

2019 OUTCOMES REPORT

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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. 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 people and families we support.

Please 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 richard.faucher@gobaci.com or tanya.sather@gobaci.com

This report is available at www.gobaci.com



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

- ALBERT EINSTEIN

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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.

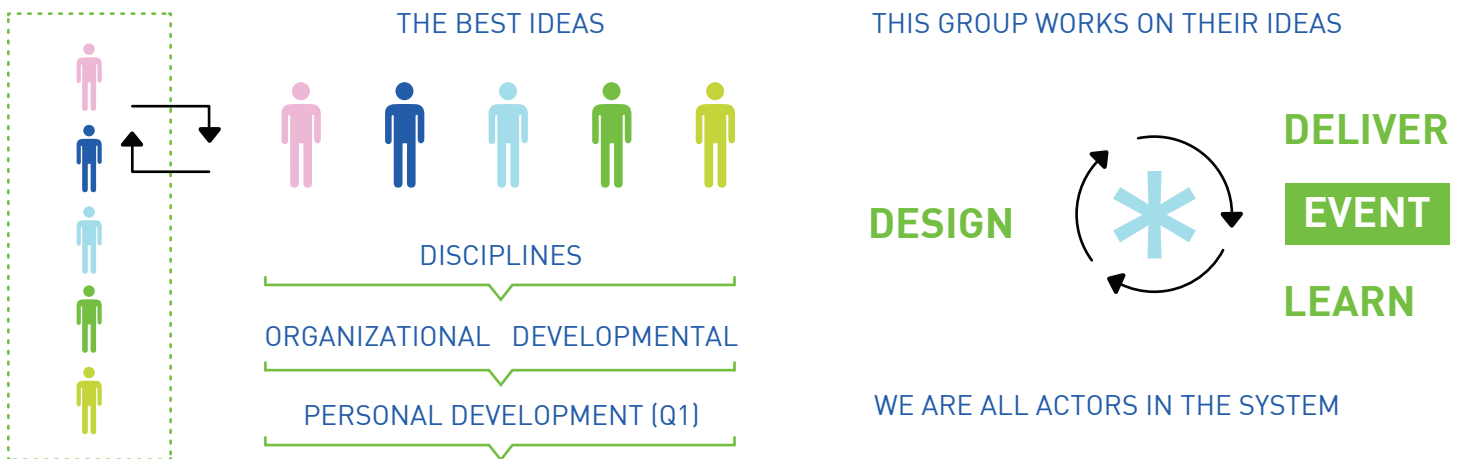
Each department has worked with its leaders and staff to create an interesting view of the results of their work in 2019. This feedback and data is presented as a Dashboard. This format allows each department to share key outcomes, data analysis, highlights, reflections and recommendations from their 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 Services 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.'

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 2019 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 2019, along with Recommendations for 2020.

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

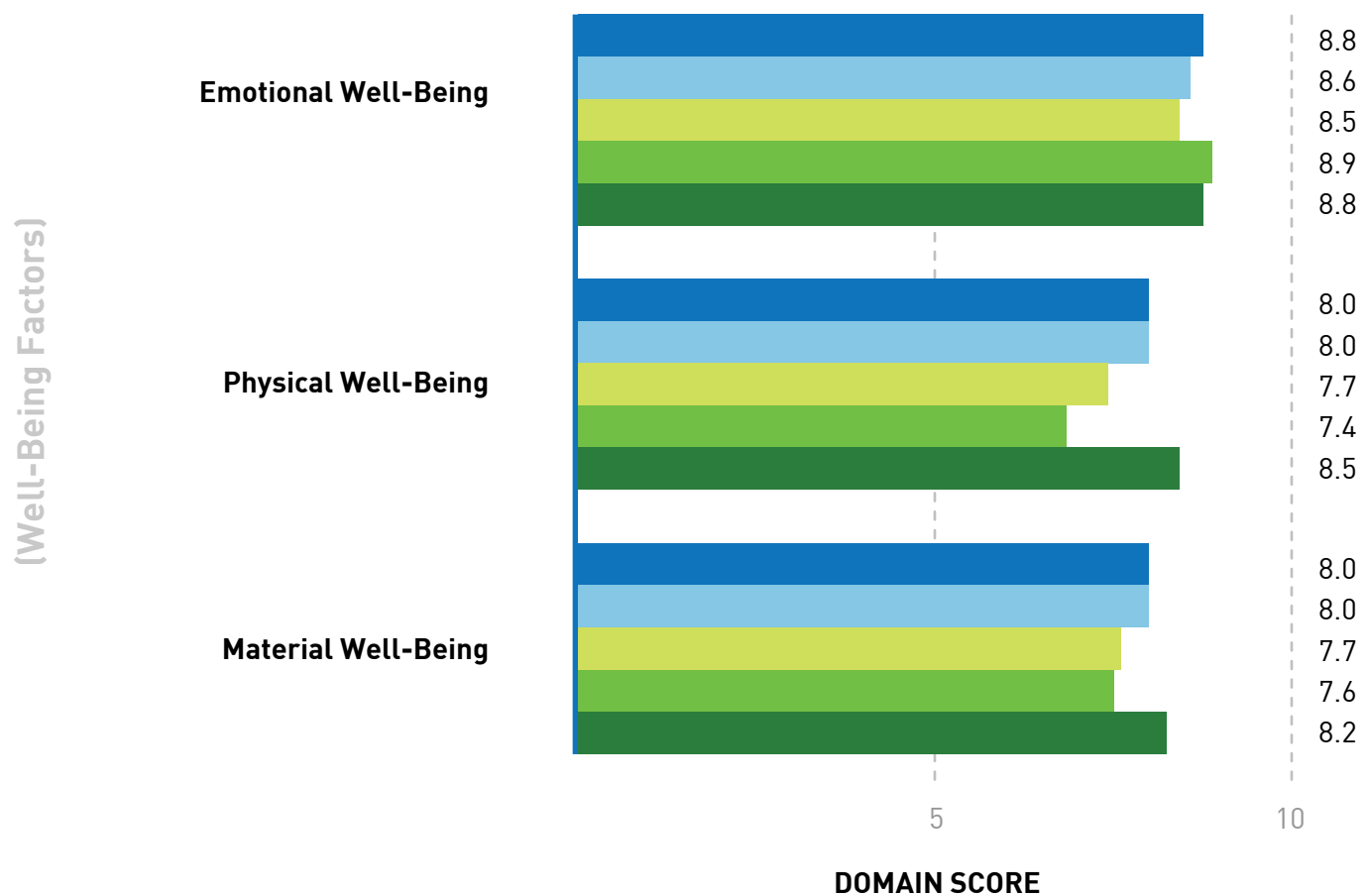
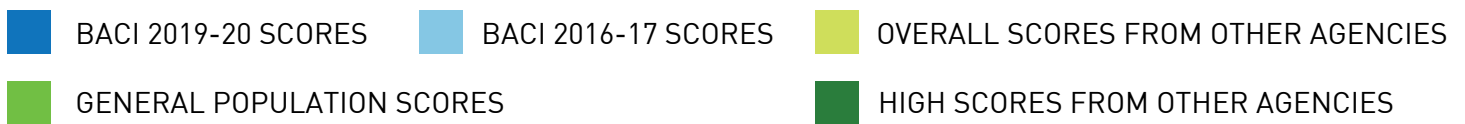
As per BACi's contractual agreement with Community Living BC (CLBC), BACi is responsible to align the delivery of services to further the achievement of the following outcomes for individuals served:

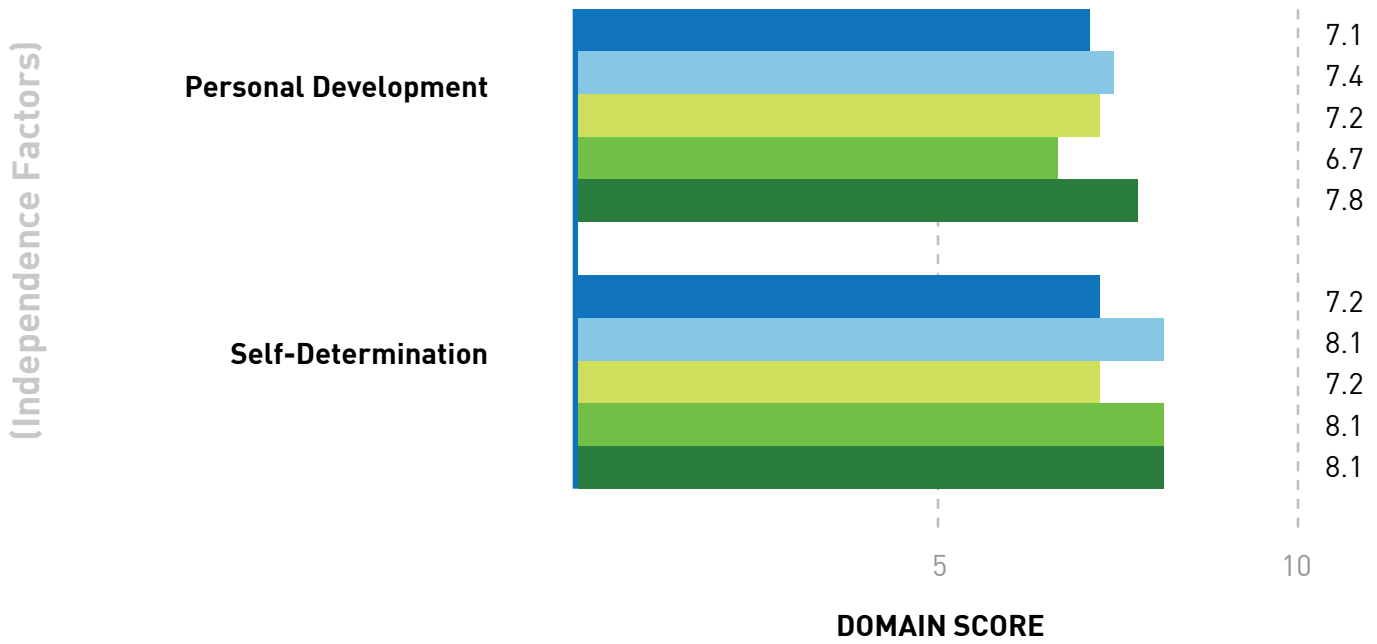
OUTCOME	DESCRIPTION
Emotional Well-Being	Individuals feel safe in their home and community. They have a positive sense of self and trust the people in their lives.
Interpersonal Relations	Individuals have meaningful relationships with family and friends.
Material Well-Being	Individuals have the financial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

Include Me 2019 - 2020 Survey: One-Page Summary Report

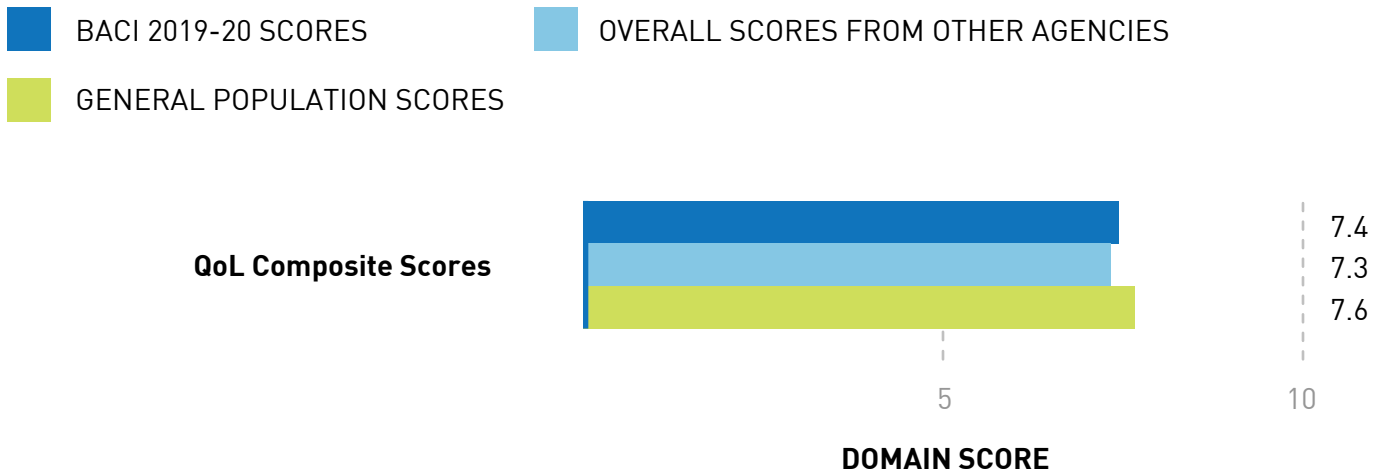
BACI continues to participate in CLBC's Include Me! Quality of Life Surveys. A summary of the results of our fourth survey, held from September 2019 to January 2020, are listed below. We are pleased that they align with our own internal findings, as evidenced in this Outcomes Report. To see the full report, please go here: <https://bit.ly/2H1yn9u>.

Quality of Life Domain Scores

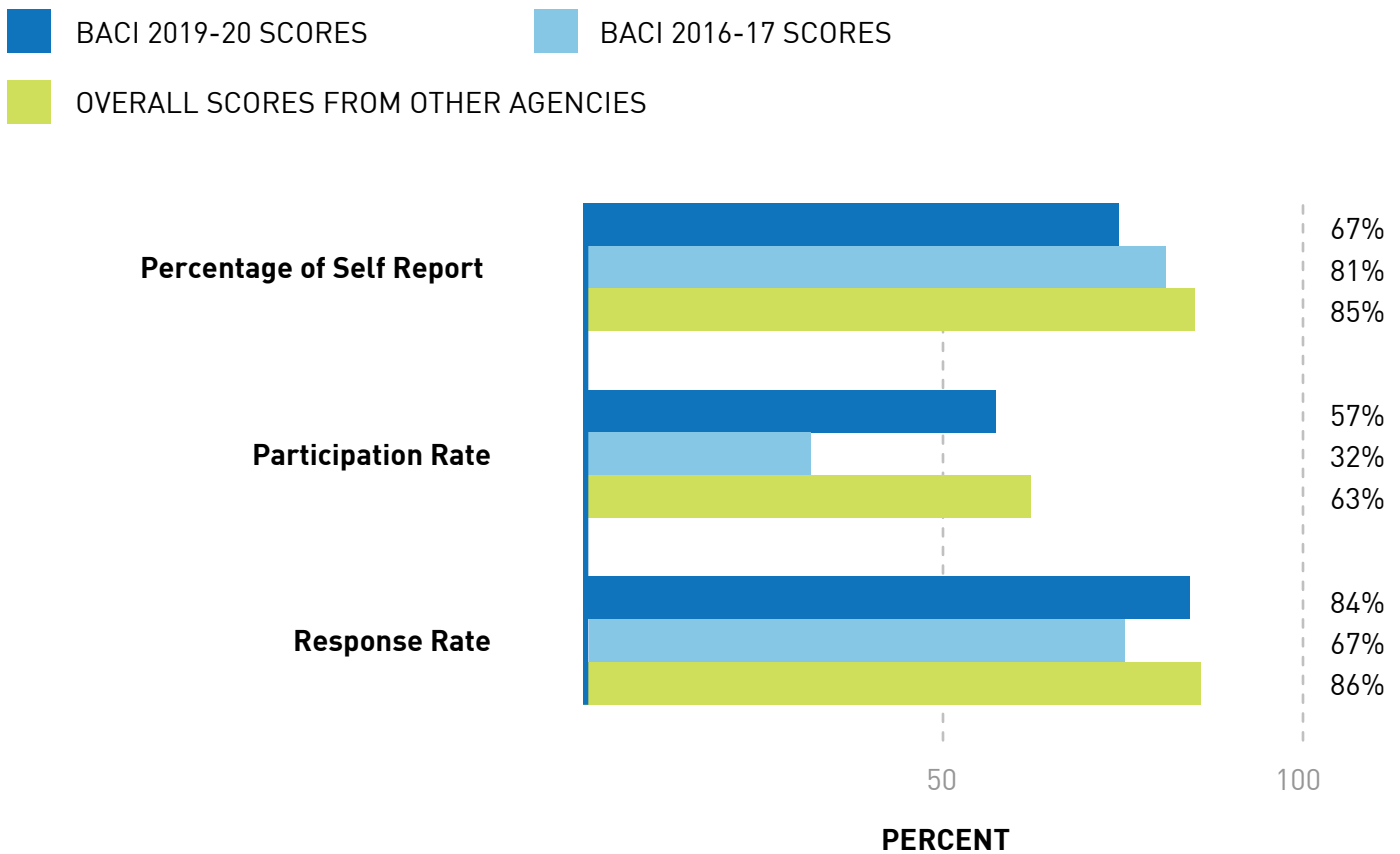




Quality of Life Composite Scores

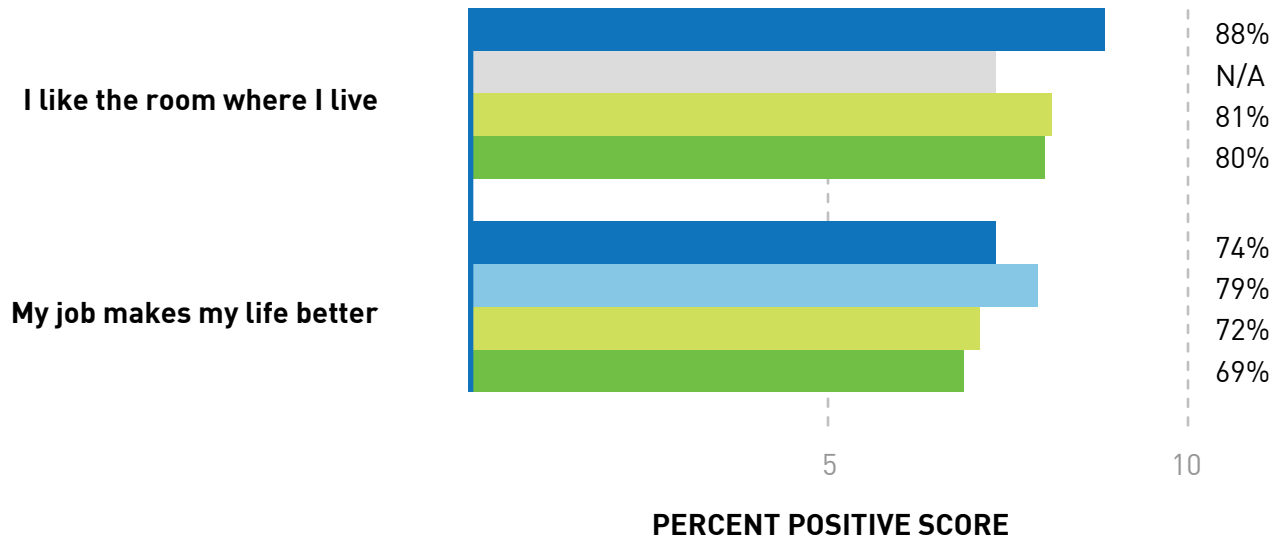


Key Survey Metrics



Housing and Employment

■ BACI 2019-20 SCORES
 ■ BACI 2016-17 SCORES
 ■ OVERALL SCORES FROM OTHER AGENCIES
■ GENERAL POPULATION SCORES



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

- People are learning and trying new things.
- People are building and maintaining social relationships.
- People feel connected and have a strong sense of belonging in the community.
- People are invested in their physical and emotional health, fitness and safety.

Demographics of Individuals Served

Comparison of Age for Individuals Supported in COSC 1 Services

AGE (IN YEARS)	NUMBER OF INDIVIDUALS RECEIVING SERVICE
19-40	0
41-64	21
65-79	14
80+	1
Total	36

Comparison of Gender for Individuals Supported in COSC 1 Services

GENDER	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Identifies as Female	16
Identifies as Male	20
Identifies as Other	0
Total	36


Comparison of Cultural Heritage for Individuals Supported in COSC 1 Services

CULTURAL HERITAGE	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Caucasian	23
Chinese	4
German	1
Italian	1
Other	4
Portugese	2
South Asian	1
Total	36

Performance Goals



80% (28/35) of planning meetings held (44% in 2018)




Service evaluation completed



13 team meetings held (12 in 2018)

100%
EFFICIENCY

Deliver all contracted service hours (100% in 2018)



No new referrals into COSC 1 in 2019 – access is based on start time for new referrals so there is no measure for 2019.

Data Analysis

Highlights and Reflections from 2019

Last year we set a goal to engage more regularly with people and their networks in order to plan around changing needs of those who are aging. We are proud to share that we saw a significant improvement in planning with people and their networks this year, from 44% in 2018 to 80% in 2019 of people engaging in the planning process. This has been an important part of our work towards working strategically with people and their networks who are aging. As a result we have been able to work especially closely with a few people and their networks who were ready for major life transitions such as retirement from day program, or moving into new living situations that would better meet their aging needs.

Last year we heard about how important the maintenance of physical health and mobility is for the people served. This year we worked on incorporating more opportunities for regular gentle physical activity and introduced activities like movement to music. We also intentionally added activities that encourage gentle movement and stretching through various games at many of the social events and parties that the program hosts.

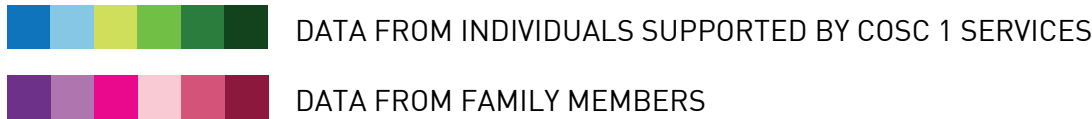
The team was also able to seek out some new activities, community events and outings to offer in monthly brochures but this will continue to be a goal for 2020. We also updated our monthly brochure in an effort to make them more accessible and easy to understand for participants.

We also worked on providing specific aging related training to the staff teams including opportunities to attend training with Allies in Aging, training hosted by the DSRF focusing on supporting aging individuals with Alzheimers and Dementia and training hosted by Vinge around Aging and Changing Needs. We have continued partnerships in the community including Bonsor Recreation Centre, Rabbitats, DDMHS, Vinge, Jewish Senior's Alliance.

Recommendations for 2020

- Continue to seek out new activities, community events and outings to offer in monthly brochures. Consider partnering with other seniors organizations and resources that offer inclusive and accessible activities where people could be supported to meet others.
- Continue to work closely and plan with support networks as people start to experience aging related changes.
- Provide training for staff to know how to better monitor and document changes. Utilize Open Future Learning and external partners.

Survey Questions and Graphs



EFFECTIVENESS: People are learning and trying new things



Source: Satisfaction Survey, Q 7 (2018) and Q 12 (2019). Have the activities and outings offered at day program helped you to try new things?

	2018	2019	
	23.5%	20.0%	Yes, I've tried lots of new things
	41.2%	30.0%	Yes, I have tried a few new things
	29.4%	50.0%	No, I haven't tried anything new. It's all the same.
	5.9%	0.0%	Don't know








Source: Family Survey, Q 7 (2018) and Q 9 (2019). Have the activities and outings offered at day program helped your family member to try new things?

	2018	2019	
	20.0%	11.1%	Yes, they try lots of new things
	70.0%	55.6%	Yes, they've tried a few new things
	0.0%	22.2%	No, they haven't tried anything new. it's all the same
	10.0%	11.1%	Don't know








Source: Satisfaction Survey, Q 8 (2018) and Q 13 (2019). Have the activities and outings offered at day program helped you to learn any new skills?

	2018	2019	
	5.9%	0.0%	Yes, I have lots of new skills. It's great.
	35.3%	50.0%	Yes, I have some new skills. It's ok.
	35.3%	0.0%	Yes, but I would like to learn more.
	11.8%	50.0%	No, I haven't learned any new skills.
	11.8%	0.0%	Don't know



Source: Family Survey, Q 8 (2018) and Q 10 (2019). Have the activities and outings offered at day program helped your family member to learn any new skills?

	2018	2019	
	30.0%	0.0%	Yes, they have lots of new skills. It's great.
	40.0%	77.8%	Yes, they have some new skills. It's ok.
	0.0%	0.0%	Yes, but they would like to learn more.
	20.0%	22.2%	No, they haven't learned any new skills.
	10.0%	0.0%	Don't know.

EFFECTIVENESS: People are building and maintaining social relationships



Source: Satisfaction Survey, Q 1 (2018) and Q 6 (2019). How do you feel about your social life?

	2018	2019	
	70.6%	60.0%	I see the people I like as much as I want. It is great
	23.5%	30.0%	I see the people I like sometimes. It is OK.
	0.0%	10.0%	I see the people I like but not enough. It could be better.
	5.9%	0.0%	I do not see the people I like at all. And I feel lonely.



Source: Family Survey, Q 1 (2018) and Q 3 (2019). How do you feel about your family member's social life?

	2018	2019	
	50.0%	33.3%	They see the people they like as much as they want. It is great.
	50.0%	55.6%	They see the people they like sometimes. It is ok.
	0.0%	11.1%	They see the people they like but not enough. It could be better.
	0.0%	0.0%	They do not see the people they like at all. And I feel they are lonely







Source: Satisfaction Survey, Q 2 (2018) and Q 7 (2019). What difference does coming to day program at BACI make to your social life?

	2018	2019	
	88.2%	90.0%	It makes it better
	11.8%	0.0%	No difference at all
	0.0%	0.0%	It makes it worse
	0.0%	10.0%	Don't know

2018

2019

Source: Family Survey, Q 2 (2018) and Q 4 (2019). What difference does attending day program at BACI make to your family member's social life?





	2018	2019	
	100.0%	88.9%	It makes it better
	0.0%	11.1%	No difference at all
	0.0%	0.0%	It makes it worse
	0.0%	0.0%	Don't know

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

2018

2019





Source: Satisfaction Survey, Q 3 (2018) and Q 8 (2019). Do you feel part of the community?

	2018	2019	
	70.6%	40.0%	Yes, I am involved as much as I would like to be.
	17.7%	40.0%	Yes, I am involved enough. It's ok.
	11.8%	10.0%	Yes, I am involved, but not enough. It could be better.
	0.0%	10.0%	No, I don't feel part of the community at all.

2018






2019

Source: Family Survey, Q 3 (2018) and Q 5 (2019). Do you feel your family member is part of the community?

	2018	2019	
	60.0%	44.4%	Yes, they are involved as much as they would like to be.
	30.0%	22.2%	Yes, they are involved enough. It's ok.
	10.0%	22.2%	Yes, they are involved, but not enough. It could be better.
	0.0%	11.1%	No, I don't feel they are part of the community at all.








Source: Satisfaction Survey, Q 4 (2018) and Q 9 (2019). How do the outings offered at the day program help you connect more with the community?

	2018	2019	
	17.7%	20.0%	I like what is offered, I go out every day
	58.8%	70.0%	I like what is offered, I go out sometimes
	17.7%	0.0%	I don't like what is offered, I rarely go out
	5.9%	0.0%	I don't like what is offered, I don't go out
	0.0%	10.0%	Don't know



Source: Family Survey, Q 6 (2018) and Q 6 (2019). How do the outings offered at the day program help your family member connect more with the community?

	2018	2019	
	30.0%	11.1%	They like the outings, they go out every day
	70.0%	88.9%	They like the outings, they go out sometimes
	0.0%	0.0%	They don't like the outings, they rarely go out
	0.0%	0.0%	They don't like what is offered, they don't go out
	0.0%	0.0%	Don't know

EFFECTIVENESS: People are invested in their physical and emotional health, fitness and safety



Source: Satisfaction Survey, Q 9 (2018) and Q 14 (2019). How do you feel about your physical health?

2018	2019	
35.3%	30.0%	I feel as healthy as I want. It's great.
52.9%	60.0%	I feel healthy enough. It's ok.
11.8%	10.0%	I feel ok. But I could be healthier.
0.0%	0.0%	I don't feel healthy at all. It's bad.



Source: Family Survey, Q 9 (2018) and Q 11 (2019). How do you feel about your family member's physical health?

2018	2019	
50.0%	44.4%	They feel healthy. It's great.
40.0%	33.3%	They are healthy enough. It's ok.
10.0%	22.2%	They are quite healthy. But they could be healthier.
0.0%	0.0%	They aren't healthy at all. It's bad.







Source: Satisfaction Survey, Q 10 (2018) and Q 15 (2019). What difference do the activities and outings at day program make to your physical health?

2018	2019	
70.6%	100.0%	The activities and outings at day program help me feel more healthy.
29.4%	0.0%	The activities and outings at day program make no difference at all.
0.0%	0.0%	The activities and outings at day program make me feel less healthy.
0.0%	0.0%	Don't know

2018

2019





Source: Family Survey, Q 10 (2018) and Q 12 (2019). What difference does your family member's participation in the activities and outings at day program make to your family member's physical health?

	2018	2019	
	70.0%	77.8%	Their participation in day program makes it better
	30.0%	22.2%	Their participation in day program makes no difference at all
	0.0%	0.0%	Their participation makes it worse
	0.0%	0.0%	Don't know

2018

2019





Source: Satisfaction Survey, Q 11 (2018) and Q 16 (2019). How do you feel about your confidence and self esteem?

	2018	2019	
	53.0%	22.2%	I feel as happy and confident as I want. It's great.
	35.3%	33.3%	I feel happy and confident enough. It's ok.
	11.8%	44.4%	I feel quite happy and confident. But sometimes I don't feel good about myself.
	0.0%	0.0%	I don't feel happy or confident at all. I often feel sad.

2018

2019

Source: Family Survey, Q 11 (2018) and Q 13 (2019). How do you feel about your family member's confidence and self esteem?

	2018	2019	
	50.0%	33.3%	They are happy and confident. It's great.
	50.0%	55.6%	They are happy and confident enough. It's ok.
	0.0%	0.0%	They are quite happy and confident. But sometimes they are sad.
	0.0%	11.1%	They aren't happy or confident at all. They are often sad.

2018

2019

Source: Satisfaction Survey, Q 12 (2018) and Q 17 (2019). What difference does attending the day program at BACI make to your confidence and self esteem?

	2018	2019	
	82.4%	77.8%	Attending day program helps my confidence and self esteem.
	11.8%	22.2%	Attending day program makes no difference to my self esteem and confidence.
	0.0%	0.0%	Attending day program makes my confidence and self esteem worse.
	5.9%	0.0%	Don't know.

2018

2019

Source: Family Survey, Q 12 (2018) and Q 14 (2019). What difference does attending the day program at BACI make to your family member's confidence and self esteem?

	2018	2019	
	77.8%	88.9%	It makes it better.
	22.2%	11.1%	No difference at all.
	0.0%	0.0%	It makes it worse.
	0.0%	0.0%	Don't know.

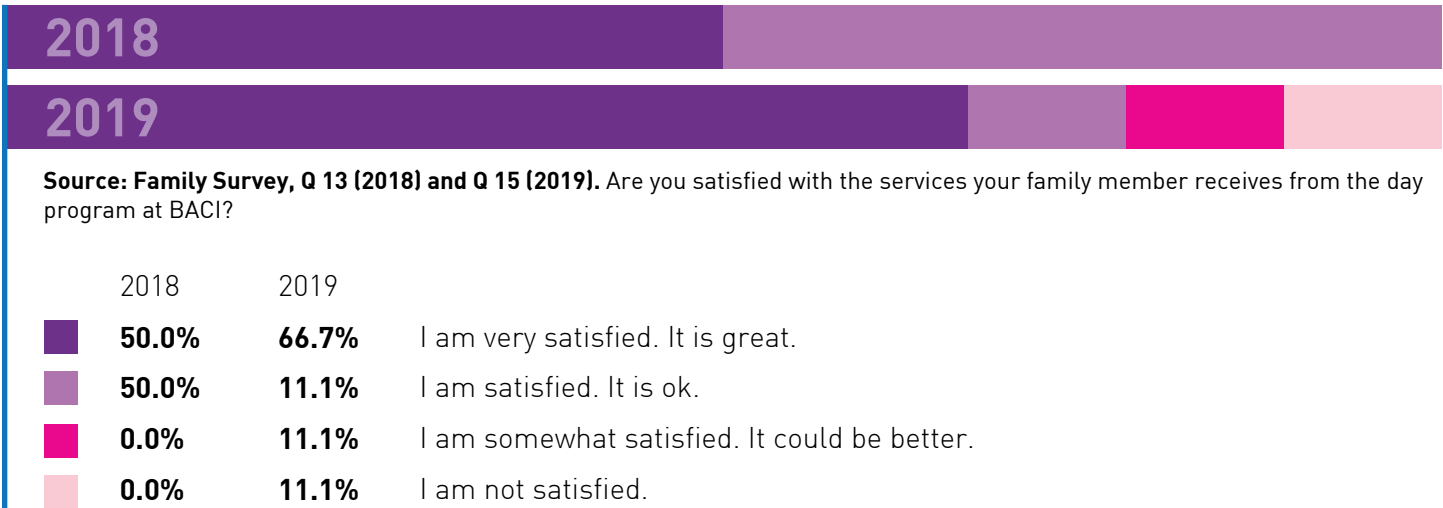
SATISFACTION

2018

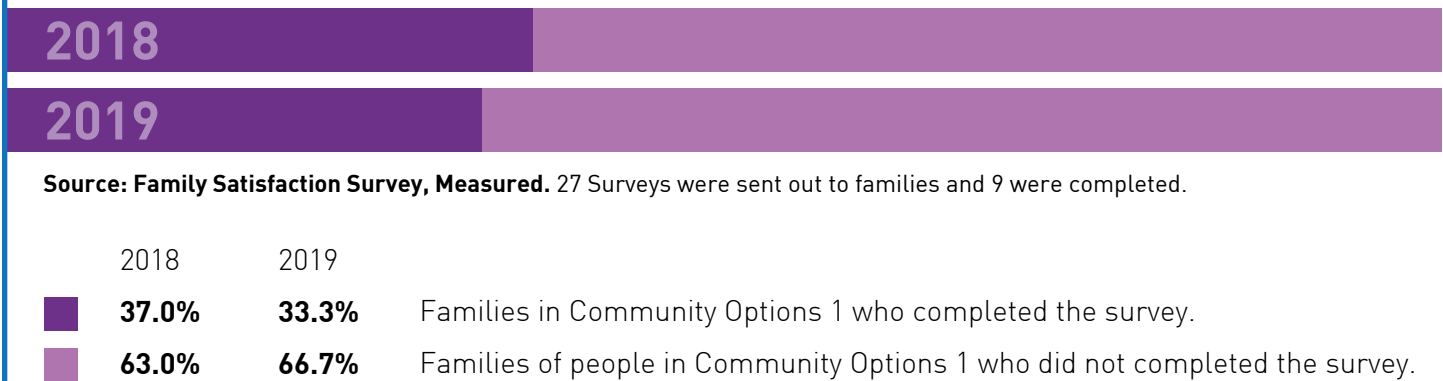
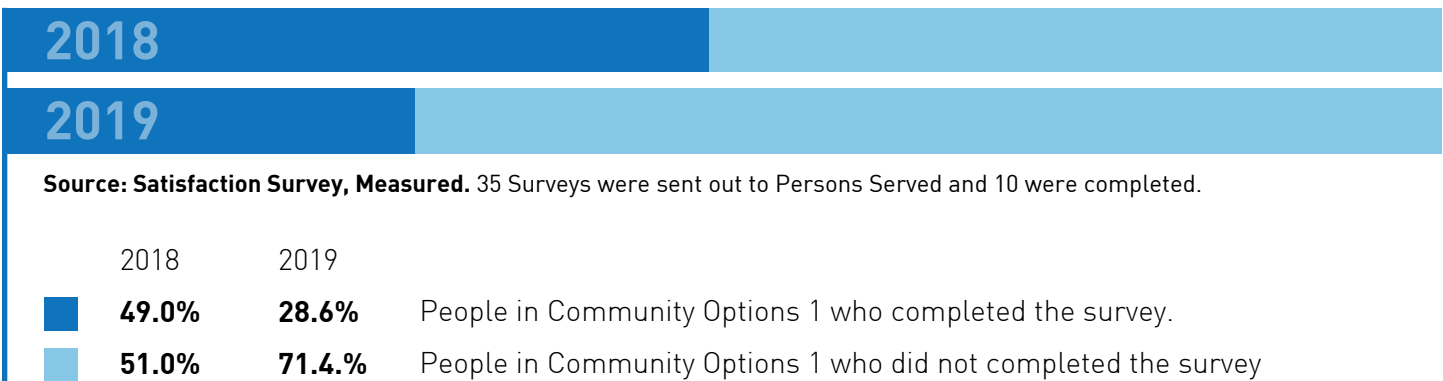
2019

Source: Satisfaction Survey, Q 13 (2018) and Q 18 (2019). Are you satisfied with the services you receive from the day program at BACI?

	2018	2019	
	76.5%	44.4%	I am very satisfied. It is great.
	11.8%	33.3%	I am satisfied. It is ok.
	11.8%	11.1%	I am somewhat satisfied. It could be better.
	0.0%	0.0%	I am not satisfied.



SURVEY RETURN RATE



Things to Consider

- Survey return rates are lower than last year. This year we offered a gift card incentive for completing surveys, however this did not seem to increase the return rate compared to previous years. In fact there was a decrease across all groups surveyed. Possible contributing factors may be that other surveys from other departments were sent first and our satisfaction surveys also overlapped with the Include Me Surveys conducted by CLBC.
- We will continue to consider alternative ways to encourage participation in the Satisfaction Survey for next year.

About CI – COSC 2-9, Total Access

BACI offers Community Inclusion services that support adults in small groups and on a one-to-one basis, to access and participate in a range of events and activities within their local communities. The activities take advantage of each person's strengths and abilities, focusing on recreation, personal growth and development, relationship building and volunteer activities through individualized programs.

Objectives

- People are learning and trying new things
- People have a strong sense of independence and autonomy
- People are building and maintaining social relationships
- People have a strong sense of self-esteem
- People feel connected and have a strong sense of belonging in the community
- People are invested in their physical and emotional health, fitness and safety

Demographics of Individuals Served

Comparison of Age for Individuals Supported in COSC 2-9 & Dept 80 Services

AGE (IN YEARS)	NUMBER OF INDIVIDUALS RECEIVING SERVICE
19-40	94
41-64	29
65-79	2
80+	0
Total	125

Comparison of Gender for Individuals Supported in COSC 2-9 & Dept 80 Services

GENDER	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Identifies as Female	41
Identifies as Male	83
Identifies as Other	1
Total	125

Comparison of Cultural Heritage for Individuals Supported in 2-9 & Total Access

CULTURAL HERITAGE	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Afghani	1
Caucasian	44
Chinese	22
Filipino	4
First Nations	4
German	2
Italian	3
Jamaican	3
Japanese	3
Korean	5
Other	27
Portugese	2
South Asian	1
Spanish	4
Total	125

Performance Goals

55% (61/111) planning meetings held (65% in 2018)

Service evaluation completed

84 team meetings held across all programs in Community Inclusion (89 in 2018)

98%
EFFICIENCY

Deliver all contracted service hours: 98% of shifts filled (96% in 2018)

67%
ACCESS

10/15 of new referrals started services in 2 months. (43% in 2018)

Data Analysis

Highlights and Reflection on 2019

It's been another very busy year in the Community Inclusion program where we experienced significant growth, especially throughout the summer and fall. We have welcomed 12 new people to community inclusion services this year. As we get to know new people, we have continued to work to strengthen teams supporting people one to one and in groups. We have experienced turnover on some teams which has meant we have had to orientate new staff and support staff to build strong relationships with people they support.

This year a goal was to focus on filling open supervisory positions in the Community Inclusion programs and developing the leadership team. Turnover and change in the leadership team continued to be a theme in 2019, with some members of the team joining management positions and some moving onto other opportunities. We have recently filled a supervisor position and are again working on developing the team as we head into 2020. Our teams have also followed through with recommendations from health and safety training and risk assessments as outlined in our 2018 Outcomes recommendations. The teams have continued to learn even more about completing incident reports, we have trained and developed health and safety representatives from all programs and the leadership team has learned more about incident investigation processes.

Last year we shared the start of our qualitative developmental evaluation process with families and had set a goal to continue the process this year. Throughout 2019 we continued to engage families in a developmental evaluation process, which is outlined on page 25. As a result we have been communicating more with families through a series of evenings that we hosted throughout the year. These evenings also served as a place to share updates about current projects and events with families. We also implemented two adjustments to our practice focusing on communication strategies such as regular proactive phone call check ins and partnership meetings between families and staff. Families report that these efforts have been positive in regards to communication and building partnership.

We have also started work in the last year to start thinking about the future and how we might imagine the next generation of community inclusion services. We recognize that we need to be innovative and think forward so the Community Inclusion Leadership team and the Design team have been working collaboratively in a design process. In the last year we've spent time alongside people we support, we've spent time talking with staff, families and caregivers and looking at our existing process to think about how we might try something different. Our focus has been to learn more about relationships and how we might harness the power of relationships to design a service option for the future.

In the ongoing spirit of continuous improvement, we also kicked off a test pilot of a new online planning platform called MyCompass. This tool gives access to the person supported, their support teams and their network to engage collaboratively on an online platform. We are still in the process of testing this new platform throughout our services.

We have also continued to support people in flexible ways and were able to support people to do new things like go on a group camping trip to Golden Ears, attend a variety of concerts throughout the year, go on short vacations to visit family, and attend a variety of sporting events.

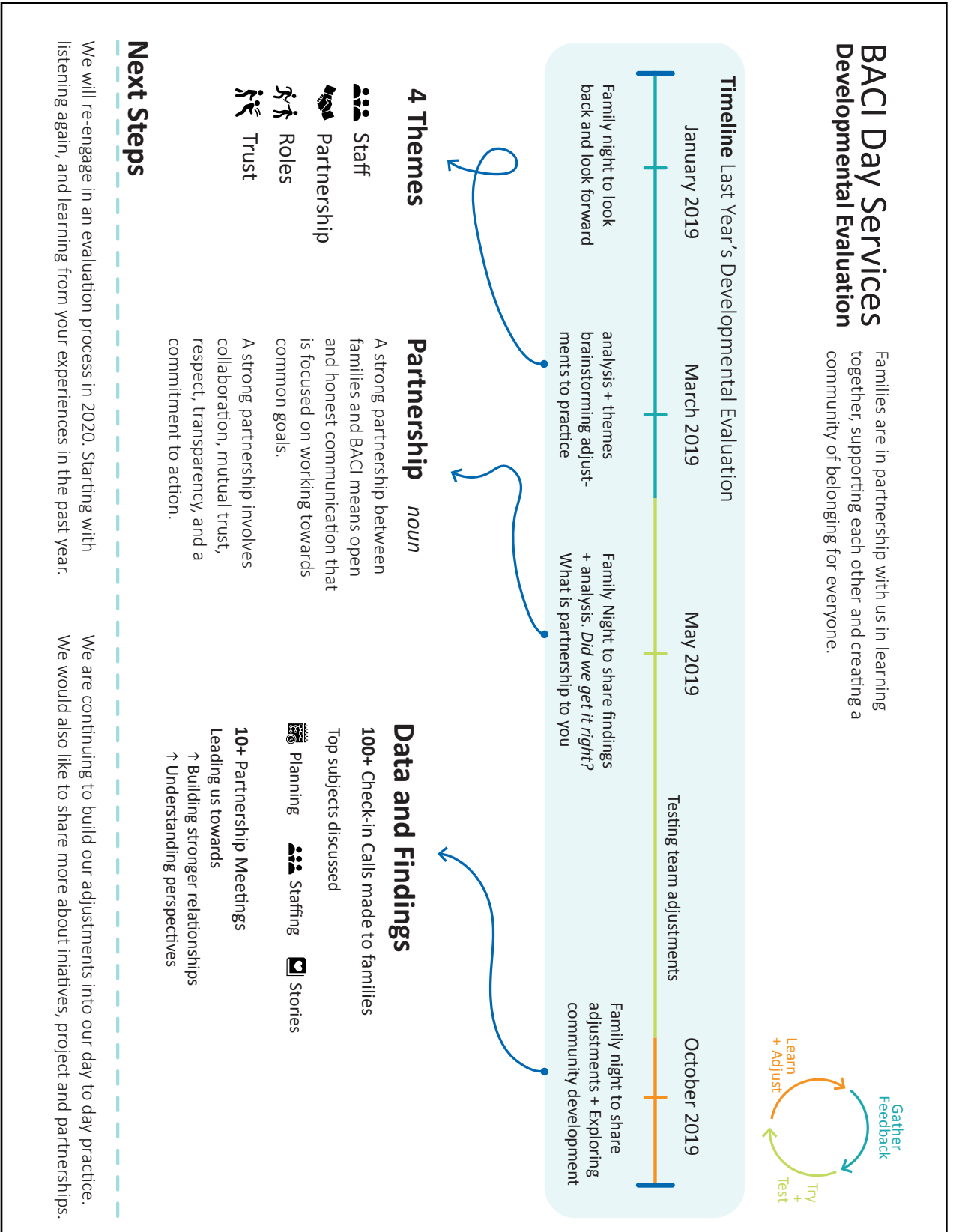
We have grown our partnerships and have hosted a number of pop up library events with the Burnaby Public Library and have supported people to explore relationships through Real Talk. We are proud of the growth that the Artsists Helping Artists studio has experienced in the last year. The many talented members of the studio have hosted an art showcase and participated in art shows throughout the community. The studio has also

hosted a number of guests who have facilitated a variety of workshops from dance to making beeswax wraps. We have also continued to build professional relationships with a number of community partners where we collaborate to support people, like HSCL, Vinge Nursing, Laurel Support, VRS, CLS, CBI, CAYA, DDMHS. In reflecting on our Satisfaction Survey results a few themes stand out. We are pleased to hear that the support that people receive from their staff helps them to access the community in ways they otherwise wouldn't be able to. We are also pleased to hear that the support people receive helps them to connect with others in the community. We recognize that there continues to be an ongoing desire for more opportunities to learn and grown, to learn new skills and continue to try new things.

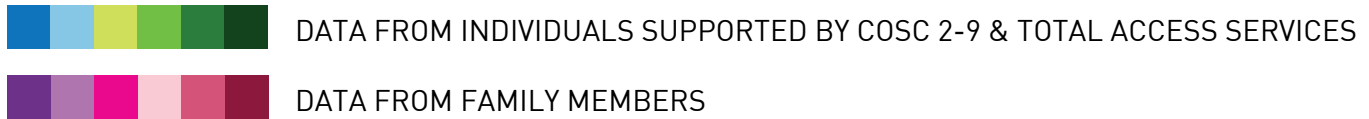
Recommendations for 2020

- Create a curriculum for each program to utilize the Open Future Learning online platform to increase training opportunities for teams in 2020.
- Re-engage in the developmental evaluation process with families to evaluate adjustments from last year, continue to iterate and implement new recommendations.
- Prototype and test service options for group based supports as part of the CI Redesign Project.
- Implement a new idea generating process based on the Citizen Action Lab process to facilitate brainstorming with teams around community development opportunities.

Developmental Evaluation Process with Families



Survey Questions and Graphs



EFFECTIVENESS: People have a strong sense of independence and autonomy



Source: Satisfaction Survey, Q 7 (2018) and Q 12 (2019). How do you feel about the way you spend your time?

	2018	2019	
	37.0%	56.0%	I spend my time how I want. It is great.
	48.2%	24.0%	I do enough of the things I like. It is OK.
	14.8%	16.0%	I do some of the things I like. But I would like to do more.
	0.0%	4.0%	I do not do the things I like. It is really bad.



Source: Family Survey, Q 6 (2018) and Q 8 (2019). How do you feel about the way your family member spends their time?

	2018	2019	
	45.2%	40.0%	They spend their time how they want. It is great.
	35.5%	46.7%	They do enough of the things they like. It is ok.
	19.4%	6.7%	They do some of the things they like. But they would like to do more.
	0.0%	3.3%	They do not do the things they like. It is really bad.

2018

2019

Source: Satisfaction Survey, Q 8 (2018) and Q 13 (2019). What difference does the support you get from your day program staff make to how you spend your time?

	2018	2019	
	96.2%	70.8%	The support I receive makes it better.
	3.9%	25.0%	The support I receive makes no difference at all.
	0.0%	0.0%	The support I receive makes it worse.
	0.0%	4.2%	Don't know.

2018

2019

Source: Family Survey, Q 7 (2018) and Q 9 (2019). What difference does the support your family member gets from their day program staff make to how they spend their time?

	2018	2019	
	83.9%	80.0%	The support they receive makes it better.
	3.22%	13.3%	The support they receive makes no difference at all.
	0.0%	0.0%	The support they receive makes it worse.
	12.9%	6.7%	Don't know.

2018

2019





Source: Satisfaction Survey, Q 10 (2018) and Q 15 (2019). Have you learned new skills to help you be more independent in your life?

	2018*	2019	
	N/A	12.5%	I've learned lots of new skills.
	N/A	45.8%	I've learned some new skills.
	N/A	20.8%	I haven't learned any new skills.
	N/A	20.8%	Don't know.

*Note: Due to a clerical error, survey data for this effectiveness measure from Q 10 from the 2018 Satisfaction Survey is missing.







Source: Family Survey, Q 9 (2018) and Q 11 (2019). Has your family member learned new skills to become more independent in their life?

	2018	2019	
	14.3%	17.2%	Yes, they have learned lots of new skills.
	47.6%	55.2%	Yes, they have learned some new skills.
	19.1%	24.1%	No, they haven't learned any new skills.
	19.1%	3.5%	Don't know.







Source: Satisfaction Survey, Q 11 (2018) and Q 16 (2019). What difference does the support you get from your day program staff make to learning new skills and becoming more independent?

	2018*	2019	
	N/A	56.0%	It makes it better.
	N/A	36.0%	No difference at all.
	N/A	0.0%	It makes it worse.
	N/A	8.0%	Don't know.

*Note: Due to a clerical error, survey data for this effectiveness measure from Q 11 from the 2018 Satisfaction Survey is missing.



Source: Family Survey, Q 10 (2018) and Q 12 (2019). What difference does the support your family member gets from their day program staff make to learning new skills and becoming more independent?

	2018	2019	
	70.0%	75.0%	The support they receive makes it better.
	20.0%	10.7%	The support they receive makes no difference at all.
	0.0%	0.0%	The support they receive makes it worse.
	10.0%	14.3%	Don't know.

2018

2019

Source: Satisfaction Survey, Q 12 (2018) and Q 17 (2019). How do you feel about choice in your daily life?

	2018*	2019	
	N/A	52.2%	I have as much choice as I want. It's great.
	N/A	33.5%	I have enough choice. It's ok.
	N/A	8.7%	I have some choice. But I would like more.
	N/A	4.3%	I have no choice. It's bad.

*Note: Due to a clerical error, survey data for this effectiveness measure from Q 12 from the 2018 Satisfaction Survey is missing.

2018

2019

Source: Family Survey, Q 11 (2018) and Q 13 (2019). How do you feel about choice in your family member's daily life?

	2018	2019	
	22.6%	46.4%	They have as much choice as they want. It's great.
	58.1%	42.9%	They have enough choice. It's ok.
	9.7%	7.1%	They have some choice. But they would like more.
	9.7%	3.6%	They have no choice. It's bad.

2018

2019

Source: Satisfaction Survey, Q 13 (2018) and Q 18 (2019). What difference does the support you get from your day program staff make to the choice you have in your daily life?

	2018*	2019	
	N/A	60.0%	It helps me have more choice.
	N/A	32.0%	No difference at all.
	N/A	0.0%	It makes me have less choice.
	N/A	8.0%	Don't know.

*Note: Due to a clerical error, survey data for this effectiveness measure from Q 13 from the 2018 Satisfaction Survey is missing.



Source: Family Survey, Q 12 (2018) and Q 14 (2019). What difference does the support your family member gets from their day program staff make to the choices they have in their daily life?

	2018	2019	
	77.8%	69.2%	The support they receive helps them to have more choice.
	14.8%	15.4%	The support they receive makes no difference at all.
	3.7%	0.0%	The support they receive makes them have less choice.
	3.7%	15.4%	Don't know.

EFFECTIVENESS: People are building and maintaining social relationships



Source: Satisfaction Survey, Q 1 (2018) and Q 6 (2019). How do you feel about your social life?

	2018	2019	
	51.9%	60.0%	I see the people I like as much as I want. It is great.
	33.3%	24.0%	I see the people I like sometimes. It is OK.
	14.8%	8.0%	I see the people I like but not enough. It could be better.
	0.0%	8.0%	I do not see the people I like at all. And I feel lonely.



Source: Family Survey, Q 1 (2018) and Q 3 (2019). How do you feel about your family member's social life?

	2018	2019	
	54.8%	60.0%	They see the people they like as much as they want. It is great.
	38.7%	26.7%	They see the people they like sometimes. It is ok.
	6.5%	10.0%	They see the people they like but not enough. It could be better.
	0.0%	3.3%	They do not see the people they like at all. And I feel they are lonely.

2018

2019

Source: Satisfaction Survey, Q 2 (2018) and Q 7 (2019). What difference does the support you get from your staff make to your social life?

	2018	2019	
	85.2%	80.0%	The support I receive makes my social life better.
	11.1%	16.0%	The support I receive makes no difference to my social life.
	0.0%	4.0%	The support I receive makes my social life worse.
	3.7%	0.0%	Don't know.

2018

2019

Source: Family Survey, Q 2 (2018) and Q 4 (2019). What difference does the support your family member gets from their staff make to their social life?

	2018	2019	
	90.3%	79.3%	The support they receive makes it better.
	0.0%	10.3%	The support they receive makes no difference at all.
	0.0%	0.0%	The support they receive makes it worse.
	9.7%	10.3%	Don't know.

2018

2019

Source: Satisfaction Survey, Q 4 (2018) and Q 9 (2019). What difference does the support you get from your day program staff make to having friends?

	2018	2019	
	84.6%	72.0%	The support I receive makes it better.
	15.4%	28.0%	The support I receive makes no difference at all.
	0.0%	0.0%	The support I receive makes it worse.
	0.0%	0.0%	Don't know.



Source: Family Survey, Q 4 (2018) and Q 5 (2019). What difference does the support your family member gets from their day program staff make to them having friends?

	2018	2019	
	76.7%	69.0%	The support they receive makes it better.
	10.0%	20.7%	The support they receive makes no difference at all.
	0.00%	0.0%	The support they receive makes it worse.
	13.3%	10.3%	Don't know.

EFFECTIVENESS: People have a strong sense of self-esteem



Source: Satisfaction Survey, Q 17 (2018) and Q 22 (2019). How do you feel about your confidence and self esteem?

	2018	2019	
	53.9%	47.8%	I feel as happy and confident as I want. It's great.
	19.2%	39.1%	I feel happy and confident enough. It's ok.
	26.9%	13.0%	I feel quite happy and confident. But sometimes I don't feel good about myself.
	0.0%	0.0%	I don't feel happy or confident at all. I often feel sad.



Source: Family Survey, Q 16 (2018) and Q 18 (2019). How do you feel about your family member's confidence and self esteem?

	2018	2019	
	38.7%	46.4%	They are happy and confident. It's great.
	41.9%	28.6%	They are happy and confident enough. It's ok.
	19.4%	21.4%	They are quite happy and confident. But sometimes they are sad.
	0.0%	3.6%	They aren't happy or confident at all. They are often sad.

2018

2019

Source: Satisfaction Survey, Q 18 (2018) and Q 23 (2019). What difference does the support you get from your day program staff make to your confidence and self esteem?

	2018	2019	
	88.5%	68.0%	The support I receive makes it better.
	7.7%	16.0%	The support I receive makes no difference at all.
	2.9%	0.0%	The support I receive makes it worse.
	2.9%	16.0%	Don't know.

2018

2019

Source: Family Survey, Q 17 (2018) and Q 19 (2019). What difference does the support your family member gets from their day program make to their confidence and self esteem?

	2018	2019	
	76.7%	79.3%	The support they receive helps their confidence and self esteem.
	10.0%	10.3%	The support they receive makes no difference at all to confidence and self esteem.
	0.0%	0.0%	The support they receive makes their confidence and self esteem worse.
	13.3%	10.3%	Don't know.

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

2018

2019





Source: Satisfaction Survey, Q 5 (2018) and Q 10 (2019). Do you feel part of the community?

	2018	2019	
	48.0%	54.2%	Yes, I am involved as much as I would like to be.
	28.0%	25.0%	Yes, I am involved enough. It's ok.
	24.0%	12.5%	Yes, I am involved, but not enough. It could be better.
	0.0%	8.3%	No, I don't feel part of the community at all.

2018

2019





Source: Family Survey, Q 4 (2018) and Q 6 (2019). Do you feel your family member is part of the community?

	2018	2019	
	58.1%	55.2%	Yes, they are involved as much as they would like to be.
	19.4%	27.6%	Yes, they are involved enough. It's ok.
	9.7%	13.8%	Yes, they are involved, but not enough. It could be better.
	12.9%	3.5%	No, I don't feel they are part of the community at all.

2018

2019





Source: Satisfaction Survey, Q 6 (2018) and Q 11 (2019). What difference does the support you get from your day program staff make to how involved you are in the community?

	2018	2019	
	80.8%	66.7%	The support I receive helps me be more involved in the community.
	11.5%	29.2%	The support I receive makes no difference at all.
	0.0%	4.2%	The support I receive makes me less involved in the community.
	7.7%	0.0%	Don't know.

2018

2019

Source: Family Survey, Q 5 (2018) and Q 7 (2019). What difference does the support they get from their day program staff make to how involved they are with the community?








	2018	2019	
	70.0%	80.0%	The support they receive helps them feel more involved.
	6.7%	13.3%	The support they receive makes no difference at all.
	3.3%	0.0%	The support they receive makes them feel less involved
	20.0%	6.7%	Don't know.



2018

2019

Source: Satisfaction Survey, Q 19 (2018) and Q 14 (2019). Have you been an active citizen in your community this year?

	2018*	2019**	
	N/A	8.0%	Yes, I participate in training.
	N/A	12.0%	Yes, I got an education.
	N/A	8.0%	Yes, I have paid work.
	N/A	40.0%	Yes, I volunteer.
	N/A	36.0%	Yes, I vote.
	N/A	36.0%	Other (Please describe in comment section).
	N/A	12.0%	No.








*Note: Due to a clerical error, survey data for this effectiveness measure from Q 9 from the 2018 Satisfaction Survey is missing.

**Note: 2019 results cannot be tabulated into a bar graph because participants had the option to choose more than 1 response.

2018

2019

Source: Family Survey, Q 8 (2018) and Q 10 (2019). Is your family member an active citizen in their community?

	2018*	2019*	
	13.3%	0.0%	Yes, they participate in training
	10.0%	0.0%	Yes, they are getting an education
	10.0%	6.7%	Yes, they have paid work
	36.7%	30.0%	Yes, they are volunteering
	16.7%	20.0%	Yes, they vote
	13.3%	10.0%	Other (Please describe in comment section)
	33.3%	33.3%	None of the above

*Note: 2018 and 2019 results cannot be tabulated into a bar graph because participants had the option to choose more than 1 response.

EFFECTIVENESS: People are invested in their physical health, fitness and safety

2018

2019

Source: Satisfaction Survey, Q 15 (2018) and Q 20 (2019). How do you feel about your physical health?

	2018*	2019	
	N/A	29.2%	I feel healthy. It's great.
	N/A	45.8%	I am healthy enough. It's ok.
	N/A	25.0%	I am quite healthy. But they could be healthier.
	N/A	0.0%	I am not healthy at all. It's bad.

*Note: Due to a clerical error, survey data for this effectiveness measure from Q 15 from the 2018 Satisfaction Survey is missing.

2018

2019

Source: Satisfaction Survey, Q 14 (2018) and Q 16 (2019). How do you feel about your family member's physical health?

	2018	2019	
	38.7%	48.3%	They feel healthy. It's great.
	38.7%	20.7%	They are healthy enough. It's ok.
	9.7%	31.0%	They are quite healthy. But they could be healthier.
	12.9%	0.0%	They aren't healthy at all. It's bad.

2018

2019

Source: Satisfaction Survey, Q 16 (2018) and Q 21 (2019). What difference does the support you get from your day program staff make to your physical health?

	2018*	2019	
	N/A	66.7%	The support I receive makes it better.
	N/A	25.0%	The support I receive makes no difference at all.
	N/A	0.0%	The support I receive makes it worse.
	N/A	8.3%	Don't know.

*Note: Due to a clerical error, survey data for this effectiveness measure from Q 16 from the 2018 Satisfaction Survey is missing.



Source: Satisfaction Survey, Q 15 (2018) and Q 17 (2019). What difference does the support your family member gets from their day program staff make to their physical health?

	2018	2019	
	80.7%	79.3%	The support they receive makes it better.
	9.7%	10.3%	The support they receive makes no difference at all.
	0.0%	3.5%	The support they receive makes it worse.
	9.7%	6.9%	Don't know.

SATISFACTION



Source: Satisfaction Survey, Q 19 (2018) and Q 24 (2019). Are you satisfied with the services you receive from the day program at BACi?

	2018	2019	
	61.5%	56.0%	I am very satisfied. It is great.
	23.1%	28.0%	I am satisfied. It is ok.
	15.4%	16.0%	I am somewhat satisfied. It could be better.
	0.0%	0.0%	I am not satisfied.



Source: Satisfaction Survey, Q 18 (2018) and Q 20 (2019). Are you satisfied with the services your family member receives from the day program at BACi?

	2018	2019	
	54.8%	48.3%	I am very satisfied. It is great.
	22.6%	27.6%	I am satisfied. It is ok.
	19.4%	20.7%	I am somewhat satisfied. It could be better.
	3.2%	3.5%	I am not satisfied.



SURVEY RETURN RATE



Source: Satisfaction Survey, Measured. 113 Surveys were sent out to Persons Served and 25 were completed.

	2018	2019	
26.0%	22.1%	People in Community Inclusion who completed the survey.	
74.0%	77.9%	People in Community Inclusion 1 who did not completed the survey	



Source: Family Satisfaction Survey, Measured. 104 Surveys were sent out to families and 32 were completed.

	2018	2019	
35.0%	30.8%	Families of people in Community Inclusion who completed the survey.	
65.0%	69.2%	Families of people in Community Inclusion who did not completed the survey.	

Things to Consider

- Survey return rates are lower than last year. This year we offered a gift card incentive for completing surveys, however this did not seem to increase the return rate compared to previous years. In fact, there was a decrease across all groups surveyed. Possible contributing factors may be that other surveys from other departments were sent first and our satisfaction surveys also overlapped with the Include Me Surveys conducted by CLBC.
- We will continue to consider alternative ways to encourage participation in the Satisfaction Survey for next year.

About Home and Community Services

Home and Community services consists of 15 staff resourced homes in which there are from two to five people living together. Staffing is provided 24 hours a day, 7 days a week. These homes are located throughout the Lower Mainland and, in the vast majority of cases, are licensed under Community Care Facilities Licensing and governed by the Adult Care Regulations and the Community Care and Assisted Living Act.

A home is a place where people find comfort, refuge and renewal. It is a place of belonging. It is also an extension of those who live there, a place where one’s personal tastes and preferences are visible. We are committed to providing the means for making a genuine “home” to those who receive our Home and Community Services. Specifically, we are committed to supporting people to:

- Have a good life as defined by them;
- Make progress in their personal growth;
- Have a healthy and happy home, and;
- Flourishing relationships.

Demographics of Individuals Served

Comparison of Age for Individuals Supported in Home and Community Services

AGE (IN YEARS)	NUMBER OF INDIVIDUALS RECEIVING SERVICE INCLUDES EAST VAN OUTREACH, CUMBERLAND RESPITE, OAKLAND/MADISON/CUMBERLAND CI
0-5	0
6-18	0
19-40	20
41-64	32
65-79	5
80+	0
Total	57

Comparison of Gender for Individuals Supported in Home and Community Services

GENDER	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Identifies as Female	14
Identifies as Male	43
Identifies as Other	0
Total	57

Comparison of Cultural Heritage for Individuals Supported in Home and Community Services

CULTURAL HERITAGE	NUMBER OF INDIVIDUALS RECEIVING SERVICE (MAY NOT BE CAPTURED BY INFANT DEVELOPMENT PROGRAM, AHA & EDUCATION CENTRE)
African Canadian	0
Caucasian	34
Chinese	6
Filipino	2
First Nations	3
French	2
Italian	4
Japanese	0
Korean	0
Other	0
Polish	0
Portuguese	2
Russian	0
South Asian	2
Vietnamese	0
Total	57

Program Overview

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

Performance Goals



91% (43/47) residents had planning meetings held this year (80% in 2018)

100%
EFFICIENCY

Met target of maintaining full capacity (100% was maintained in 2018)

100%
ACCESS

6/6 residents were moved in or to another home within **4-6 weeks**

Data Analysis

Highlights from 2019

This year, Home and Community Services has worked closely with Health Services for Community Living professionals (RN's, dietitians, occupational and physical therapists), as well as private organizations like Vinge & Associates nursing and Access Community Therapists (ACT), to quickly respond to the changing accessibility and medical needs, as well as nutritional/mealtime supports. We continue to see more individuals requiring Health Care Support Plans to be put in place as serious, chronic and critical issues arise. These professional teams are able to provide general and person-specific training around new skills and competencies.

Supported individuals and their families are very satisfied with how home life feels for them. Homes are open and welcoming, reflecting the unique personalities of those within. Families shared their appreciation for the continuity of staff, which has allowed for trust and confidence to be built. Staff are quick to respond to the changing needs of the folks, while still helping them to be who they are.

Families note the staff's knowledge of what works for their family members (what we call Personal Expectations) assures that people are doing what they want, in the ways they want to. Staff are aware of how people need choices offered – without bias and pressure.

This past year, 6 people moved from within our services. A former long-term respite resident has moved permanently into his group home. He and his family are very satisfied with the move. Three people moved into residential homes from Life Sharing homes due to changes in their home settings, health or support needs. One of these people was able to recuperate and has recently moved into a new Life Sharing setting where these support needs can be met. He is closer to his friends and is settling in.

One person changed homes, finding a home that was a better match for him. He has settled in well and is now able to sleep in – something he hasn't done for years! One person moved to a different agency. 2019 was a year of celebration and exploration for many people. Many now have Facebook pages, sharing their lives with friends and family. A number of people travelled this year – to Las Vegas, Disneyland, the Okanagan, Whistler, Coldwater Ranch, Harrison Hot Springs, and Vancouver Island. Some went camping or on cruises. As parents step back in their families' lives, siblings are stepping up – taking part in family

gatherings in the homes, and at other BACI events. Many regular family dinners take place throughout the year with food and fun. One home hosts Sister parties.

The Home and Community Services teams helped host a huge Family BBQ in September, with over 100 people in attendance. Great food, chances to see old friends, and taking some lovely family photos were a few of the highlights.

We were able to offer quite a bit of training over the past year – on aging-related issues with Vinge and Associates; DSRF Aging workshops; Privacy training; Medication training; Dysphagia and Aging Issues training related to mealtimes; CBI Positive Behaviour Supports; Facilitation training by Shelley Nessman (part of our succession plan training), and; How to Conduct Appraisals and Interviews.

Two homes are a part of BACI's Quality Assurance new Appraisal testing. A more reflective and ongoing feedback format is being trialed and staff are enjoying this new approach to giving and receiving feedback. Two homes have been trialing the MyCompass site – a way for people to engage their families and natural supports in their lives while sharing more meaningful daily information amongst their support team.

Reflections and Follow-up from Recommendations for 2019

We continue to work with BACI Quality Assurance around planning documentation – 90% of personal plans were done in 2019. The development of each person's Personal Expectations for Service (a foundation of BACI's planning process) has really taken hold. We are seeing more people having their personal expectations reflected in their day-to-day schedules and support plans. This can be challenging, as many people supported do not use words to communicate. There is a knack to capturing what a person may be trying to tell us with gestures and behaviour. Between the person, family and staff we are building a clearer picture of what people want and expect.

As mentioned earlier, the First Annual Home and Community Services Family BBQ created some great moments. We will begin to plan the next event as this one was a great success. Families are spending more time visiting the homes for events, allowing the more natural sharing of what is going on in people's lives.

The co-managerial leadership format continues to be successful. We welcomed a third manager in December to round out our team – Joanne Zamora, a former coordinator with our team. We are currently re-structuring our work and figuring out how to utilize our skillsets to best support the changing needs of the people we support and continue to build the capacity of our staff teams.

Aging concerns are front and centre in Home and Community Services. We feel the need to re-look at aging across H&CS. Everyone is aging and each journey is unique. Supported individuals and families will have an active and important role in this design.

Recommendations for 2020

- Revisit the Residential Remix of 2016 and create a new oversight plan that can address all people we support. This will involve a more woven look, with skillsets being shared across clusters/manager's current oversight areas. We want to continue to build capacity and succession in our teams.

- Begin working with the leadership team to address housing needs in a more person-centred way. How can we stretch the way we look at who should live together (and how many should live together) to make for a better life for all, and a vibrant place to both live and work?
- Training for staff around different communication styles/needs of people we support and the connection to decision-making. When do we pull in supports for decision-making? We will approach Shelley Nessman and Jule Hopkins regarding training for our teams.
- Find ways to better map the networks, knowledge, interests and experiences of our staff, to allow them to find greater joy in their jobs by matching the people we support to those who share interests or can help them explore new things.
- Provide support to people who are aging. Changes – i.e. to physical and intellectual abilities, potential death – can be stressful for support staff. Ensuring staff are able to access/learn how to provide self-care will become an important theme for Home and Community Services. We will work with our EAP Shepell to find services and resources in this area.
- Continue to work with teams and family stakeholders to ensure there is a connection between people’s goals, their schedules and what they are actually spending their time doing. Continue to work with staff to create meaningful Service Response Plans that will support goals.

Survey Questions and Graphs



DATA FROM INDIVIDUALS SUPPORTED BY HOME AND COMMUNITY SERVICES



DATA FROM FAMILY MEMBERS

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

2018

2019





Source: Satisfaction Survey, Q 15 (2018) and Q 15 (2019). What difference does the support you get from your staff make to how you spend your time?

	2018	2019	
	89.3%	94.7%	It makes it better.
	10.7%	5.3%	No difference at all.
	0.0%	0.0%	It makes it worse,
	0.0%	0.0%	Don't know.

2018

2019

Source: Family Survey, Q 11 (2018) and Q 11 (2019). What difference does the support your family member gets from their staff make to how they spend their time?





	2018	2019	
	89.5%	100.0%	It makes it better.
	0.0%	0.0%	No difference at all.
	0.0%	0.0%	It makes it worse,
	10.5%	0.0%	Don't know.

EFFECTIVENESS: People served create and experience a comfortable home life

2018

2019





Source: Satisfaction Survey, Q 7 (2018) and Q 7 (2019). Do you feel a part of your group home household?

	2018	2019	
	82.8%	89.4%	I feel part of the home. It's great.
	10.3%	5.3%	I feel part of the home most of the time. It's ok.
	6.9%	5.3%	I feel part of the home, but not enough. It could be better.
	0.0%	0.0%	I don't feel part of the home at all.

2018

2019

Source: Family Survey, Q 4 (2018) and Q 4 (2019). Do you feel that your family member is welcomed and included as part of the home they live in?

	2018	2019	
	84.2%	92.3%	I feel they are part of the home. It's great.
	5.3%	7.1%	I feel they are part of the home most of the time. It's ok.
	10.5%	0.0%	I feel they are part of the home, but not enough. It could be better.
	0.0%	0.0%	I don't feel they are part of the home at all.

EFFECTIVENESS: People served build and maintain lasting relationships

2018

2019

Source: Satisfaction Survey, Q 9 (2018) and Q 9 (2019). What difference does the support you get from your group home staff make to your social life?

	2018	2019	
	100.0%	84.2%	It makes it better.
	0.0%	15.8%	No difference at all.
	0.0%	0.0%	It makes it worse.
	0.0%	0.0%	Don't know.

2018

2019





Source: Family Survey, Q 6 (2018) and Q 6 (2019). What difference does the support your family member gets from their staff make to their social life?

	2018	2019	
	85.0%	100.0%	It makes it better.
	0.0%	0.0%	No difference at all.
	0.0%	0.0%	It makes it worse.
	15.0%	0.0%	Don't know.

2018

2019





Source: Satisfaction Survey, Q 11 (2018) and Q 11 (2019). What difference does the support you get from your staff make to having friends?

	2018	2019	
	93.1%	89.5%	It makes it better.
	6.9%	10.5%	No difference at all.
	0.0%	0.0%	It makes it worse.
	0.0%	0.0%	Don't know.

2018

2019

Source: Family Survey, Q 7 (2018) and Q 7 (2019). What difference does the support your family member gets from their staff make to them having friends?

	2018	2019	
	70.0%	92.3%	It makes it better.
	0.0%	7.7%	No difference at all.
	0.0%	0.0%	It makes it worse.
	30.0%	0.0%	Don't know.

EFFECTIVENESS: People served contribute in meaningful ways in community



Source: Satisfaction Survey, Q 13 (2018) and Q 13 (2019). What difference does the support you get from your staff make to how involved you are with the community?

	2018	2019	
	96.6%	84.2%	It helps me feel more involved
	3.5%	5.3%	No difference at all.
	0.0%	0.0%	It helps me feel less involved
	0.0%	10.5%	Don't know.



Source: Family Survey, Q 9 (2018) and Q 9 (2019). What difference does the support they get from their staff make to how involved they are with the community?

	2018	2019	
	57.9%	92.9	It helps them feel more involved
	31.6%	0.0%	No difference at all.
	5.3%	0.0%	It helps them feel less involved
	5.3%	7.1%	Don't know.

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







Source: Satisfaction Survey, Q 20 (2018) and Q 20 (2019). What difference does the support you get from your staff make to your physical health?

	2018	2019	
	96.3%	84.2%	It makes it better.
	3.7%	5.3%	No difference at all.
	0.0%	0.0%	It makes it worse.
	0.0%	10.5%	Don't know.

2018

2019





Source: Family Survey, Q16 (2018) and Q 17 (2019). What difference does the support your family member gets from their staff make to their physical health?

	2018	2019	
	77.8%	100.0%	It makes it better.
	0.0%	0.0%	No difference at all.
	5.6%	0.0%	It makes it worse.
	16.7%	0.0%	Don't know.

2018

2019





Source: Satisfaction Survey, Q 22 (2018) and Q 22 (2019). What difference does the support you get from your staff make to your emotional health?

	2018	2019	
	85.2%	79.0%	It makes it better.
	7.4%	10.5%	No difference at all.
	3.7%	0.0%	It makes it worse.
	3.7%	10.5%	Don't know.

2018

2019

Source: Family Survey, Q 18 (2018) and Q 18 (2019). What difference does the support your family member gets from their staff make to their emotional health?






	2018	2019	
	77.8%	100.0%	It makes it better.
	5.6%	0.0%	No difference at all.
	0.0%	0.0%	It makes it worse.
	16.7%	0.0%	Don't know.

EFFECTIVENESS: People served identify and pursue opportunities for personal growth and development

2018 *Results cannot be tabulated into a bar graph because participants had the option to choose more than 1 answer

2019 *Results cannot be tabulated into a bar graph because participants had the option to choose more than 1 answer






Source: Satisfaction Survey, Q 16 (2018) and Q 16 (2019). Are you currently taking part in any training, education, paid work or volunteering?

	2018	2019	
	11.8%	0.0%	Yes, I am taking some training.
	5.9%	0.0%	Yes, I'm getting an education.
	17.7%	17.7%	Yes, I have paid work.
	52.9%	17.7%	Yes, I am volunteering.
	21.2%	35.3%	Yes, I vote

2018 *Results cannot be tabulated into a bar graph because participants had the option to choose more than 1 answer

2019 *Results cannot be tabulated into a bar graph because participants had the option to choose more than 1 answer

Source: Family Survey, Q 12 (2018) and Q 12 (2019). Is your family member currently taking part in any training, education, paid work or volunteering?

	2018	2019	
	0.0%	0.0%	Yes, training.
	0.0%	0.0%	Yes, education.
	25.0%	0.0%	Yes, paid work.
	75.0%	50.0%	Yes, volunteering.
	23.0%	25.0%	Yes, vote

EFFECTIVENESS: People served increase personal empowerment and self-determination



Source: Satisfaction Survey, Q 18 (2018) and Q 18 (2019). What difference does the support you get from your group home staff make to make choices in your daily life?

	2018	2019	
	89.3%	94.7%	It makes me have more choice.
	7.1%	0.0%	No difference at all.
	0.0%	0.0%	It makes me have less choice.
	3.6%	5.3%	Don't know.



Source: Family Survey, Q 14 (2018) and Q 14 (2019). What difference does the support your family member gets from their staff make to the choice they have in their daily life?

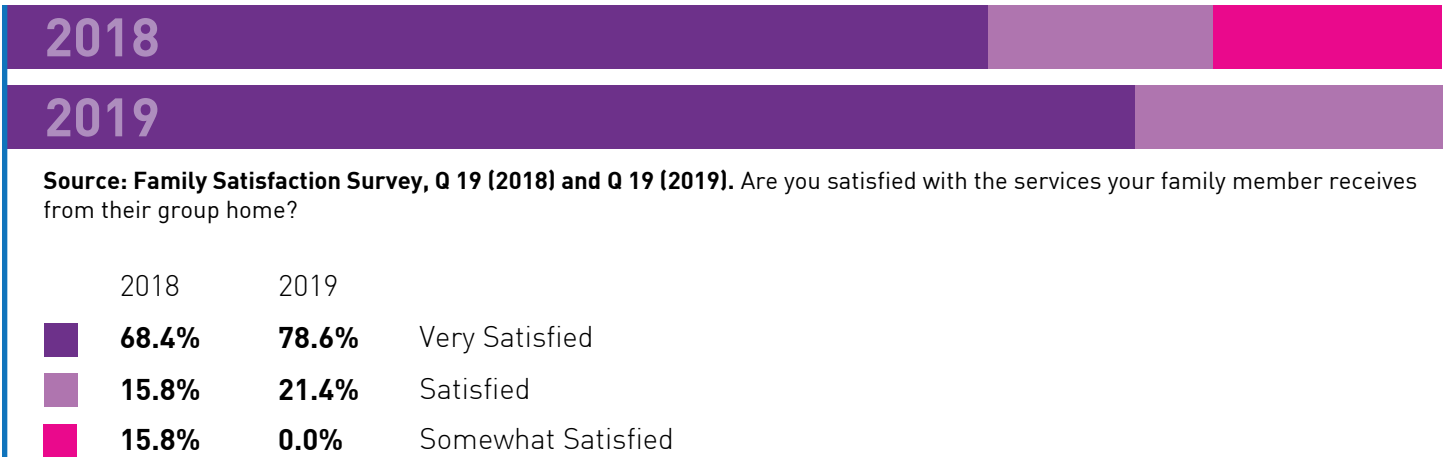
	2018	2019	
	88.2%	100.0%	It makes them have more choice.
	5.9%	0.0%	No difference at all.
	0.0%	0.0%	It makes them have less choice.
	5.9%	0.0%	Don't know.

SATISFACTION

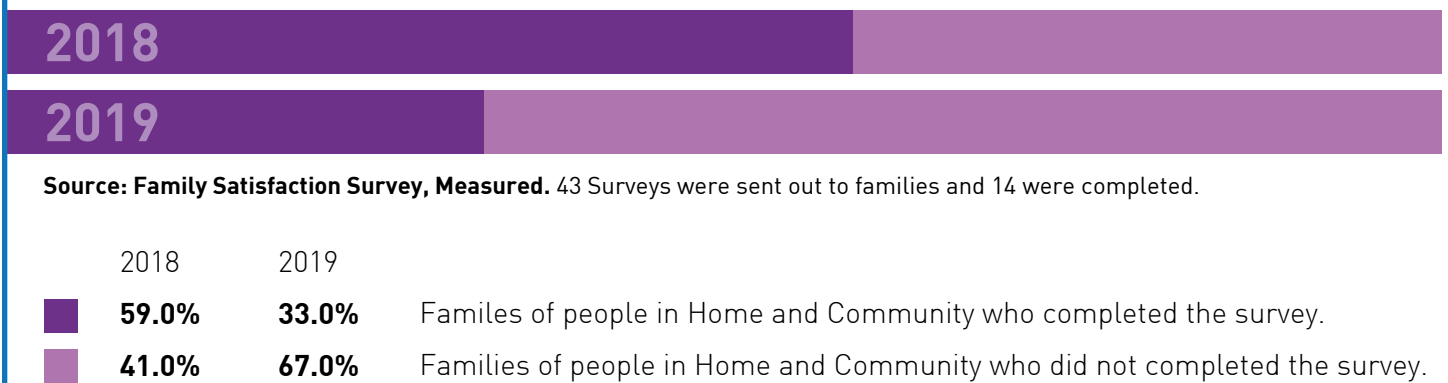
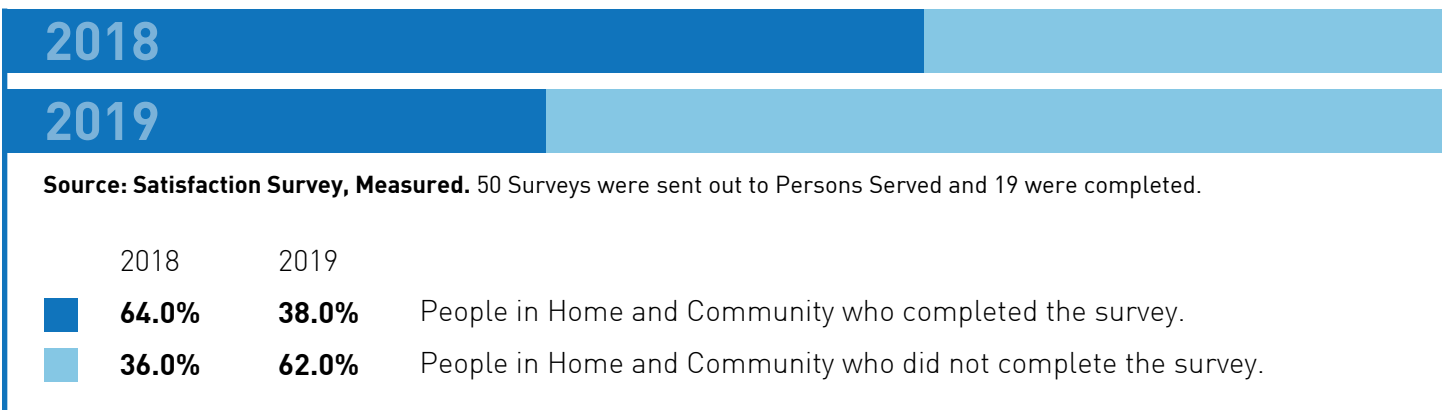


Source: Satisfaction Survey, Q 23 (2018) and Q 23 (2019). Are you satisfied with the services you receive from your group home?

	2018	2019	
	75.0%	94.7%	Very Satisfied
	14.3%	5.3%	Satisfied
	7.1%	0.0%	Somewhat Satisfied
	3.6%	0.0%	Not Satisfied



SURVEY RETURN RATE



Things to Consider

The CLBC Quality of Life Survey was taking place around the same time. This caused confusion for families and supported individuals. Many people stated they had already done a survey.

All surveys were sent in a paper form. Perhaps there would have been a higher level of response if we had used Survey Monkey this year?

90% of supported individuals indicated that they completed their surveys with a paid staff. Do staff understand how to involve the person or represent them in this process? We need to rethink how to best support individuals to take part in the survey process in a more meaningful way. Perhaps this could include using the support of friends, managers, self-advocates to capture their feedback. We will work with QAHR to adjust this part of the process.

Home and Community Services will put out the 2020 Service Satisfaction surveys in September, to avoid confusion and survey fatigue. We will have a new process for supporting individuals receiving services to give us their feedback by then.

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 brings their own 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 2018, the LSN Department was supporting 158 people in Life Sharing. Over the course of 2019, the LSN Department supported a total of 168 people, with 161 remaining at the end of the year.

Objectives

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

Demographics of Individuals Served

Comparison of Age for Individuals Supported in Life Sharing Services

AGE (IN YEARS)	NUMBER OF INDIVIDUALS RECEIVING SERVICE
0-5	0
6-18	0
19-40	76
41-64	72
65+	13
Undisclosed	0
Total	161

Comparison of Gender for Individuals Supported in Life Sharing Services

GENDER	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Identifies as Female	63
Identifies as Male	98
Identifies as Other	0
Total	161

Comparison of Cultural Heritage for Individuals Supported in Life Sharing Services

CULTURAL HERITAGE	NUMBER OF INDIVIDUALS RECEIVING SERVICE
African Canadian	3
Caucasian	95
Chinese	13
Filipino	2
Fijian	1
First Nations	19
German	2
Iranian	1
Italian	5
Jamaican	1
Japanese	5
Portuguese	5
South Asian	5
Spanish	1
Unknown	1
Vietnamese	1
Total	161

Performance Goals



100% of contractors met qualification requirements. 100% also met the requirements in 2018.



94% (151/161) of planning meetings were completed in 2019. 98% were completed in 2018.



97% (156/161) of monitoring tools were completed in 2019. 96% were completed in 2018.



1241 home & community visits were completed over 2019. 1189 home and community visit were done in 2018.

100%
EFFICIENCY

Each LSN manager oversaw a caseload of **25 people or the equivalent**

95%
ACCESS

95% of individuals seeking service moved into a Life Sharing arrangement **within a maximum of 3 months** from the referral.

Data Analysis

Highlights and Follow-up from Recommendations for 2019

The complexities of relationships showed up as a strong theme for 2019. Relationships are a multi-dimensional piece of a person's life that is constantly changing. The LSN Department is committed to investigating where we can support people around their relationships and explore further what is meaningful to the person, where the gaps are, and how people experience being, becoming and belonging.

- One of the most important roles of the LSN Managers is to bridge relationships. They are facilitators who help the group advance on both their individual and collective goals, helping them uncover their own solutions rather than always providing the answers. It is a complex job because they are the central person who assists the person to navigate not only their personal complex relationships with their friends and family, but also with other service providers, their caregivers, community members, and CLBC.
- The Life Sharing team supported several people in Life Sharing to create a solid shared commitment and facilitated many meetings where the commitment needed review.
- Sometimes relationships come to a natural end and it is time for the person to move on. The LSN Managers assist in ensuring there is a smooth transition for everyone involved.
- The team spends time with the folks on their caseloads ensuring that they understand what is central to them and to their personal growth.

The Life Sharing Department will lead a session on Citizenship and Rights at the Self-Advocates' Training in the Spring. The data showed that there was a gap in some peoples' understanding of what it means to truly be a citizen.

- Rights and the topic of Citizenship were threaded throughout all of the training sessions for the Self-Advocates.
- Provided side by side training on Open Future Learning that covered a variety of topics, many of which covered Rights.

The Life Sharing Department will create a recruitment plan, as finding qualified potential contractors continues to be a major struggle.

- This year we held an event for potential contractors to attend and learn more about Life Sharing.
- Two of the LSN Managers took on an administrative role dealing specifically with advertising and the intake of new contractors.
- We handed out LSN swag, attended job fairs, recruited at colleges, and advertised regularly.
- We offer incentives to existing contractors if they make a referral and we end up contracting with them.

The ADP/HR system has been put in place and will be used to hold contractors' information. The LSN team will enter all the information to the HR system this year.

- The team tested the ADP system for storing HR files for contractors, but it didn't work for them. Instead the files were all moved over to SharePoint.

The LSN Department will host more gatherings to provide opportunities for networking and socializing.

- The LSN team hosted several events which provided the people supported, their networks, and the caregivers opportunities to socialize and enjoy themselves.
- The team also offered workshops and training to the LSN contractors and provided a time for networking and connection. Some examples are First Aid and Real Talk.

Service Evaluations will take place for the first time in LSN. The team will review best practices in preparation for the Service Evaluation and implement any recommendations made by BACI's Quality Assurance team.

- The Quality Assurance team conducted Service Evaluations in Life Sharing for the first time.
- As well, we had an external consultant come and do a review of our services. An action plan was put in place to address any work that needed to be completed.

Other training provided to contractors and the people we support in 2019:

- Workshops with Real Talk, Non-violence Crisis Intervention and First Aid; and Open future Learning modules that are available for the contractors and staff, side by side with the people we support, that are competency-based. All of the contractors took the CLBC Privacy Training in 2019.

GSA Review:

- Over the course of the year, CLBC met with almost everyone in LSN to review their support needs and assign a guide to support allocation levels. These levels correspond with a payment amount. The meetings were organized by the LSN Managers, who attended and ensured that the network was informed and present. Once the GSA Reviews were completed, contracts were adjusted accordingly.

Quality of Life Survey:

- This year, BACi participated in CLBC's Quality of Life survey. The majority of the people surveyed were from Life Sharing – this again involved quite a bit of coordinating from the team.

Goals and Recommendations for 2020

- There is a need for BACi to do some planning for the folks who are aging and have changing needs.
- BACi's LSN Department will ensure that each person supported has had a 360 Assessment conducted and has a plan in place to ensure that the identified areas have safeguards that address the vulnerability. Monitoring visits will be increased to every other month.
- Implementing competency-based training should be designed and delivered annually for the caregivers. Topics to be covered are program values, basic health care supports, medication training and documentation.
- BACi's LSN Department will provide training to the people served on understanding healthy boundaries.
- BACi's LSN Department will provide information, support and training to the contractors so that they understand the importance of a person's circle of natural safeguards and support and nurture their relationships.

Impact Measured Through Qualitative Evaluation

This is the sixth year that Life Sharing has completed Impact Evaluations. The Evaluation is an in-depth and personalized interview with persons served and conducted by their Life Sharing Manager. Over the period of two months, the LSN Managers met with a sampling of 34 people supported (21% were interviewed). The individuals interviewed used a variety of communication styles and methods. The team spent time working with a designer to create tools to assist with communication and to ensure better understanding of the interview

questions. These tools included a variety of plain language questions to choose from, picture symbols that corresponded with the questions, and a board game. Twenty-four interviews were completed via the traditional way and 14 interviews were completed using prompts/ tools and, in a couple of cases, with a trusted person at their side.

The team ensured that a diverse cross-section of individuals were selected for interviews – i.e. unique arrangements and needs ranging from involved medical supports, complex personal or social needs, PSI, people living in their own suite, as well as some in a room in the common space of a home. Some of the people receive other services and some have wrap-around services 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:

When theming, we grouped Questions 1 and 2 together.

- 1. What have you learned is most important to you about where you live and who you live with? How has this affected where you spend your time and who you spend your time with? (Outcome 1 – know → believe)**
- 2. What have you learned about yourself since living in Life Sharing? How do you see yourself differently now? (Outcome 2 – know → believe)**

The people we interviewed expressed that the location is very important to them, providing them with greater accessibility to what is important to them.

Building a strong relationship with the caregivers is the key to a long-term Life Sharing match. Most people interviewed expressed that they have strong relationships with their Life Sharing family. Some have expressed how they enjoy having their friends and family over, while others prefer to see their network out in the community.

The caregivers provide support which builds trust and comfort, laying a foundation for greater independence. Some expressed that there was a tension that exists between exercising their independence while recognizing that there are times when they require support. Finding a balance between wanting or needing support is important.

- 3. In what ways have you felt supported by your LSN provider? How has this support changed how you feel about yourself and what you can do? (Outcome 1 – know → believe)**

The people interviewed expressed that they were learning new things, growing in their emotional regulation, and becoming more involved in their communities. People are encouraged and supported to pursue their personal interests and try new activities.

People have expressed that because they are in a supportive relationship with their caregivers, the honest conversations they have and the role modeling leads to opportunities of reflection. People report their decisions and choices are respected and that the compliments and feedback they received are greatly valued. Some people went as far as to say that they feel loved!

4. What new things has your Life Sharing Provider encouraged you to do in the community by yourself or with others? How has this changed what you do in your free time? (Outcome 3 – do → become)

The people we interviewed expressed that through their caregiver's encouragement they were able to be exposed to opportunities such as vacations, participating in faith-based groups, and participating in groups that share interests such as music, cultural events, sporting events, and pub nights. There are many that report that they are participating in these activities independently. Some expressed that they do not want facilitation or assistance from their caregivers and prefer to do things on their terms.

People expressed positive experiences with their participation at church. Further exploration is needed to determine why people are going to church. Is it to follow their faith, the ritual, be with their caregivers, friends, the music, or the social that often follows?

When theming, we grouped Questions 5, 6 and 7 together.

5. What has been one of your most important accomplishments this year? What has been one of your most difficult things you have had to learn this year? How have these things shaped (impacted / changed/formed) who you are today? (Outcome 2 – do → become)

6. What do you do to give back to your community? How has this made you feel about yourself? How have you become more of a role model? (Outcomes 3/5 – do → become)

7. When do you feel like you belong in your community? How does that impact (make you) the kind of person you are becoming now? (Outcomes 3/5 – feel → love)

Most people interviewed expressed that there were places in their community where they experienced true belonging, but there were a few who acknowledged that they still struggle with feeling that they are not accepted in community. They stated things like, "I am a nuisance" or "I am an outsider." People report that their most important accomplishments are being recognized, appreciated, fulfilling their civic duty and maintaining employment. Advocating, achieving long-term goals and connecting with one's identity were also a priority. People stated that they were proud of getting their will and their advance care plan done, and participating in activities that express their individuality, such as being actively involved in the pride parade and speaking at the House of Commons.

Some people stated that they are content with their current schedules and community involvement.

When theming, we grouped Questions 8 and 9 together.

8. Can you describe some of the times you have felt best about your friends since living in Life Sharing? When did you feel bad about your friends? What helped you stay close to (connected with) your friends even when things were difficult? (Outcome 4 – feel → love)

9. In what ways have you felt most supported by your friends? In what ways have you felt let down by your friends? How has this experience made you more connected to the people you care about? (Outcome- 4 – feel → love)

People were able to articulate the quality of relationships. For example, that friends will have your back, that friendships are reciprocal, that friends are supportive, that they notice the changes in their friends as their needs change. They report that they have people that they can lean on who are there for them when they need them. “We have fun together and are honest with one another and they are non-judgmental.” “They tell me they love me”.

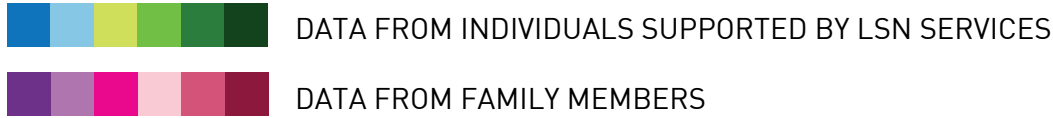
Some consider their paid supports as their friends. There were people who were unable to identify any meaningful relationships in their lives.

People reported that relationships with their friends aren’t always sunshine. They experience ups and downs, feeling let down, but report that they usually get through the conflict together.

Themes

- 1** The respect, and trust developed between the caregivers, the person supported and the network are pivotal to the success of the arrangement. It takes a village.
- 2** When there is trust and support amongst the network and where opportunities are presented learning is fluid. People thrive with opportunity!
- 3** Welcoming spaces and good experiences provide an environment to build confidence and expands one’s opportunities.
- 4** When people are able to identify friendships, they understand that there will be ups and downs and can navigate through it. Unfortunately, many are unable to identify a meaningful relationship.

Survey Questions and Graphs



EFFECTIVENESS: People live in their desired situations as designed by them



Source: Satisfaction Survey, Q 6 (2018) and Q 6 (2019). Do you feel part of the LSN Provider's family or household?

	2018	2019	
■	86.6%	76.5%	I feel part of the family. It's great.
■	7.7%	17.7%	I feel part of the family most of the time. It's ok.
■	3.9%	3.9%	I feel part of the family, but not enough. It could be better.
■	1.90%	2.0%	I don't feel part of the family at all.



Source: Family Satisfaction Survey, Q 4 (2018) and Q 4 (2019). Do you feel your family member is welcomed and included as part of the LSN Provider's household?

	2018	2019	
■	87.2%	71.1%	I feel they are part of the family. It's great.
■	7.7%	15.6%	I feel they are part of the family most of the time. It's ok.
■	5.1%	5.3%	I feel they are part of the family, but not enough. It could be better.
■	0.0%	5.3%	I don't feel they are part of the family at all.

2018

2019

Source: Satisfaction Survey, Q 16 (2018) and Q 16 (2019). How do you feel about your choices in your daily life?

	2018	2019	
	73.8%	72.5%	I have as much choice as I want. It's great.
	23.4%	21.6%	I have enough choice. It's ok.
	2.8%	5.9%	I have some choice. But I would like more.
	0.0%	0.0%	I have no choice. It's bad.

2018

2019

Source: Family Satisfaction Survey, Q 13 (2018) and Q 13 (2019). How do you feel about the degree of choices your family member has in their daily life?

	2018	2019	
	68.4%	37.8%	They have as much choice as I want. It's great.
	29.0%	51.4%	They have enough choice. It's ok.
	2.6%	10.8%	They have some choice. But I would like more.
	0.0%	0.0%	They have no choice. It's bad.

2018

2019

Source: Satisfaction Survey, Q 17 (2018) and Q 17 (2019). What difference does the support you get from your LSN Provider make in exploring all the choices you have in your daily life?

	2018	2019	
	92.3%	72.6%	Their support helps me have more choice.
	3.9%	17.7%	Their support makes no difference at all.
	0.0%	2.0%	Their support makes me have less choice.
	3.9%	7.8%	I don't know.

2018

2019

Source: Family Satisfaction Survey, Q 14 (2018) and Q 14 (2019). What difference does the support of the LSN Provider make to your family members ability to make choices in their daily life?

	2018	2019	
	91.9%	84.2%	The Life Sharing provider helps them have more choice.
	2.7%	5.3%	The Life Sharing provider makes no difference at all.
	0.0%	2.6%	The Life Sharing provider makes them have less choice.
	5.4%	7.9%	I don't know.

EFFECTIVENESS: People are growing, learning and thriving.

2018

2019





Source: Satisfaction Survey, Q 13 (2018) and Q 13 (2019). How do you feel about the way you spend your time?

	2018	2019	
	67.9%	74.5%	I spend my time how I want. It is great.
	22.7%	19.6%	I do enough of the things I like. It is OK.
	9.5%	5.9%	I do some of the things I like. But I would like to do more.
	0.0%	0.0%	I do not do the things I like. It is really bad.

2018

2019





Source: Family Satisfaction Survey, Q 10 (2018) and Q 10 (2019). How do you feel about the way your family member spends their time?

	2018	2019	
	64.1%	44.7%	They spend their time how they want. It is great.
	25.7%	39.5%	They do enough of the things they like. It is OK.
	7.7%	15.8%	They do some of the things they like. But they would like to do more.
	2.6%	0.0%	They do not do the things they like. It is really bad.

2018

2019





Source: Satisfaction Survey, Q 14 (2018) and Q 14 (2019). What difference does the support of the LSN Provider make to how you spend your time?

	2018	2019	
	84.6%	74.5%	My Life Sharing provider makes it better.
	7.7%	17.7%	My Life Sharing provider makes no difference at all.
	0.0%	0.0%	My Life Sharing provider makes it worse.
	7.7%	7.8%	I don't know.

2018

2019

Source: Family Satisfaction Survey, Q 11 (2018) and Q 11 (2019). What difference does the support your family member receives from their LSN Provider make to how they spend their time?

	2018	2019	
	97.5%	86.8%	The support they receive makes it better.
	2.6%	5.3%	The support they receive makes no difference at all.
	0.0%	2.6%	The support they receive makes it worse.
	0.0%	2.6%	I don't know.

2018

2019

Source: Satisfaction Survey, Q 18 (2018) and Q 18 (2019). How do you feel about your physical health?

	2018	2019	
	51.0%	60.8%	I feel as healthy as I want. It's great.
	26.4%	13.7%	I feel healthy enough. It's ok.
	20.8%	21.6%	I feel quite healthy. But I could be healthier.
	1.9%	3.9%	I don't feel healthy at all. It's bad.

2018

2019

Source: Family Satisfaction Survey, Q 15 (2018) and Q 15 (2019). How do you feel about your family member's physical health?

	2018	2019	
	50.0%	50.0%	They feel healthy. It's great.
	15.8%	26.3%	They are healthy enough. It's ok.
	26.3%	21.1%	They are quite healthy. But they could be healthier.
	7.9%	2.6%	They aren't healthy at all. It's bad.

2018

2019





Source: Satisfaction Survey, Q 19 (2018) and Q 19 (2019). What difference does the support you receive from the LSN Provider make to your physical health?

	2018	2019	
	92.0%	76.5%	Their support makes it better.
	6.0%	15.7%	Their support makes no difference at all.
	0.0%	3.9%	Their support makes it worse.
	2.0%	3.9%	I don't know.

2018

2019





Source: Family Satisfaction Survey, Q 16 (2018) and Q 16 (2019). What difference does the support your family member receive from your Life Sharing Provider make to their physical health?

	2018	2019	
	97.4%	83.8%	The Life Sharing provider makes it better.
	2.6%	10.8%	The Life Sharing provider makes no difference at all.
	0.0%	2.7%	The Life Sharing provider makes it worse.
	0.0%	2.7%	I don't know.

2018

2019





Source: Satisfaction Survey, Q 20 (2018) and Q 20 (2019). How do you feel about your emotional health?

	2018	2019	
	62.8%	66.6%	I feel as happy as I want. It's great.
	21.6%	21.6%	I feel happy enough. It's ok.
	13.7%	11.8%	I feel quite happy. But sometimes I feel sad.
	2.0%	0.0%	I don't feel happy at all. I often feel sad.

2018

2019

Source: Family Satisfaction Survey, Q17 (2018) and Q 17 (2019). How do you feel about your family member's emotional health?

	2018	2019	
	76.3%	44.7%	I feel they are happy. It's great.
	15.8%	36.8%	I feel they are happy enough. It's ok.
	7.9%	18.4%	I feel they are quite happy. But sometimes they are sad.
	0.0%	0.0%	I feel they aren't happy at all. They are often sad.

2018

2019

Source: Satisfaction Survey, Q 21 (2018) and Q 21 (2019). What difference does the support you receive from your LSN Provider make to your emotional life?

	2018	2019	
	96.3%	70.0%	It makes it better.
	1.9%	12.0%	No difference at all.
	0.0%	2.0%	It makes it worse.
	1.9%	14.0%	I don't know.

2018

2019

Source: Family Satisfaction Survey, Q18 (2018) and Q 18 (2019). What difference does the support your family member receives make to their emotional life?

	2018	2019	
	94.8%	84.2%	The support they receive makes it better.
	2.7%	7.9%	The support they receive makes no difference at all.
	0.0%	0.0%	The support they receive makes it worse.
	2.6%	7.9%	I don't know.

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

2018

2019





Source: Satisfaction Survey, Q 11 (2018) and Q 11 (2019). Do you feel part of the community?

	2018	2019	
	63.5%	62.0%	Yes, I am involved in as much as I would like to be.
	25.0%	22.0%	Yes, I am involved in enough. It's ok.
	5.8%	12.0%	I am involved, but not enough. It could be better.
	5.8%	4.0%	I don't feel part of the community at all.

2018

2019





Source: Family Satisfaction Survey, Q 8 (2018) and Q 8 (2019). Do you feel your family member is part of the community?

	2018	2019	
	71.0%	62.6%	Yes, they are involved as much as they would like to be.
	23.7%	21.6%	Yes, they are involved enough. It's ok.
	2.7%	8.1%	Yes, they are involved, but not enough. It could be better.
	2.7%	5.4%	No, I don't feel they are a part of the community at all.

2018

2019





Source: Satisfaction Survey, Q 12 (2018) and Q 12 (2019) What difference does the support you receive from your Life Sharing Provider make to how involved you are in the community?

	2018	2019	
	83.0%	73.5%	Their support helps me feel more involved.
	5.7%	10.2%	Their support makes no difference at all.
	0.0%	0.0%	Their support makes me feel less involved.
	11.4%	16.3%	I don't know.

2018

2019

Source: Family Satisfaction Survey, Q 9 (2018) and Q 9 (2019). What difference does the support your family member receives from their Life Sharing Provider make to how involved they are in their community?

	2018	2019	
	84.2%	73.7%	Their support helps them feel more involved.
	13.2%	10.5%	Their support makes no difference at all.
	2.7%	0.0%	Their support makes them feel less involved.
	0.0%	8.8%	I don't know.

2018

2019

Source: Satisfaction Survey, Q 22 (2018) and Q 7 (2019). How do you feel about your social life?

	2018	2019	
	62.8%	65.0%	I see the people I like as much as I want. It is great.
	33.4%	21.0%	I see the people I like sometimes. It is OK.
	3.9%	10.0%	I see the people I like but not enough. It could be better.
	0.0%	4.0%	I do not see the people I like at all. And I feel lonely.

2018

2019

Source: Family Satisfaction Survey, Q 5 (2018) and Q 5 (2019). How do you feel about your family member's social life?

	2018	2019	
	76.4%	57.0%	They see the people they like as much as they want. It is great.
	18.4%	27.0%	They see the people they like sometimes. It is OK.
	5.3%	13.0%	They see the people they like but not enough. It could be better.
	0.0%	3.0%	They do not see the people they like at all. And I feel they are lonely.

2018

2019





Source: Satisfaction Survey, Q 8 (2018) and Q 8 (2019). What difference does the support you receive from your LSN Provider make to your social life?

	2018	2019	
	94.4%	90.0%	The support I get makes it better.
	3.8%	7.0%	The support I get makes no difference at all.
	0.0%	0.0%	The support I get makes it worse.
	1.9%	3.0%	I don't know.

2018

2019





Source: Family Satisfaction Survey, Q 6 (2018) and Q 6 (2019). What difference does the Life Sharing Provider's support make to the quality of your family member's social life?

	2018	2019	
	94.9%	92.0%	The support they receive makes it better.
	0.0%	8.0%	The support they receive makes no difference at all.
	0.0%	0.0%	The support they receive makes it worse.
	5.1%	0.0%	I don't know.

2018

2019





Source: Satisfaction Survey, Q 10 (2018) and Q 10 (2019). What difference does the support you get from your Life Sharing Provider make to having and spending time with your friends?

	2018	2019	
	86.0%	65.0%	My Life Sharing provider's support makes it better.
	8.0%	17.5%	My Life Sharing provider's support makes no difference at all.
	0.0%	0.0%	My Life Sharing provider's support makes it worse.
	6.0%	17.5%	I don't know what difference it makes.

2018

2019

Source: Family Satisfaction Survey, Q 7 (2018) and Q 7 (2019). What difference does the Life Sharing Provider's support make to your family members ability to make and maintain friends?

	2018	2019	
	92.3%	71.0%	Their support makes it better.
	2.6%	18.0%	Their support makes no difference at all.
	0.0%	0.0%	Their support makes it worse.
	5.2%	11.0%	I don't know.

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







2018

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

2019

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

Source: Satisfaction Survey, Q 15 (2018) and Q15 (2019). How are you a contributing citizen in your community?

	2018	2019	
	23.8%	12.2%	I attend training.
	2.4%	10.2%	I am furthering my education.
	16.7%	36.7%	I have paid work.
	40.5%	32.7%	I am volunteering.
	50.0%	49.0%	I vote.
	4.0%	4.1%	Other.







2018

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

2019

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

Source: Family Satisfaction Survey, Q 12 (2018) and Q 12 (2019). How do you feel your family member contributes to their community?



	2018	2019	
	18.8%	11.1%	They participate in training.
	6.3%	8.3%	They are receiving an education.
	12.5%	13.9%	They participate in paid work.
	37.5%	30.6%	They are volunteering.
	34.4%	30.6%	They vote.
	18.8%	19.4%	Other.

SATISFACTION

2018

2019



Source: Satisfaction Survey, Q 22 (2018) and Q 22 (2019). I am satisfied with the services provided by LSN.

	2018	2019	
	100.0%	96.0%	Satisfied
	0.0%	4.0%	Not Satisfied

2018

2019

Source: Family Satisfaction Survey, Q 19 (2018) and Q 19 (2019). Are you satisfied with the services your family member receives from LSN?



	2018	2019	
	97.3%	97.0%	Satisfied
	2.7%	3.0%	Not Satisfied

SURVEY RETURN RATE

2018

2019



Source: Satisfaction Survey, Measured. 159 Surveys were sent out to Persons Served and 51 were completed.

	2018	2019	
	35.0%	32.0%	People in LSN who completed the survey.
	65.0%	68.0%	People in LSN who did not complete the survey.

2018

2019

Source: Family Satisfaction Survey, Measured. 107 Surveys were sent out to families and 39 were completed.

	2018	2019	
	36.0%	24.0%	Families of people in LSN who completed the survey.
	64.0%	76.0%	Families of people in LSN who did not complete the survey.

About Outreach

Outreach Services supports 95 people in a range of living situations, including many living independently, with aging families, or with Life Sharing Network providers. Individuals are supported to develop the skills that will help them 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 16 hours per month. Some people receive weekly support from Outreach on an ongoing basis, while others are short-term referrals who are typically supported for 6-12 months as they work toward specific goals.

Objectives

People served will:

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

Demographics of Individuals Served

Comparison of Age for Individuals Supported in Outreach Services

AGE (IN YEARS)	NUMBER OF INDIVIDUALS RECEIVING SERVICE
0-5	0
6-18	0
19-40	66
41-64	21
65-79	8
80+	0
Undisclosed	0
Total	95

Comparison of Gender for Individuals Supported in Outreach Services

GENDER	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Identifies as Female	39
Identifies as Male	54
Identifies as Other	2
Total	95

Performance Goals

88% (84/95) of people have a current plan (80% in 2018)

91% (183/201) of goals set in 2019 have been achieved or are in progress (91% in 2018)

100% (26/26) new referrals received information about their rights (100% in 2018)

90% (24/26) of new referrals started service within 3 weeks of referral (91% in 2018)

100% EFFICIENCY

Target of Outreach Services maintaining at **full occupancy** (100% was maintained in 2018)

Highlights

- 45 Christmas Hampers were distributed.
- Hosted Voting Rights Workshop attended by 20+ individuals.
- 150+ people attended 2 Seniors' Teas.
- Over \$8,000 in Farmers' Market Coupons were distributed between 47 supported individuals.
- Started bi-weekly Young Adults Club, attended regularly by 10+ individuals.
- **Training attended:** Self Advocacy, Immigrants' Rights, Advanced Performance Management, CLBC Privacy & Confidentiality Training, National Task Group Dementia Capable Care of Adults with ID Pilot Project, Farmers' Market Coupon Program, Working with Challenging Families, Autism and Social Relationships, Legal Services Society, Boundaries & Paid Friends, Circles of Friends, Burnaby Seniors' Service Provider Action Network, FASD Conference, Earthquake Preparedness, Harm

Reduction, FoodSafe, Person Centered Practices training, First Aid, Cornerstones, NVCI.

- **Events Held:** 2 Seniors' Teas, Voting Rights Workshop, 8-session Making Connections/Healthy Relationships Class, Young Adults Club, 3x weekly Community Kitchens, Thanksgiving Feast and Christmas Feast at Community Kitchen, Jamming & Canning Workshop.
- **Community Partners and Supporters:** Purpose Society and Fraser Health re: Substance Use and Harm Reduction, Greater Vancouver Food Bank, BC Farmers' Market Coupon Program, Can U Dig It Community Gardens, United Way of the Lower Mainland – Food Security Project, Burnaby Community Services, New West Seniors Service, Quest Food Distributors, Blue Mountain Quilters' Guild, Artists Helping Artists, Canucks Autism Network, Burnaby Police Outreach, Langara College, BCIT Nursing

Data Analysis

Reflections on 2019

- Outreach was fully staffed for much of the year, which allowed us to focus on running workshops, re-building the Community Kitchen focus and engagement, developing new programs and curriculum (like the Building Connections / Healthy Relationships class) and attending more training opportunities.
- More individuals had contract extensions, which forced us to adapt quickly with case-load shuffling and juggling. It highlighted the need to ensure communication with individuals and families about contracts and end dates.
- Many individuals faced evictions, renovations and/or vulnerable living situations. Staff have had to work more with both CLBC and the Ministry to help facilitate emergency funding for moves and emergency house placements. This highlighted the importance of safe working practices when helping people move, a need for further training in tenancy rights and responsibilities, and the need to advocate for more affordable and accessible housing.
- A number of trends identified in prior years have continued. We have continued to see an increase 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.
- In 2019, Outreach staff participated in the National Task Group Dementia Capable Care of Adults with ID Pilot Project, which provided some valuable resources and strategies in supporting people through aging and dementia.
- The Outreach team brought increased focus to learning and growth, and looked at creative ways of tapping into people's motivation – for example, they were able to develop new social and leadership opportunities through the Young Adults Club that brought a dedicated group of young people together to challenge themselves and try new things.
- In 2019, we focused on bringing increased flexibility to the planning process to allow us to better capture new and changing goals that come up outside of the typical planning process – this work will continue in 2020.

Recommendations for 2020

- Continue to focus on building capacity for staff to support people with dual diagnosis and complex support needs, including additional mental health training for staff such as Mental Health First Aid.
- Develop Impact Statements and articulate intended outcomes more clearly for the Outreach department to continue to bring greater focus on learning and growth. Based on these changes, update documentation and written procedures.
- Continue to focus on enhancing the intake and planning process to support greater flexibility and be more responsive to emerging goals. Focus on housing vulnerability. Host Tenants' Rights Workshops for staff and individuals to build knowledge and increase access to information and resources around housing.
- Additional Training for working and collaborating with families / natural supports.
- Continue to support the testing of new potential case management and planning platforms for the agency (including MyCompass and SharePoint).
- Continue to enhance collaboration with other BACi departments through the Stitched Service and other partnerships.
- Work to increase the Satisfaction Survey return rate 50-60%.

Survey Questions and Graphs



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



Source: Satisfaction Survey, Q 6 (2018) and Q 6 (2019). Is your Outreach worker helping you to reach your goal(s)?

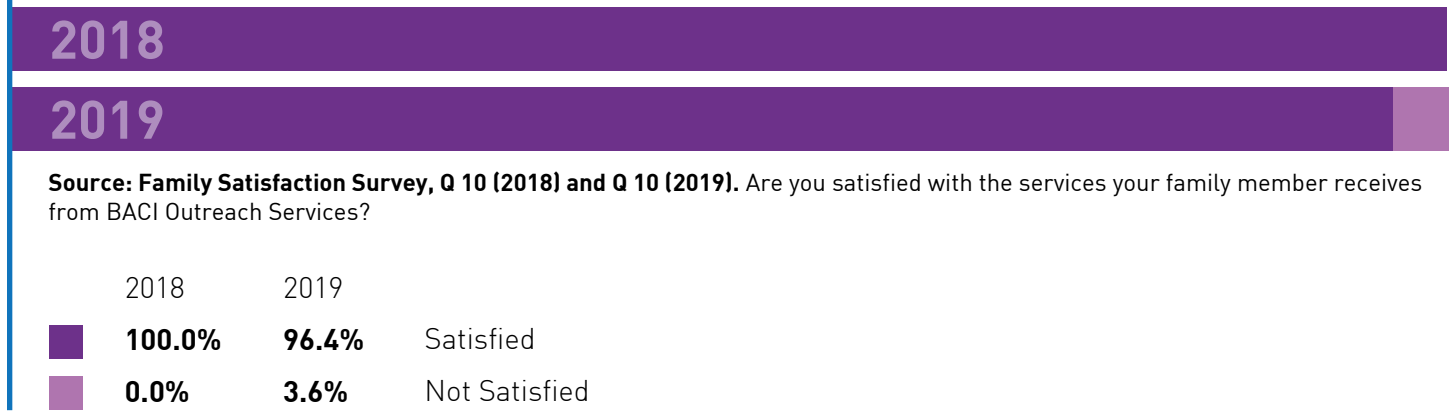
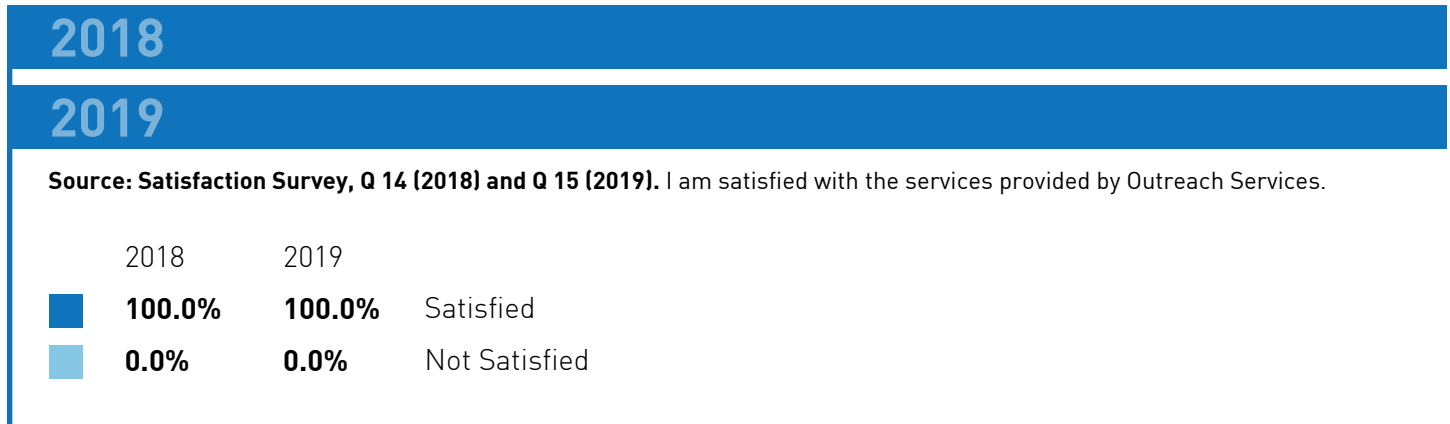
2018	2019	
73.1%	80.0%	Always
15.4%	17.0%	Often
7.7%	3.0%	Sometimes
3.9%	0.0%	Rarely
0.0%	0.0%	Never



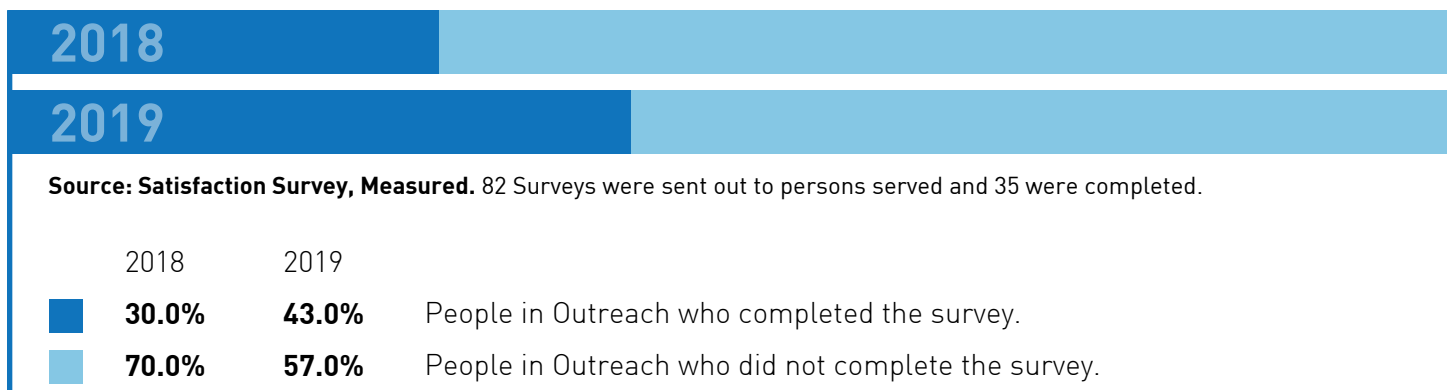
Source: Family Satisfaction Survey, Q 2 (2018) and Q 2 (2019). Is the Outreach worker helping your family member to reach the goal(s) set during planning meetings?

2018	2019	
79%	74.1%	Always
10.5%	14.8%	Often
5.3%	11.1%	Sometimes
5.3%	0.0%	Rarely
0.0%	0.0%	Never

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





SURVEY RETURN RATE





Source: Family Satisfaction Survey, Measured. 68 Surveys were sent out to families and 28 were completed.

	2018	2019	
	33.0%	41.0%	Families of people in Outreach who completed the survey.
	67.0%	59.0%	Families of people in Outreach who did not complete the survey.

Things to Consider

- Higher return rate for surveys this year possibly resulting in a more accurate response to the question of whether families or individuals are satisfied with services.

About Building Caring Communities (BCC)

Building Caring Communities (BCC) is a partnership of four agencies (Burnaby Association for Community Inclusion, inclusion Powell River, Kinsight and posAbilities) who came together in 2013 to explore and form a new approach to ending social isolation for people with developmental disabilities in urban, suburban and rural environments. There is considerable research that shows that social relationships are critical to our physical, mental, emotional and economic well-being. BCC 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.

Objectives

Our goal is to facilitate connections that will develop into friendships and meaningful relationships, strengthening the overall resilience of the communities in which we live. A key part of social resilience is responding effectively to stress and difficult times, particularly in relation to others. 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;
- Build the skills they need to become more socially and personally resilient.

Demographics of Individuals Served

Comparison of Age for Individuals Supported in BCC

AGE (IN YEARS)	NUMBER OF INDIVIDUALS RECEIVING SERVICE
0-19	20*
19-40	16
41-60	3
61-79	0
80+	0
Total	39

* This includes 2 cohorts of the Gateway to Employment program offered in partnership with the Vancouver School Board

Comparison of Gender for Individuals Supported in BCC

GENDER	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Identifies as Female	10
Identifies as Male	29
Identifies as Other	0
Total	39

Highlights

- Created 1 new part-time Community Connector position (increased from 2.8 to 3.6 full time employees).
- Welcomed 21 new participants to community connecting in 2019.
- Evaluation report found BCC Community Connectors were having positive impacts on participants in the areas of: Independence and autonomy, confidence and building skills.
- Staff training and learning workshops: First Aid, Person Centered Practice, Cornerstones, Recognizing and addressing Anxiety, Working with Families, Queer ASL.
- What we heard: “I feel much better about myself - I’m not alone and I’m going to different places. Not as shy as I used to be. More active and being around the community.” - BCC Participant

Data Analysis

Reflection on 2019

- BCC formalized the Community Connector Practice Lead position that is shared by the 4 partner agencies to provide ongoing practice support and oversight to connectors and to support consistent practice between organizations.
- BCC Impact Evaluation report was released in July 2019.
- BCC formalized onboarding processes and practice interactions through the development of a wiki to organize, store and share information more effectively.

Recommendations for 2020

- Refine our Theory of Change based on the Impact Evaluation findings. Streamline data collection, analysis and evaluation metrics to allow for more timely learning.
- Engage families in the connecting journey to support growth and change for participants by spending time, building trust, sharing our points of view, coaching through the challenges, and inviting reflection and participation.
- Engage participants and connectors in learning and innovation around supporting romantic relationships more effectively.
- Focus on re-embedding Asset-based Community Development as a focus for community connectors – identifying and tapping into the abundance of resources and people that exist in the community.

About Real Talk

Real Talk is a sexual health initiative aimed at people with diverse abilities and their supporters. Real Talk hosts casual, informative events where people can have open, honest conversations about dating, love, relationships, and sex.

Real Talk is an affirmation that all people have a sexuality.

Every human being – even someone who will never go on a date or have sex – has a sexuality. Adults with diverse abilities experience their own sexuality, but often don't get information or acknowledgement about this experience. Too often they're left to navigate their sexuality on their own, unless it becomes a problem for someone else. Sexuality can bring connection, isolation, joy, trauma, pleasure, guilt, excitement... often it's a combination of things. What if we affirmed this experience instead of avoiding the subject?

Real Talk is a conversation about dating, love, relationships and sex.

Lots of adults with diverse abilities are interested in having romantic and sexual relationships. It's rare that these relationships actually happen. Within certain age groups, people with diverse abilities have higher rates of sexually transmitted infections than the general population. At any age, people with diverse abilities are at greater risk of sexual abuse than the general population. Open communication about sex and relationships improves interpersonal skills, increases the chances of positive romantic relationships, and reduces the risk of STIs and sexual abuse.

Sexualized imagery is common in our culture, but real talk about sexuality is often absent. What if we started talking?

Real Talk is delivered in partnership with posAbilities and Kinsight, and is funded by the Public Health Agency of Canada.

Highlights

In 2019 we provided:

- **26 Pizza Party Workshops.** At these workshops, folks meet over a casual meal, watch some Real Talk videos, and participate in a conversation about dating, love, relationships, and sex facilitated by a certified sexual health educator. **(Total: 186 Participants)**
- **17 Approachable Support Workshops** were held for staff and families, and for college students studying to become Community Care Workers. At these workshops, participants learn to how to better support people's sexuality: how to navigate tough questions and conversations, and how to find information and resources. As well, they discover and discuss their organizations' official written policies on sexuality support. **(Total: 309 Participants)**

Many of these workshops have been held at BACI's Still Creek Centre and at partner organizations' program sites. As well, we've presented workshops in partnership with the following organizations:

- » Semiahmoo House Society (2 events)
 - » John Howard Society (2 events)
 - » Strive Living Society (1 event)
 - » North Shore Connexions (1 event)
 - » Vancouver Community College - Employment Prep Program (1 event)
 - » Douglas College - Community Care Worker Program (2 events)
 - » Langara College - Community Care Worker Program (1 event)
 - » Vancouver Island University (1 event)
 - » Square Pegs Society (6 events)
 - » Community-based events held at the InWithForward Shed & Shop sites (2 events)
 - » Community-based event held at the Heritage Grill in New Westminster (1 event)
- 26 Original Educational Videos available for free at www.real-talk.org
 - 11 Original Educational Comic Books available for free at www.real-talk.org and distributed at our workshops.

As well, we've now met or nearly met all of our funder-identified service targets 12 months ahead of schedule.

Data Analysis

Key Learnings in 2019:

- For many people with diverse abilities, Real Talk's impact is greater when they attend an intentionally curated series of events as a cohort, rather than one or more individual events with a different group of participants at each event. (Unfortunately, our current funding model does not permit us to present a workshop / cohort series.)
- Real Talk Pizza Party Workshops have a vast array of folks attending with different learning goals and different degrees of experience – from folks who know nothing at all about sex to folks who are more educated and / or streetwise. As such, some topics of conversation may be 'basic' or 'boring' to some attendees, while other topics of conversation may be overwhelming to others.
- Including a paid peer facilitator at Real Talk Pizza Parties (alongside the lead sexual health educator facilitator) allows participants to feel more comfortable and seen, and mitigates the power imbalance inherent in the facilitator / participant dynamic.
- Individuals struggle to navigate our website without support.
- Individuals who come to multiple Real Talk events would like to become more involved.

- Significant pain points that staff experience around providing sexuality support include:
 - » Disparities between their organizations' written policies and the actual workplace culture when it comes to supporting sexuality.
 - » Tension when navigating individuals' rights, families' expectations, employers' policies, and employers' existing relationships with families.

Recommendations for 2020

Having met, or nearly met, our commitments to our funders 12 months early, we may have some scope in the next fiscal year to innovate and test new ideas for Real Talk, including:

- Designing and delivering Pizza Party events aimed specifically at first-time Real Talk attendees.
- Offering more workshop series to cohorts.
- Experimenting with different Approachable Support frameworks that engage more directly with reported staff pain points.
- Partnering directly with families or networks who want to host Real Talk Pizza Parties in their home for their loved one and their friends.
- Website re-design involving user research and the study of other sexual health education websites which forefront video content and don't require extensive reading skills.
- Continue to develop the peer facilitator role, and co-design additional roles with folks who like to come to Real Talk events and want to get more involved.
- Continue to meet service requests from outside of our catchment area in order to build a case for scaling Real Talk in the next funding cycle.

About Stitched Services

Stitched Services support people to expect great things for and from themselves (and for others to expect the same). We do this by supporting people to embrace learning, growth and change through a combination of flexible and adaptable services that build personal agency, with the ultimate goal of living a rich and fulfilling life. We do this by focusing on supporting people to set bigger goals, and to build skills, trust and self-awareness while supporting strengthened relationships with family, staff and the community.

Demographics of Individuals Served

Comparison of Age for Individuals Supported in Stitched Services

AGE (IN YEARS)	NUMBER OF INDIVIDUALS RECEIVING SERVICE
0-19	1*
19-40	16
41-60	2
61-79	0
80+	0
Total	19

*We supported one new participant through the Burnaby School District prior to turning 19.

Comparison of Gender for Individuals Supported in Stitched Services

GENDER	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Identifies as Female	11
Identifies as Male	8
Identifies as Other	0
Total	19

Highlights

- Increased from 16 to 19 active participants.
- 7 participants referred internally from other departments at BACI.
- Increased from 14 to 19 staff involved in delivering supports.
- Increased to 2 Full Time Co-Pilots.
- Secured funding through Innoweave to work with SHIFT Collaborative to develop a Theory of Change and embed developmental evaluation in the service.

Data Analysis

Reflection on 2019

In 2019, we worked with an external evaluator to develop a Theory of Change. Through this process we were able to focus on the short- and long-term outcomes that we are trying to achieve, and how we were going to measure our impact. Long term outcomes include:

- **Agency:** Participants lead the direction of their life by understanding and advocating for themselves.
- **Life-Long Learning:** Participants and families embrace growth and change.
- **Potential:** Participants expect great things from themselves and others expect it for and from them.
- **Independence:** Participants are less reliant on paid supports in the long term.

In order to understand whether we're reaching our intended impacts, we interviewed families and networks, staff delivering supports, participants and partners, and have embedded evaluation throughout the Stitched Services journey.

What we heard:

- 80% of families reported observing an increased ability in participants standing up for themselves.
- 90% of families/networks strongly agreed, or agreed, that they increasingly trust their loved one to express themselves and make their own decisions.
- 70% of families/networks strongly agree, or agree, that since their loved one has started in Stitched Services, they have stronger trust and an improved relationship with their loved one.

“Now we trust him, before we didn't. Before we were scared of him going alone outside”

- FAMILY/NETWORK SURVEY

Recommendations for 2020

- Pursue opportunities to expand the Stitched Services to support more participants.
- Continue developing the Stitched Services in collaboration with participants, staff and families. Use Co-Design processes to build staff and participant capacity, hone practices and build new skills and tools.
- Embed Developmental Evaluation throughout the Stitched Services and engage participants, families and staff in this process. Implement and maintain an annual rhythm of evaluation including surveys, interviews, reflections and learning labs.
- Refine communications internally within and between staff teams, and with participants and their families, particularly when they first join the Stitched Services, as this can be confusing. Develop communication materials that illustrate the Theory of Change and our intended impacts.
- Continue to develop and test tech platforms for the Stitched Services and the agency (i.e. MyCompass and SharePoint) with an aim of making a decision on which platform to use in 2020.

Things to consider:

The Stitched Services do not circulate a separate satisfaction survey, as participants touch multiple departments and already receive multiple satisfaction surveys. Instead, an external evaluator conducted interviews with families and staff. Interviews with participants are ongoing.

About BEST

Objectives

- To assist job seekers to explore and identify their interests, strengths & skills using a structured discovery process.
- To help prepare 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 employers' business needs.
- To promote the benefits of hiring inclusively to business partners and community.

Demographics of Individuals Served

Comparison of Age for Individuals Supported in BEST

AGE (IN YEARS)	AGE OF JOB SEEKERS	PERCENTAGE OF JOB SEEKERS
Under 19 *	9	13.4%
19-40	47	70.2%
41-64	11	16.4%
65-79	0	0%
Undisclosed	0	0%
Total	67	100%

Comparison of Gender for Individuals Supported in BEST

GENDER	GENDER OF JOB SEEKERS	PERCENTAGE OF JOB SEEKERS
Identifies as Female	17	25.4%
Identifies as Male	50	74.6%
Identifies as Other	0	0%
Total	67	100%

Performance Goals



100% of new job seekers received information about their rights



No Critical Incidents for the period



30 new jobs created in the community (an increase from 20 new jobs in 2018)



Redesign of the discovery process and documentation

100%
EFFICIENCY

Full occupancy of caseloads (12 active job seekers)

90%
EFFICIENCY

Employers reporting job coaching **usually or always available** when needed

85%
ACCESS

Information meeting/ start of services takes place **within 1 month** of referral (100% in 2018)

Highlights

- **Events attended:** Burnaby Board of Trade events, Burnaby, Tri-cities and Vancouver School Board Transition fairs, Job fairs across Metro Vancouver, Rotary Club events, and CASE Employment Conference in Montreal.
- **Training attended:** Customized Employment training and Supported Employment training offered by Annette Borrows. First Aid, Nonviolent Crisis Intervention and Cornerstones training.
- **Community partners and supporters:** Vancouver School Board, Ready Willing and Able, BCWIN, Burnaby Board of Trade, Community Resources Society, CLS Skills Development Program, WorkBC Burnaby and Vancouver Customized Employment teams.

Data Analysis

Reflection on 2019

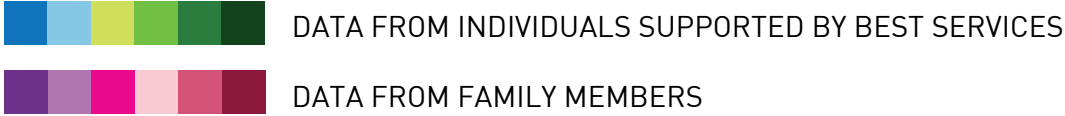
- We continued to experience high staff turnover and sick leaves in 2019, meaning many job seekers worked with several Employment Specialists throughout the year and we were able to support fewer job seekers.
- We focused on re-designing the Discovery process to develop a more experiential, engaging and effective process.

- The BEST team focused on implementing a thorough documentation re-design intended to more meaningfully capture the different stages of the customized employment process, to reduce duplication, and to support a more experiential discovery process.
- BEST continued to work in collaboration with the Vancouver School Board and BACI Community Connectors to offer the Gateway to Employment Program, and was a successful partner in securing funding for the IMPACT project – a 3 year youth employment project that will bring a research focus to youth employment interventions.

Recommendations for 2020

- Continue to focus on staff recruitment and retention in collaboration with Human Resources and Quality Assurance, and continue to refine strategies to ensure that staffing changes are minimally disruptive for job seekers and employers (such as introducing multiple Employment Specialists who can step in when coverage is needed).
- Build capacity around customized employment for all new staff through training and mentorship.
- Collaborate more meaningfully with other BACI departments through continued participation with the Stitched Services and support staff capacity around employment.
- Continue to work with the Vancouver School Board and CLBC to support transitioning youth through the Gateway to Employment Program and the IMPACT project.
- Focus on marketing job seekers and engaging new employers in inclusive hiring to further increase customized employment opportunities.
- Work closely with employers to understand how BEST can better support their businesses and work towards greater satisfaction with BEST supports.

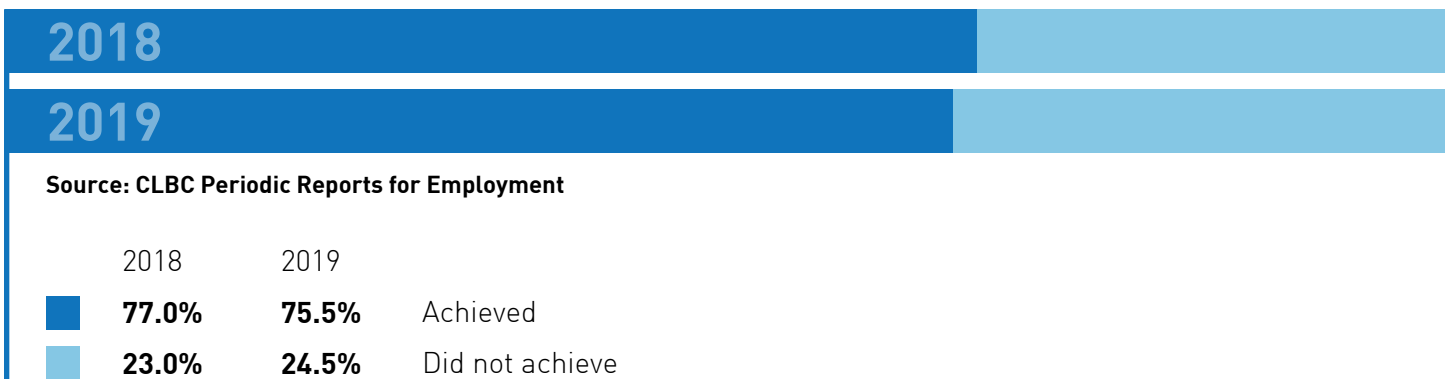
Survey Questions and Graphs



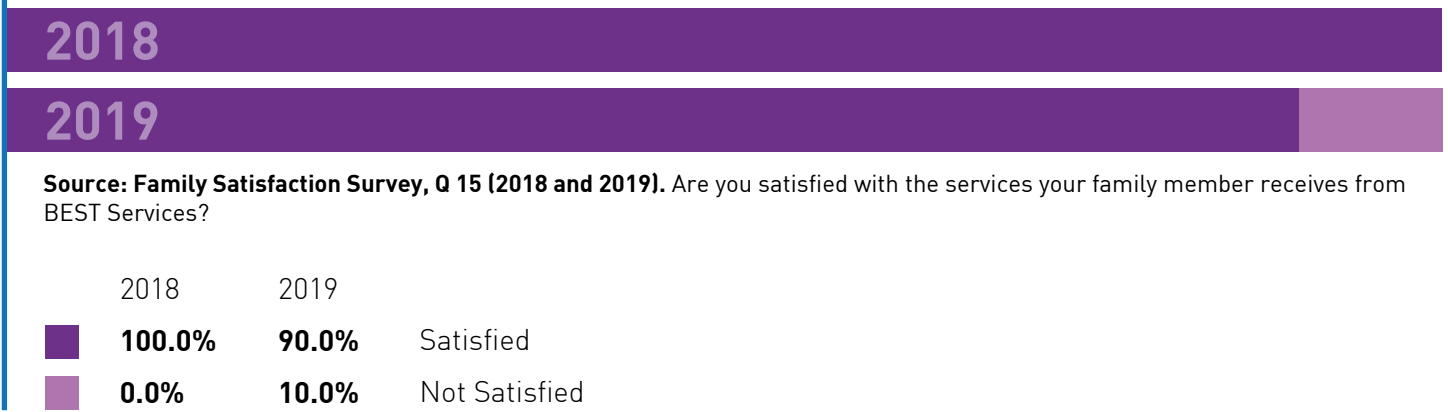
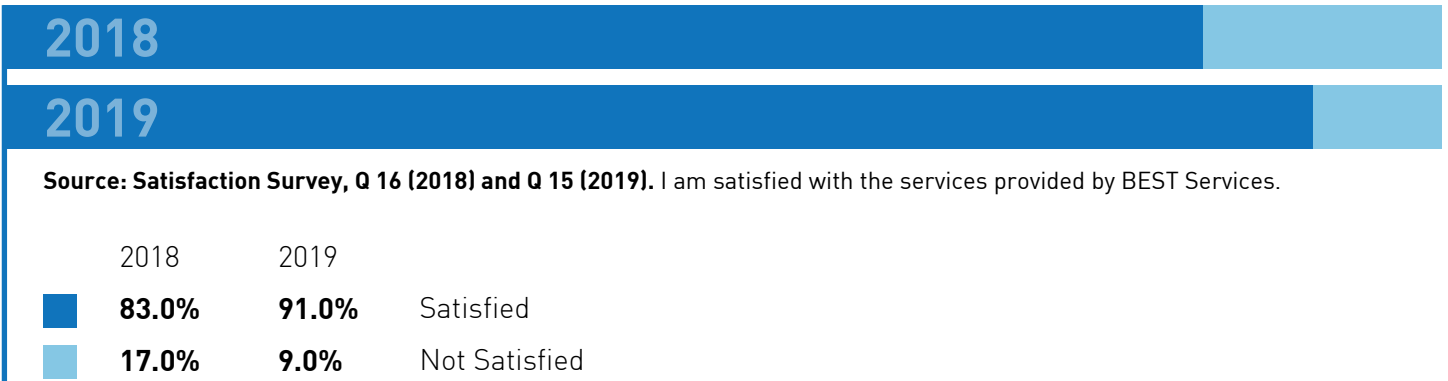
EFFECTIVENESS: Jobs secured



EFFECTIVENESS: For those in active employment jobs maintained over a year and more



SATISFACTION: BEST participants, families and employers are satisfied with the services





Source: Employer Satisfaction Survey, Q 9 (2018 and 2019). Are you satisfied with the services you receive from BEST Services?

	2018	2019	
■	91.0%	50.0%	Satisfied
■	9.0%	50.0%	Not Satisfied

SURVEY RETURN RATE



Source: Satisfaction Survey, Measured. 56 Surveys were sent out to Persons Served and 11 were completed.

	2018	2019	
■	8.0%	19.6.0%	People in BEST who completed the survey.
■	92.0%	80.4%	People in BEST who did not complete the survey.



Source: Family Satisfaction Survey, Measured. 50 Surveys were sent out to families and 9 were completed.

	2018	2019	
■	7.0%	18.0%	Families of people in Outreach who completed the survey.
■	93.0%	82.0%	Families of people in Outreach who did not completed the survey.



Source: Employer Satisfaction Survey, Measured. 19 Surveys were sent out to employers and 4 were completed.

	2018	2019	
48.0%		21.0%	Employers in BEST who completed the survey.
52.0%		79.0%	Employers in BEST who did not complete the survey.

Things to Consider:

- Family Satisfaction Surveys were mailed or delivered to participants, who could then choose whether to pass them along.
- Employer Satisfaction Surveys were sent out to employers through Survey Monkey, and responses were collected online.
- There was a high staff turnover again in 2019, and while data reflects full caseloads, this is reflective only of Employment Specialists working at full capacity and does not reflect vacancies and leaves. This has impacted our ability to start services within 1 month of referral.
- 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.

About Children's Services

BACI operates 4 inclusive child care centres in the City of Burnaby. The Fairhaven and Variety Cariboo 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.

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 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 their sense of self-respect, respect for others and respect for their 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.

Demographics of Individuals Served

Comparison of Age for Children Supported in Children's Services

AGE (IN YEARS)	NUMBER OF INDIVIDUALS RECEIVING SERVICE
0-18 months	13
19 months-3 years	33
3-5 years (not kindergarten)	75
3-5 years (kindergarten)	4
6-12 years	41
Undisclosed	0
Total	166

Comparison of Gender for Children Supported in Children's Services

GENDER	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Identifies as Female	92
Identifies as Male	74
Identifies as Other	0
Total	166

Comparison of Cultural Heritage for Children Supported in Children's Services

CULTURAL HERITAGE	NUMBER OF INDIVIDUALS RECEIVING SERVICE
African	1
Asian	86
Caucasian	50
Croatian	3
First Nation	1
Italian	2
Jamaican	1
Japanese	2
Other	18

Persian	2
Total	166

Performance Goals



2019 service evaluation – **All** centres had a service evaluation completed by the Quality Assurance team



Carried out **54** field trips



Performed **3** licensing inspections



Although down from the 2018 survey return rate (60%), the return rate in 2019 **remains high** – 47%.

Data Analysis

Reflections on 2019

As in past years, the feedback from families in Children's Services continues to be very positive and the same as 2018 – **98% overall service satisfaction rating** (Questions #23). 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 – all a minimum of 90% satisfaction rating.

Satisfaction

The child care employees continue to be one of the highest indicators of families satisfaction. Like the previous survey, the following questions asked families to rate their satisfaction with the staff's qualifications #8-13. In 2018, the average response to the these was 93% satisfaction. In 2019, the average response rate is the same – 93%. We are especially pleased that families continue to recognize and value the work of our child care employees as they are fundamental to the quality of care and service children and families receive.

The demand for Early Childhood Educators remains very high. It's safe to say that the quality of child care is directly related to the quality of the people working in the program (confirmed year after year in our surveys and throughout the sector research). Here are a few parent comments from the survey that illustrate the value and appreciation they have for the Chile Care Team and support the quantitative data:

- Trusted and compassionate staff.
- The staff are wonderful!
- I value the teacher's kindness and inclusiveness towards every child because it matters the most to me.

- He's in good care with great teachers!
- Staff are patient and nice. Provide various activities and given the children freedom to choose what they're interested in.
- The amazing staff and atmosphere of the program.
- The teachers care about the children.
- They show respect and care for my children.
- The new supervisor is excellent and is actively engaging with parents and getting to know the children...makes sure people feel welcome.
- I appreciate their hard work.

BACI, like many other child care providers, still struggles with the recruitment and retention of child care employees. BACI's annual turnover rate in Children's Services is approximately 20%. There are a few comments on the parent survey noting the high turnover and ongoing influx of new staff. We know this will have an impact on the program and have therefore taken measures over the past few years to increase the wages of our staff – primarily by raising parent fees.

Fortunately, there has been positive provincial initiatives to recognize the work and value of Early Childhood Educators – i.e. Wage Enhancement and Education & Training Bursaries. Despite these initiatives, Early Childhood Educators still remain far behind provincial wage and benefit benchmarks. This, in turn, will likely continue to have an impact on the centres – i.e. higher turnover rates, potential of less people becoming Early Childhood Educators due to the low wages and benefits. Therefore, BACI must continue to work with all levels of government and partners – including funders, government, and families – to advocate for Child Care and Child Care Educators and the provincially benchmarked wages and benefits they should receive. This continues to be a long-standing challenge for the sector and it's had an impact for all child care stakeholders – i.e. families, children, employees, community, and the economy.

Effectiveness

We continue to measure the effectiveness of the child care centres via questions #23-26 on the Parent Survey. These questions address the areas of child development and ask families if they believe their child is growing and developing in the areas of child development – social, emotional, physical, and cognitive – due to their child's participation in the centre. Like the previous years when asked these questions, parents confirmed again that their child's social development is changing and growing the most of all the areas. However, we are pleased to report that there is modest improvement in the other areas as well. Please see the chart below:

	2018	2019
Social Development	93%	93%
Emotional Development	84%	87%
Physical Development	86%	90%
Cognitive Development	90%	90%

This year, there are fewer 'not sure' answers to these questions (range of 3-8%), which we consider another positive step regarding this area of the survey. The teams have provided more information about child development so hopefully, the few 'not sures' is an indication of this communication. That said, we still receive consistent feedback from families that they want more ongoing communication about their child's development – Question #4 and #5. 76% of families (81% in 2018) state they are satisfied with information/regular updates about their child's development. We also received multiple comments in this area:

- More communication between new teachers and parents to know who they are.
- It would be great to have more intentional/regular updates about my child's development and areas to look out for...even a 5-10 minute meeting every few months would be sufficient.
- A report card of some sort detailing the child's time at the daycare would be wonderful.
- It would be great to receive emails or notes from teachers about anything we as parents should pay attention to in terms of my child's development or behaviour.

Other Notable Information

Questions #13, #15, #16 asked families to rate to the centres' work around inclusion and diversity.

	2018	2019
Staff promote inclusion	92%	91%
Staff incorporate activities that promote and celebrate multiculturalism and diversity	80%	86%
Environment and activities are inclusive and accessible for all children	93%	93%

In 2018, there was a significant number of families that responded to these areas as 'not sure' – up to 20%. This year, this decreased to 8%. We see this as positive and a potential indication that more families are noticing these very important areas of the centres' work and priorities.

Questions #17-20 ask families about the health & safety of the centres – i.e. cleanliness, quality of toys, addressing health needs, etc.

	2018	2019
My child's health needs are supported and cared for the by staff	98%	95%
The centre is clean	98%	97%
The centres is maintained in a safe manner	95%	95%
The toys, games, and equipment	95%	93%

All centres continue to be full, including Variety Cariboo. We very excited about this as it's taken almost two full years for this to happen.

We're pleased that the Fairhaven Centre will remain a Universal Child Care site - \$10/day child care - until March 31, 2021. BACi continues to be very proud to be a part of this provincial initiative and will continue to participate in the evaluation and learning of this model.

BACi continues to be very grateful for the hard work, dedication, and passion of our Child Care Team. They clearly care about the work they do and the children and families they support. The Child Care Team make a difference every day!

As noted in 2018, BACi continues to be grateful to the families who chose BACi's Child Care centres. BACi prides itself on being partners with families and the centres are definitely a place where we work together to support, develop, nurture, teach, and guide their child's development and safety. Thank you for letting BACi being a part of your child's life!

Highlights & Follow-up from 2019 Recommendations

- Recommendation:** Clarifying and providing more information to families regarding child development. This continues to be an area families seem to need more information about as the percentage of "Not Sure" is the highest of any question – up to 15%. Consistent with the findings of the Quality Assurance Service Evaluation, the recommendation is to provide a tool or opportunity for families to learn more about child development and how their child is progressing at the centres on a regular basis. The tool will be specifically designed for them and implemented for the program age, curriculum, and service goals.

Follow-up: This is still in progress. Families receive information about child development (e.g. Ages and Stages), but it's often before the survey as a way to help families answer that section of questions. The goal is to circulate this information on a bi-annual basis rather than annually because 6 months is a significant amount of time for change and growth for a child, especially under the age of 5.

- **Recommendation:** The above goal also aligns with the survey feedback that families would like more on-going feedback and communication about their child's development, activities, and participation at the centre.

Follow-up: This is still in progress and something that also was noted in the Service Evaluation. Staff continue to provide information to families on a regular basis (i.e. through daily interactions), but we are exploring platforms like HiMama as ways to provide ongoing information and updates to families in more structured and intentional ways.

- **Recommendation:** Continue with the 2017 & 2018 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. This also includes an effective recruitment and retention strategy, including an assessment of sector-wide wages and benefits.

Follow-up: We continue to advocate with the funders and partners to increase the wages and benefits for Early Child Educators; participated in the Wage Enhancement Initiative.

- **Recommendation:** Full enrolment at Variety Cariboo Centre – 3-5 program.

Follow-up: Achieved.

- **Recommendation:** Continue with the planning for the opening of the Variety Banff Centre.

Follow-up: Not complete due to ongoing building delays.

- **Recommendation:** Operate the Fairhaven Centre as a Universal Child Care Prototype site and meet all contract requirements, including participating in the evaluation process.

Follow-up: Achieved. Contract renewed until March 31, 2021.

Recommendations & Goals for 2020

- Parents want more ongoing and intentional feedback regarding their child's development, activities, and participation at the centre – will focus on the 0-5 centres.
- Continue with the 2017, 2018, and 2019 Recommendation – The Child Care employees are clearly our greatest resource to providing high quality, safe, and inclusive child care. 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. This also includes an effective recruitment and retention strategy, including an assessment of sector-wide wages and benefits.
- Full enrolment at all centres.
- Continue planning for the opening of the Variety Banff Centre.
- Operate the Fairhaven Centre as a Universal Child Care Prototype site and meet all contract requirements, including participating in the evaluation process.

Survey Questions and Graphs

DATA FROM INDIVIDUALS SUPPORTED BY CHILDREN'S SERVICES

EFFECTIVENESS: Social Development



Source: Parent Survey, Q 23 (2018) and Q 25 (2019). My child's social development has grown and improved as a result of their participation in the child care centre.

	2018	2019	
	43.1%	45.0 %	Strongly Agree
	44.8%	50.0 %	Agree
	3.5%	0.0 %	Disagree
	0.0%	0.0 %	Strongly Disagree
	8.6%	5.0 %	Not Sure

EFFECTIVENESS: Emotional Development



Source: Parent Survey, Q 24 (2018) and Q 26 (2019). My child's emotional development has grown and improved as a result of their participation in the child care centre.

	2018	2019	
	27.6%	32.5%	Strongly Agree
	55.2%	60.0 %	Agree
	3.5%	2.5 %	Disagree
	0.0%	0.0 %	Strongly Disagree
	13.8%	5.0 %	Not Sure

EFFECTIVENESS: Cognitive Development



Source: Parent Survey, Q 25 (2018) and Q 27 (2019). My child's cognitive development has grown and improved as a result of their participation in the child care centre.

	2018	2019	
	34.5%	37.5 %	Strongly Agree
	48.3%	52.5 %	Agree
	3.5%	5.0 %	Disagree
	0.0%	0.0 %	Strongly Disagree
	13.8%	5.0 %	Not Sure

EFFECTIVENESS: Physical Development



Source: Parent Survey, Q 26 (2018) and Q 28 (2019). My child's physical development has grown and improved as a result of their participation in the child care centre.

	2018	2019	
	24.1%	40.0 %	Strongly Agree
	58.6%	47.5 %	Agree
	3.5%	0.0 %	Disagree
	0.0%	0.0 %	Strongly Disagree
	13.8%	12.5 %	Not Sure

SATISFACTION



Source: Parent Survey, Q 28 (2018 and 2019). Overall, I am satisfied with the service my child receives at the child care centre he/she attends.

	2018	2019	
	51.7%	60.5%	Strongly Agree
	46.6%	37.2%	Agree
	0.0%	0.0%	Disagree
	1.7%	2.3%	Strongly Disagree
	0.0%	0.00%	Not Sure

SURVEY RETURN RATE



Source: Parent Survey, Measured.

	2018	2019	
	60.0%	60.0%	Families of individuals in Children's Services who completed the survey.
	40.0%	40.0%	Families of individuals in Children's Services who did not complete the survey.

About IDP

The Infant Development Program (IDP) serves infants from 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 445 children and their families in 2019 and is funded for 6 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 of Individuals Served

Comparison of Age for Individuals Receiving Services in IDP

AGE (IN YEARS)	NUMBER OF INDIVIDUALS RECEIVING SERVICE
0-5	445
6-18	0
19-40	0
41-64	0
65+	0
Undisclosed	0
Total	445

Comparison of Gender for Individuals Receiving Services in IDP

GENDER	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Identifies as Female	169
Identifies as Male	276
Identifies as Other	0
Total	445

Comparison of Demographics for Individuals Receiving Services in IDP

We have been capturing information in the Infant Development Program about ethnicity and languages spoken for only 3 years. Below is a complete list of ethnicity submitted by families, as identified at intake on their Family Information Form:

ETHNICITY	NUMBER OF INDIVIDUALS RECEIVING SERVICE
Afgan	2
African	6
Australian	1
Bengali	2
British	3
Canadian	37
Caucasian	36
Chinese	62
Colombian	1
Eastern European	1
Filipino	10
First Nations	4
French	5
German	1
Indonesian	1
Iranian	2
Iraqi	1
Irish	1
Israeli	1
Italian	6
Jamaican	1
Japanese	3
Korean	4
Kurdish	2
Libyan	1
Malaysian	1
Norwegian	1
Pakistani	2
Polish	2
Portuguese	3
Russian	3
Salvadoran	1

Scottish	1
South American	1
South Asian	18
Spanish	1
Syrian	1
Taiwanese	2
Thai	1
Ukrainian	1
Vietnamese	4
Total	445

Highlights

New: Concerns for Autism in your Toddler group-allowing Waiting List families to quickly find out info on resources

New: Partnership with Burnaby Neighbourhood House – in South and North Burnaby – facilitating a broader reach to families eligible to our service, and providing excellent group sites to offer fun outings for families

New: IDP Assistant role really successful. Allowing families access to a variety of groups most days of the week, at varied times and locations

100% (12/12) of staff meetings completed

100% (12/12) of Raising the bar meetings completed

100% of families received info about their rights this year

100% (3/3) Family Nights completed, as initiated in 2014. Still a family favourite!

Physiotherapy consultation app.
2019: 280
2018: 310

Percentage of IDP caseload
2019: 53%
2018: 40%

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

**100%
EFFICIENCY**

Average of **73.15 hrs/FTE**; met contract obligations of 70 hrs with families and group time per FTE Consultant per month (100% in 2018)

**NOT ACHIEVED
ACCESS**

Target: 3 weeks access time - **not achieved**. **Access averaged 7.5 weeks**. Will change access target again after a review of the Waiting List Management by the Senior Manager and Consultation to other large-volume programs. Also will be better able to track access and document consultation with Waiting List families with the roll-out of a new data collection system (NucleusLabs) in 2020.

- **Groups offered this year:** Sensory, Playgroup, Infant Massage, Baby Beluga Swimming, Mother Goose, Family Night, Gross Motor Group, Concerns for Autism in your Toddler, Premie Tea, Communi-tea
- **Community Partnerships:** Burnaby Preventive Health – Pregnancy Outreach and Baby and Me programming, Burnaby Speech and Hearing, BC Centre for Ability - Early Intervention Therapy program and Supported Child Development program, MOSAIC Newcomers’ 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, Burnaby Neighbourhood House, Kinsight Now and Next parent group
- **Training:** Goal to Action training with Plumtree (New Zealand), Anxiety in Young Children by Vanessa LaPointe, Parenting Right from the Start by Vanessa Lapointe, Anxiety and Autism training, NCVI, Children’s First Aid, Shared Care Summit

Data Analysis:

Reflections on 2019

- Formal file Review occurred in November 2019. Feedback from the team was that the deadline helped them to achieve paperwork. Will be an ongoing changing process as our documentation changes. Another will be scheduled for November 2020.
- Retained two new team members, one permanently and one temporarily to cover a medical leave after a mat leave concluded.
- The team worked hard at making sure that families were well served in light of the unexpected medical leave and being short-staffed for most of 2019.
- All new referrals now scanned into OneDrive.
- Explored and proceeding with a new records management system (NucleusLabs). Information gathering done December 2019 with the team.
- Capacity building: a new permanent member of the team is doing qualitative evaluation interviews and drawing on inspiration and building relationships through these.
- Continues to be a very high incidence of Autism or query Autism for both currently served children and new referrals entering the program.
- Concerns for Autism group commenced Feb 2019.

Recommendations for 2020

- Creation of a Waiting List management procedure (by end of March 2020) and included in IDP Handbook. Re-evaluate a reasonable access time for a 2020 Outcome goal.
- Proceed with NucleusLabs data recording change over. NucleusLabs will be transferring the data as soon as April 2020.
- Mental health first aid for program Manager in March 2020 and for the program team later in 2020.
- Will have to re-evaluate how we do qualitative evaluation interviews moving forward. Not a statistically significant sample in 2019 (10).
- Continuing to respond to high incidence of ASD.
- Further revisions to Family Information Form may be required.
- Explore training or facilitation options for promoting/expanding a resource toolkit for mental wellness for families on our team.
- Explore staff training options in the area of one page profiles.
- Address 3-5 age gap - Develop planning tools to offer to families that demonstrates long term goals and facilitates families re-evaluating their original goals.

Performance Goals, Survey Questions and Graphs



DATA FROM INDIVIDUALS SUPPORTED BY IDP SERVICES

EFFECTIVENESS: Target: 30% of families have completed a Qualitative Impact Evaluation Protocol (QIEP). In 2018, with the help of 2 practicum students, we achieved 33 Interviews, totaling approximately 7.5% of our population. From those 33 interviews, we were able to draw themes.

In 2019, we did not have practicum students do this work. Rather, a new employee in the IDP Assistant role conducted interviews. Unfortunately, she was not able to achieve a statistically significant sampling of Qualitative Impact Evaluation Protocols (10 in total for 2019).

2018

2019

Source: Satisfaction Survey, Q 11 (2018 and 2019). I feel the program has helped increase my confidence as a parent. (Things to consider: 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?)

	2018	2019	
	2.7%	5.0%	Strongly Disagree
	0.0%	0.0%	Disagree
	5.4%	5.0%	Neutral
	27.0%	25.0%	Agree
	64.9%	65.0%	Strongly Agree
	0.0%	0.0%	Not Applicable

SATISFACTION: 95% families reported they were Very Satisfied with their relationship with their IDP Consultant

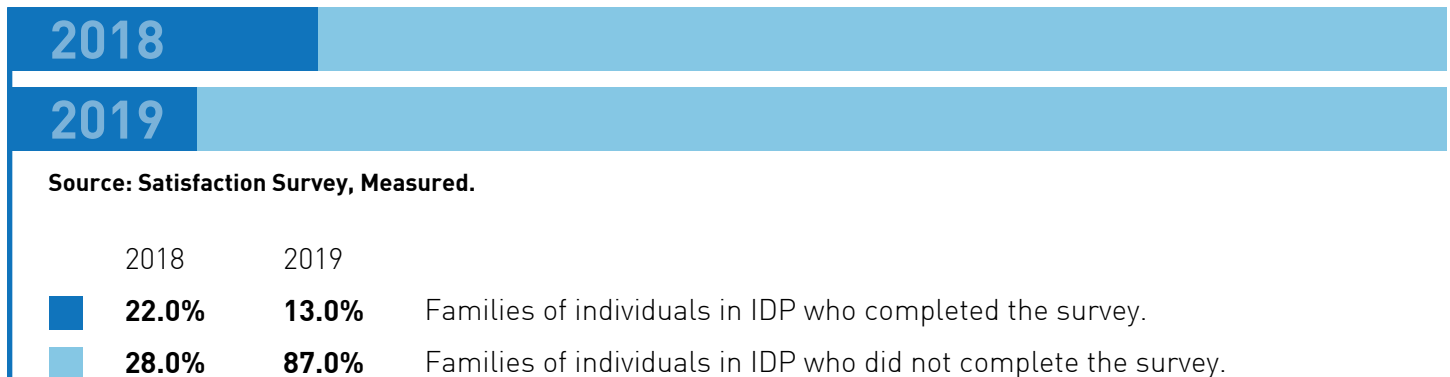
2018

2019

Source: Satisfaction Survey, Q 8 (2018 and 2019). I am very satisfied with my relationship with my IDP Consultant. (Things to consider: Do you communicate well? Is she respectful? Do her visits match with our schedule? Is she knowledgeable? Effective? Does she check in with you often to see if you are satisfied with her approaches?)

	2018	2019	
	2.7%	5.0%	Strongly Disagree
	0.0%	0.0%	Disagree
	0.0%	0.0%	Neutral
	18.9%	5.0%	Agree
	78.4%	90.0%	Strongly Agree
	0.00%	0.00%	Not Applicable

SURVEY RETURN RATE



Things to Consider:

- We served as high a volume of children in 2019 as we did in 2018. The population in Burnaby is growing and the demand is great, putting pressure on our Waiting List.
- An unexpected leave in February 2019 meant we were short-staffed for most of 2019.
- We continue to struggle to achieve enough Qualitative Impact Evaluation Protocols. The issue seems to be recruiting and soliciting family participation, particularly once their child’s service with IDP has ended. We will review this and look at other ways to complete these reflective measures of effectiveness.
- For full Satisfaction Survey results, contact Krista Moldowan, Senior Manager of Children and Family Services, at krista.moldowan@gobaci.com
- Our survey return rate was low again 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 have some creative ideas for soliciting parent feedback about their satisfaction at some of our events in 2020.
- Access time continues to be high – similar to 2018, access time is reported for 2019 at approximately 7.5 weeks wait time. We have a weighted Waiting List model, and there is no way to predict how many high-priority children will be referred each month. The volume of referrals is about 30% higher in 2019 than it was in 2017.

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.



Comparative Data

Agency Data

	2018	2019
Total Number of Employees	469	451
Total Regular Employees	278	253
Total Full Time Employees	157	137
Total Part Time Employees	121	116
Total Casual Employees	191	158
New Hires	84	94
Turnover	8.0%	25.0%
Appraisal	21.0%	28.0%
Languages Represented	61	41

Turnover Rates

	2018	2019
Agency	9.0%	25.0%
Full Time Employees	7.0%	15.0%
Part Time Employees	10.0%	17.0%
Casual Employees	6.0%	36.0%

New Hire Breakdown

	2018	2019
Total New Hires	84	94
Full Time New Hires	16	10
Part Time New Hires	14	26
Casual New Hires	54	58

Program Data

Home and Community Services

	2018	2019
Total Regular Employees	122	104
Total Full Time Employees	71	60
Total Part Time Employees	51	44
Total Casual Employees	91	78
Residential Turnover Rate	6.0%	20.0%
Full Time Turnover Rate	4.0%	9.0%
Part Time Turnover Rate	10.0%	12.0%
Casual Turnover Rate	5.0%	30.0%

BEST - Employment Services

	2018	2019
Total Regular Employees	6	7
Total Full Time Employees	6	7
Total Part Time Employees	0	0
Total Casual Employees	0	0
BEST Turnover Rate	40.0%	0.0%
Full Time Turnover Rate	40.0%	0.0%
Part Time Turnover Rate	0	0
Casual Turnover Rate	0	0

Community Inclusion

	2018	2019
Total Regular Employees	100	85
Full Time Employees	37	30
Part Time Employees	63	55
Casual Employees	58	47
Turn Over Rate for SEI	10.0%	26.0%
Full Time Turnover Rate	8.0%	14.0%
Part Time Turnover Rate	14.0%	20.0%
Casual Turnover Rate	6.0%	36.0%

Infant Development Program

	2018	2019
Total Regular Employees	9	7
Total Full Time Employees	7	6
Total Part Time Employees	1	1
Total Casual Employees	1	0
IDP Turn Over Rate	14.0%	12.0%
Full Time Turnover Rate	0.0%	14.0%
Part Time Turnover Rate	100.0%	0.0%
Casual Turnover Rate	0.0%	0.0%

Children's Services

	2018	2019
Total Regular Employees	28	27
Total Full Time Employees	18	17
Total Part Time Employees	10	10
Total Casual Employees	35	24
Turn Over Rate for Children's	5.0%	37.0%
Full Time Turnover Rate	10.0%	32.0%
Part Time Turnover Rate	9.0%	23.0%
Casual Turnover Rate	2.0%	45.0%

Outreach

	2018	2019
Total Regular Employees	12	12
Total Full Time Employees	10	10
Total Part Time Employees	2	2
Total Casual Employees	3	0
Turn Over Rate for Outreach	11.0%	25.0%
Full Time Turnover Rate	16.0%	9.0%
Part Time Turnover Rate	0.0%	33.0%
Casual Turnover Rate	0.0%	100.0%

Interpretation of the Data

The HR data trends remain consistent with previous years, with a very gradual decrease in the number of regular (Part Time and Full Time) employees while the number of Casual employees increase. This is most likely the result of several factors, including recruitment challenges as well as funding challenges. From a recruitment lens, we still see many candidates declining permanent positions as they prefer to work as a Casual employee. As we are serving people with varying funding levels, managers are challenged to create flexibility for people receiving services while maintaining their budget. This can result in Part Time positions, which are difficult for recruitment and retention. The QAHR department is working in partnership with Direct Service Managers to find staffing solutions that offer the flexibility to meet the needs of persons served while maintaining the stability of quality supports.

In 2019, we see a spike in turnover rates compared to our 2018 data. This is in large part due to the termination of Casual staff who were no longer available for shifts. In 2019, we canvased Casual staff who had not been accepting shifts and subsequently terminated most of those contacted. This year's turnover rate is more in line with 2017 rates – the last time we canvased and terminated Casual staff. In 2020, our goal will be to complete the Casual termination process annually to avoid this larger fluctuation of data. Thus far, this goal has not been completed due to limited resources.

Of note, we see a drop in the languages spoken at BACI. This is caused by both the import of data into the new system and the self-reporting of staff language use at the time of hire. BACI continues to remain a diverse organization.

From a Quality Assurance perspective, 2019 was a very busy year. This was the first full year of our expanded team. This allowed us to complete Service Evaluations for all departments across the organization, which has never been done before. In addition, we prepared for CARF 2020 – including a Mock Survey – to benefit from an external lens to ensure continuous quality improvement for BACI. We look forward to working with Direct Service Managers to use the information gained to improve person-centred supports including documentation, communications with all stakeholders, and to ensure staff are well-trained and supported.

This year, we provided staff training on Wellness, Bullying and Harassment, Person/Family-centred supports, Documentation, Health and Safety, Policies, Values Alignment, ADP, Non-violent Crisis Intervention Training, First Aid, Medication Administration, Accessibility and more.

Objectives

- Promote a culture of safety in the workplace.
- Have a robust OSH Committee that meets regularly.
- Decrease time loss injuries to staff.

Comparative Data: 2018 vs. 2019

WORKSAFEBC CLAIMS FILED	2018	2018 TIME LOSS	2019	2019 TIME LOSS
Aggression/force	16	9	13	9
Over-exertion	8	4	10	8
Slip/trip/fall	5	4	2	2
Struck by/against	1	1	2	2
Other	8	1	6	1
Exposure to/contact with	0	0	0	0
Caught in between	1	0	1	1
Bite			3	0
Total	45	23	37	23

Things to note:

- Overall number of claims filed has decreased for the third year, however the number of claims that result in time loss has increased. There continued to be some trends, as in the previous year, with some employees having multiple time loss claims or particular programs having more claims than others. These were addressed with re-training for the staff involved, with the whole team, and with development of new support strategies and investigations into options for equipment changes.
- While the percentage of time loss claims for aggression has increased from the previous year, the amount of time lost due to those claims has decreased. While this holds true for most categories, the same cannot be said for the over-exertion category where the amount of time loss has increased. This is not an overall trend, but can be attributed to one program that has seen changes in the people they support. The addition of new equipment that works well for the persons supported, is not working as well in terms of staff safety.
- A continued trend noted in aggression claims was the occurrence of clusters of incidents, either in a program or with a particular individual. In addition, there were times when one incident resulted in more than one claim being filed. Some common causes that were noted included lack of up-to-date

support plans to follow, support plans that were not implemented appropriately, and staff having not received NCI training.

- An ongoing trend noted was 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.
- Incident investigations were completed for all incidents that occurred. While investigations have occurred within timelines, it has been noted that the implementation of the follow-up is not always occurring in a timely manner. There are several factors that have been noted: follow up with employees involved in incidents may be delayed due to a longer than expected leave, follow-up may have occurred but reports were not updated to reflect the completion dates, and change in Supervisors made determining whether follow-up was completed difficult.
- The OSH Committee met 12 times during the year for regular meetings, as well as convening several additional meetings. The Committee has seen turnover in the past year with 2 Managers and 2 member OSH Reps leaving, all being replaced with new Committee members. The Committee is composed of members that represent the majority of BACI's programs. Attendance at meetings was strong in the first half of the year, however attendance began to lag in the last half of the year as member Reps left and needed to be replaced.
- BACI created a new component to the OSH Committee – Program OSH Representatives at each work location. This was created as BACI is a large agency with multiple work locations. The Program OSH Representatives take a lead in health and safety in their particular program, providing assistance in leading health and safety conversations, ensuring compliance in their programs, and providing support to their team members. Training provided to the Program OSH Reps includes an online training through WorksafeBC and BACI-specific training developed and led by OSH Committee members.
- Reporting of near misses was stronger last year. The purpose of reporting and following up on near misses is to be able to change practice, environments or equipment before it can become a serious incident. The OSH Committee continues to work with the management and Supervisory teams to provide information, training and support around near miss reporting.

Other information:

- Review of WorksafeBC claims monthly: 100%
- Completion of incident investigation reports: 100%
- Implementation of incident investigation recommendations (as reported): 40%
- OSH meetings held (12 of 12): 100%
- Annual site visit and review: 100%
- Annual vehicle inspections: 100%

Things to Consider for 2020:

- 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 decreased length of time missed from work. BACi will explore training 2 people to become the back care trainers for the agency.
- Continue to reinforce previous training to all Supervisors, Managers and OSH Committee members to ensure everyone understands their roles and responsibilities in creating and maintaining a safe workplace.
- Review and revise current systems of documenting the monthly assessment of staff to ensure ongoing safe work practices and provide appropriate corrective action and training where need is identified.
- Ensure health and safety of both staff and individuals is an ongoing conversation held in all teams. These conversations should include agency trends, and program-specific incidents, their causes, the follow-up and the effectiveness of the follow-up.
- Ensure staff working in all areas of BACi receive ongoing training and opportunities to learn how to recognize hazards in their environment and eliminate or mediate the risk.
- Continue with NCI to all staff working at BACi to prepare staff to deal with challenging situations.
- Provide ongoing training around the importance of documentation and reporting when follow-up was implemented, for all near misses and reportable incidents.
- Provide training and opportunities for staff to be engaged around risk, and ways to reduce the risk of injury.
- Use trends from 2019 to inform annual health and safety training for 2020.
- Ensure regular communication on the trends for injuries and causes of incidents across the agency, so that all teams can be pro-active in implementing strategies to prevent injuries.
- Engage with Safecare to complete an overall review and audit of BACi's health and safety program, and implement the action plan that is developed.
- Continue with the annual review of employee accommodations, to ensure the accommodation is still appropriate for both the employee and the people they work with/program they work in.

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. In addition, when incidents happen, we need to pay attention to ensure the needs of the person are being met. It’s an opportunity to understand the person better. 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.

Data Analysis

In 2019, we decided to do a deeper dive into CIR trends and analysis. In 2020, we hope to see that monthly CIR debriefing meetings between Quality Assurance and Direct Services will allow us to design interventions such as training or procedural changes. We hope to address issues in real time, working in partnership with staff. Although this year we see a decline in CIRs (which we hope to maintain), we do have abuse CIRs. BACI has a policy and procedure on Abuse and Neglect. Staff are trained on these policies upon hire and annually, must report any suspected abuse. These reports are treated with extreme concern and diligence. BACI’s reporting is immediate and transparent. All incidents are followed up with investigations and other follow-up as needed to ensure the health, safety and well-being of persons served.

This year, Home & Community Services has been focusing on working with issues related to aging. We see CIRs such as choking, falls, and injury that directly relate to issues of aging. We continue to offer training on supporting people as they age. In addition, Home & Community Services has been focusing on reducing medication errors. This year we have changed our pharmacy and have implemented training specific to this change, as well as our on-going Medication Administration Training. Our Community Inclusion department has been working on Critical Incident follow-up, with an emphasis on accountability, learning and documentation.

Comparative Data: 2018 vs. 2019

Comparison of the types of incidents for Adult & Youth Services for 2018 and 2019

CIR YEAR OVER YEAR	2018	2019
Abuse - Emotional	0	1
Abuse - Physical	0	2
Aggression Between Persons in Care	19	16
Aggressive / Unusual Behaviour	217	119
Attempted Suicide	6	0
Choking	4	2
Death	1	0
Emergency Restraint	0	2
Fall	54	36
Medication Error	65	67
Missing / Wandering	35	13
Motor Vehicle Accident	0	1
Motor Vehicle Injury	9	2
Neglect	0	1
Other Injury	49	28
Restraint	0	5
Service Delivery Problem / Disruption of Services	2	1
Sexual Abuse	1	0
Unexpected Illness	18	6
Unexpected Illness / Food Poisoning	4	7
Use or Possession of Illicit Drugs or Misuse of Licit Drugs	4	3
Total	488	312

Highlights

There have been a total of 34 complaints made in 2019 (up from 30 in 2018), which were reviewed regularly by the Management team. This rise in complaints is not surprising, considering the increase in number of people and families served over the past year. A member of the Management team followed up on all complaints (100%) and in all cases, actions were taken or changes made to improve future outcomes.

The following stakeholders brought the complaints forward:

- Individual Receiving Services: 1
- Community Member: 12
- Family: 15
- Employee: 6

WORKSAFEBC CLAIMS FILED	REGARDING STAFF - INTER PERSONAL RELATIONS	REGARDING INDIVIDUAL	REGARDING RIGHTS	REGARDING HEALTH AND SAFETY	REGARDING SERVICE QUALITY - INTERNAL	REGARDING SERVICE QUALITY - EXTERNAL	REGARDING PROPERTY AND/OR EQUIPMENT
Admin					1		1
Adult Services - H&CS		2		1		1	1
Adult Services - Day	2					10	
Children's Services - Child Care & Out of School Care						3	
Infant Development Program						2	
Life Sharing		1		1		3	1
Outreach		1					1
BEST							
STRIDE		1				1	
Total	2	5		2	1	20	4

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

Of the 34 complaints received in 2019, 10 were formal complaints.

Analysis of Complaints and Actions to be Taken

This year, there is a slight increase (by 2) of complaints by staff around interpersonal relations. This is likely in part due to a higher turnover of staff in that area and a more frequent practice of moving staff between day programs to accommodate the individual needs of persons served.

- **Actions to address improvements needed:** We continue to offer training around creation of a collaborative environment.

There is an increase (by 5) of complaints related to the people we serve, which is understandable given our efforts to support people in accessing more opportunities to develop their interests, expand their activities, and be more independent in the community.

- **Actions to address improvements needed:** We continue to educate the people we support on rights and responsibilities and are creating a handbook on this topic in 2020.

Complaints around Rights (0) remain consistent this year. Complaints around Health & Safety decreased slightly (from 3 in 2018 to 2 in 2019). Considering the number of people served (over 1,000) and the number of staff employed, the number of complaints in this area is very low.

- **Actions to address improvements needed:** We continue to assess how we can improve the health and safety of all our stakeholders.

Internal complaints regarding Quality of Service have dropped (from 3 in 2018 to 1 in 2019), while external complaints in this area remain relatively consistent (from 20 in 2018 to 21 in 2019).

- **Actions to address improvements needed:** We continually work to improve the quality of our services – exploring a range of variables to find the best fit for the individual served. This quest for service improvement often involves changes – to programs, processes, activities or staff – which may take time for people to adjust to or understand. BACI's Accessibility & Diversity Plan recognizes attitudinal barriers and has initiatives designed to improve these.

Complaints around Property and Equipment remain consistent as well (from 3 in 2018 to 4 in 2019).

- **Actions to address improvements needed:** We do our best to address all concerns and work hard to proactively maintain our property and equipment to minimize any concerns or complaints that may arise.

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 2020 Business Improvement Plan (BIP). Any goals not achieved in the 2019 BIP are also added to the 2020 BIP.

Other key reporting mechanisms – the 2019 Risk Management Plan, the 2019 Service Evaluation, the progress from the 2019 BIP Plan and their corresponding recommendations – will also be included in the 2020 BIP.

Complete copies of these reports – and other reports referred to in this Outcomes Report – can be viewed by contacting tanya.sather@gobaci.com or calling 604.299.7851.

Full results of all Department Surveys summarized in the Outcomes Report are available online – along with this Report – at www.gobaci.com



As we navigate the COVID-19 pandemic through 2020 and beyond, we will continue to be guided by the wisdom and compassion of BC's Public Health Officer, Dr. Bonnie Henry.