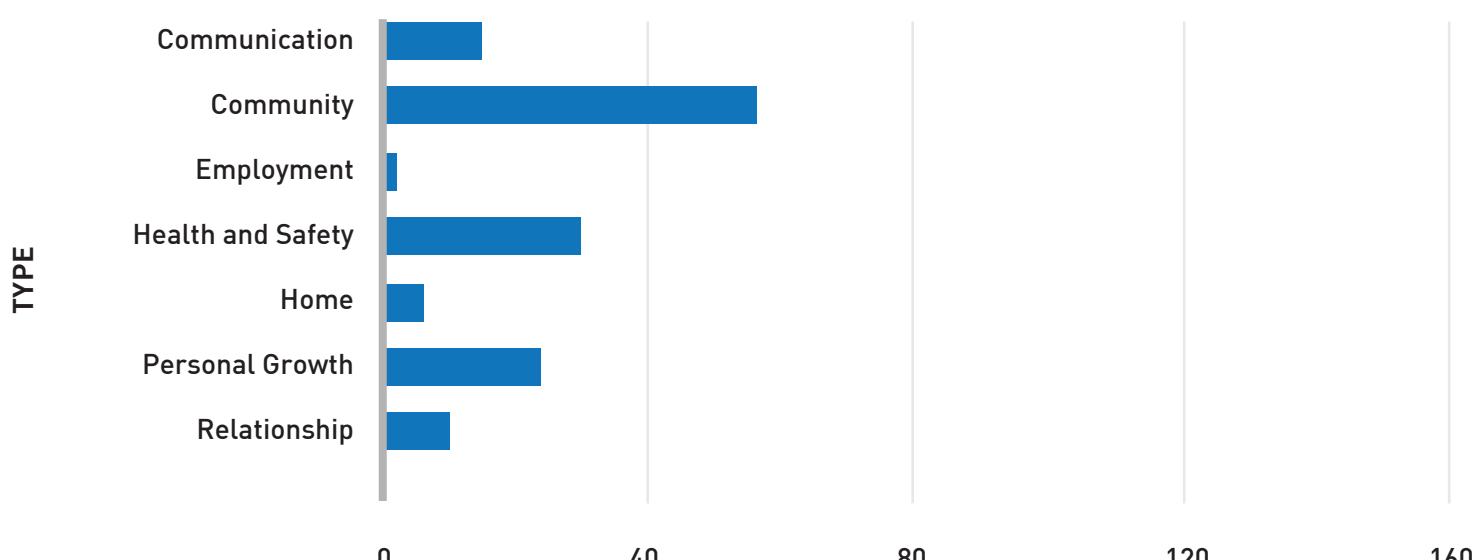
**BACI Goals by Type: 2017**

## ■ 2017 STATISTICS



**COSC 1 Goal Type: 2017**

## ■ 2017 STATISTICS



## ADULT AND YOUTH SERVICES: ACHIEVEMENT OF GOALS

**COSC 1 Goal Completion: 2017**

■ 2017 STATISTICS

TYPE

Goals Achieved/  
Attempted

0 100 200 300 400

Goals in Progress

**COSC 2-9 & Total Access Goal Type: 2017**

■ 2017 STATISTICS

TYPE

Communication

0 40 80 120 160

Community

Employment

Health and Safety

Home

Personal Growth

Relationship

**COSC 1 Goal Completion: 2017**

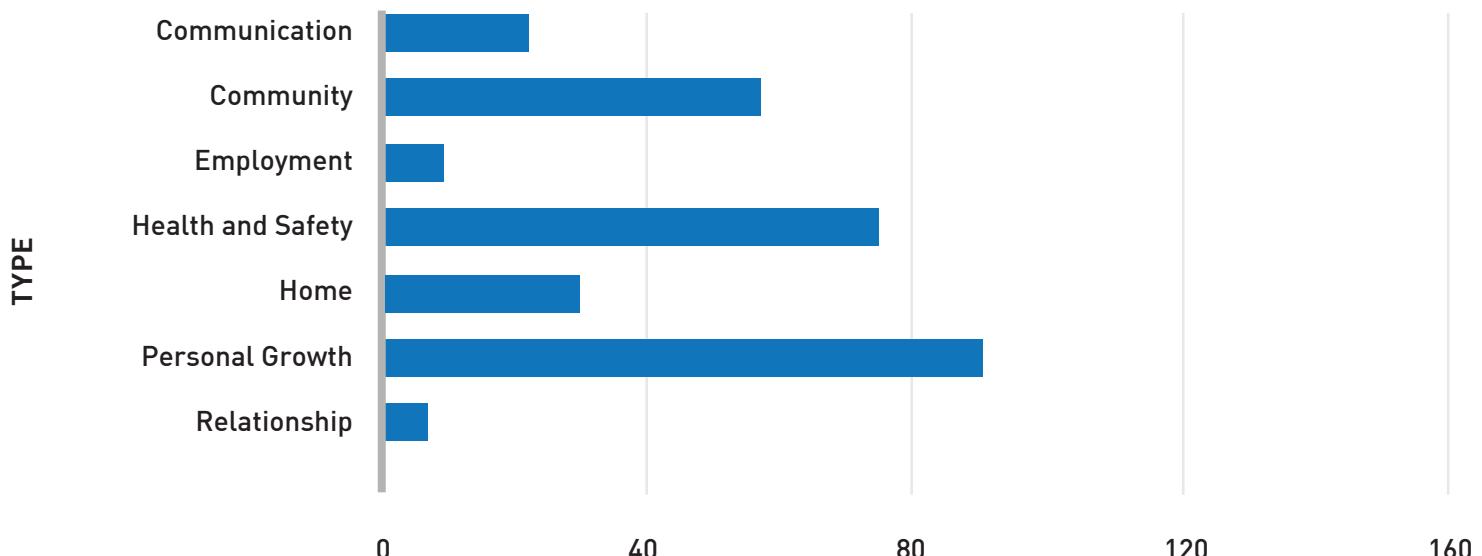
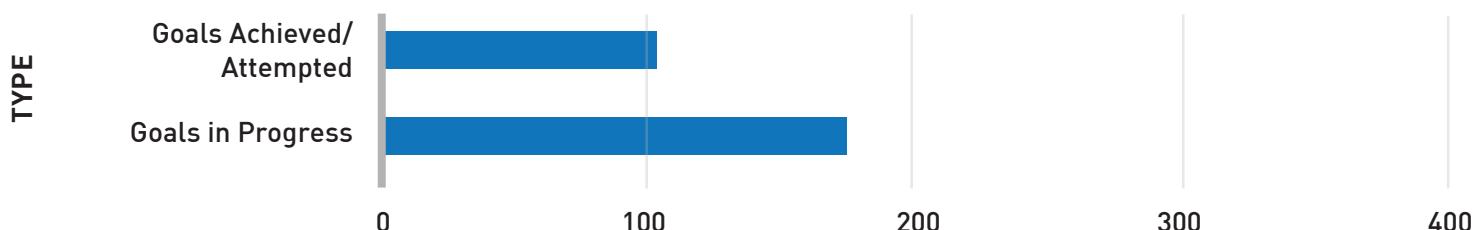
■ 2017 STATISTICS

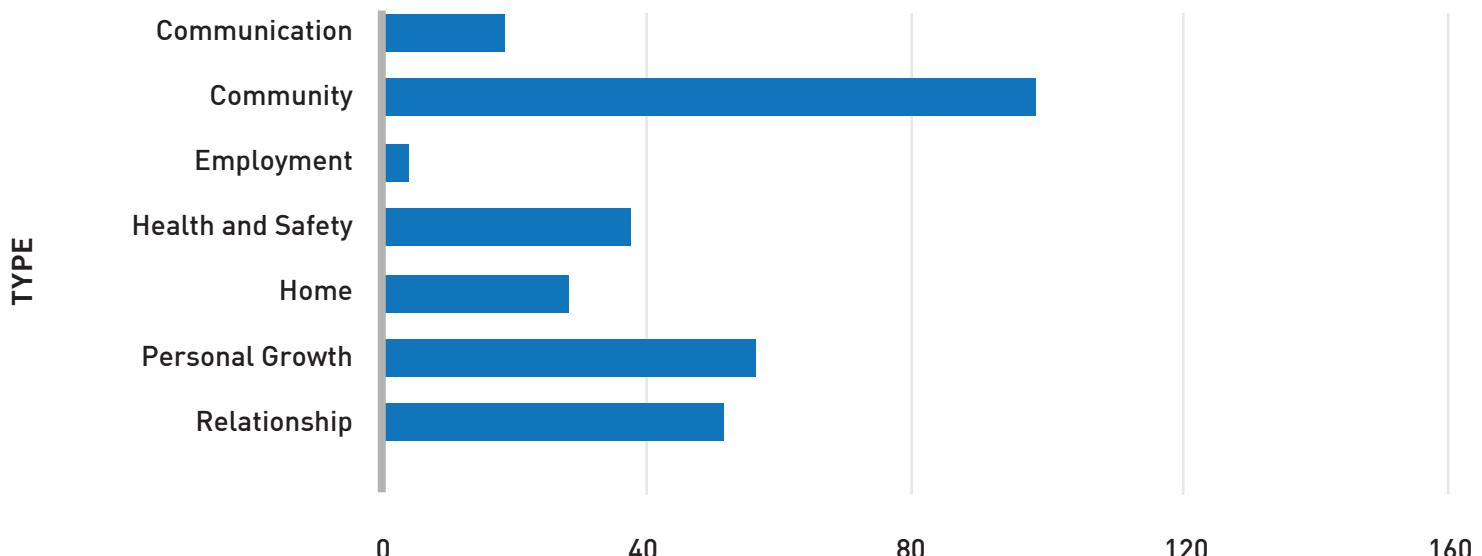
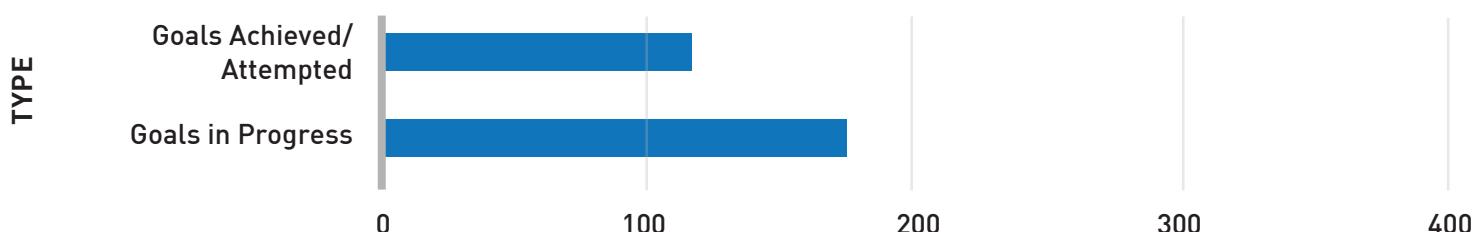
TYPE

Goals Achieved/  
Attempted

0 100 200 300 400

Goals in Progress

**ADULT AND YOUTH SERVICES: ACHIEVEMENT OF GOALS****Outreach Goal Type: 2017****■ 2017 STATISTICS****Outreach Goal Completion: 2017****■ 2017 STATISTICS**

**ADULT AND YOUTH SERVICES: ACHIEVEMENT OF GOALS****Home and Community Services Goal Type: 2017****■ 2017 STATISTICS****Home and Community Services Completion: 2017****■ 2017 STATISTICS**

## ABOUT CHILDREN'S SERVICES

BACI operates 4 inclusive child care centres in the City of Burnaby. The Fairhaven and Variety Centres provide child care to children aged infant to 5 years. The Brentwood Park Plus and South Slope Out of School Care Centres provide before and after school care to children aged 5 to 12 years. The centres are principled under the values and practices of early childhood education, play-based learning, child development, diversity, well-trained and qualified staff, families as partners, and ensuring the health and safety of each child at all times.

Please note, Variety Centre was re-located to a new site in 2017 – at 7200 Cariboo Road – and was re-named “Variety Cariboo.” This move occurred because of an exciting opportunity to partner with BC Housing and the City of Burnaby, to re-develop the Variety Banff Avenue site into a brand new child care centre and 15 affordable housing units.

## DEMOGRAPHICS

**Comparison of Gender for Children Supported in Children's Services**

Gender	Number of Individuals
Female	68
Male	62
Identified as Other	0
Total	130

**Comparison of Age for Children Supported in Children's Services**

Age	Number of Individuals
0-18 months	12
19 months-3 years	14
3-5 years (not kindergarten)	61
3-5 years (kindergarten)	5
6-12 years	38

**Comparison of Cultural Heritage for Adults Supported in Home and Community Services**

Cultural Heritage	Number of Individuals
African	1
Asian	64
Caucasian	36
Croatian	0
First Nations	1
Italian	4
Jamaican	2
Japanese	0
Other	20
Persian	1
Portuguese	1
Tongan	0

## QUALITY ASSURANCE

### Purpose

Through input from The Burnaby Association for Community Inclusion (BACI) membership, families, funders, and employees, a set of 'General Expectations for Service' for Children's Services have been developed. These General Expectations for Service are BACI's internally designed standards that provide the foundation from which we plan and monitor the quality and personal responsiveness of service.

### General Expectations for Children's Services

#### Health and Safety

- BACI will provide child care within environments that are healthy, safe, and secure.

#### Positive Social Atmosphere

- BACI provides child care in ways that value each child's individuality and promotes his/her sense of self-respect, respect for others and respect for his/her environment.

#### Child Development

- BACI provides a variety of programs within the centres that encourage each child's social, emotional, intellectual and skill development.

#### Diversity and Inclusion

- BACI provides child care services that welcome and honour diversity and inclusion.

#### Families as Partners

- BACI recognizes and respects families as partners in the provision of child care.

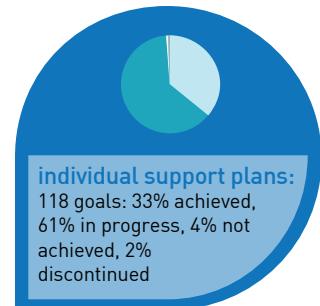
#### The Childcare Team

- BACI actively collaborates with external professionals (Social Workers, Therapists, Teachers, etc.) to ensure the delivery of quality child care.

#### Accessibility

- BACI is a disability confident organization and is committed to ensuring that our buildings, programs and support services are free of barriers and accessible to all.

## PERFORMANCE GOALS



■ 2016 STATISTICS

■ 2017 STATISTICS

### EFFECTIVENESS: Social Development



Source: Parent Survey, Q23. My child's social development has grown and improved as a result of their participation in the child care centre.

### EFFECTIVENESS: Emotional Development



Source: Parent Survey, Q24. My child's emotional development has grown and improved as a result of their participation in the child care centre.

### EFFECTIVENESS: Cognitive Development



Source: Parent Survey, Q25. My child's cognitive development has grown and improved as a result of their participation in the child care centre.

### EFFECTIVENESS: Physical Development

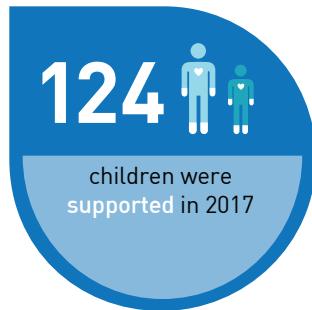


Source: Parent Survey, Q26. My child's physical development has grown and improved as a result of their participation in the child care centre.

### EFFICIENCY: % of child care spots filled



Incomplete data due to the opening of the new Variety Cariboo Centre, which impacted our overall enrollment number.

**OBJECTIVE DOMAINS****HIGHLIGHTS**

- **Training Attended:** Children's Charter, Creative Room Set-Up, Back Care Training, Diversity Conference, Physical Literacy - Risks VS Hazards (why risky play is important), Heart, Mind and Well Being, School Age Winter Conference Winter Conference - Guiding & Supporting Behaviour/Beyond Pink and Blue, Understanding and supporting children with ADHD, Diversity Conference, Positive approaches, Down Syndrome research, workshops about Empowering children, Making music fun, How to set up Reggio Emilia, Creating successful environment

## DATA ANALYSIS

### Reflection on 2017:

The survey return rate for Children's Services remains consistent and strong – 49%. With the new Centre opening, we didn't circulate as many surveys because there were fewer families, but we're pleased the return rate remained solid. Overall, the feedback from families in Children's Services continues to be very positive and consistent with last year – 98%. Families continue to highlight the following areas/reasons they are most satisfied and pleased with the service – the Early Childhood Educators, the safety of the centres, activities, support to families, and service quality. Families are very pleased with their child's learning and growing at our centres, which is one of our key program outcomes. The survey results and comments also confirmed families are pleased with their child's social development. Like in the 2016 surveys, families indicated they feel the centres are safe, welcoming, inclusive, and provide high quality services.

The child care staff continue to be the strongest reason for families' satisfaction. Families appreciated the qualities and qualifications of the staff in the following areas: communication, approachability, information sharing, interaction style, respectful rapport, credentials, and professionalism. Families continue to be very satisfied with the child care staff. Families described the staff as warm, caring, patient, supportive, positive role-models, friendly, approachable, skilled, professional, respectful, nurturing, and welcoming. We continue to be pleased with the very low turnover rate of our regular employees – less than 5%. Families also noted the importance of consistency of the staff members. The supervisors continue to provide consistent and strong leadership. Each of the 4 supervisors have worked in their positions for a minimum of 10 years. This creates consistent leadership on their teams, and with the families, external stakeholders, and other members of BACI they work with. Together, the employees and supervisors hold a lot of knowledge and experience in their roles.

As with last year's survey, Questions #2-6 and #8-13 of the Parent Satisfaction section are directly related to the staff. The compiled satisfaction rating is exactly the same as in 2016 - 97%. These questions ask families to rate areas ranging from communication, approachability, interaction style and qualifications, to respectful approaches and professionalism. In the comment section, the vast majority of families stated that the child care team and the safe and warm environment they provide is what they value most.

BACI and the child care centres continue to value and promote the link between child care and children meeting their developmental milestones – social, emotional, physical, and cognitive. Therefore, we continue to try to communicate to families different examples of this link – not only because it's important information, but because it gives families a benchmark for determining the impact or effectiveness of the services and supports their child receives. Efforts to do this include sharing information in newsletters, on parent boards, websites, and posting notes on activities the children have done explaining what specific goal related to child development it achieves (e.g. fine motor, gross motor, etc.).

Once again, our hope is with more information about child development, families are more equipped to answer questions about whether their child is developing socially, emotionally, physically, and cognitively as a result of their child attending child care. Questions #23-26 are the questions related to effectiveness and families seeing a change/growth in their child due to their attendance at the centres.

This year is the first year we have comparative data in the effectiveness areas. Interestingly, the average rating of these four questions is the same as last year – 87%. Likewise, the strongest area families see in their child is social development. The consistency with last year includes a relatively high number of families answering "not sure" (13%). It may indicate we still have more work to do to show the impact of the service and ideally, decrease the number of families who feel "not sure" about this. However, there are many reasons and contributors to a child's development. It may be difficult for families to determine or confirm a direct link.

## CHILDREN'S SERVICES



It's great to have the comparative data. It's also good to see achievement consistency. One of the main goals of the centres is play-based learning, which mostly means playing, socializing, and learning with other children. Interestingly, in both years social development had the highest rating – this year being 95%. It seems safe to say families are seeing a direct link in this area, which is good because it's the core of all 4 centres.

Families are once again pleased that the child care centres are inclusive and celebrate diversity. This was noted both in the survey questions – Questions #13, #15, #16 had an average of 98%. It's worth noting that families were 100% in agreement that the staff create a welcoming and inclusive environment.

Questions #17-20 ask families about the health & safety of the centres – i.e. cleanliness, quality of toys, addressing health needs, etc. The average response to these questions is 98%.

Families also shared their concerns and/or suggestions for improvement. Comments ranged from: more structured activities indoors and outdoors rather than 'free-time,' ensuring a constant awareness and vigilance to the building safety of the centres, more flexibility with summer enrollment, semi-annual parent evenings/check-ins with families, less screen time, and more field trips in the 0-5 programs. The comment section of the survey will be reviewed with the supervisors to ensure specific follow-up is taken where possible.

We were very excited (and relieved) to find a new location for the Variety Centre. BACI is grateful for the hospitality and partnership of the Cariboo Road Church. That said, the opening of the new Variety Cariboo Centre impacted our overall enrollment number (efficiency) – lower than our goal of 100%. As expected, it will take time for new families to join Variety Cariboo Centre, especially in the 3-5 program. We'll monitor the enrollment closely because the centres are budgeted based on full enrollment. We're also excited about the new Variety Centre (at Banff Avenue) opening in 2019, not only because we're meeting parents' high need for child care, but also because BACI has identified increasing services to children as a strategic goal.

BACI continues to be very grateful for the hard work and dedication of our Child Care Team. They clearly care about the work they do and the children they care for every day. That said, this continues to be a field that is under-valued and lacking in provincially bench-marked compensation. BACI must continue to work with our local, provincial, and federal partners – including funders, government, and families – to advocate for child care and child care educators. We're also grateful that families chose BACI as their child care provider, share our values of providing inclusive child care, and give us the opportunity to partner with them every day in their child's life.

We're also grateful that families chose BACI as their child care provider, share our values of providing inclusive child care, and give us the opportunity to partner with them every day in their child's life.

### **2017 Recommendations – Update:**

The Child Care employees are clearly our greatest resource for providing high quality, safe, and inclusive child care – as reiterated through the Parent Surveys' quantitative responses and overall comments. It is important to invest in the team to maintain the high quality skills and values they demonstrate – through ongoing training, team meetings, support for program planning, and on-going coaching and role-modeling from the program supervisors.

All performance appraisals were completed with performance strategies; Child Care appreciation month was celebrated; annual staff development day and monthly team meetings are held; team conflict resolution supports are given when needed; participated in the Children's Charter training as well as other related training sessions.

The low turnover rate in Children's Services is an important statistic that may require further exploration. This consistency in the team members is probably a key reason why families feel so comfortable with the people caring for and supporting their children. There are stable relationships in place, which likely lead to greater trust and positive communication.

- No formal review process was completed, but will continue to monitor the turn-over (low again this year).

Continue to share information with families about child development so families are better informed and can identify the intended impact of their child's participation in the program.

- Via parents boards, newsletters, dignity pictures, direct communication and questions with/from families, posting information beside activities and explaining the link to child development.

Continue to implement diversity-related program planning and celebrations at each centre.

- **Complete:** Via country boards (switched every 2 months), recognizing different holidays (e.g. Chanukah, Chinese New Year, Persian New Year, etc.), inviting parents to share certain holiday celebrations/traditions with the centres, inviting staff to share their cultures and traditions, writing in different languages, offering a variety of books and resources accessible to children, etc.)

Continue to ensure the centres are operating as per all health and safety standards and expectations, including Licensing and Accreditation.

- **Complete:** All centres received successful reviews with licensing and with CARF in 2017.

#### **Recommendations for 2018:**

- **Continue with the 2017 Recommendation:** The Child Care employees are clearly our greatest resource to providing high quality, safe, and inclusive child care – as reiterated through the Parent Surveys – quantitative responses and overall comments. It is important to invest in the team to maintain the high quality skills and values they demonstrate – ongoing training, team meetings, support for program planning, and on-going coaching and role-modeling from the program supervisors.
- **Continue with the 2017 Recommendation:** The low turnover rate in Children's Services is an important statistic that may require further exploration. This consistency in the team members is probably a key reason why families feel so comfortable with the people caring for and supporting their children. There are stable relationships in place, which likely leads to greater trust and positive communication.
- **Continue with the 2017 Recommendation:** Continue to share information with families about child development so families are better informed and can identify the intended impact of their child's participation in the program.
- Full enrollment at Variety Cariboo Centre.
- Continue planning for the opening of the new Variety Banff Centre in 2019.

## ABOUT IDP

The Infant Development Program serves infants birth to three years of age in their home who are at risk for or already have a delay in their development. The Infant Development Program served 479 children and their families in 2017 and is funded for 5.8 Full time equivalent Infant Development Consultants.

### Objectives:

- To connect families to one another and also to community resources
- To improve upon the parent child relationship
- To increase parent's understanding of infant and child development, particularly their child's development
- To educate families and community about developmental milestones and our program

## DEMOGRAPHICS

**Comparison of Gender for Children Supported in IDP**

Gender	Number of Individuals
Female	191
Male	288
Identified as Other	0
<b>Total</b>	<b>479</b>

**Comparison of Age for Children Supported in IDP**

Age	Number of Individuals
0-5 years	479
6-18 years	0
19-40 years	0
41-64 years	0
65+ years	0

### Comparison of Cultural Heritage for Children Supported in IDP

Cultural Heritage	Number of Individuals
African Canadian	7
Caucasian	64
Chinese	88
Filipino	14
First Nation	2
French	3
Italian	6
Japanese	8
Korean	6
Other	150
Polish	2
Portuguese	3
Russian	2
South Asian	14
Vietnamese	8

\*First time information was ever collected for 2017. We asked families to identify their baby's ethnicity – the totals reflect ethnicities, not number of children, as some babies have multiple ethnicities.

# INFANT DEVELOPMENT PROGRAM



## PERFORMANCE GOALS

### DATA FROM INDIVIDUALS SUPPORTED BY COMMUNITY INCLUSION

**EFFECTIVENESS:** Target that families are feeling: supported, connected, empowered, confident and learning tools/skills; families should have a better understanding of their child's development for 2016 & 2017

**Source: Parent Survey, Q10.** IDP's family centered approaches: Do you know that IDP is guided by family centered practice? Does our approach build your confidence? Do you feel like your input is valued? Do you feel like you are increasingly in control and competent in your parenting?

2017

- █ 0% Strongly disagree
- █ 0% Disagree
- █ 5.6% Neutral
- █ 27.8% Agree
- █ 63.9% Strongly Agree
- █ 2.8% Not applicable

**Source: Parent Survey, Q11.** I feel the program has helped increase my confidence as a parent: Do you hear from your Consultant about the good things you do and try with your child? Do you feel more comfortable sharing things about your experiences with your child with others?

2017

- █ 0% Strongly disagree
- █ 0% Disagree
- █ 0% Neutral
- █ 20.0% Agree
- █ 80.0% Strongly Agree

**Source: Parent Survey, Q12.** I feel the program has helped connect my family to programs in the community: Does your Consultant share community offerings your family might enjoy? Does your Consultant offer a connection with another family? Have you been invited to meet other families at IDP groups?

2017

- █ 0% Strongly disagree
- █ 0% Disagree
- █ 5.5% Neutral
- █ 30.6% Agree
- █ 55.6% Strongly Agree
- █ 8.3% Not applicable

**Source: Parent Survey, Q13.** I feel the program has helped me increase my knowledge about my own child: Has your Consultant shared and celebrated with you about your child's strengths? Are you able to see more of your child's personal qualities, preferences, ways of learning?

2017

- █ 0% Strongly disagree
- █ 0% Disagree
- █ 2.8% Neutral
- █ 11.1% Agree
- █ 83.3% Strongly Agree
- █ 2.8% Not applicable

# INFANT DEVELOPMENT PROGRAM



## OBJECTIVE DOMAINS

**Source:** Parent Survey, Q14. I feel the program has helped increase my knowledge of infant/child development: Are you aware of the developmental stages that should come next for your baby? Are you more aware about the different types of domains of development, like gross motor and fine motor, for example? Do you feel more able to understand why your baby does some things?

2017

- |  |
|--|
| <span style="color: blue;">■</span> 0%      Strongly disagree<br><span style="color: lightblue;">■</span> 0%      Disagree<br><span style="color: yellow;">■</span> 2.9%      Neutral<br><span style="color: green;">■</span> 5.6%      Agree<br><span style="color: darkgreen;">■</span> 82.9%      Strongly Agree<br><span style="color: black;">■</span> 8.6%      Not applicable |
|--|

### 2015 STATISTICS

### 2016 STATISTICS

### 2017 STATISTICS

**EFFICIENCY:** Target of 109.08 direct hrs with families and group time per FTE consultant per month

N/A
89.95 HRS
94.25 HRS

**Source:** Measured based on 4 FTEs

**ACCESS:** Target of 3 weeks from referral to service to families

N/A
3 WEEKS
8 WEEKS*

**Source:** Measured

**SATISFACTION:** Families were satisfied or very satisfied with their relationship with their IDP Consultant\*\*

92%
94%
100%

**Source:** Satisfaction Survey, Q8. I am very satisfied with my relationship with my IDP Consultant.

### SURVEY RETURN RATE

29%
25%
29%

**Source:** Measured

## THINGS TO CONSIDER

- \* In 2017, a new measurement tool was used to more accurately determine access time, which resulted in an average of 8 weeks wait time.
- \*\* Results reported differently than 2016 results because last year's Outcomes Report incorrectly noted **only** "very satisfied" responses. This year, results for 2015-2017 reflect both responses of "satisfied" and "very satisfied".

## INFANT DEVELOPMENT PROGRAM

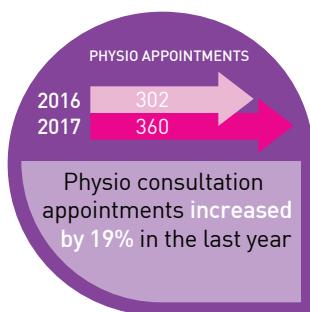


- It is to be noted that we have served 36% more families this year (479 children) than last year (307 children), every year receiving more and more referrals on a monthly basis.
- Unprecedented level of staff turnover in 2016 & 2017. 3 new Infant Development Consultants began working for the program in 2017, one did not return from maternity leave in October 2017, and 2 new Consultants commenced in the latter part of 2016.
- Due in part to significant turnover, again in 2017, the impact evaluation survey completion rate is not high enough to draw valid themes from.
- We formerly (until 2016) tracked efficiency as a measure of how many children were on each Infant Development Consultant's caseload. Moving forward, efficiency will be measured by number of direct service hours to children and their families. That is, how many hours of face-to-face or voice-to-voice intervention are provided from the IDP Consultant to the family. Efficiency was measured on a lower number of full time equivalent hours (FTEs) for 2017 because the entire year we were under-staffed. We define FTE for this calculation as Infant Development Consultants fully trained and able to take a full caseload of approximately 35-40 children on caseload.
- For full satisfaction survey results, contact Krista Moldowan, Senior Manager of Children and Family Services, at [krista.moldowan@gobaci.com](mailto:krista.moldowan@gobaci.com)
- Our survey return rate was relatively low this year. As in previous years, we offered a physical paper copy to families in home visits, and also emailed families an electronic hyperlink where they could fill out a survey online. We attribute the low return rate to busy young families. We are delighted that from those who did respond, we received positive and satisfied feedback.
- Access time is noted to be significant at first glance. There are a few factors affecting our access time in 2017. Firstly, a waiting list was created for the first time in 8 years in spring 2017, with a staffing shortage. The waiting list was only in existence for 4 months before we were able to take all children onto caseload once again. Secondly, as noted above, there were considerably more children referred to the program in 2017 than ever before. Thirdly, for some families, it is not a matter of the program not reaching them quickly enough, but rather the family putting their child on our list before they need the service. That is, families are good advocates for themselves, knowing there are commonly early intervention waitlists, getting their child registered before they need the service. This happens in the case of premature babies not yet discharged from the hospital, expecting families calling in preparation for their adoptive baby or child with a prenatal diagnosis, or families preparing to move from another city, for example. There are also some families that are hard to reach for several weeks before we make initial contact to book an initial home visit.

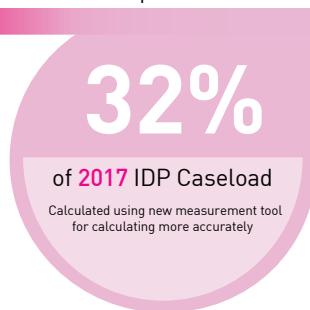
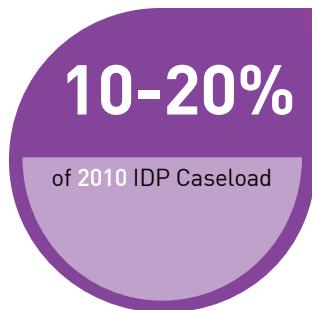
### HIGHLIGHTS



## INFANT DEVELOPMENT PROGRAM



Increased incidence of children who are diagnosed or at-risk for autism spectrum disorder



- **Groups offered this year:** Story Art, Sensory, Playgroup, Infant Massage, Baby Beluga Swimming, Mother Goose, Family Night, Siblings group
- **Community Partnerships:** Burnaby Preventive Health – Pregnancy Outreach and Baby and Me programming, Playgroup, Burnaby Speech and Hearing, BC Centre for Ability - Early Intervention Therapy program and Supported Child Development program, YMCA Brentwood Community Resource Centre, MOSAIC Newcomer's Centre, SMILE program for young mothers, Burnaby School Board Strong Start programs, East Burnaby Family Place, Burnaby Neighborhood House, Adoptive Parents Association of BC, Aunt Leah's housing for young mothers.
- **Training:** Developmental Parenting, Impact Evaluation Interview Revision with Dr. Steve Patty, Stress and Autism, Trauma Informed Practice, DAYC-2 Assessment Tool Training, IDP Regional In-service, Back care training, First Aid Training, All-staff Policy and Procedures Training

## DATA ANALYSIS

### Reflection on 2017:

- In response to a high number of referrals, we've hired a new 0.5 FTE Infant Development Program Assistant (Cantonese and Mandarin speaking) to run many of our groups, freeing IDP Consultants to do more individual home-based work with families. The program hired 3 new Full Time Infant Development Program Consultants (one Korean speaking) this year. With one time only funding provided by MCFD, we added an additional 6 month contract for an Infant Development Consultant to focus primarily on families with children at risk for Autism Spectrum Disorder (ASD).
- Our team attended Developmental Parenting training in February 2017 and it is our primary focus of best practice and reflection at this time. Additions and edits were made to the materials provided to families to be more in line with our developmental approach.

## INFANT DEVELOPMENT PROGRAM

- A new spreadsheet and data entry system was established, where we're now better able to collect information on gender, ethnicities, languages spoken, access time, and the number of children who are querying or diagnosed with autism, prematurity, or other medical & genetic conditions.
- We continued our training in doing our best to measure effectiveness and impact through our impact evaluation interviews. While conducting these interviews regularly is still a core goal, it has had some challenges, particularly with a high level of staff turnover. We will still prioritize training and increasing the quality of the impact evaluation interviews. Our new survey measure of effectiveness has also been implemented.
- The program, thanks to continued fundraising supports, has prioritized providing consistent and additional physiotherapy consultations during times of high turnover.
- Recruitment and training of new Infant Development Program Consultants has taken considerable time and coordination.
- Challenge in providing Occupational Therapy consultations to families with the ending of our tertiary contract with Sunnyhill Health Centre for Children. Hired a wonderful physiotherapist that has been working really well with our families, but because we don't require the Occupational Therapy as often, it has been difficult to have one person agree to work as needed.

### **Recommendations for 2018:**

- Developing a Continuously Updated Service Plan (CUSP) that is electronically filled out at family homes, and fills the role of both Home Visit Record and Family Service Plan. Goal setting will shift from a twice annual planning process to a monthly (or more frequent) process where goals are made to be more attainable in that they're all short term, "bite sized" goals for family and Consultant to work towards together, and update at every visit. Babies develop and family needs change quickly, so this will allow us a quicker response to this, keeping us more valuable and relevant to family needs.
- Focus on Developmental Parenting as a best practice. The team began in 2017 and will continue reviewing the material into 2018, including the creation of a Theory of Change for the team and at the regional supervisor level.
- Continue professional development and good orientation for our newly established team.
- Establish ongoing Impact Evaluation interviews with as many families as possible so we may gather reliable qualitative effectiveness data.

## REPORTING - OPERATIONS

The Burnaby Association for Community Inclusion is an organization that must maintain due diligence as an employer and community agency. Therefore, it is important to evaluate and report on areas of the agency outside of direct service that may directly or indirectly impact the overall service quality and capacity of the organization. Reports in this section include: Human Resources, Health & Safety, Critical Incident Reports, and Complaints and Concerns.



## AGENCY DATA

	2016	2017
<b>Total Number of Employees</b>	530	435
<b>Total Regular Employees</b>	296	282
<b>Total Full-Time Employees</b>	160	157
<b>Total Part-Time Employees</b>	136	126
<b>Total Casual Employees</b>	232	152
<b>New Hires</b>	110	94
<b>Turn-Over</b>	9.6%	30.7%
<b>Appraisal</b>	38.0%	26%
<b>Languages Represented</b>	68	60

## TURN-OVER RATES

	2016	2017
<b>Agency</b>	9.6%	30.7%
<b>Full-Time Employees</b>	6.4%	10.8%
<b>Part-Time Employees</b>	15.0%	20.9%
<b>Casual Employees</b>	8.7%	48.2%

## NEW HIRE BREAKDOWN

	2016	2017
<b>Total New Hires</b>	110	94
<b>Full-Time New Hires</b>	13	11
<b>Part-Time New Hires</b>	24	24
<b>Casual New Hires</b>	73	58

## PERFORMANCE APPRAISAL

	2016	2017
<b>Agency Total</b>	116	72
<b>Full-Time Employees</b>	68	49
<b>Part-Time Employees</b>	38	22
<b>Casual New Employees</b>	10	1

\*In addition, 95% of the management team received a performance appraisal this year.

## PROGRAM DATA

### Residential Services

	2016	2017
<b>Total Regular Employees</b>	135	129
<b>Total Full-Time Employees</b>	76	72
<b>Total Part-Time Employees</b>	59	57
<b>Total Casual Employees</b>	115	72
<b>Turn-over Rate</b>	7.5%	9.8%
<b>Full-Time Turn-over Rate</b>	7.3%	7.7%
<b>Part-Time Turn-over Rate</b>	7.8%	12.5%
<b>Turn-Over Casual</b>	4.2%	47.8%

**BEST – Employment Services**

	<b>2016</b>	<b>2017</b>
<b>Total Regular Employees</b>	4	7
<b>Total Full-Time Employees</b>	4	7
<b>Total Part-Time Employees</b>	0	0
<b>Total Casual Employees</b>	0	0
<b>Turn-over Rate</b>	0%	22.2%
<b>Full-Time Turn-over Rate</b>	/	22.2%
<b>Part-Time Turn-over Rate</b>	/	/
<b>Turn-Over Casual</b>	/	/

**Social and Economic Inclusion**

	<b>2016</b>	<b>2017</b>
<b>Total Regular Employees</b>	92	90
<b>Total Full-Time Employees</b>	31	37
<b>Total Part-Time Employees</b>	61	53
<b>Total Casual Employees</b>	68	46
<b>Turn-over Rate</b>	11.5%	25.0%
<b>Full-Time Turn-over Rate</b>	6.1%	14.0%
<b>Part-Time Turn-over Rate</b>	14.1%	30.3%
<b>Turn-Over Casual</b>	11.7%	44.5%

**Infant Development Program**

	<b>2016</b>	<b>2017</b>
<b>Total Regular Employees</b>	6	6
<b>Total Full-Time Employees</b>	6	5
<b>Total Part-Time Employees</b>	0	1
<b>Total Casual Employees</b>	0	0
<b>Turn-over Rate</b>	45.5%	25.0%
<b>Full-Time Turn-over Rate</b>	25.0%	28.6%
<b>Part-Time Turn-over Rate</b>	/	/
<b>Turn-Over Casual</b>	/	/

**Children's Services**

	<b>2016</b>	<b>2017</b>
<b>Total Regular Employees</b>	33	33
<b>Total Full-Time Employees</b>	21	22
<b>Total Part-Time Employees</b>	12	11
<b>Total Casual Employees</b>	37	23
<b>Turn-over Rate</b>	10.8%	2.9%
<b>Full-Time Turn-over Rate</b>	0.0%	0.0%
<b>Part-Time Turn-over Rate</b>	25.0%	8.3%
<b>Turn-Over Casual</b>	2.6%	51.1%

**Outreach**

	<b>2015</b>	<b>2016</b>
<b>Total Regular Employees</b>	10	11
<b>Total Full-Time Employees</b>	9	9
<b>Total Part-Time Employees</b>	1	2
<b>Total Casual Employees</b>	5	3
<b>Turn-over Rate</b>	9.1%	15.4%
<b>Full-Time Turn-over Rate</b>	0%	18.2%
<b>Part-Time Turn-over Rate</b>	50%	0%
<b>Turn-Over Casual</b>	0%	50.0%

## DATA ANALYSIS

In 2017, we saw an increase in our turn-over rate which is largely affected by the turn-over in casual employees. As mentioned in the 2016 Outcomes Report, our casual numbers did not reflect the true number of casuals who were available and were accepting shifts. In 2017, we terminated employees (as per the collective agreement) who were not accepting shifts – thus we see an increase in agency turn-over especially amongst casuals.

As identified last year, we continue to see a steady increase in the turn-over of part-time staff while full-time turn-over is increasing more moderately. We recognize that full-time positions offer a valuable incentive to employees and the well-documented trend of employees working multiple jobs to subsist continues for people working in this sector. We are also aware that wages in the sector make it difficult to retain employees who have greater earning capacity.

BACI is working on staff retention strategies. To this end, and as outlined in our strategic themes, BACI is working to ensure a healthy and well-connected workforce with a specific Wellness Strategy and an integrated HR/Payroll and time and attendance system.

In 2017, BACI (in partnership with InWithForward, posAbilities, and Kinsight) embarked on the Grounded Space initiative to better understand the experience of staff and other stakeholders. Although this project is still in the research phase, we are hopeful that outcomes will help us more effectively support staff. In addition to learning about staff, we are encouraging staff to keep learning too. We have implemented an on-line learning platform – Open Futures Learning.

This year we provided staff training on Wellness, Documentation, Person/Family centred supports, health and safety, policies, Values alignment, supporting people to build and maintain healthy relationships, Non-violent Crisis Intervention Training, First Aid, Medication Administration, First Aid, and more.

2017 was busy for Quality Assurance as we underwent a CARF review with great results. We also completed our third Quality of Life Survey with CLBC. Our results show we are doing well when compared with other organizations in the province. We are excited to see where our current efforts lead us over the next 2 years until the next Survey. We continue to strive towards excellence as we implement quality of care reviews, and focus on both quantitative and qualitative data as we assess our evaluative impact strategy.

## ABOUT HEALTH & SAFETY

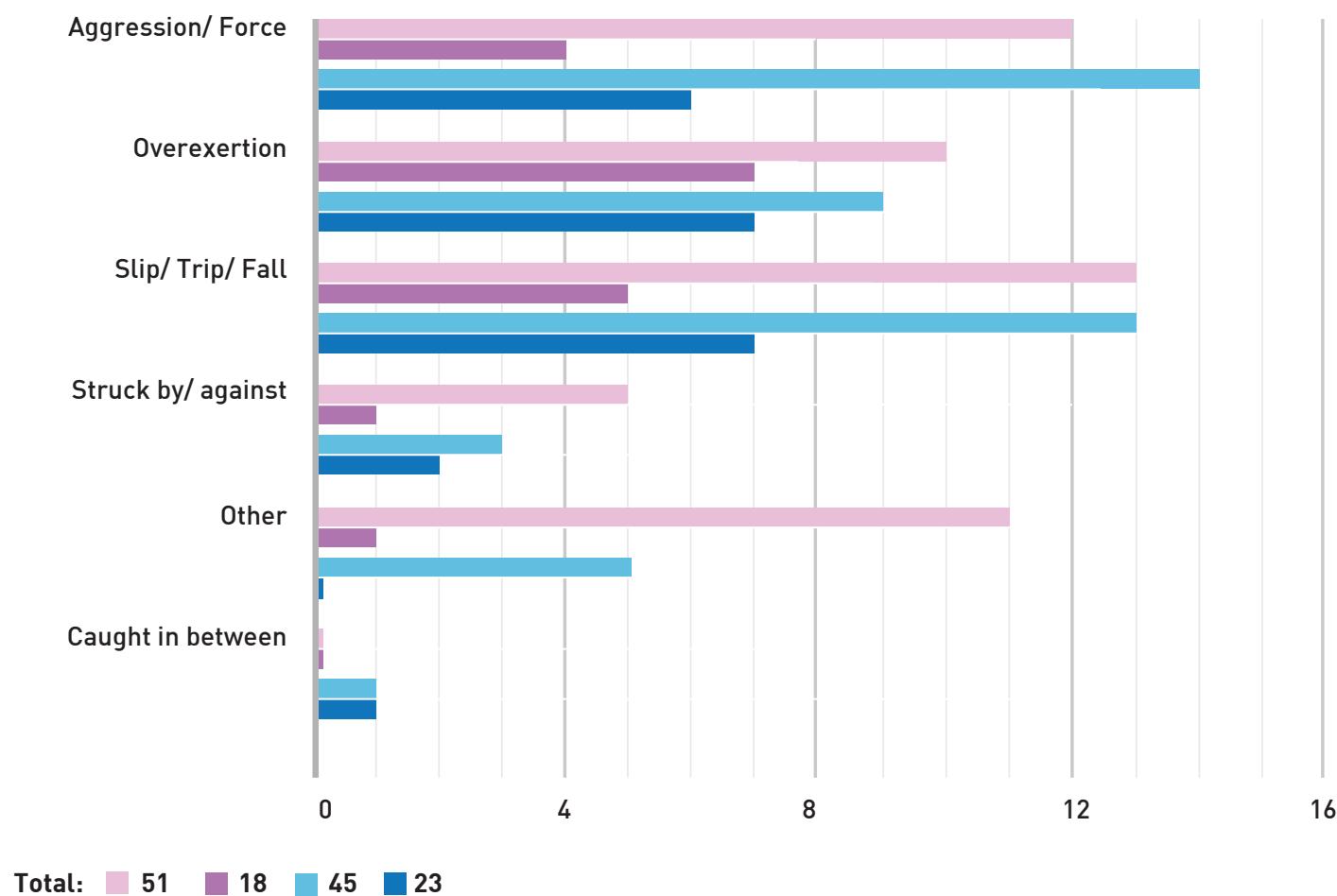
### Objectives

- Decrease time loss claims
- Promote a culture of safety in the workplace
- Have a robust OSH committee that meets regularly

## COMPARATIVE DATA

■ 2016  
■ 2016 TIME LOSS     
 ■ 2017  
■ 2017 TIME LOSS

### Worksafe Claims Filed:



## THINGS TO CONSIDER

- Overall number of claims filed has decreased, however the number of claims resulting in time loss has increased. There were some trends noted, with some employees having multiple time loss claims. These were addressed through additional support and training.
- Over-exertion continues to be a category with a high percentage of claims resulting in time loss, followed by struck by/against/caught between. The category of struck by/against/caught between involved incidents with employees and items in their environment.
- One trend noted in aggression claims was clusters of incidents, either in a program or with a particular individual. In some incidents, causality was clear and addressed. In others, staff continue to work with consultants to decrease the likelihood of future aggressive incidents.
- Another trend noted around incidents in the categories of slips, falls, struck by/against and being caught between was a lack of assessment of hazards in the environment.
- Follow-up on incident investigations is not 100% at the time of reporting, due to several factors: some employees have not returned to work, lack of reporting back on completion of follow-up, or follow-up was not done. In one instance, the employer attempted to set up time to complete the follow-up with an employee who had 3 injuries in a row, however the employee left the agency due to unrelated reasons prior to completion of the follow-up.
- Also of note is that ICBC directed employees who had been involved in accidents outside of their work hours to file Worksafe claims prior to approving their ICBC claims. Those are reported in the other category.
- Review and implementation of a snow removal plan in November 2017 resulted in fewer claims of slips and falls due to inclement weather.
- The OSH committee was only able to record 6 of 10 meetings, as the May meeting was cancelled for our CARF evaluation, and on 3 occasions no union members attended the meeting.

## HIGHLIGHTS





## DATA ANALYSIS

### Things to consider for 2018:

- Continue with back care training to provide staff with the knowledge and skills to be able to help keep their backs strong and safe, as there appears to be a correlation between the training and a decreased length of time missed from work.
- Provide training to all supervisors, managers and OSH committee members to ensure everyone understands their roles and responsibilities in creating and maintaining a safe workplace.
- Continue with monthly assessment of staff to ensure on-going safe work practices, and provide appropriate corrective action and training where the need is identified.
- Ensure that the health and safety of staff and individuals is an on-going conversation held in all teams.
- Ensure that staff working in all areas of BACI receive on-going training and opportunities to learn how to recognize hazards in their environment and eliminate or mediate risks.
- Continue with Nonviolent Crisis Intervention (NCI) training to prepare staff to deal with challenging situations.
- Review overall violence prevention strategies in the agency to see how we can strengthen staff skills and attempt to decrease claims resulting from aggressive incidents (this includes better reporting, responding to and modifying supports based on near-miss information).
- Use trends from 2017 to inform annual health and safety training for 2018.
- Better communication between the OSH committee and all staff around incident trends, preventative actions and tips on how to stay healthy and safe.
- Move towards an online system for storing Worksafe incident and investigation reports, allowing for easier viewing on completion of follow-up and more timely intervention where that has not occurred.
- Increase monitoring where accommodations have been made. This would include on-going discussions as to whether the accommodation is still a match – based on changing job demands and the needs of individuals being supported.

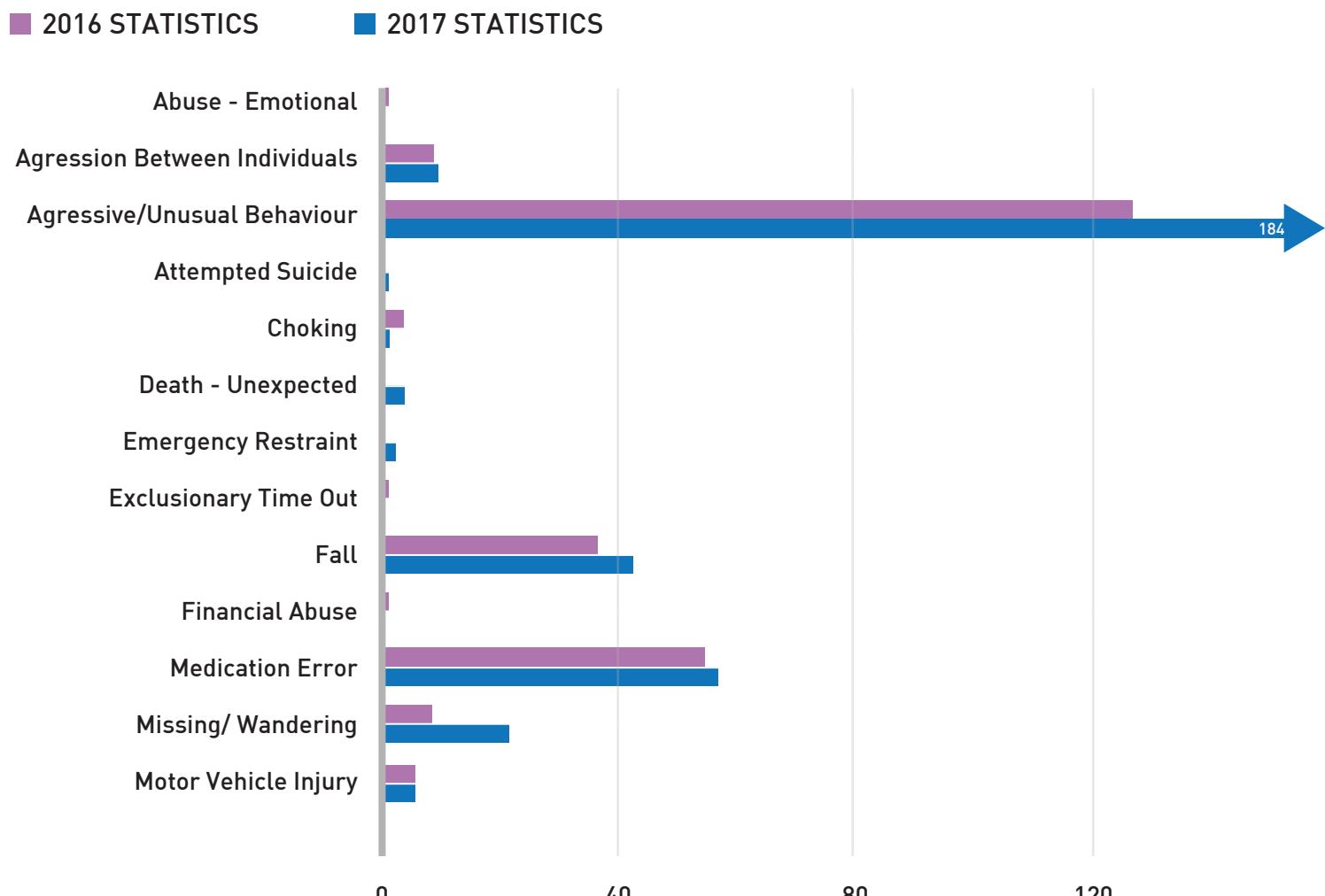
## ABOUT CRITICAL INCIDENT REPORTS

Critical incident Reports (CIRS) are an important source of information and subsequent planning regarding health and safety – both for individuals receiving services and BACI's employees. We value transparency and communication and encourage staff to report any and all incidents they are concerned about – regardless of whether they meet formal reporting standards.

BACI reviews CIRS quarterly at Management Meetings, looking for relevant trends. This information is useful in identifying and implementing training in specific areas to address the concerns.

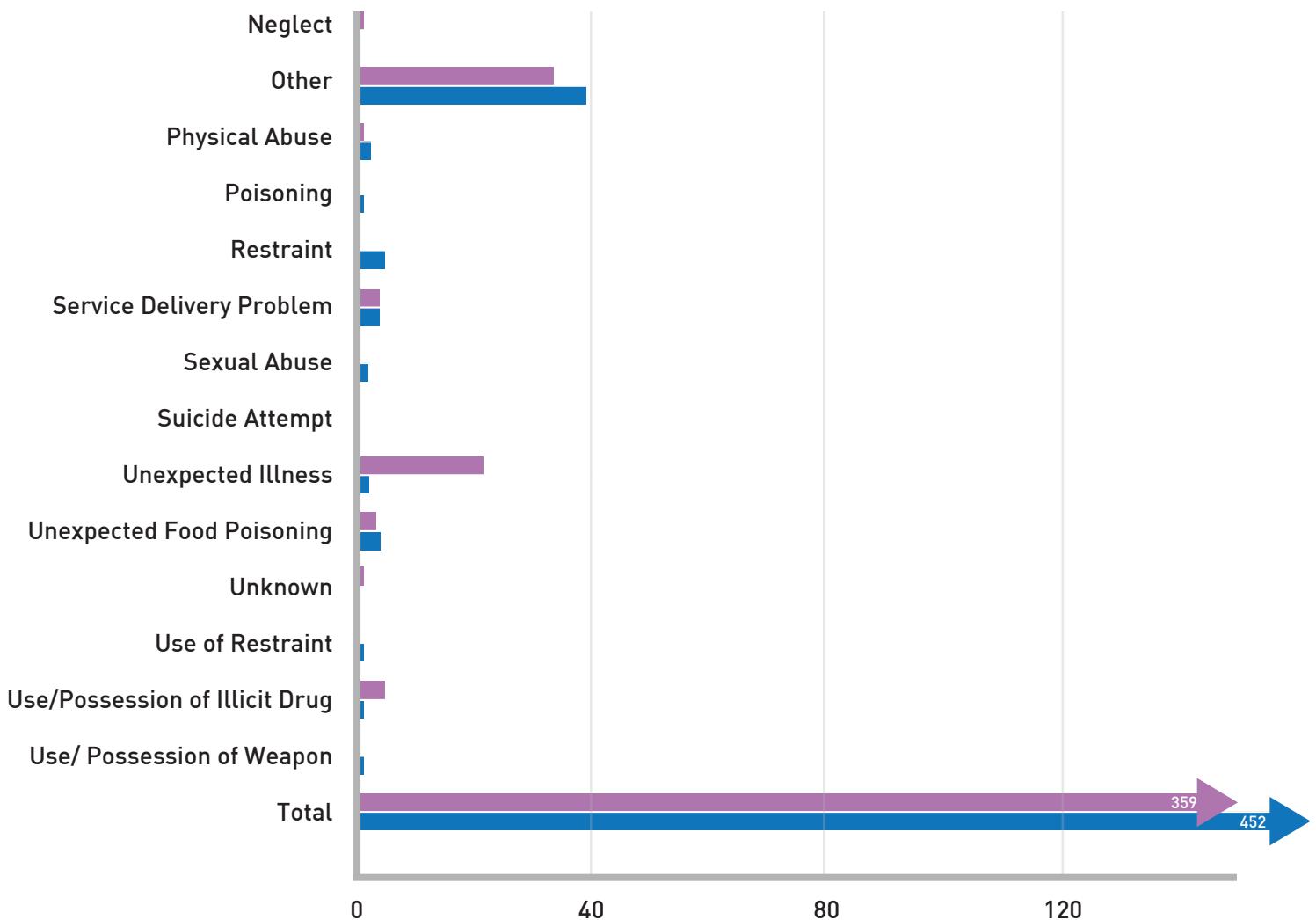
**NOTE:** In reviewing the data from 2016 for inclusion in this 2017 Report, it was discovered that 123 incidents were not included in last year's Report. This was due to a data input and filtering error. We are addressing this with more training and follow-up. We have corrected the 2016 numbers for accurate comparison in this year's Report.

**Comparison of the types of incidents for Adult & Youth Services for 2016 and 2017**



■ 2016 STATISTICS

■ 2017 STATISTICS



## DATA ANALYSIS

In 2017, the number of incidents in Adult Services increased to 452 (from 359 in 2016). This jump in numbers – particularly relating to “Aggressive/Unusual Behaviour” – is primarily linked to 3 programs serving people who have complex support needs and who may use behavior as a form of communication. These account for 68 of the 93 additional aggressive or unusual incidents reported, with 20 of the incidents related to one individual.

Incident reports are also documented and tracked for follow-up in Children’s Services. These incidents are reviewed and documented at Management meetings as well as Children’s Supervisors’ Meetings. The incident reports from Children’s Services are tracked separately and are not included in the graph. There were 4 Incidents in 2017 – the same number as in 2016.

## REPORTING - OPERATIONS: CRITICAL INCIDENT REPORT



2017 was another difficult year for folks supported through Home and Community Services, with an increase in incidents classified as “unexpected illness.” We continue to see the effects of aging on the people we support, with an increase in falls, admission to hospital as a result of accidents and injuries, and lengthy stays in hospital for serious illnesses. Four individuals passed away this year – 3 from pre-existing health conditions and one unexpected death.

Medication Errors remained consistent with 2016, despite the increased number of people served. This is likely due to a new system for staff to handle medication and a new training program developed in collaboration with the pharmacist from Rexall Drugs.

People “Missing” for a period of time increased this year, as we continue to support more independent individuals and explore opportunities for others to become more independent and engaged with their community.

There were no incidents in BACI’s Employment Services and Building Caring Communities initiatives. They each had one incident in 2016.

There was one report of sexual abuse, however it was fully investigated — by Burnaby RCMP, Licensing and an internal investigative team — and found not to be abuse.

We greatly appreciate the skilled, consistent and intensive care that our staff provide to all people supported. As mentioned earlier, we will continue to provide capacity training and to develop the strategies necessary to support folks to find other ways to communicate.

## HIGHLIGHTS

There have been a total of 26 complaints (up from 23 in 2016), which were reviewed regularly by the Management team. A member of the Management team followed up on all complaints (100%).

The following stakeholders brought the complaints forward:

Individual Receiving Services - 1; Community Member - 11; Family - 11; Employee - 3

	Regarding Staff – Interpersonal Relations	Regarding Individual	Regarding Rights	Regarding Health & Safety	Regarding Service Quality - Internal	Regarding Service Quality - External	Regarding Property and/or Equipment
<b>Administration</b>							
<b>Adult Services – Residential</b>	1			3	1	6	2
<b>Adult Services – Day</b>						5*	
<b>Children's Services – (includes IDP &amp; Teen Program)</b>						4	
<b>Life Sharing</b>		3					
<b>Outreach</b>		1					
<b>BEST</b>						1	
<b>Total</b>	<b>1</b>	<b>4</b>		<b>3</b>	<b>1</b>	<b>15</b>	<b>2</b>

\* One complaint was the result of a misunderstanding

We continue to welcome complaints/concerns - as per our policy - as a source of learning and continual improvement for the organization.

## CONCLUSION

The recommendations throughout this report will be reviewed by the Senior Management Team and developed into specific actionable initiatives that will form the basis of BACI's 2018 Business Improvement Plan (BIP). Any goals not achieved in the 2017 BIP will also be added to the 2018 BIP.

Other key reporting mechanisms – the 2017 Risk Management Plan, the 2017 Service Evaluation, the progress from the 2017 BIP Plan and their corresponding recommendations – will also be included in the 2018 BIP.

Complete copies of these reports can be viewed by contacting Tanya Sather at [tanya.sather@gobaci.com](mailto:tanya.sather@gobaci.com).

Complete copies of reports referred to in this Outcomes Report can be viewed by contacting Tanya Sather at [tanya.sather@gobaci.com](mailto:tanya.sather@gobaci.com) or 604-299-7851. Full results of all Department Surveys summarized in the Outcomes Report are available online — along with the Report — at [www.gobaci.com](http://www.gobaci.com).



“

Not everything that counts can be counted,  
and not everything that can be counted  
counts.



**ALBERT EINSTEIN**