

2021-2022  
Outcomes  
Management  
Report



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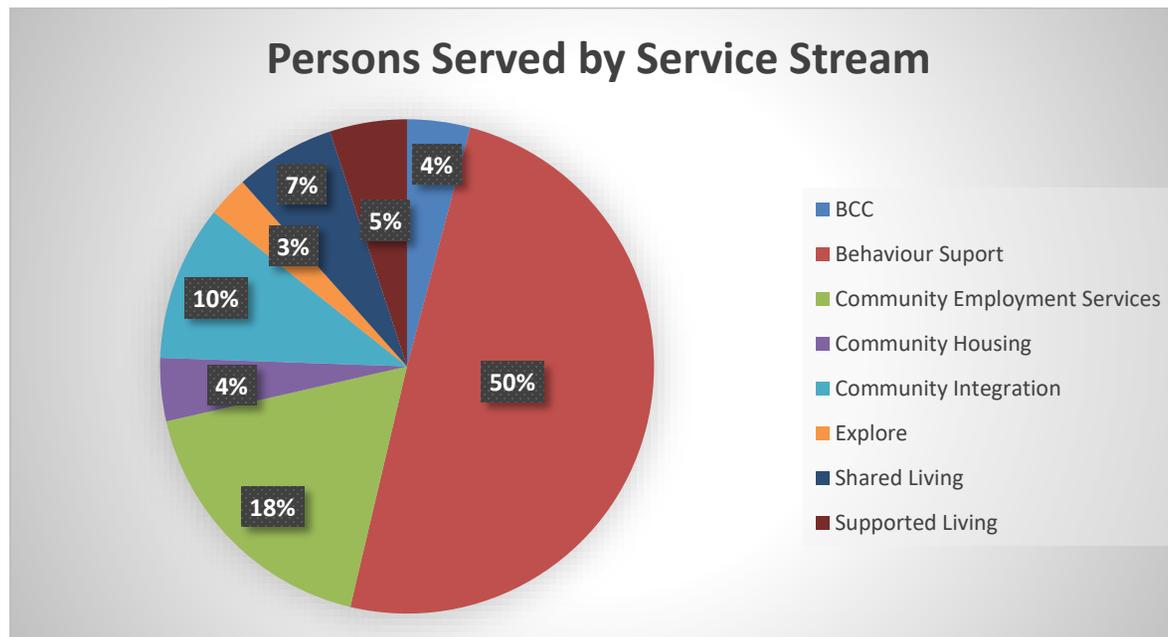
## 1. INTRODUCTION

*posAbilities* offers a full spectrum of services to children and adults throughout British Columbia. Our services include home supports, community integration, employment services and behaviour support programs. Our services can be found in:

Abbotsford	Fraser Valley	North Shore	Sunshine Coast
Burnaby	Maple Ridge	Port Coquitlam	Surrey
Coquitlam	New Westminster	Port Moody	Vancouver
Delta	North and South Okanagan	Richmond	Vancouver Island

The Outcomes Management Report is a tool to learn from our current practices. It provides performance information to make program improvements that lead us to continuous service quality advancements. The Outcomes Management Report is a guiding and decision-making instrument that helps our leadership team and Board of Directors in monitoring *posAbilities*' programs and services, and identifying the strengths of our organization as well as those areas that require improvement. The Outcomes Management Report will assist *posAbilities* to be more effective and efficient in achieving a high standard of overall service quality.

Between April 1, 2021 and March 31, 2022, *posAbilities* provided services to **1939** persons served, enrolled in the following service streams (note some persons served are enrolled in multiple programs):



Service Stream	FYE2022		FYE2021	
	Total	% of Services	Total	% of Services
<b>Behaviour Supports</b>	<b>961</b> ↑	50% ↑	<b>882</b>	47%
<b>Community Employment Services</b>	<b>344</b> ↑	18%	<b>334</b>	18%
<b>Home Supports Total</b>	<b>305</b> ↓	16% ↓	<b>315</b>	17%
Shared Living Services	127 ↓	7%	131	7%
Community Housing	80 ↓	4%	85	4%
Supported Living	98 ↓	5%	99	5%
<b>Community Integration</b>	<b>197</b> ↓	10% ↓	<b>222</b>	12%
<b>BCC</b>	<b>80</b> ↑	4%	<b>73</b>	4%
<b>Explore</b>	<b>52</b> ↓	3% ↓	<b>68</b>	4%

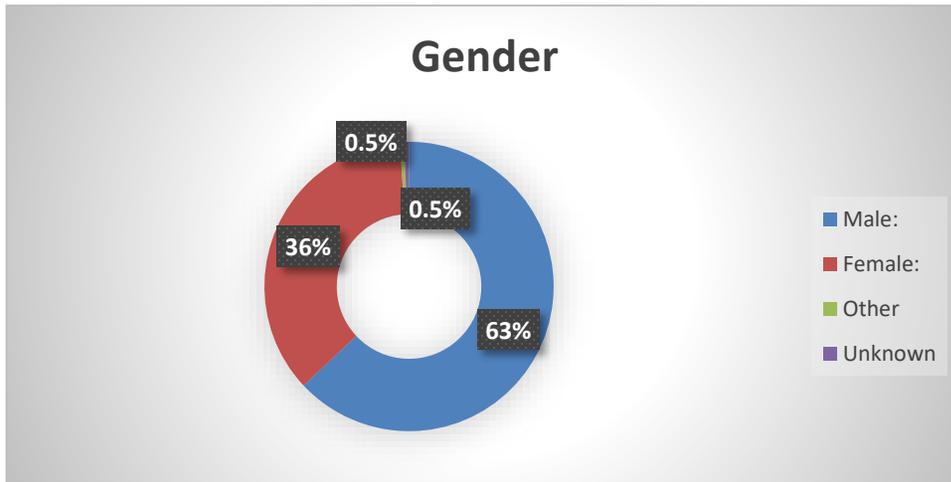
Below is some additional information about the people we served over the past fiscal year (April 1, 2021 to March 31, 2022):

**Gender**

Male	<b>63%</b> of persons served
Female	<b>36%</b> of persons served
Other	0.5% of person served
Unknown	0.5% of persons served

**Age**

Under 6	1.2% of persons served
6 – 18	32.9% of persons served
19 – 20	5.6% of persons served
21 – 30	22.6% of persons served
31 – 40	12.1% of persons served
41 – 50	9.1% of persons served
51 – 60	7.1% of persons served
61 – 70	5.4% of persons served
71 – 80	1.7% of persons served
Over 80	0.2% of persons served
Unknown:	2.0% of persons served



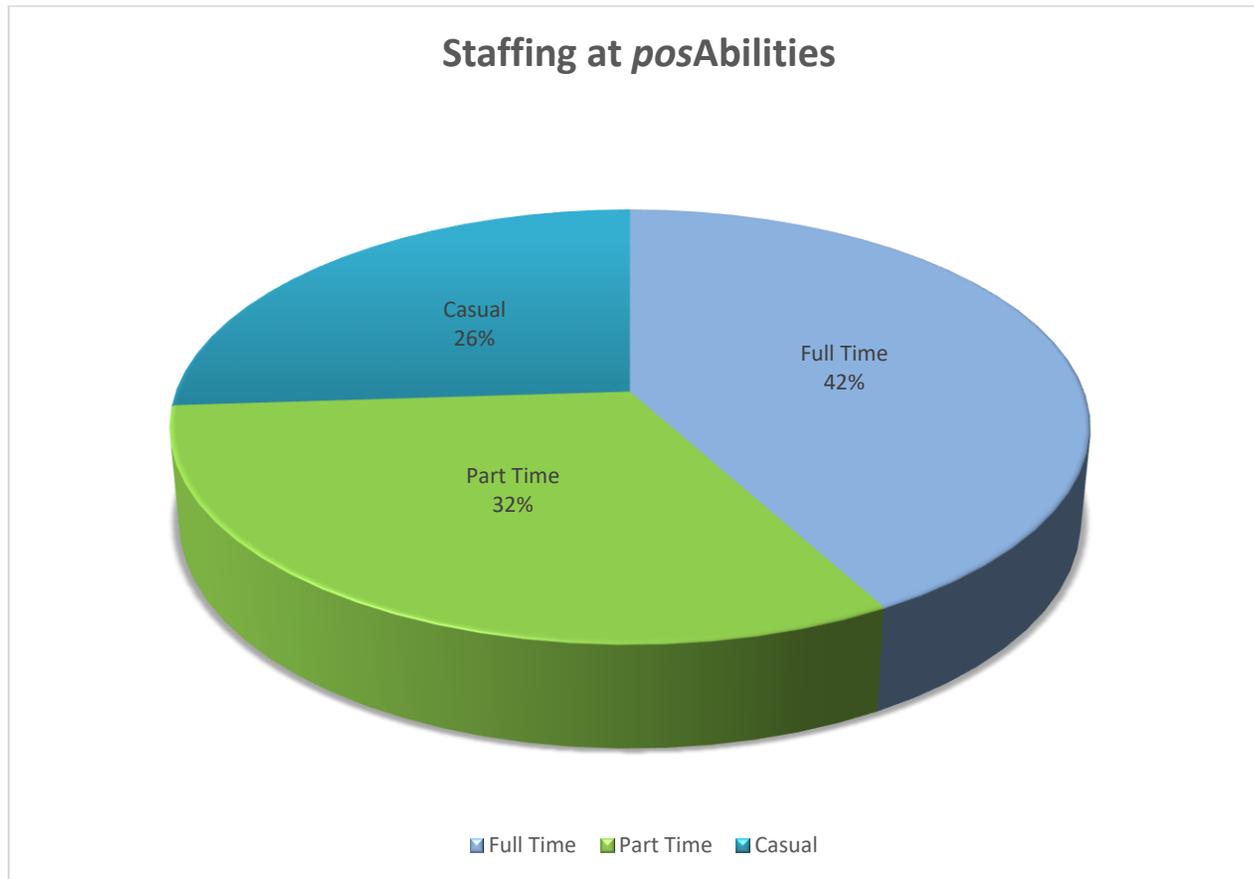
**Diagnosis<sup>1</sup>**

- Autism/Asperger Syndrome: **19.7%** of persons served
- Intellectual/Cognitive Disability: **13.3%** of persons served
- Developmental Delay: **10.1%** of persons served
- ADD/ADHD: **9.9%** of persons served
- Anxiety Disorder: **5.0%** of persons served

- Epilepsy/Seizure Disorder: **4.4%** of persons served
- Down Syndrome: **2.5%** of persons served
- Depression: **1.8 %** of persons served
- Cerebral Palsy: **1.6%** of persons served
- Other diagnoses: **31.7%** of persons served

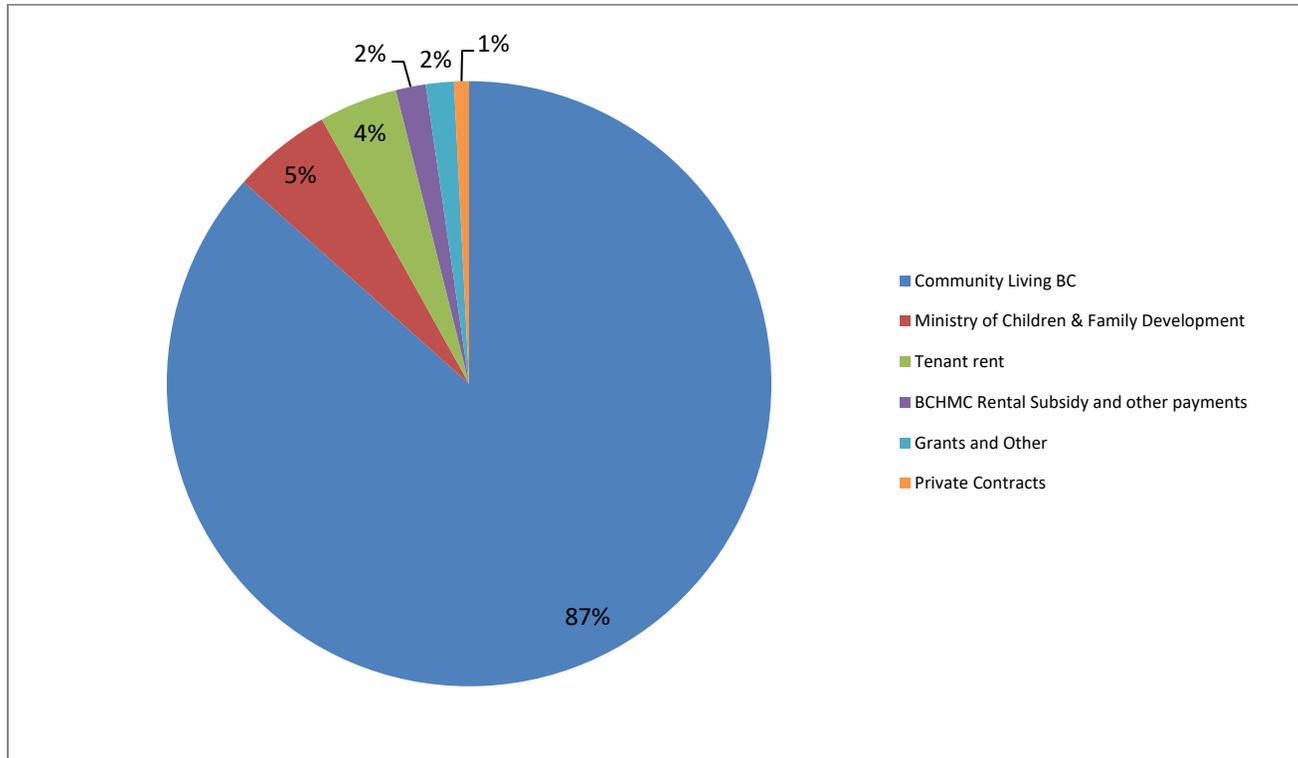
<sup>1</sup> includes persons served with multiple diagnosis

On March 31, 2022, we had a total of **538** team members delivering our services: 226 full time, 172 part time and 140 were casual. These numbers are almost unchanged from last year.



**Where the Money Came from in FYE 2022**

Community Living BC	87%	\$ 30,188,565
Ministry of Children & Family Development	5%	\$ 1,849,543
Tenant rent	4%	\$ 1,450,698
BCHMC Rental Subsidy and other payments	2%	\$ 555,271
Grants and Other	2%	\$ 513,648
Private contracts	1%	\$ 264,322
<b>Total Revenue</b>	<b>100%</b>	<b>\$34,822,047</b>



## 2. ABOUT THIS REPORT

Our performance measurement system contains effectiveness, efficiency, accessibility, as well as satisfaction measures and targets that combine the requirements of the Commission on Accreditation of Rehabilitation Facilities (CARF) and Community Living British Columbia (CLBC) Quality of Life Domains (i.e. Interpersonal Relationships, Emotional Well-Being, Physical Well Being, Personal Development, Self-Determination, Social Inclusion, Material Well-Being and Rights).

This report is based on outcome data collected for the period April 1, 2021 to March 31, 2022. The Outcomes Management Report presents the results obtained from the review of organizational files as well as satisfaction surveys conducted to persons receiving services, stakeholders, and employees. To collect input from persons receiving services and stakeholders we distributed surveys to persons served, family members, *posAbilities*' employees, Shared Living Providers, as well as community employers served by *posAbilities*' Employment Service.

For this report, we collected information in seven service streams:

- **Building Caring Communities**
- **Explore**
- **Community Integration**
- **Community Employment Services**
- **Shared Living**
- **Community Housing**
- **Supported Living Network**

For each of these service areas, we set targets and collect data about:

- **Key monitoring items** – items we consider relevant but do not fit into in the categories below
- **Effectiveness** – the results of services for the person receiving services
- **Efficiency** – the maximization of time and resources
- **Service Access** – access to services/programs
- **Input** – person served and family member's satisfaction with services

This report also identifies two key business functions at the organization level: **staff utilization** and **work days lost**.

The outcome information provided in this report is intended to assess the success of our services, identify where challenges exist, and set a course for continuous service improvement.

In section 3, the aggregated results of the persons served and family members' satisfaction surveys are presented at the organization level. Then, in section 4, the outcome data and results for each specific service area are reviewed. In section 5, employee climate survey results and 3-year comparative data is presented. In section 6, key business functions are analyzed at the organization level.

**A note about response rates:** In section 4 of this report, we have indicated outcomes in terms of a number and a percentage. The number indicates the number of *positive* responses (i.e.: "agree" or "strongly agree") to a survey item and the percentage indicates that number as a percentage of *all* responses (both positive and negative). In some cases, due to a low number of survey responses, where the number is very low, the percentage should be interpreted with care because one response can skew a score dramatically. For example, if there were only two respondents, both of them giving a positive response would result in a 100% positive rating but just one giving a negative response would drop the percent positive to 50%.

### 3. SATISFACTION SURVEYS

#### 3.1 Survey Results: Persons Serviced

For the Survey period of March 15, 2022 to April 29, 2022, *posAbilities* engaged uSPEQ® to survey consumers in the following service streams: Building Caring Communities, Community Employment Services, Community Housing, Community Integration, Explore, Shared Living, and Supported Living Network.

This year, for the third time, we used the uSPEQ® Consumer Experience *IDD* (intellectual or developmental disability) Survey for persons served. In addition to helping providers improve services through feedback, the purpose designed IDD survey instrument is tailored specifically to respondents with intellectual or developmental disabilities. The survey is, as always, anonymous and confidential, and captures multiple snapshots of the persons served’s experience with *posAbilities*, measuring satisfaction in five areas:

- Service responsiveness
- Respect
- Informed choice
- Participation
- Overall value

As this is only the third year that the IDD survey is being used, uSPEQ® does not yet have the benchmarking data as they do for the standard Consumer Experience Survey. The benchmarking data is still being collected and will be available in future years. Benchmarking data has value as a comparator as it allows us to measure how we compare to peer organizations in the Community Living/Social Service sector. For 2022, where possible, we are using 2021 and 2020 survey data as comparators and to show trends.

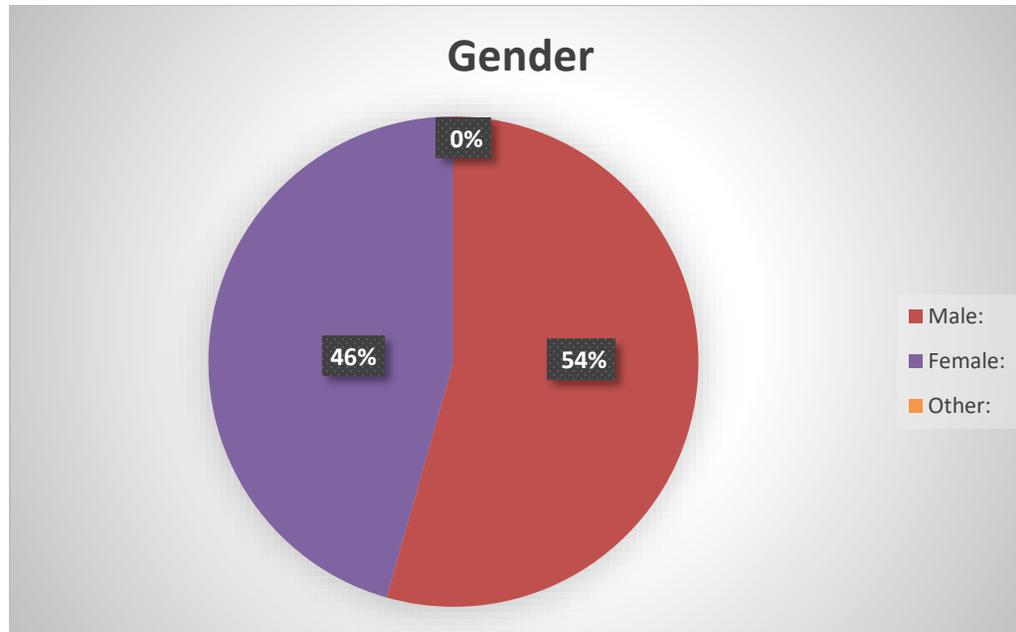
A total of 491 surveys were distributed to persons receiving services. Surveys were distributed by email and conducted via telephone and in-person. 259 persons served completed the survey for a 53% response rate.

**Note:** in the following section, some of the **2021** data for Shared Living, Supported Living, and Community Housing presented as a comparator is slightly different than what was published in the FYE2021 Outcomes Management Report. The reason for this is some information was missing from the original 2021 uSPEQ® survey report and we received an updated FYE2021 report from uSPEQ® when we received the FYE2022 uSPEQ® report.

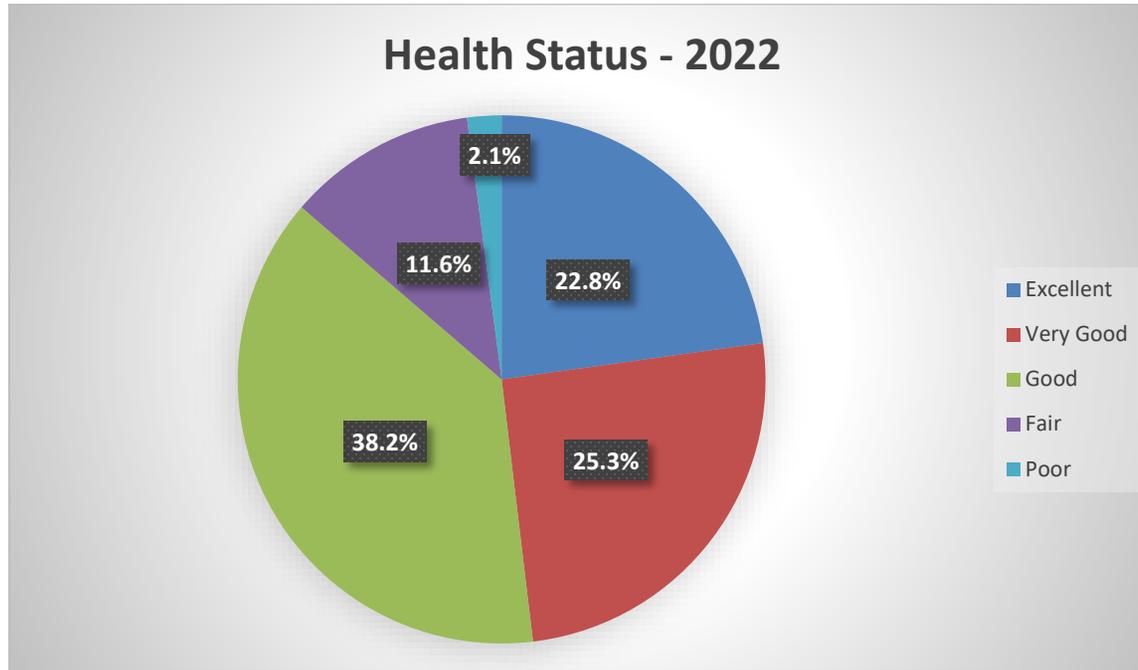
Of the respondents who answered the survey item “Who Answered this Survey”, some were able to complete the survey on their own and some needed assistance:

Who Answered	2020	2021	2022	3-Year Trend
Myself (no one helped)	26.8%	38.8%	26.9%	
Myself (someone helped me read and/or write answers on the form)	52.1%	54.5%	69.9%	
Somone else on behalf of person served	21.1%	6.7%	3.2%	

Gender: Of the survey respondents, 45.6% identified as female and 54.4% identified as male.



241 survey respondents answered the survey question on Health Status in 2022.



The chart below shows the 3-year trend in self-reported health status:

Health Status	2020	2021	2022	3-Year Trend
Excellent	2.8%	1.5%	22.8%	
Very Good	11.0%	12.1%	25.3%	
Good	41.7%	41.7%	38.2%	
Fair	29.0%	25.8%	11.6%	
Poor	15.5%	18.9%	2.1%	

The top five survey items with positive responses were:

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-year Trend
6.4 I can get help to find a job	97.6%	100.0%	100.0%	
5.4 I feel safe here	94.4%	99.1%	98.4%	
3.1 Staff members are nice to me	97.9%	97.2%	98.0%	
5.3 I am happy with the services I get	97.2%	97.1%	97.5%	
7.6 I can shop where I want to	96.9%	95.0%	96.9%	

The five survey items with the lowest positive response rating were:

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-year Trend
6.1 I like my job	94.9%	87.5%	86.7%	
6.2 I like where I work	95.8%	87.5%	86.7%	
2.4 I can make changes to the services I get	88.4%	82.9%	85.7%	
6.7 I have friends where I work	79.1%	81.3%	80.0%	
7.3 I have friends where I live	84.3%	87.2%	78.0%	

Positive responses (agree and strongly agree) by category were as follows:

**Service Responsiveness**

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-year Trend
1.1 Staff members help me when I need it	97.6%	96.3%	95.3%	
1.2 Staff members help me as soon as I ask for help	94.4%	95.4%	92.7%	
1.3 Staff members are helpful	97.9%	98.6%	96.8%	
1.4 I like the help I get from staff members	97.2%	96.3%	95.2%	
1.5 Staff members help me feel good	96.9%	96.8%	96.4%	

**Informed Choice**

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-year Trend
2.1 I understand what staff members tell me about services I can get	89.4%	89.6%	88.9%	
2.2 I get to help choose the services I get	85.8%	89.0%	93.9%	
2.3 Staff members let me make choices about my care	93.8%	92.4%	91.8%	
2.4 I can make changes to the services I get	88.4%	82.9%	85.7%	

## Respect

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
3.1 Staff members are nice to me	98.9%	97.2%	98.0%	
3.2 Staff members respect me	98.2%	95.3%	96.7%	
3.3 Staff members listen to me	98.5%	93.0%	93.9%	
3.4 Staff members use words I understand	96.1%	95.3%	95.4%	
3.5 Staff members do not tell other people things about me I do not want them to share	93.6%	93.2%	93.1%	

## Participation

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
4.1 I know where to get help at posAbilities	91.8%	92.9%	93.2%	
4.2 Coming here helps me to do things better	97.8%	89.9%	94.8%	
4.3 Staff members tell me about other services I can get	91.1%	86.8%	88.1%	
4.4 I can do things I want to when I want to do them	90.7%	89.4%	94.9%	
4.5 I have friends I like to be with	94.2%	88.6%	90.3%	

**Overall Value**

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
5.1 Would tell friends/family this is a good place to get services	98.5%	96.1%	94.7%	
5.2 I like being here	97.5%	96.2%	94.2%	
5.3 I am happy with the services I get	96.4%	97.1%	97.5%	
5.4 I feel safe here	98.6%	99.1%	98.4%	

**Job Services**

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
6.1 I like my job	94.9%	87.5%	86.7%	
6.2 I like where I work	95.8%	87.5%	86.7%	
6.3 I like the pay I get at my job	91.4%	93.8%	93.3%	
6.4 I can get help to find a job	95.0%	100.0%	100.0%	
6.5 I get training at my job	93.8%	93.8%	93.3%	
6.6 I can talk to my supervisor about problems with my job	91.1%	93.8%	93.3%	
6.7 I have friends where I work	79.1%	81.3%	80.0%	

## Home Living Services

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
7.1 I like where I live	93.8%	93.7%	92.0%	
7.2 I like the people I live with	95.1%	95.0%	88.3%	
7.3 I have friends where I live	84.3%	87.2%	78.0%	
7.4 I can be by myself at home if I want to	85.3%	93.4%	90.7%	
7.5 I can do things I like near where I live	92.8%	95.9%	96.3%	
7.6 I can shop where I want to	90.6%	95.0%	96.9%	

### Key Findings:

- *posAbilities'* 2022 IDD Consumer Survey response rate (53%) was significantly higher than in 2021 (28%) and even showed a slight increase compared to the previous high (50%) in 2020.
- Scores on 12 of 23 items from the main survey saw an increase in 2022, and overall, *posAbilities'* Agree+Strongly Agree scores remain high. In 2022, scores for 20 of 23 items from the main survey were 90% or higher and of the remaining, all were 85% or higher.
- Although scores did go down slightly on 11 of 23 items, none of the decreases were greater than 3%.
- For the past two years, we have noted fewer respondents reporting their health as “excellent” and “very good”. However, in 2022, we saw a dramatic improvement in this area. The ongoing pandemic recovery may be a factor in this.
- Beyond the main survey, we also had items specific to Home Living and Job Services. Scores remain high in both areas, with four of seven items in Job Services and four of six items in Home Living Services scoring above 90% and all but one scoring above 80%.
- Most scores were within 2-3% of last year’s scores although there was more significant movement on a few items in the Home Living Services section. The score for item 7.2 “I like the people I live with,” dropped by 6.7%, while the score for item 7.3 “I have friends where I live,” dropped by 9.7%. At 78%, item 7.3 was the only item on the survey scoring below 80%.

### 3.2 Survey Results: Families of Persons Receiving Services

For the fifth year, *posAbilities* again engaged uSPEQ® to survey families of persons served services in the following service streams: Building Caring Communities , Community Housing, Community Integration, Community Employment Services, Explore, Shared Living, and Supported Living Network.

The **uSPEQ® Family Member Survey** is designed to help providers improve services through feedback. Anonymous and confidential, the survey captures multiple snapshots of the experience of families of persons receiving services with *posAbilities*, measuring satisfaction in the areas of **communication, autonomy, staff/care, respect/privacy, and overall satisfaction.**

With 2018 being the pilot year for the uSPEQ® Family Survey, benchmarking data is still being collected and will be available in future years. Family Survey Benchmarking data will provide comparators for satisfaction with other community services organizations so we can measure how we compare to peer organizations. The benchmarking data will be incorporated into future year’s reporting. For the current year, we have provided last year’s scores as comparators.

A total of 385 surveys were distributed by email to family members of persons receiving services. 71 family members returned completed surveys for an 18% response rate; slightly lower than last year’s response rate of 21%. We continue to have room for improvement in terms of our overall survey response rate.

The top five survey items with positive responses were:

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
4.1 Staff respectful of culture	100.0%	98.6%	100.0%	
4.5 Staff respects privacy	100.0%	98.8%	100.0%	
4.3 Relative treated with respect	100.0%	98.8%	98.6%	
4.2 Relative respected	100.0%	100.0%	98.6%	
4.4 I am treated with respect	100.0%	97.6%	98.6%	

The five survey items with the lowest positive response rating were:

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
6.1 Know complaint process	48.3%	70.0%	57.4%	
1.1 Staff tells me about care	90.5%	89.5%	79.4%	
3.7 Involved in decision making	90.3%	93.6%	81.0%	
6.8 Relative has better coping skills	84.0%	89.8%	81.3%	
3.2 Issue addressed promptly	90.6%	96.1%	84.1%	
5.4 Overall satisfied with services received	94.4%	93.9%	84.1%	

Positive responses (agree and strongly agree) by category were as follows:

### Communication

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
1.1 Staff members communicate with me about my family member's care	90.5%	89.5%	79.4%	
1.2 Staff members at <i>pos Abilities</i> understand my family member's needs	92.5%	90.9%	91.2%	
1.3 Staff members know my family member's preferences	90.0%	97.6%	89.2%	
1.4 Staff members at <i>pos Abilities</i> pay attention to what I say regarding my family member	92.7%	88.4%	89.7%	
1.5 If things go wrong, staff members address the issue	94.4%	96.3%	91.5%	
1.6 Staff members respond if I have a complaint	96.4%	97.1%	90.2%	
1.7 Information I received during admission was easy for me to understand	97.1%	97.1%	92.3%	
1.8 I know who to contact if I have a question or concern	100.0%	93.2%	94.3%	

### Autonomy

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
2.1 My family has the opportunity to provide input regarding the programs and services he or she receives	97.4%	97.4%	93.5%	
2.2 Staff members encourage my family member to do as much as he or she can do for themselves	97.4%	96.3%	93.5%	
2.3 My family member participates in activities that are meaningful to him or her	86.1%	96.2%	90.5%	

### Staff/Care

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
3.1 When my family member needs help right away, someone gets him or her the help	88.9%	94.7%	86.4%	
3.2 If I have an issue, it is addressed promptly	90.6%	96.1%	84.1%	
3.3 Staff members make accommodations that meet my family member's individual needs	91.2%	97.4%	91.2%	
3.4 Staff members at <i>pos Abilities</i> appear to enjoy working with one another	96.2%	98.5%	97.9%	
3.5 I feel that my family member is safe at <i>pos Abilities</i>	100.0%	100.0%	91.2%	
3.6 Programs and services are available when my family member needs them	83.9%	91.9%	86.0%	
3.7 The staff involve me in making decisions about my family member's care	90.3%	93.6%	81.0%	

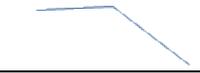
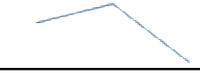
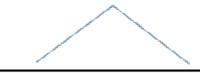
## Respect/Privacy

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
4.1 Staff members are respectful of my family member's culture	100.0%	98.6%	100.00%	
4.2 People at <i>pos Abilities</i> respect my family member as a person	100.0%	100.0%	98.60%	
4.3 Staff members at <i>pos Abilities</i> treat my family member with respect and courtesy	100.0%	98.6%	98.60%	
4.4 Staff members treat me with respect and courtesy	100.0%	97.6%	98.60%	
4.5 Staff members respect my family member's privacy	100.0%	98.8%	100.00%	

## Overall Satisfaction

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
5.1 I would recommend <i>pos Abilities</i> to a friend or family member	100.0%	93.9%	93.8%	
5.2 The programs and services my family member receives meet my expectations	91.7%	91.7%	86.6%	
5.3 If I had other choices, I would still bring my family member to <i>pos Abilities</i>	94.3%	94.7%	87.1%	
5.4 Overall, I am satisfied with the programs and services my family member received at <i>pos Abilities</i>	94.4%	93.9%	84.1%	

### General and Program Specific Items

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
6.1 I know the process of filing a complaint or grievance against provider agencies or staff	48.3%	70.0%	57.4%	
6.2 Written materials are easy for me to understand	100.0%	96.0%	95.5%	
6.3 The location where programs and services are provided is in good condition	96.7%	96.9%	94.3%	
6.4 I am satisfied with the cleanliness of the location	100.0%	100.0%	98.1%	
6.5 As a result of programs and services, my family member gets along better with family	92.0%	94.7%	86.8%	
6.6 As a result of programs and services, my family member gets along better with friends and other people	91.3%	96.4%	91.1%	
6.7 As a result of programs and services, my family member is doing better in school and/or work	95.0%	97.8%	86.8%	
6.8 As a result of programs and services, my family member is better able to cope when things go wrong	84.0%	89.8%	81.3%	
6.9 As a result of programs and services, my family member is better able to do the things he or she wants to do	95.8%	98.2%	89.3%	
6.10 Relative works in a healthy environment	100.0%	93.8%	96.7%	
6.11 Services reduced family out-of-pocket expenses	66.7%	82.7%	85.7%	

**Custom Questions related to *posAbilities*' COVID-19 Response<sup>2</sup>**

Survey Item	2021 Response (good + excellent)	2022 Response (good + excellent)	Difference
1. Organization communicated accurate information promptly	88.4%	82.6%	-5.8%
2. Organization made me feel safe during COVID-19	88.9%	88.0%	-0.9%
3. Organization helped me understand COVID-19 safety measures	88.9%	89.2%	+0.3%
4. Virtual visits were just as good or better than an in-person visit <sup>3</sup>	75.7%	72.4%	-3.3%
5. Organization took steps to prevent the spread of COVID-19	90.7%	94.1%	+3.4%

**Key Findings:**

- This year, a highlight of the family survey was that 26 of the 27 items from the main survey rated 80% or above with the remaining item only slightly below at 79.4%.
- Although scores are high overall, we did see a decline from last year’s scores on 21 out of 27 items in the main section of the survey with 13 of those showing a decrease of greater than 5%.
- As with last year, the section with the highest overall scores was Respect/Privacy where all items were above 98% and two items scored 100%.
- There are three items on the main survey for which the score declined by 10% or more including 1.1 “Staff members communicate with me about my family member’s care,” 3.2 “If I have an issue, it is addressed promptly,” and 3.7 “The staff involve me in making decisions about my family member’s care”. It is of note that these items all have to do in one way or another with communication. It is possible pandemic period reductions in face-to-face meetings with family members may have contributed to an environment of reduced communication. These items should be monitored to determine whether the declines were part of a longer-term trend or a temporary

<sup>2</sup> Only 2 years of data presented as 2022 was the second year these questions were asked.

<sup>3</sup> Note rather than ‘poor, fair, good, excellent’, response options for this question were: worse than in-person visit, just as good as in-person visit, or better than in-person visit.

dip.

- There were seven items on the Family Member survey that showed an increased score although the increases were modest, with none greater than 1.4%.
- Beyond the main section of the survey, all General and Program Specific items scored above 80% except, 6.1 “I know the process of filing a complaint or grievance against provider agencies or staff”. This item scored 57.4%. In addition to being significantly lower than scores for other items, this item also saw a decline in score of 12.6%. As with some of the other items, there may be communication-based strategies we can deploy to improve in this area. As with last year, this item showed the lowest score on the entire Family Member Survey.
- For the second year in a row, we asked five pandemic response related questions as custom items. The only item in this area to score below 80% was 4. “Virtual visits were just as good as or better than an in-person visits” (72.4%). This item’s score also saw a small decline from last year’s score (-3.3%).
- Another item in this section, 1. “Organization communicated accurate information promptly,” also saw a decline (-5.8%), although it remained above 80% (82.6%).
- Item 5. “Organization took steps to prevent the spread of COVID-19,” increased by 3.4% to 94.1%.
- It must be noted that the scores on the Family Member survey must be read within the context of a very low response rate. Given the low number of survey responses, the results obtained may not be an accurate appraisal of family satisfaction with *posAbilities* services.

#### **Follow-up and Proposed Action:**

- Our main focus with respect to our family surveys continues to be increasing the response rate.
- We will seek out new strategies including potential incentives, a staggered or rolling survey period, and multiple survey methods including telephone administered surveys.
- In order to continue improving on the item, “I know the process of filing a complaint or grievance against provider agencies or staff,” we will continue to explore new ways of engaging with families on a routine basis both through programs and with support from our Communications Team. Routine communication will provide regular opportunities to ensure families know about our complaint process.
- We will also ensure the information about filing complaints is well presented during all orientations.
- We will also look to develop an annual review and documentation of the complaint resolution process.

## 4. PROGRAMS AND SERVICES: OUTCOMES DATA AND RESULTS

### 4.1 Home Supports

All of our residential services focus on inclusion. Persons served receive assistance and coaching in the areas of health and safety, community access, money management, nutrition, problem solving, relationship building and other aspects of daily living. We provide three distinct programs of residential services: Shared Living Services, Supported Living Network, and Community Housing.

#### 4.1.1 Shared Living Services

##### Program Overview:

Shared Living Services offers a Community Living alternative in its inclusiveness, normal, daily living routines, providing family, friends, job training, recreational opportunity and privacy and comfort of a family home.

This arrangement can offer richer opportunities for developing natural relationships and social circles. It also increases the likelihood of having a more genuine and meaningful experience of community life.

In response to the need for residential options for persons served with developmental disabilities, *posAbilities* developed Shared Living Services to:

- Provide warm supportive environments to persons with disabilities.
- Enhance the lives of persons served to achieve greater independence with assistance, nurturing and inclusion by the shared living host family.
- Provide environments where our persons served thrive in an atmosphere that is encouraging and consistent.
- Provide, a means to a lifestyle which supplies stimulation, activity and identification and assistance in achievement of personal goals for our persons served.

**Stakeholder Survey Results:**

**Survey 2021-22: Shared Living Providers**

**RESPONDENTS** 26 of 100 = 26%  
**SURVEY METHOD** Satisfaction Surveys were emailed to Shared Living Providers  
**OBJECTIVE** To increase positive responses in each domain each year.

Survey Item	2020 Response (agree + strongly agree)	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	3-Year Trend
1. I am treated with respect by the Shared Living Team	100.0%	100.0%	88.5%	
2. My questions and concerns are addressed and responded to in a timely manner by the Shared Living Team.	97.0%	97.8%	92.4%	
3. I get the support I need from the Shared Living Team.	97.0%	91.7%	88.5%	
4. My Shared Living Coordinator consistently communicates with me.	94.0%	87.0%	92.3%	
5. The Shared Living Team offers beneficial information about upcoming events and workshops/information sessions.	92.0%	95.8%	96.1%	
6. The Shared Living Contractor Agreement is understandable.	97.0%	83.3%	96.2%	
7. The Shared Living Contract is reviewed with me annually.	97.0%	91.7%	88.5%	
8. The Shared Living Team appropriately matches homes with persons served.	72.0%	87.5%	77.0%	
9. The Shared Living Team provides support and guidance to the contractors to assist persons served in pursuing their goals.	84.0%	91.7%	80.8%	
10. The Shared Living Team provides me with valuable information about opportunities and resources for the person I support.	90.0%	97.8%	88.0%	

**Key Findings:**

- Although there is still room for improvement, our Shared Living Contractor Survey response rate went up this year to 26.0%; a gain of 8.5%.
- Notable on this year’s survey was the fact that we again saw no responses of “strongly disagree” to any of the 10 survey questions although we did see responses of “disagree” on some items.
- For 9 of the 10 items, combined “agree” and “strongly agree” scores were above 80%. They were above 90% for 4 of the 10 items.
- The only item where combined “agree” and “strongly agree” scores were below 80% was item 8. “The Shared Living Team appropriately matches homes with persons served,” (77.0%). This was a decline of 10.5% from last year’s score.
- One trend we can observe is a shift from “strongly agree” to “agree” and a shift from “agree” to “neither agree nor disagree”. It was the case that “strongly agree” scores declined on eight of the items with corresponding increases in “agree” and “neither agree nor disagree” scores. Overall scores remain positive as “disagree” scores did not increase significantly. Nonetheless, this is a trend worth monitoring.

**Outcomes Data and Results:**

The following outcome results were obtained from *posAbilities*’ records and from surveys completed by persons receiving Shared Living Services and their family members. These outcome results apply to persons participating in Shared Living services and their families.

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Minimize the number of incidents involving verbal and physical aggression	Ratio of # of aggressive incidents involving verbal and physical aggression to # of persons served.	0.1	0.01	0.02	✓
Minimize the number of validated complaints that are processed through the formal complaint resolution process	# of validated complaints that are processed through the formal complaint resolution process.	1	0	0	✓
Minimize the number of medical/treatment errors	# of medical/treatment errors to # of persons served.	0.02	0.00	0.00	✓

## Key Findings

- The file review revealed that we have met our expected targets regarding the minimization of incidents involving verbal and physical aggression, the reduction of medical/ treatment errors, as well as the minimization of validated complaints.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Ability to do the things that are important to the person served	# and % of persons served who report that they are generally able to do things they want to do when they want to do them <sup>4</sup> .	80%	57 86%	20 87%	✓
	# and % of families who report that the services received at <i>posAbilities</i> make the person served better able to do the things they want to do.	95%	9 75%	8 100%	✗
Provide an individualized model of residential support which meets the needs, wants, and desires of the person served	# of persons receiving Shared Living Services who report they like where they live <sup>5</sup> .	85%	61 92%	21 91%	✓
	# and % of families of persons receiving Shared Living Services who report they are overall satisfied with the services	85%	5 42%	11 100%	✗

<sup>4</sup> We assume the lack of financial resources is a barrier to achieve certain outcomes such as engagement in community activities (either due to the cost of participating in the activities, or the cost of transportation to get to those activities). The lack of financial resources can also be a barrier to access employment and volunteer opportunities mainly due to the cost of transportation to get to the sites. We will track this indicator to analyze its relationship with SL22, and also to see if the number of persons served who report they would like to find work opportunities (Q6) is correlated to the number of persons served who report they lack financial resources to do the things that are important to them. Financial resources for both families and persons served in FYE2021 may also have been affected by the ongoing pandemic.

<sup>5</sup> Note the measure for this objective on the 2019 survey was persons served who report Shared Living services “met their need”.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
	received.				
Encourage friendships, recreational opportunities, and privacy and comfort of a family home through service utilization	Number of persons receiving Shared Living Services.	90 <sup>6</sup>	132	131	✓

Service Access					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maintain the length of time from referral to service initiation	% of referred persons for whom services were initiated within 30 working days of referral.	80%	86%	44%	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i> .	90%	66 99%	23 100%	✓
	# and % of families who report that	95%	8	11	✗

<sup>6</sup> The total number of persons served is not entirely up to the organization and it can vary depending on external factors. We use this target as a projection, however it is subject to change. This indicator is not specifically intended to meet a target, but to indicate how many persons received the service during the reporting period.

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
	their family member is safe at <i>posAbilities</i> .		67%	100%	
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them.	90%	62 93%	22 96%	✓
	# and % of families of persons served who report that staff members treat them with respect and courtesy.	95%	12 92%	11 100%	✗
Value and acknowledge each person's individuality	# and % of persons served who report that staff members at <i>posAbilities</i> listen to them.	90%	60 88%	21 91%	✗
Enhance relationships and social circles	# and % of persons served who report that they are more connected to people in their community since they started working with <i>posAbilities</i> .	75%	47 73%	17 74%	✗
	# and % of families who report that their family member gets along better with peers as a result of <i>posAbilities</i> .	95%	7 78%	8 100%	✗
Enhance community-based resilience	# and % of persons served who report that staff members tell them about other services they can get.	80%	56 88%	19 83%	✓
Promote self-determination and	# and % of persons served who report	90%	60 90%	22 96%	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
abilities to make their own decisions	they are able to make choices about their care.				
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get.	95%	64 97%	21 91%	✓

**Key Findings:**

- FYE2022 survey results for Shared Living show that we met 2 of 4 targets for effectiveness. Significant in this area were drops in the scores for both measures from the family member survey.
- We exceeded targets for both efficiency and service access. The score for service access in particular, almost doubled, from 44% to 86%.
- In the area of input, we met 5 of 10 targets although it should be noted that several targets in this area were raised for FYE2022.
- Overall, the scores for items from the family member survey should be read in the context of a low response rate; where each response has an outsized effect on the overall score.

**Follow-up and Proposed Action:**

- The Shared Living Manager will meet with the Shared Living Coordinators to ensure the following occurs in meetings with families:
  - The Shared Living Manager meets with families currently receiving services and new to service, and provides a copy of The Handbook for Shared Living – Families – this provides a lot of information about the service.
  - Families are emailed a reminder prior to survey distribution.
- Set annual meetings to meet with families to review service, expectations, roles, and share contact information (Shared Living Coordinators and / or the Shared Living Manager).
- Include information about the health and safety checks we conduct as well as other items related to overall safety (financial etc.) in the information provided to families.
- Review during monitoring visits, the roles and expectations of all parties, complaint procedure and how to bring forward concerns, issues, and complaints.

- Consistently distribute information to persons served and Shared Living C about social opportunities (e.g. Special Olympics etc., other groups).
- Continue to send email updates and bulletins to family members.

#### 4.1.2 Supported Living Network

##### Program Overview:

The Supported Living Network (SLN) program assist persons served with developmental disabilities to live as independently as possible within our communities.

A staff person supports the person served in the areas of daily life and self-care skills, home maintenance, and social integration. Supported Living staff also provides a crucial monitoring service to ensure health and safety needs are met and supported.

The program provides support in the following areas:

- Assisting with medical appointments and planning.
- Support to plan meals and buy food / other necessities.
- Assistance with budgeting, personal banking and other financial issues.
- Support with BC Housing and/or landlord and building requirements.
- Providing several community-based social programs to enhance quality of life and social interaction, such as community kitchens, community coffee groups, women with disabilities support groups, supported vacations.

##### Outcomes Data and Results:

The following outcome results were obtained from *posAbilities*' records and from surveys completed by persons receiving Supported Living services and their family members. These outcome results apply to persons participating in Supported Living services and their families.

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Minimize the number of incidents involving verbal and physical aggression	Ratio of # of aggressive incidents involving verbal and physical aggression to # of persons served.	0.02	0.04	0.02	✗
Minimize the number of validated complaints that are processed through the formal complaint	# of validated complaints that are processed through the formal complaint resolution process.	1	0	1	✓

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
resolution process					

**Key Findings:**

- Due to an increase in number of aggressive incidents in FYE2022, we fell short of our target in this area.

Efficiency					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Deliver support in the areas of daily life and self-care skills, home maintenance, and social integration through Supported Living Network service utilization.	Number of persons served in SLN programs.	85	99	99	✓
Maximize staff retention	# of staff who held their position for more than 2 years at the same location (reduction of turnover compared to previous reporting period).	10% increase (compared to previous reporting period) <sup>7</sup>	16	19	✗

Service Access					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maintain the length of time between referral and service initiation	% of referred persons for whom services were initiated within 30 working days of referral.	85%	67%	57%	✗

<sup>7</sup> Although the target for this measure is a 10% increase, we consider it a satisfactory result if there is no decrease from the previous year.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Ability to do the things that are important to the person served	# and % of persons served who report that they can do the things they want to when they want to do them <sup>8</sup> .	90%	42 100%	35 92%	✓
	# and % of families who report that the services received at <i>posAbilities</i> make the person served better able to do the things they want to do.	90%	7 100%	9 100%	✓
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i> .	95%	43 98%	38 100%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i> .	90%	7 100%	11 100%	✓
Promote community safety and confidence	# and % of persons served who say they know more about staying safe in their community since receiving SLN services.	85%	39 95%	33 89%	✓
Enhance overall wellbeing	# and % of persons served who report that their life is generally better since they started working with <i>posAbilities</i> .	90%	41 95%	34 94%	✓
Assist persons served in meeting or making progress toward Person Centered Planning goals	% of total goals which were reported as partially achieved, achieved, or ongoing maintenance.	85%	90%	88%	✓

<sup>8</sup> We assume the lack of financial resources is a barrier to achieve certain outcomes such as engagement in community activities (either due to the cost of participating in the activities, or the cost of transportation to get to those activities). The lack of financial resources can also be a barrier to access employment and volunteer opportunities mainly due to the cost of transportation to get to the sites. We will track this indicator to analyze its relationship with SLN23 (overall satisfaction), and also to see if the number of persons served who report they would like to find work opportunities is correlated to the number of persons served who report they lack financial resources to do the things that are important to them.

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them.	95%	44 100%	34 92%	✓
	# and % of families who report that staff members at <i>posAbilities</i> treat them with respect and courtesy.	90%	8 100%	11 100%	✓
Value and acknowledge each person's individuality	# and % of persons served who report that staff members at <i>posAbilities</i> listen to them.	95%	42 95%	34 89%	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member.	90%	8 100%	11 92%	✓
Enhance community-based resilience.	# and % of families who report that as a result of programs and services, their family member is better able to cope when things go wrong.	80%	6 100%	8 89%	✓
Promote self-determination and abilities to make their own decisions	# and % of persons served who report they are able to make choices about their care.	90%	36 88%	34 89%	✗
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive.	90%	8 100%	10 100%	✓
Provide education on rights and responsibilities.	# and % of persons served who report that staff have reviewed rights and responsibilities with them in the last year.	95%	34 85%	34 92%	✗

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get.	95%	43 98%	38 100%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i> .	95%	8 100%	10 100%	✓

**Key Findings:**

- SLN continues to meet most targets. We met 16 of 20 targets overall with only one; that for service access, falling significantly short. We did see an improvement there in FYE2022 from 57% to 67%, however.
- We had a slight increase in incidents involving aggression. The few aggressive incidents which occurred with SLN person served was generally in response to pandemic boredom, anxiety regarding staffing, changes in routine, potential future changes in living arrangements, etc.
- Notable this year were 9 of 17 items in the areas of effectiveness and input scoring 100%, 15 of 17 scoring 90% or greater, and the remaining 2 items scoring 85% or greater.

**Follow-up and Proposed Action:**

- With respect to service access, note t we now count intake day as date of referral. Nonetheless, in the past year, we have found service initiation often outside of our control as families of persons served asked to postpone actual service starts for a variety of reasons. We intend to maintain this target for now but may revisit in future if outcome remains low.
- Regarding the incidents of aggression, we anticipate a natural decrease in the coming year as pandemic shifts and more normalcy returns for persons served.

**4.1.3**

**Community Housing**

**Program Overview:**

*posAbilities* Community Housing programs provide 24-hour care and semi-independent living. . This level of service is designed to meet the unique needs of the person served who live in the home. Services may include personal care, health planning, and behaviour support. For semi-independent living, staff support is focused on assisting persons served to develop independent living skills and build on the person served’s existing strengths.

**Outcomes Data and Results:**

The following outcome results were obtained from *posAbilities*’ records and from surveys completed by persons receiving Community Housing services and their family members. These outcome results apply to persons participating in Community Housing services and their families.

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Move persons served to more or less independent living arrangements according to changes in their needs <sup>9</sup>	# of persons served that move to a more independent living arrangement.	N/A <sup>4</sup>	3	5	N/A
	# of persons served that move to a less independent living arrangement.	N/A <sup>4</sup>	4	5	N/A
Minimize the number of incidents involving verbal and physical aggression	# of aggressive incidents involving verbal and physical aggression to # of persons served.	1.00	1.58	1.62	✗
Minimize the number of validated complaints that are processed	# of validated complaints that are processed through the formal	1	0	0	✓

<sup>9</sup> Persons served are moved to more or less independent living arrangements according to their needs and desires. We are interested in tracking these re-arrangements and making sure placements respond to person served’s’ needs and desires. However, this indicator is not specifically intended to meet a target. The rearrangement frequency is dependent on the changing needs of persons served.

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
through the formal complaint resolution process	complaint resolution process.				
Minimize the number of medical/treatment errors	# of medical/treatment errors to # of persons served.	0.90	1.36	1.91	✗

Efficiency					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Promote service utilization through provision of staffed residential homes	Number of persons served in CH programs.	80 <sup>10</sup>	83	85	✓
Maximize staff retention	# of staff who held their position for more than 2 years at the same location (reduction of turnover compared to previous reporting period).	10% increase (compared to previous reporting period) <sup>11</sup>	121	110	✓

<sup>10</sup> The total number of persons served is not entirely up to the organization and it can vary depending on external factors. We use this target as a projection; however it is subject to change. This indicator is not specifically intended to meet a target, but to indicate how many persons received the service during the reporting period. We also fill vacancies based on suitability and so vacancies remain unfilled until a compatible match is found.

<sup>11</sup> Although the target for this measure is a 10% increase, we consider it a satisfactory result if there is no decrease from the previous year.

**Key Findings:**

- The file review revealed we met our target related to minimizing the number of validated complaints processed through the formal complaint resolution process.
- We adjusted our target for aggressive incidents and the work we continue to do with staff training in relational skills and behaviour support helped us bring the number down slightly; although we still missed our target for that measure.
- Number of medication errors went down in FYE2022 but still remains over our target.
- The service utilization target of 80 represents the total number of available spaces in all *posAbilities* Community Housing Programs. The number of persons served in Community Housing programs is fluid and depends on referrals from CLBC that are a good match for those available spaces. Temporary vacancies may also occur if a person served is in transition from one Community Housing program to another at the time the total vacancy snapshot is taken.

Service Access					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maintain the length of time between referral and service initiation	% of referred persons for whom services were initiated within 30 working days of referral.	90%	75%	86%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Ability to do the things that are important to the person served <sup>12</sup>	# and % of persons served who report that they can do the things they want to when they want to do them.	90%	51 98%	54 87%	✓
	# and % of families who report that the services received at <i>posAbilities</i> make	90%	6 100%	8 100%	✓

<sup>12</sup> We assume the lack of financial resources is a barrier to achieve certain outcomes such as engagement in community activities (either due to the cost of participating in the activities, or the cost of transportation to get to those activities). The lack of financial resources can also be a barrier to access employment and volunteer opportunities mainly

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
	the person receiving services better able to do the things they want to do.				
Promote overall safety	# and % of persons receiving services who report feeling safe at <i>posAbilities</i> .	95%	53 96%	64 100%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i> .	90%	9 82%	18 100%	✗
Assist persons receiving services in meeting or making progress toward Person Centered Planning goals	% of total goals which were reported as partially achieved, achieved, or ongoing maintenance.	80%	93%	73%	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them.	95%	55 100%	63 98%	✓
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	90%	11 100%	19 100%	✓
Value and acknowledge each person's individuality	# and % of persons receiving services who report that staff members at <i>posAbilities</i> listen to them.	95%	55 98%	63 97%	✓
	# and % of families who report that		10	18	✓

due to the cost of transportation to get to the sites. We will track this indicator to analyze its relationship with CH23 (overall satisfaction), and also to see if the number of persons served who report they would like to find work opportunities is correlated to the number of persons served who report they lack financial resources to do the things that are important to them.

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
	staff at <i>posAbilities</i> pay attention to what they say regarding their family member.	90%	91%	100%	
Enhance relationships and social circles	# and % of persons served who report that they are more connected to people in their community since they started working with <i>posAbilities</i> .	90%	32 89%	44 92%	✗
Enhance Community-based Resilience	# and % of families who report that as a result of programs and services, their family member is better able to cope when things go wrong.	80%	4 80%	8 80%	✓
Promote self-determination and abilities to make their own decisions	# and % of persons receiving services who report they are able to make choices about their care.	95%	51 98%	62 95%	✓
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive.	90%	8 100%	13 93%	✓
Provide education on rights and responsibilities	# and % of persons served who report that staff have reviewed rights and responsibilities with them in the last year.	95%	48 94%	61 97%	✗
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get.	95%	52 96%	62 98%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i> .	95%	9 82%	18 95%	✗

## Key Findings:

- In FYE2022, we met 12 of 17 targets in the areas of service access, effectiveness, and input. All scores but one in these areas remain above 80%.
- Notable as well is that 12 of 17 items scored 90% or above with 4 of 17 scoring 100%.
- Two items showed a significant drop in scores including the % of families who report that, “their family member is safe at *posAbilities*,” which went from 100% to 82%, and the % of families who report that, “overall, they are satisfied with the programs and services their family member receives at *posAbilities*,” which went from 95% to 82%.
- The score for service access also went down from 86% to 75%.
- Notable increases were seen in the % of persons served who report that, “they can do the things they want to when they want to do them,” which went from 87% to 98%, as well as in the % of total goals which were reported as, “partially achieved, achieved, or ongoing maintenance,” which increased from 73% to 93%.
- The response rate for the family member survey remained low in FYE2022.

## Follow-up and Proposed Action:

- With respect to management of medication errors, two strategies to be implemented will be:
  - Formally implementing a double signing checklist in programs to track medication double signing and creating a standardized medication double signing checklist to be used in all programs.
  - Improving internet reliability for staff using the E-MAR system.
- In order to increase communication with family members, formal yearly meetings will be implemented and tracked in Sharevision to discuss services, goals and include information around what health and safety systems we have in place.
- Programs will formally document and address any concerns families may have that are brought forward in these meetings.
- The Communications Team will update the Consumer Handbook that is given to persons served and families at the start of service to include information about our health and safety program.
- Social connections will be supported through strategic planning to be completed by end of fiscal year that will assist programs in creating natural connections or relationships with neighbours and local communities.
- Additionally, “12 Stretches” training will be rolled out to staff in programs so they have an understanding of how the 12 Stretches relate to person served goals and social circles.
- We will continue with Annual Rights Reviews with persons served on an individual basis and record the reviews in Sharevision.
- Programs will also review rights with persons served in a group basis once a year and document the reviews in Person Served Group Meeting Minutes.
- Programs will review the ShareVision agenda format for Person Served Group Meetings to assist staff in knowing what to discuss during

these group meetings.

- In terms of improving service access, it should be noted that each referral is unique. There is a matching process from when a referral is received, visits are completed, determining fit and ensuring a safe move is completed. These and other factors sometimes delay service in ways outside of our control.
- Nonetheless, we will more clearly outline the process of referral to service initiation with specific milestones identified. This will allow us to determine the timeline more accurately. We will also examine whether the current timeline is appropriate and realistic.

## 4.2 Community Integration

### Program Overview:

*posAbilities* Community Integration Programs offer a wide range of social, recreational and learning opportunities. Person served are encouraged to pursue their interests and explore different program options. In addition to the variety this approach offers, the person served has the opportunity to meet new people and to expand his or her social circle. Our programs offer a variety of opportunities including but not limited to:

- Rights and Responsibilities
- Developing and Building Healthy Relationships
- Personal Safety
- Community Kitchen/Cooking
- Music/Karaoke Café
- Arts and Crafts
- Improvisation/Theatre
- Multicultural Celebrations
- Volunteering
- Exercise Classes and Outdoor Sports
- Social Events and Dances
- Day-Trips
- Camping

### Outcomes Data and Results:

The following outcome results were obtained from *posAbilities*' records and from surveys completed by persons receiving Community Integration services and their family members. These outcome results apply to persons participating in Community Integration services and their families.

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Minimize the number of incidents involving verbal and physical aggression	# of aggressive incidents involving verbal and physical aggression to # of person served	0.4	0.09	0.04	✓
Minimize the number of validated complaints that are processed through the formal complaint resolution process	# of validated complaints that are processed through the formal complaint resolution process	1	0	0	✓

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Minimize the number of medical/treatment errors	# of medical/treatment errors to # of persons served	0.05	0.03	0.01	✓

**Key Findings:**

- The file review revealed we have maintained our low level of aggressive incidents in FYE2022; surpassing our target in this area. This continues to demonstrate our efforts, including regular training in relational skills, via the Mandt System, and positive behaviour support through our Behaviour Leads, as well as the focus on creating a rich and engaging quality of life for our persons served.
- We have also met targets in the other areas of key monitoring; minimizing complaints and minimizing medication errors.

Efficiency					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Promote service utilization through the provision of wide range of social, recreational and learning opportunities	Number of persons participating in Community Inclusion programs.	186	211	222	✓
Maximize staff retention	# of staff who held their position for more than 2 years at the same location (reduction of turnover compared to previous reporting period)	10% increase (compared to previous year)	63	66	✗

Service Access					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maintain the length of time between referral and service initiation	% of referred persons for whom services were initiated within 30 working days of referral	90%	13%	59%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Ability to do the things that are important to the person served <sup>13</sup>	# and % of persons served who report that they can do the things they want to when they want to do them.	90%	52 98%	53 88%	✓
	# and % of families who report that the service received at <i>posAbilities</i> make the person receiving services better able to do the things they want to do.	90%	13 100%	10 100%	✓
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i> .	95%	57 100%	60 98%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i> .	90%	15 100%	11 100%	✓
Assist persons receiving services in meeting or making progress toward Person Centered Planning goals	% of total goals which were reported as partially achieved, achieved, or ongoing maintenance.	80%	89%	75%	✓

<sup>13</sup> We assume the lack of financial resources is a barrier to achieve certain outcomes such as engagement in community activities (either due to the cost of participating in the activities, or the cost of transportation to get to those activities). The lack of financial resources can also be a barrier to access employment and volunteer opportunities mainly due to the cost of transportation to get to the sites. We will track this indicator to analyze its relationship with CI21 (overall satisfaction), and also to see if the number of persons served who report they would like to find work opportunities is correlated to the number of persons served who report they lack financial resources to do the things that are important to them.

**Key Findings:**

- In FYE2022, in the areas of efficiency, service access, and effectiveness, we met or exceeded targets in 6 of 8 measures.
- Notable was all measures of effectiveness showed improvement over last year’s scores and exceeded targets with 3 of 5 scoring 100%.
- We had a slight decrease in staff retention but this is reflection of the overall pandemic related reduction in the workforce.
- The other area for improvement is service access. Here we saw a significant decrease from last year.

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them.	95%	52 95%	56 92%	✓
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ’ staff.	90%	15 100%	13 93%	✓
Value and acknowledge each person’s individuality	# and % of persons served who report that staff members at <i>posAbilities</i> listen to them.	95%	52 93%	56 92%	✗
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member.	90%	14 93%	12 86%	✓
Enhance relationship and social circles	# and % of persons served who report that they are more connected to people in their community since they started working with <i>posAbilities</i> .	90%	51 96%	53 87%	✓
Enhance Community-based Resilience	# and % of families who report that as a result of program and services, their family member is better able to cope when things go wrong.	80%	12 100%	8 89%	✓
Promote self-determination and abilities to make their own decisions	# and % of persons served who report they are able to make choices about their care.	95%	47 89%	53 88%	✗
	# and % of families who report that their family member has the opportunity to	90%	12 86%	11 100%	✗

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
	provide input regarding the programs and services they receive.				
Provide education on rights and responsibilities	# and % of persons served who report that staff have reviewed rights and responsibilities with them in the last year.	95%	54 100%	56 92%	✓
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get.	95%	52 100%	59 97%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i>	95%	14 100%	12 92%	✓

Note: Responses of “I don’t know”, “N/A” and “Did Not Answer” were removed to increase statistical accuracy.

**Key Findings:**

- In the area of Input for FYE2022, we met or exceeded targets on 7 of 10 measures.
- On the measures not meeting targets however, two showed improvement over last year’s score with one showing a decrease.
- Notable was 8 of 10 measures showing scores above 90% and 4 showing scores of 100%.
- The only item showing a decrease was the % of families who report that, “their family member has the opportunity to provide input regarding the programs and services they receive,” which went from 100% in FYE2021 to 86% in FYE2022.

**Follow-up and Proposed Action:**

- In terms of improving service access, it should be noted that each referral is unique. There is a matching process from when a referral is received, visits are completed, determining fit and ensuring a safe move is completed. These and other factors sometimes delay service in ways outside of our control.
- Nonetheless, we will more clearly outline the process of referral to service initiation with specific milestones identified. This will allow us to determine the timeline more accurately.
- We will also examine whether the current timeline is appropriate and realistic.

- To ensure that persons served and families continue to feel empowered and their choices heard, we will focus on the following:
  - Ensuring the Annual Rights Review clearly covers choice and input with respect to services and the complaints procedure.
  - Ensuring all persons served in the CI program have a chance to speak about concerns in the Person Served Group Meetings and also ensuring meetings are done on different days of week so that all persons served have opportunities to attend.
  - When completing projects for programs, ensuring that these are reviewed with persons served in Person Served Group Meetings.

### 4.3 Building Caring Communities

#### Program Overview:

Building Caring Communities works with persons served who are ready to broaden their horizons and stretch towards new experiences and growth. BCC shares a strengths-based and relational approach that invites people to be active participants in shaping what they want for their future. Person served engage in a fun, interactive and reflective process that surfaces more self-knowledge, because we believe knowing who you are and what you want is the key to living a life that is meaningful to you.

**Building Caring Communities** - Participants of Building Caring Communities work with a Community Connector for a period of time focusing on the following areas of change:

- **Exploring Community** - finding people, places and resources to connect with.
- **Building Relationships** - spending time and developing relationships with people - whether that be someone new, someone already known or someone from the past.
- **Learning and Growing** - having opportunities to practice and build confidence with the skills needed to make and sustain connections.
- **Purpose and Planning** – reflecting on experiences and contribute to shaping what’s next.

#### Outcomes Data and Results:

The following outcome results were obtained from *posAbilities*’ records and from surveys completed by persons receiving services from Building Caring Communities and their family members. These outcome results apply to persons served participating in Building Caring Communities services and their families.

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Minimize the number of validated complaints that are processed through the formal complaint resolution process.	# of validated complaints that are processed through the formal complaint resolution process.	0	0	0	✓

Efficiency					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Promote BCC service Utilization through Provision of a wide range of social, recreational, and learning opportunities	Number of persons participating in BCC <sup>14</sup> .	40	84	73	✓
Maximize staff retention	# of staff who held their position for more than 2 years at the same location (reduction of turnover compared to previous reporting period).	10% increase (compared to previous year) <sup>15</sup>	3	4	✗
Maintain full caseloads for each Community Connector FTE	# of participants/Community Connector FTE	10.0	12.0	11.2	✓

Service Access					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maintain the length of time between referral and service initiation	% of referred persons for whom services were initiated within 30 working days of referral.	95%	98%	97%	✓

- During FYE2022, we met 4 of 5 targets in the areas of key monitoring, efficiency and service access.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Ability to do the things that are	# and % of persons receiving services	90%	3	3	✓

<sup>14</sup> The total number of persons receiving services is not entirely up to the organization and it can vary depending on external factors. We use this target as a projection; however, it is subject to change. This indicator is not specifically intended to meet a target, but to indicate how many persons received the service during the reporting period.

<sup>15</sup> Although the target for this measure is a 10% increase, we consider it a satisfactory result if there is no decrease from the previous year.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
important to persons served	who report that they can do the things they want to when they want to do them.		100%	100%	
	# and % of families who report that the services received at <i>posAbilities</i> make the person receiving services better able to do the things they want to do.	90%	1 100%	3 100%	✓
Promote overall safety	# and % of persons receiving services who report feeling safe at <i>posAbilities</i> .	90%	3 100%	3 100%	✓
To increase the number of "community introductions"	Average #/participant of new places, groups and people that participants have explored with a Connector.	7	9	7	✓
To increase the number of "community connections"	Average #/participant of places, groups and people that participants have returned to consistently, without a Connector.	3	5	3	✓
To increase the number of "community contributions"	Average #/participant of places, groups and people where participants are recognized and valued for what they have to offer.	2	3	2	✓
To increase the number of people (who are not family or existing paid support staff) and resources in Participants' network of support.	% change in the average number of people (who are not family or existing paid support staff) and resources in Participants' network of support.	30%	32%	0.0%	✓

- There continue to be adjustments made to the survey instrument piloted three years ago for persons served by Building Caring Communities. The survey instrument poses questions designed to capture effectiveness data using a "pre-post" format; with the same questions posed at the start of service and again at the end of service. Due to the instrument continuing to be in development, the sample of persons served who answered both baseline and exit surveys using the same instrument remain very small. We hope to have more robust data in the future.

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them.	95%	3 100%	3 100%	✓
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff.	95%	1 100%	3 100%	✓
Value and acknowledge each person's individuality	# and % of persons receiving services who report that staff members at <i>posAbilities</i> listen to them.	90%	3 100%	2 67%	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family members.	95%	1 100%	3 100%	✓
Enhance relationships and social circles	# and % of persons served who report that they are more connected to people in their community since they started working with <i>posAbilities</i> .	90%	3 100%	3 100%	✓
Enhance Community-based Resilience	# and % of families who report that as a result of programs and services, their family member is better able to cope when things go wrong.	85%	1 100%	3 100%	✓
Promote self-determination and abilities to make their own decisions	# and % of persons receiving services who report they are able to make choices about their care.	95%	3 100%	3 100%	✓
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive.	90%	1 100%	3 100%	✓
Provide education on rights and responsibilities	# and % of persons served who report that staff have reviewed rights and responsibilities with them in the last	90%	3 100%	3 100%	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
	year <sup>16</sup> .				
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get.	95%	3 100%	3 100%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i> .	95%	1 100%	3 100%	✓

**Key Findings:**

- In FYE2022, we met all targets for effectiveness and input. Although scores in these areas were very high, it should be noted that as in previous years, the response rates for both family member and persons served surveys are very low. Results should be viewed with this caveat and should not be taken as necessarily indicative of satisfaction amongst Building Caring Communities family members and persons served.

**Follow-up and Proposed Action:**

- We will continue to work closely with the Building Caring Communities Team and our Communications Team to examine ways to increase survey response rates for Building Caring Communities person served and families. This will be our primary focus in the coming year.

<sup>16</sup> Note this question was new for Building Caring Communities starting in FYE2020.

#### 4.4 Explore

##### Program Overview:

Working with a Journey Facilitator, Explore’s person served are motivated to understand their identity, build autonomy, and co-design their journeys. This process includes:

- **Deep Dive Discovery** (6-8 weeks) –persons served engage in reflective activities and storytelling
- **Action Plan** -persons served are involved in shaping their journey with determining goals and have a vision of their future selves
- **Service/Platform Collaboration** – connecting persons served to supports that match their goals. A community of professionals develop around the persons served to provide very individualized supports.
  - Services/platforms offered in Explore: Building Caring Communities, Employment Services, Laurel Behaviour Support Services, Kudoz.
- **Continued Check-Ins** – persons served receive the support they need when they experience meaningful life changes, roadblocks or reimagining of goals.

##### Outcomes Data and Results:

The following outcome results were obtained from *posAbilities*’ records and from surveys completed by persons receiving Explore services and their family members. These outcome results apply to persons participating in Explore services and their families.

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Minimize the number of validated complaints that are processed through the formal complaint resolution process.	# of validated complaints that are processed through the formal complaint resolution process.	0	0	0	✓

Efficiency					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Promote Explore service utilization through provision of a wide range of social, recreational, and learning opportunities	Number of persons participating in Explore <sup>17</sup>	40	56	68	✓
Maximize staff retention	# of staff who held their position for more than 2 years at the same location (reduction of turnover compared to previous reporting period)	10% increase (compared to previous year) <sup>18</sup>	3	4	✗

Service Access					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maintain the length of time between referral and service initiation	% of referred persons for whom services were initiated within 30 working days of referral.	85%	100%	91%	✓

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Ability to do the things that are important to persons served	# and % of persons receiving services who report that they can do the things they want to when they want to do them.	90%	3 100%	6 100%	✓

<sup>17</sup> The total number of persons receiving services is not entirely up to the organization and it can vary depending on external factors. We use this target as a projection; however, it is subject to change. This indicator is not specifically intended to meet a target, but to indicate how many persons received the service during the reporting period.

<sup>18</sup> Although the target for this measure is a 10% increase, we consider it a satisfactory result if there is no decrease from the previous year.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
	# and % of families who report that the services received at <i>posAbilities</i> make the person receiving services better able to do the things they want to do	90%	4 100%	3 100%	✓
Promote overall safety	# and % of persons receiving services who report feeling safe at <i>posAbilities</i> .	90%	3 100%	6 86%	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them.	95%	3 100%	8 100%	✓
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	95%	4 100%	3 100%	✓
Value and acknowledge each person's individuality	# and % of persons receiving services who report that staff members at <i>posAbilities</i> listen to them.	90%	3 100%	7 88%	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family members.	95%	4 100%	3 100%	✓
Enhance relationships and social circles	# and % of persons served who report that they are more connected to people in their community since they started working with <i>posAbilities</i> .	90%	2 67%	6 86%	✗
Enhance Community-based Resilience	# and % of families who report that as a result of programs and services, their family member is better able to cope when things go wrong.	85%	2 67%	3 100%	✗
Promote self-determination and abilities to make their own decisions	# and % of persons receiving services who report they are able to make choices about their care.	90%	3 100%	6 86%	✓
	# and % of families who report that their family member has the opportunity to provide input	90%	4 100%	3 100%	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
	regarding the programs and services they receive.				
Provide education on rights and responsibilities	# and % of persons served who report that staff have reviewed rights and responsibilities with them in the last year <sup>19</sup> .	90%	3 100%	6 86%	✓
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get.	95%	3 100%	6 100%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i> .	95%	4 100%	3 100%	✓

**Key Findings:**

- In FYE2022, Explore met 6 of 7 targets in the areas of key monitoring, efficiency, service access, and effectiveness.
- The only measure not met was maximizing staff retention, in the area of efficiency. This was an area that was a challenge for all service streams due to the pandemic despite FYE2022 partly being a period of recovery. Overall there was a nearly 20% reduction in the workforce for Community Living organizations and *posAbilities* was no exception.
- In the area of input, we met 9 of 11 targets. We saw a reduction in scores on two measures, the % of persons served who report that, “they are more connected to people in their community since they started working with *posAbilities*,” which went from 86% to 67%, and the % of families who report that, “as a result of programs and services, their family member is better able to cope when things go wrong,” which went from 100% to 67%. As with BCC, response rates for Explore are very low so the results should be viewed with caution. With very low response rates, a single negative response may result in a missed target.

**Follow-up and Proposed Action:**

- Similar to Building Caring Communities, with Explore, we have insufficient data with which to direct our efforts in increasing satisfaction. Our first priority in the coming year will be to examine ways to increase survey response rates for both family members and persons served.

<sup>19</sup> Note this question was new for Explore starting in FYE2020.

## 4.5 Employment Services

### Program Overview:

*posAbilities* Employment Services assists individuals with developmental disabilities to prepare for, secure, and maintain competitive employment. We offer job seekers:

- support to prepare a résumé and cover letter
- secure paid employment
- on-site job training
- the ability to identify and learn workplace skills
- participation in our Job Club once employed
- connection to other services as needed

### Survey 2021-22: Community Employers

<b>RESPONDENTS</b>	3 of 89 (3.3% response rate)
<b>SURVEY METHOD</b>	Employer Surveys are distributed by email.
<b>OBJECTIVE</b>	To increase positive responses in each domain each year.

Due to the extremely low response rate to the Community Employer Survey, we have elected not to present the results. We are currently conducting a redesign of our Community Employer Survey methodology and scheduling and hope to present more valid and reliable data in future reports.

### Outcomes Data and Results:

The following outcome results were obtained from *posAbilities*' records as well as from surveys completed by persons receiving Employment services and their family members. These outcome results apply to persons receiving Employment Services and their families. The file review showed that all targets set for Employment Services' key monitoring items have been met.

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Minimize the number of validated complaints that are processed through the formal complaint resolution process	# of validated complaints that are processed through the formal complaint resolution process.	1	0	0	✓

Efficiency					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Provide assistance to prepare for, secure, and maintain competitive employment	Number of persons receiving employment services.	200	378	334	✓
Maintain length of time between start of job search and first job placement	Average # of months between start of job search and first job placement.	3.5	2.7	3.1	✓
Maximize staff retention	# of staff who held their position for more than 2 years at the same location (reduction of turnover compared to previous reporting period).	10% increase (compared to previous year) <sup>20</sup>	8	3	✓

Service Access					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maintain the length of time from referral to service initiation	% of referred persons for whom services were initiated within 30 working days of referral	100%	99%	100%	✗

<sup>20</sup> Although the target for this measure is a 10% increase, we consider it a satisfactory result if there is no decrease from the previous year.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Increase the number of persons served who are employed	# of job placements secured	90	97	50	✓
	# of job placements sustained for 6 months or more	45	49	31	✓
Increase engagement, knowledge, and connections in the workplace as a result of services received	# and % of persons served who report that they like where they work.	90%	13 87%	14 88%	✗
	# and % of persons served who reported that they get training at their job.	80%	14 93%	15 94%	✓
	# and % of persons served who report that they have friends where they work.	80%	12 80%	13 81%	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them.	95%	15 100%	16 100%	✓
	# and % of families who report that staff members treat them with respect and courtesy.	95%	17 100%	23 96%	✓
Value and acknowledge each person's individuality	# and % of persons receiving services who report that staff members at <i>posAbilities</i> listen to them.	95%	15 100%	16 100%	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member.	90%	16 89%	19 79%	✗
Provide education on rights and responsibilities	# and % of persons served who report that staff have reviewed rights and responsibilities with them in the last year.	90%	15 100%	16 100%	✓
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get.	90%	14 93%	15 94%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i> .	95%	17 90%	20 87%	✗

*Note: Responses of “I don’t know”, “N/A” and “Did Not Answer” were removed to increase statistical accuracy.*

**Key Findings:**

- In FYE2022, the *posAbilities* Employment service met all of our targets for key monitoring and efficiency.
- There was an increase in staff retention; Employment Services was one of the few service streams that achieved this.
- For a second consecutive year, there was a decrease in the average number of months between the start of job search and first job placement.
- We fell short of our target for service access but it should be noted that the target here is 100% and our score was 99%.
- In the areas of effectiveness and input, we met 9 of 12 targets.
- The one measure of effectiveness where we fell short was the % of persons served who report that, “they like where they work,” which, at 87% was only slightly below the 90% target.
- In the area of input, 6 of 7 scores were 90% or above and 4 were 100%.
- We did fall short of target on two measures: the scores below target were for the % of families who report that, “staff at *posAbilities* pay attention to what they say regarding their family member,” which, at 89%, was only 1% below target, and the % of families who report that, “overall, they are satisfied with the programs and services their family member receives at *posAbilities*,” which scored 90% but was still short as the target had been raised to 95% for FYE2022.

**Follow-up and Proposed Action:**

- The main focus in the coming year will be to explore strategies for increasing overall survey response rates.
- With respect to the employer survey, rather than distribute those during a fixed annual survey period, we will engage our employment specialists to inform employers about the feedback survey on a rolling basis while the employment specialists are engaged actively with the employers. The survey results will still be collected and evaluated independently by the Quality Assurance team to ensure anonymity.
- With respect to family and person served surveys, we will analyze response rates and correlation to survey method and potentially change the number of surveys that are either emailed or administered via phone.

## 4.6 Laurel Behaviour Support Services

### Program Overview:

Laurel Behaviour Support Services (LBSS) aims at empowering individuals with Autism Spectrum Disorder, other developmental disabilities or behaviour challenges, through consultation, training and family support. We create individualized support programs aimed at decreasing challenging behaviour and teaching new skills across the following focus areas:

- Communication
- Cognition or academic skills
- Play and social skills
- Self-Management
- Physical development of fine and gross motor skills
- Self-Care and adaptive living skills

**Outcomes Data and Results:** The following outcome results were obtained from *posAbilities*' records.

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Provision of behavior support services	Number of children (over 6 years old) served through MCFD funded services.	400	428	444	✓
	Number of children (0-19 years old) served through private contracts.	50	89	73	✓
	Number of adults (over 19 years old) served.	350	342	351	✗
Provision of Early Intervention Services <sup>21</sup>	Number of children (0-6 years old) served through private contracts	10	11	N/A	✓
Provision of Sexual Health Education <sup>22</sup>	Number of individuals (all ages) provided with sexual health education through private and government contracts	10	6	N/A	✗

<sup>21</sup> New objective for FYE2022

<sup>22</sup> New objective for FYE2022

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Refer families to the Director of Community Engagement for resource coordination as needed	# of families referred to the Director of Community Engagement.	N/A	8	15	N/A
Minimize the number of validated complaints that are processed through the formal complaint resolution process	# of validated complaints that are processed through the formal complaint resolution process.	0	0	0	✓

Efficiency					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Provision of direct service	% of total hours used towards direct service.	70%	72%	69%	✓
Maximize staff retention	# of staff who held their position for more than 2 years at the same location (reduction of turnover compared to previous year). <sup>23</sup>	10% increase	16	22	✗

Service Access					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maintain the length of time between referral and service initiation	% of referred persons for whom services were initiated within 30 working days of referral.	95%	95%	96%	✓

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maximize meeting or making progress towards goals	% of total goals which were reported as in progress, on maintenance, or achieved/mastered.	75%	57%	66%	✗

<sup>23</sup> Although the target for this measure is a 10% increase, we consider it a satisfactory result if there is no decrease from the previous year.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Ensure behaviour plans address priorities identified by the family/team	% of stakeholders that report consultant created programs that were straightforward, age appropriate, and addressed their priorities.	80%	94%	91%	✓
Maximize behavior plan outcomes	% of stakeholders that report that they saw an overall improvement in the person served's behavior (reduction of challenging behavior and increase in adaptive skills) as a result of the service	80%	84%	60%	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Communication	% of stakeholders that report the consultant's communication skills (oral and written) met their needs.	80%	92%	94%	✓
Reliability and accountability	% of stakeholders that report the consultant demonstrated reliability and accountability.	80%	92%	92%	✓
Implementation Support	% of stakeholders that report the consultant provided sufficient training and hands-on demonstrations so that their team can successfully implement programs.	80%	88%	89%	✓
Ethical and respectful behavior	% of stakeholders that report the consultant displayed confidentiality, sound judgement, flexibility, empathy, and respect in all interactions.	80%	95%	92%	✓

**Key Findings:**

- In FYE2022, LBSS met 4 of 6 key monitoring targets.
- In the area of efficiency, we met our target for provision of direct service but like a number of other service streams, fell short on the target for staff retention.
- We continued to meet our target for service access.

- In the area of effectiveness, we exceeded 2 of 3 targets, those for ensuring behaviour plans address family/team priorities and maximizing behaviour plan outcomes. We fell short on maximizing or making progress towards goals.
- LBSS continues to use a custom survey to collect stakeholder input. We continue to score well in this area with all scores above target and with little change from the previous year.

**Follow-up and Proposed Action:**

- With respect to maximizing or making progress towards goals, we intend to revise the way goals are being captured on our Sharevision database when we transition to V4 of Sharevision. The new format will reflect the stage of service - intake, assessment, or training stages. This is an important shift as it is difficult to report on progress when persons served are in those early stages of services. In some cases, it also takes time to identify the goals following intake.
- With respect to stakeholders reporting they saw an overall improvement in the person served's behaviour, it is important to note our services are based on a mediator model. As such, our service depends on parents or significant others to effect change by implementing behavior support plans. Many families and teams express barriers that are beyond the scope of our services, such as- capacity, mental health issues, marital issues, financial strain, lack of time, lack of staffing etc. These factors impact behaviour outcomes.
- We intend to address this measure by continuing to assess barrier data on our ShareVision database to develop targeted strategies for each family.

## 4.7 Laurel Behaviour Support Services - Training

### Program Overview

LBSS Training offers learning opportunities for parents and other professionals involved in supporting individuals diagnosed with Autism Spectrum Disorders and other developmental disabilities. Our workshops can be modified both as a full- or half-day to groups of various sizes. We can also develop an individualized training workshop to meet the needs of the group.

### Outcomes Data and Results:

The following outcome results were obtained from *posAbilities*' records.

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Obtain funding for delivery of PEERS and LINK training <sup>24</sup>	Number of successful grants for PEERS and LINK training	2	1	N/A	✗
Provision of Training	Number of group trainings (Triple P®) offered to parents	2	0	2	✗
	Number of trainings (Capacity Building) offered to professionals	12	12	17	✓
	Number of group trainings (PEERS) offered to adults	2	0	4	✗
	Number of group trainings (Connect with PEERS®) offered to children	2	1	3	✗
	Number of group trainings (LINK) offered to children or adults <sup>25</sup>	4	1	N/A	✗

<sup>24</sup> New objective for FYE2022

<sup>25</sup> New measure for FYE2022

Service Access					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maximize participants per training event <sup>26</sup>	Average # of participants/capacity of session X 100%	80%	63%	N/A	✗

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Improvement in training participant test scores <sup>27</sup>	Average % improvement between pre and post test score	60%	62%	N/A	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2021	Target Achieved
Maximize satisfaction <sup>28</sup>	% of participants reporting they were satisfied or very satisfied that the workshop met their expectations	90%	100%	N/A	✓

**Key Findings:**

- Although we did not meet many of our targets for training, it should be noted that meeting these targets is not entirely up to the organization as there are occasions when training sessions are offered but then cancelled due to lack of interest. We will continue to offer as many external training programs as possible.

<sup>26</sup> New objective for FYE2022

<sup>27</sup> New objective for FYE2022

<sup>28</sup> New objective for FYE2022

## 5. POSABILITIES EMPLOYEES: OUTCOMES DATA AND RESULTS

### Survey Results: *posAbilities*' Employees

#### Satisfaction Survey December 2021<sup>29</sup> Employee Climate:

**RESPONDENTS** 280 of 457 surveys distributed for a response rate of 61%; an increase of 6% from 2020.

**SURVEY METHOD** Employee Climate Survey distributed and analyzed by uSPEQ Research and Reporting

**OBJECTIVE** To increase satisfaction in each category each year

#### RESPONSE DISTRIBUTION

Regular Direct Support Staff:	47.4%	Team Leader/Coordinator/Clinical Supervisor/Assistant Clinical Manager:	6.4%
Casual Direct Support Staff:	18.8%	Manager/Director:	5.6%
Senior Support Worker:	10.9%	Admin/HR/Accounting Staff:	4.1%
Behaviour Consultant:	6.8%		

For this year's report, in addition to previous years' data, we are also able to present sector benchmark data as a comparison to other organizations like *posAbilities*. Note that benchmark data was not available for every item on the survey.

The top five employee climate survey items with positive responses were:

Question #	Question	2021	Benchmark	2020	2019
G.4	Understand job responsibilities	100.0%	96.5%	99.7%	97.4%
A.1	Aware of organization's mission	98.5%	97.7%	98.3%	97.5%
A.2	Support org's overall direction	98.1%	95.2%	97.3%	97.7%
D.3	Work well with coworkers	98.1%	94.9%	96.5%	95.5%
F.3	Health/safety reviewed regularly	98.1%	Not available	94.1%	96.0%
G.7	Clear about roles/ responsibilities	98.1%	90.0%	96.5%	94.3%

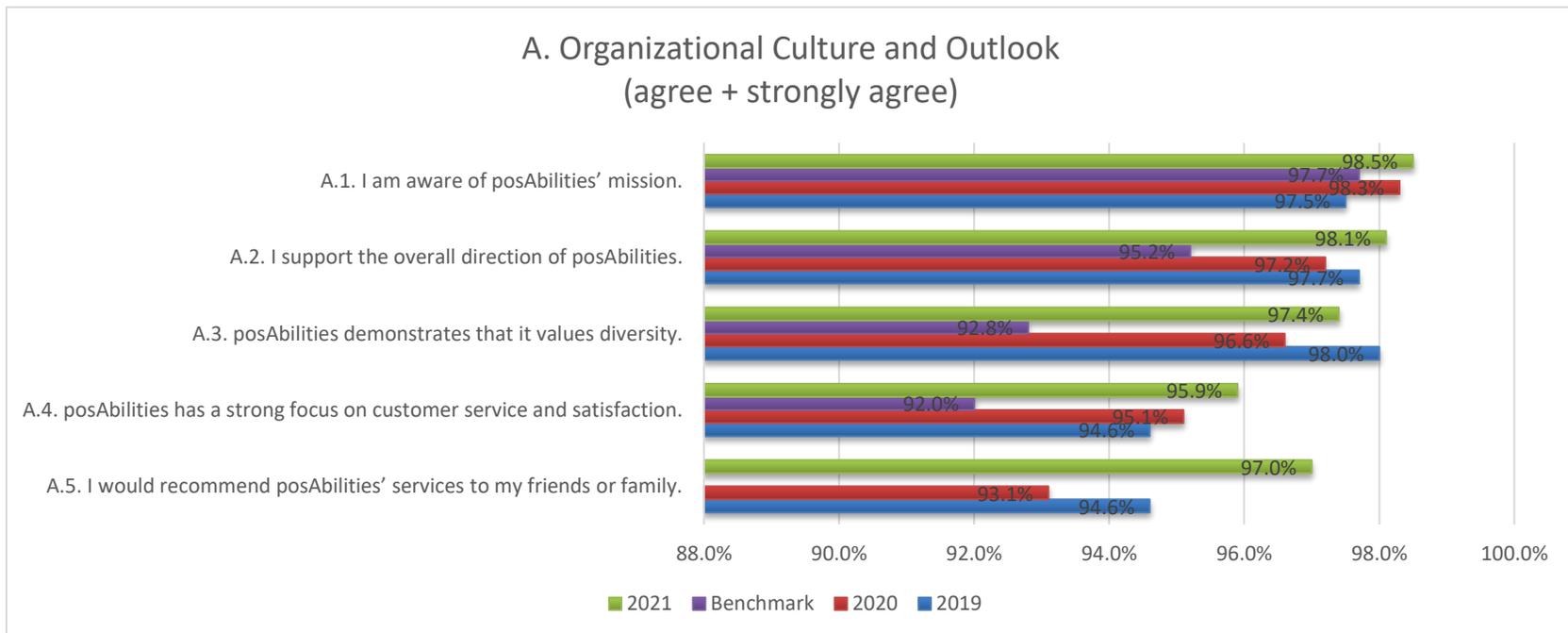
<sup>29</sup> Note that the Employee Climate Survey is administered in November of each year. Thus the survey data for FYE2022 comes from the survey administered in November 2021.

The five survey items with the lowest positive response rating were:

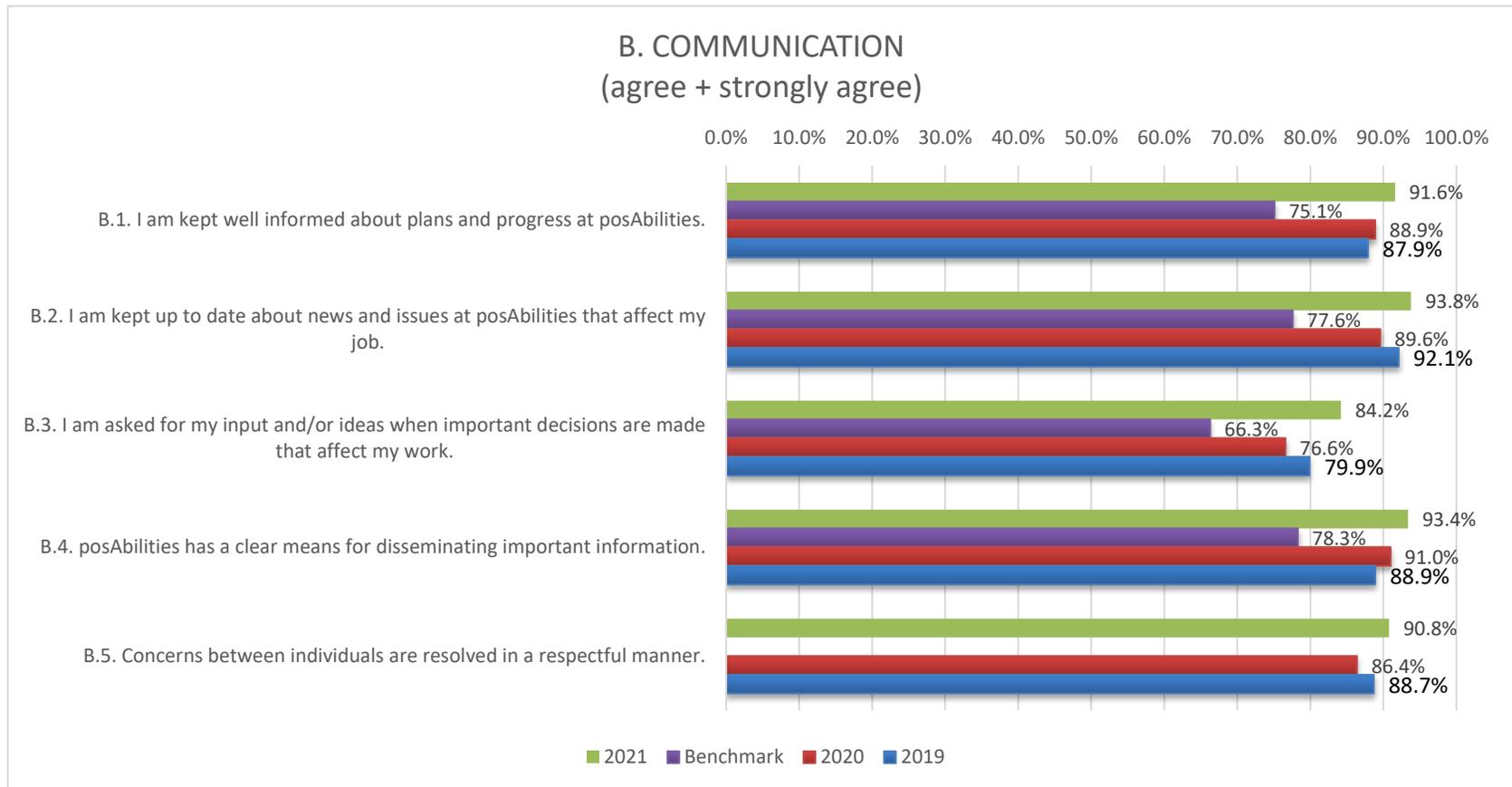
Question #	Question	2021	Benchmark	2020	2019
H.2	Satisfied with benefit package	68.9%	78.0%	66.9%	64.3%
H.1	Paid fairly for work	72.9%	60.1%	71.8%	67.2%
H.5	Staff promoted on merits	77.2%	63.1%	77.8%	76.5%
H.6	Recognition of high performing staff	79.7%	66.7%	78.4%	78.6%
H.4	My job is secure	82.5%	77.1%	84.9%	84.0%

**Employee Climate Survey Results by Category:**

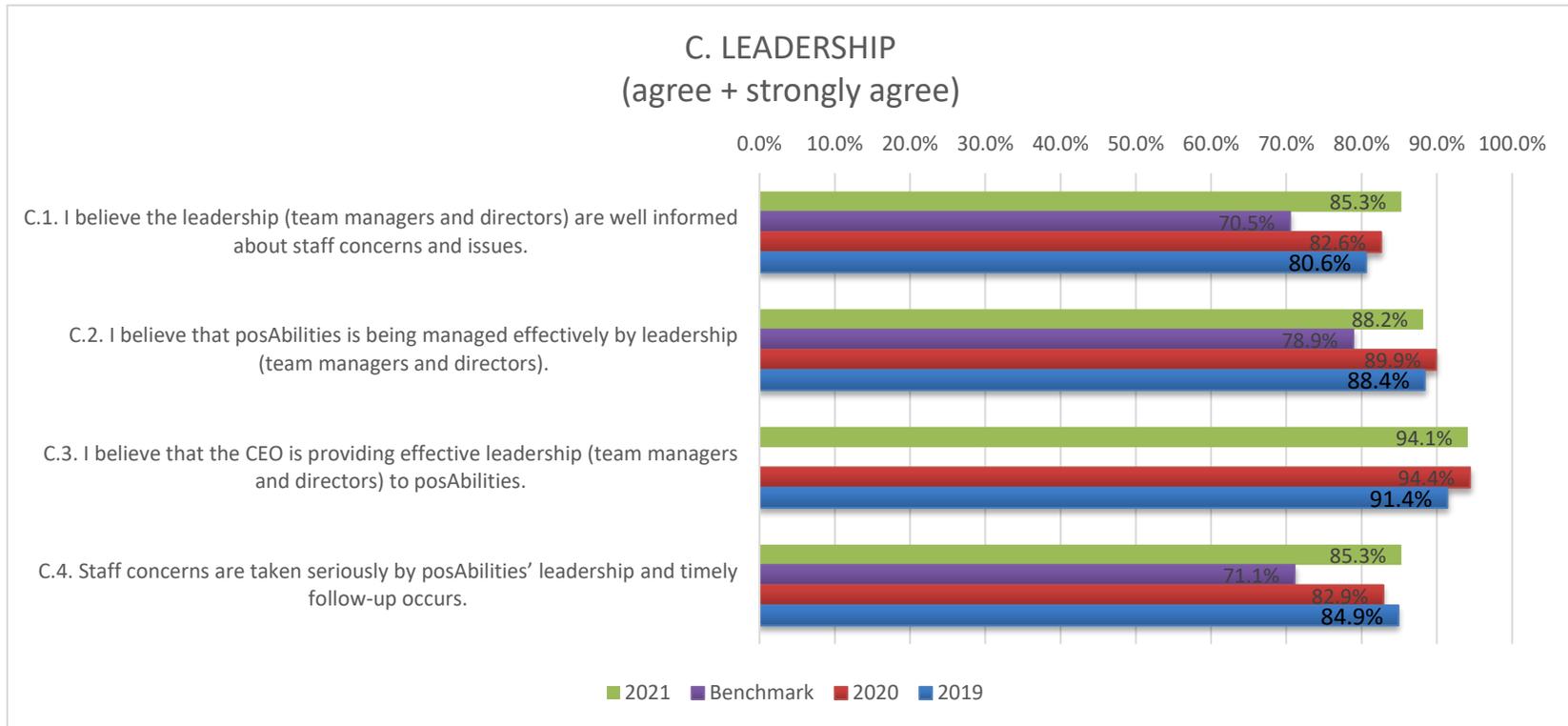
**A. Organizational Climate**



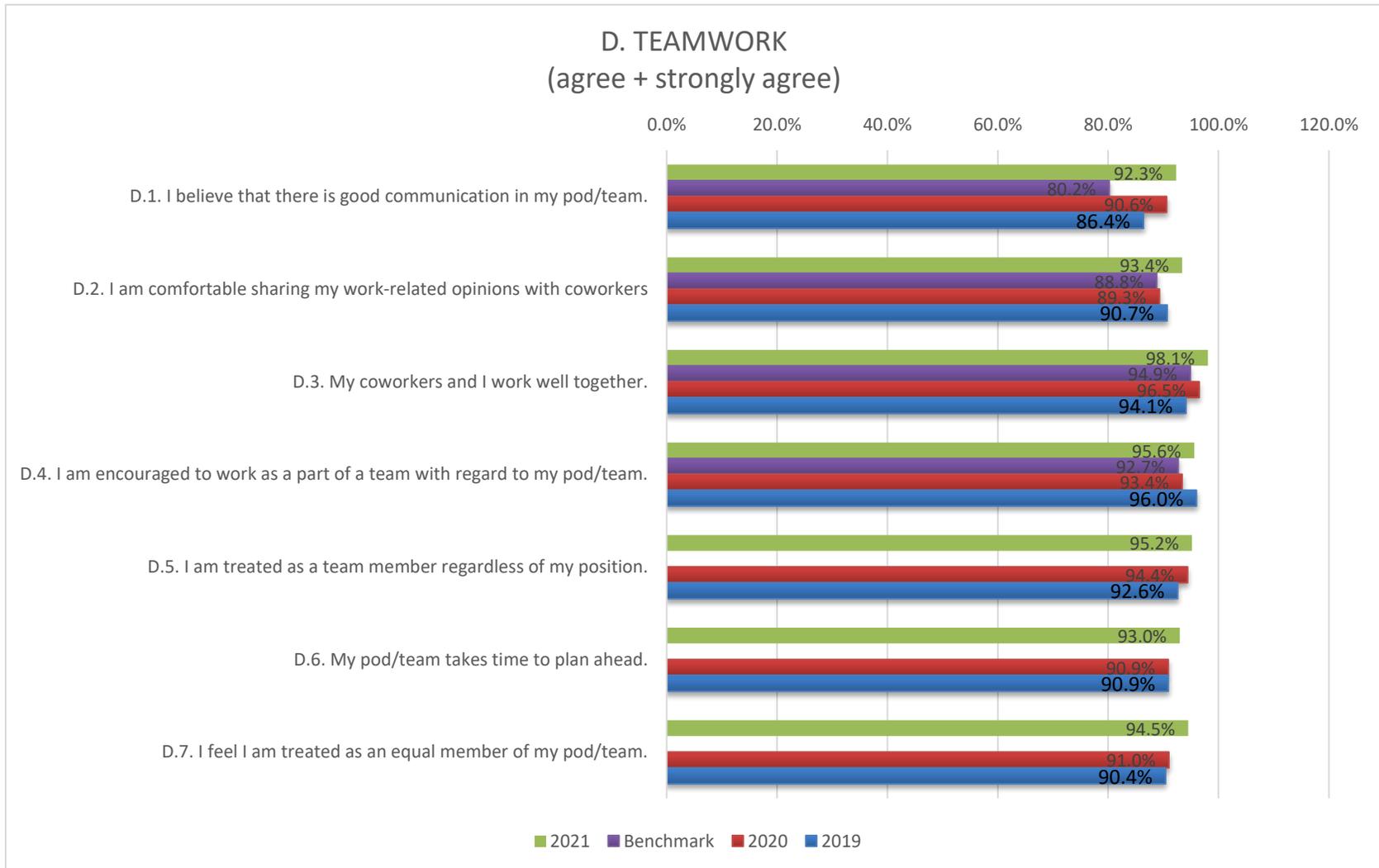
**B. Communication**



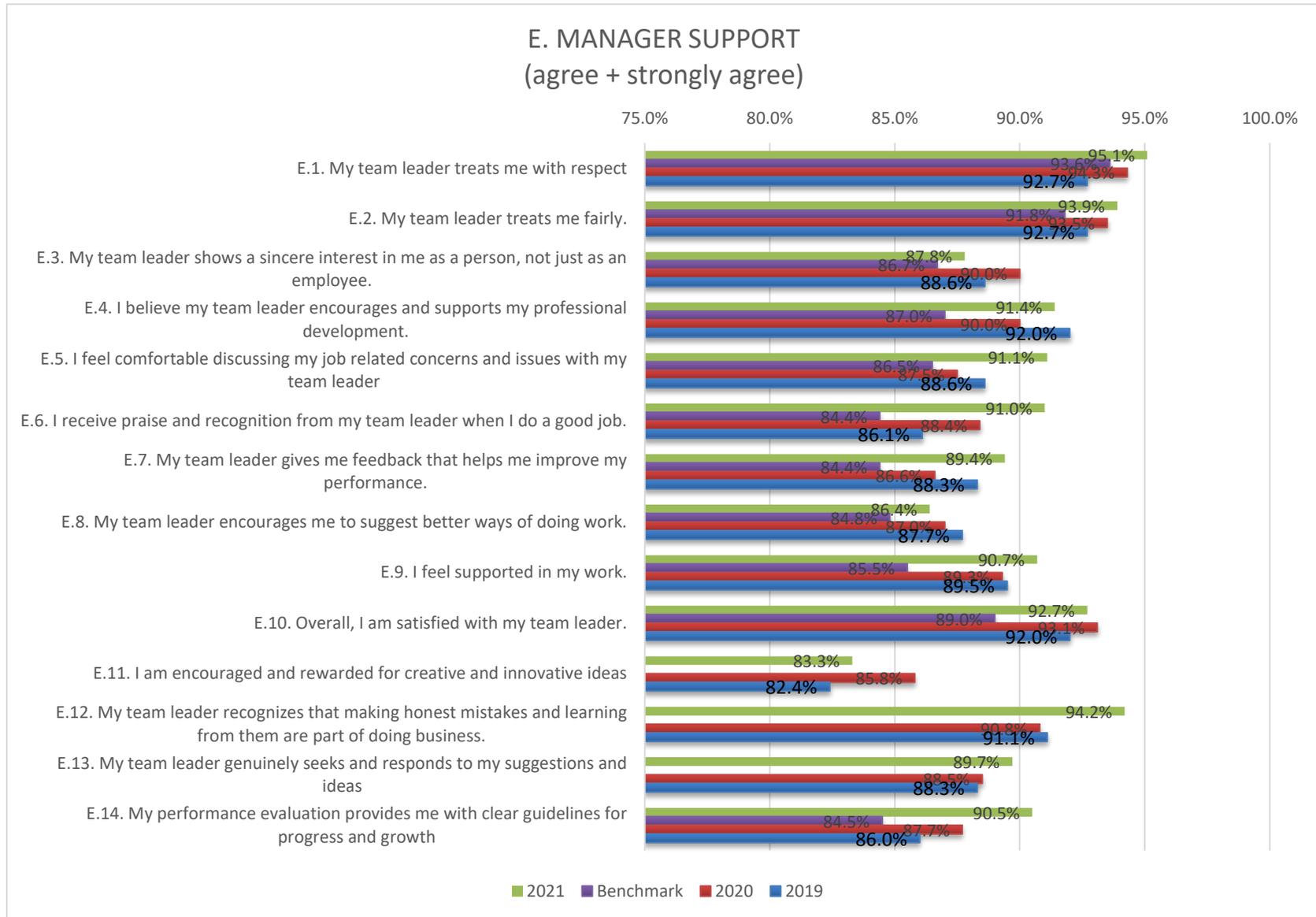
**C. Leadership**



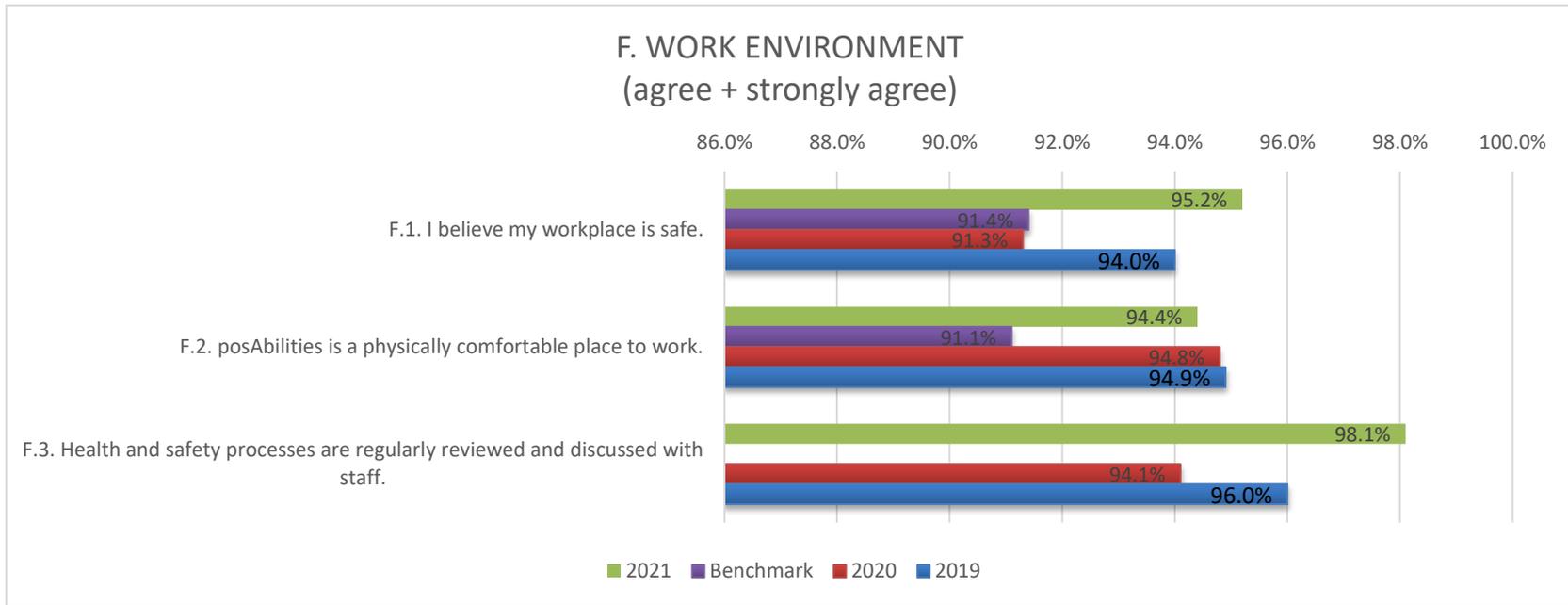
**D. Workgroup**



**E. Manager Support**



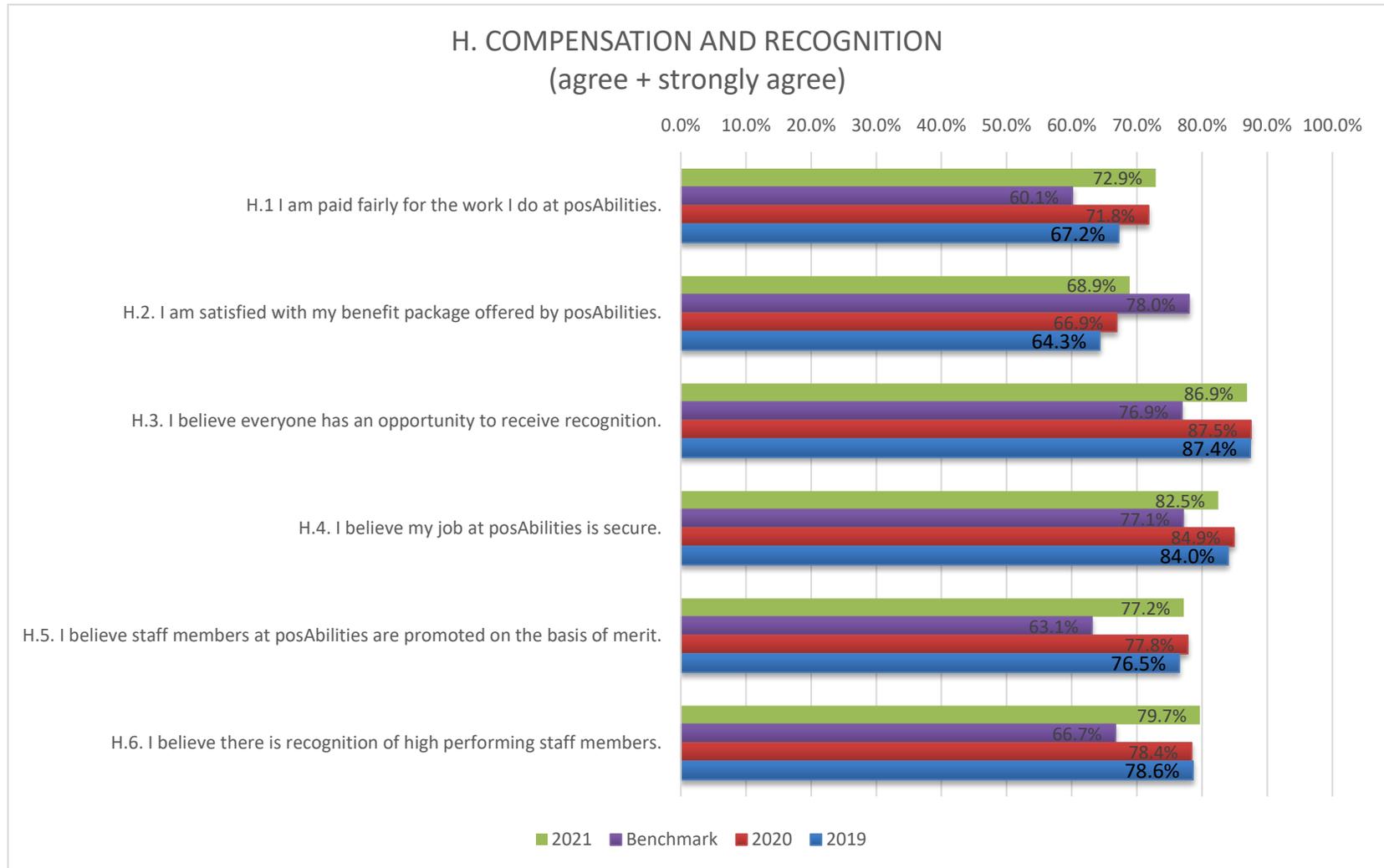
**F. Staff Support/Environment**



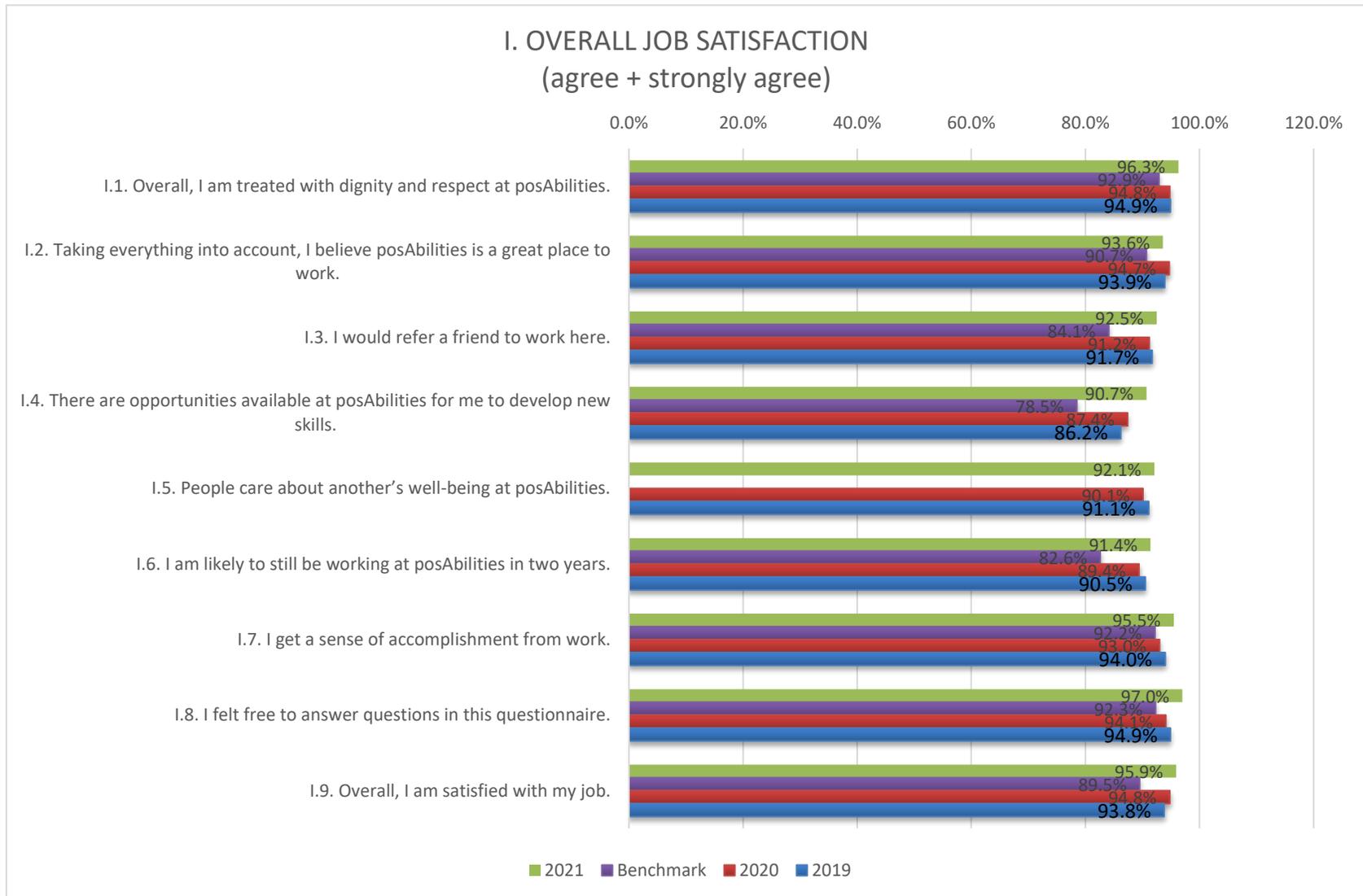
**G. Staff Development**



**H. Compensation and Recognition**



**I. Overall Job Satisfaction**



CUSTOM ITEMS 2021 - GENERAL	Agree + Strongly Agree
1. My senior support worker treats me with respect.	93.9%
2. My senior support worker treats me fairly.	95.7%
3. My senior support worker shows a sincere interest in me as a person, not just as a team member.	91.8%
4. I believe my senior support worker encourages and supports my professional development.	91.7%
5. I feel comfortable discussing my job related concerns and issues with my senior support worker.	90.8%
6. I receive praise and recognition from my senior support worker when I do a good job.	91.8%
7. My senior support worker gives me feedback that helps me improve my performance.	89.9%
8. My senior support worker encourages me to suggest better ways of doing work.	89.4%
9. I feel supported by my senior support worker.	91.2%
10. Overall, I am satisfied with my senior support worker or assistant supervisor.	93.6%
11. My senior support worker/assistant supervisor recognizes that making mistakes is part of doing business.	92.6%
12. My senior support worker or assistant supervisor genuinely seeks and responds to my suggestions and ideas.	91.3%
13. I find the weekly staff e-news informative.	86.6%
14. I regularly read the <i>posAbilities</i> blog in the weekly e-news or on the website.	58.6%
15. I regularly read <i>posAbilities'</i> quarterly newsletter "Imagine!"	66.7%
16. I regularly visit <i>posAbilities.ca</i> for news and resources.	53.0%
17. I regularly visit <i>posAbilities'</i> social media sites.	43.5%
18. I know how to use the family support inquiry form on Sharevision to make a referral to <i>posAbilities'</i> Community Engagement Department.	58.2%
19. I regularly read the People of <i>posAbilities</i> (POP) newsletter.	64.3%
20. I have had the opportunity to participate in at least one team building experience this year.	68.4%
21. I know where to find <i>posAbilities'</i> Quality Improvement Plans.	76.4%
22. I am familiar with <i>posAbilities'</i> Quality Improvement Plans.	71.8%
23. The Person Centered Training is beneficial to the work I do.	93.5%
24. The Positive Behaviour Support Training has been beneficial to the work I do.	95.0%
25. I know where to find information about <i>posAbilities'</i> Diversity and Inclusion initiatives.	89.6%
26. One or more of <i>posAbilities'</i> Diversity and Inclusion initiatives has been beneficial to me or my team.	78.4%
27. I know where to find free resources to support my learning about diversity and inclusion.	85.6%

CUSTOM ITEMS 2021 - GENERAL	Agree + Strongly Agree
28. One or more of <i>posAbilities</i> ' employee wellness initiatives has been beneficial to me.	77.5%
29. I am familiar with the Wellness Initiative "Lifeworks".	95.2%
30. I am familiar with the Wellness initiative "Not Myself Today".	92.9%
31. I am familiar with the Wellness initiative "iGrow".	87.3%

CUSTOM ITEMS 2021 - BENEFITS	Satisfied + Very Satisfied
1. Please rate your satisfaction with <i>posAbilities</i> ' dental care plan.	75.8%
2. Please rate your satisfaction with <i>posAbilities</i> ' vision care plan.	71.3%
3. Please rate your satisfaction with <i>posAbilities</i> ' paramedical practitioner coverage.	65.9%
4. Please rate your satisfaction with <i>posAbilities</i> ' drug plan coverage.	64.4%

CUSTOM ITEMS 2021 – COVID-19 RESPONSE	YES	NO
1. I feel adequate workplace safety protocols have been put in place to minimize risk of transmission.	95.9%	4.1%
2. I believe my job would be negatively impacted if I tested positive for COVID-19.	59.7%	40.3%
3. I feel safe traveling for work if needing to use public transportation.	63.5%	36.5%
4. I have adequate access to childcare or eldercare during my required work hours.	65.9%	34.1%
5. I feel confident about my job security.	82.8%	17.2%
6. I feel confident that <i>posAbilities</i> ' leadership has created a safe work environment for me.	91.4%	8.6%
7. I understand the safety protocols that have been and continue to be implemented to prevent COVID19.	98.5%	1.5%
8. I believe all possible measures/precautions have been put in place so I will not contract the virus.	93.6%	6.4%
9. I feel my workload is appropriate given the circumstances of the pandemic we are living with.	85.4%	14.6%
10. I know where to find COVID-19 information specific to my program.	97.4%	2.6%

CUSTOM ITEMS 2021 – COVID-19 RESPONSE	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT
11. Importance of mandatory masks provided by <i>posAbilities</i> .	80.9%	14.6%	4.5%
12. Importance of physical distancing protocols.	77.2%	20.6%	2.3%
13. Importance of daily employee health screenings.	2.8%	11.7%	85.5%

CUSTOM ITEMS 2021 – COVID-19 RESPONSE	YES	NO
1. When given the option, I prefer taking my training online.	73.9%	26.1%
2. When given the option, I prefer attending meetings online.	77.2%	22.8%
3. I have everything I need at home to participate in online training.	85.9%	14.1%
4. I am aware that I can access space at <i>posAbilities</i> programs or Head Office to attend online meetings.	90.3%	9.7%
5. I am comfortable using online platforms like Zoom or Telus Business Connect.	92.6%	7.4%

***posAbilities* uSPEQ® 2021 Employee Climate Survey:**

A Co-Designed Quality Improvement Response

**Introduction**

The uSPEQ® Employee Climate Survey (ECS) captures employees’ experiences in four domains:

**Organizational Climate**

A. Organizational Culture & Outlook, B. Communication, C. Leadership

**Workgroup**

D. Teamwork, E. Manager Support

**Staff Support**

F. Work Environment, G. Staff Development, and H. Compensation and Recognition; and

**I. Overall Job Satisfaction**

For the first time in its history, *posAbilities* ESC measured our employees’ experiences during a full year of pandemic operations. The COVID-19 virus continues to have a transformative effect on our lives, in our communities and at our places of work. We are extremely proud of the results that we achieved in 2021, as the ECS yielded an outstanding participation rate, high satisfaction scores across

multiple domains, and extensive qualitative data to explore. We also asked our program representatives to identify any practices that were new, or worked really well and could be maintained as a result of our pandemic experience.

As per tradition, we invited our employees to contribute to co-designing our **Quality Improvement Plan (QIP)**, our Association's response to the information gathered. This process included:

- publishing the ECS report on ShareVision for all to review;
- offering a quick survey to all who wished to share their "final thoughts," that is, ideas/solutions to address challenges posed; and
- hosting a program representative feedback and idea generation session.

This year's response development process resulted in eight recommended action items for the QIP. This plan documents specific and measurable actions that we have the capacity to undertake and that we believe will make a positive difference to our employees' lives at work.

**The 2021 action items fall into several themes:**

1. Compensation & Recognition (includes Job Security)
2. Resolving Concerns
3. Access to Information Technology (IT) and Internet Connectivity
4. Supports for Mobile Employees
5. Professional Development and Training Opportunities

Although the bottom five areas of satisfaction all fall within the area of **Compensation and Recognition**, the action items address this domain, and the other four themes that arose from employee comments. Additional details and suggestions for improvement flowed from Program Representatives at a Feedback Session held on March 9, 2022.

## **posAbilities 2021 uSPEQ® Quality Improvement Plan**

### **Theme I. Compensation & Recognition (includes Job Security)**

**posAbilities** CEO is a member of the *Collective Agreement* Employers' Bargaining panel. Employers are seeking wage increases to address cost of living. In addition, they are asking for wage parity for positions in Community Living that are comparable to those in the Health Sector, but that are currently compensated at a lower wage rate. The resolution of this concern is ultimately in the hands of the Province of British Columbia, as the funder of Community Living Services. For this reason, this work is not included in the plan's action item. However, employers like **posAbilities** continue to press for fairness and a livable wage.

Notes: Employee benefits are negotiated as packages. Any changes to the benefit package would need to be presented through the employees' bargaining panel. Costs associated with an increase in benefits coverage, affects the room available for wage increases, and vice versa.

### **Theme II. Resolving Concerns/Concerns are taken seriously.**

Issues and concerns are typically resolved by following our "lines of communication" practice. However, complex issues may require more than one pass through this process. Employees are welcome to contact leadership at any time, as we have an 'open door' policy. We want to be open to hearing from employees around whatever is on their minds, and to encourage open collaboration and collegiality across the association.

**posAbilities'** CEO and other members of its leadership team also look forward to resuming their visits to all programs in person as soon as it is safe to do so.

Delayed from last year's response plan was one item: developing a "People and Culture" page in ShareVision, where employees would also find photos and contact information for the Association's CEO and Directors. This section of SV will be developed in the summer of 2022.

### **Theme III. Access to Information Technology (IT) and Internet Connectivity**

**Item 1:** **posAbilities'** IT Equipment Replacement Plan will be shared with Team Leaders for review. All equipment requests are prioritized and filled based on the Association's highest areas of need, and within its fiscal resources.

**Item 2.** Internet capacity and speed will be reviewed in all programs to ensure that connectivity meets operational needs. Improvements may be linked to the installation of fibre optic lines (outside of **posAbilities'** control) or the purchase of expanded bandwidth.

**Item 3.** **posAbilities** will host a series of two or more "Tech Talks" designed to share tips and other information on how to troubleshoot common computer or software challenges.

**Item 4.** ShareVision version 4 (SV4) is scheduled for implementation in 2022/23, with significant changes to the Laurel Behaviour Support Services (LBSS) interface. New features like automatic archiving will improve the database's processing speed, and user experience for our team members.

**Theme IV. Supports for Mobile Employees**

**Item 5.** The co-work space in Kelowna has been renewed for the upcoming year to offer assets to LBSS consultants in the region.

**Theme V. Professional Development and Training Opportunities**

**Item 6.** Indigenous culture and sensitivity training will roll out to employees in 2022/23.

**Item 7.** Up to 20 staff, persons served and family members will be registered for Inclusion BC's annual learning event in May 2022.

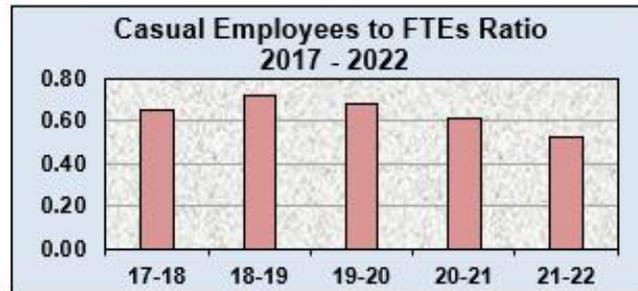
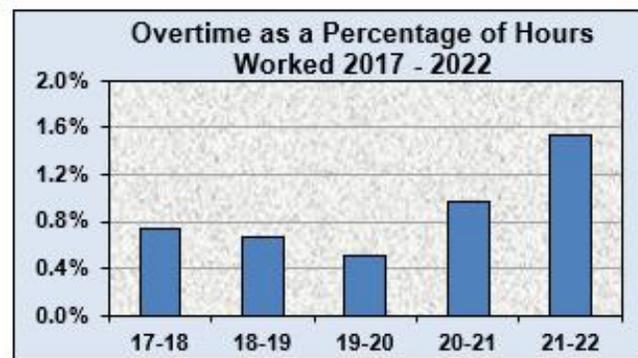
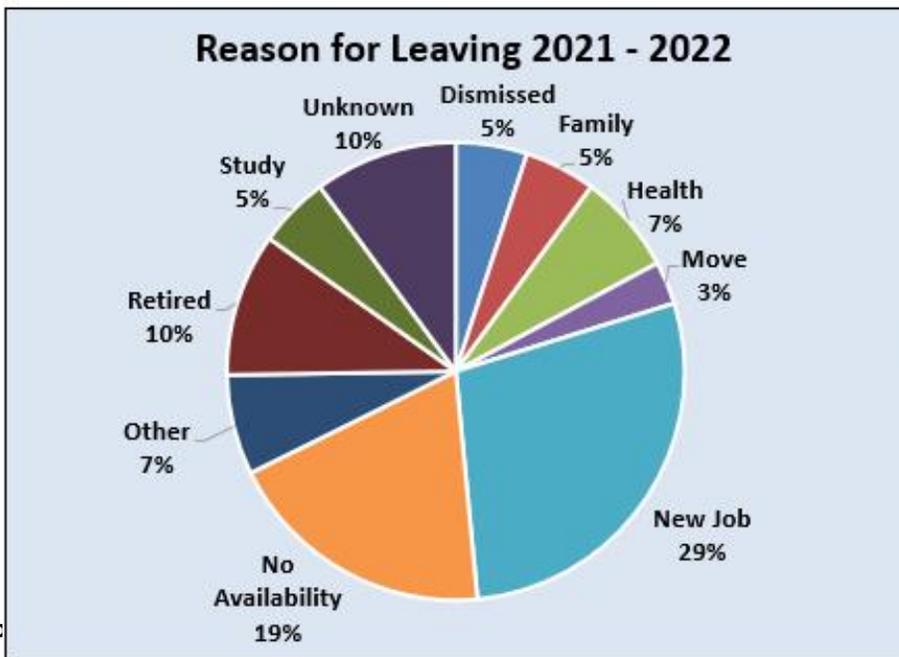
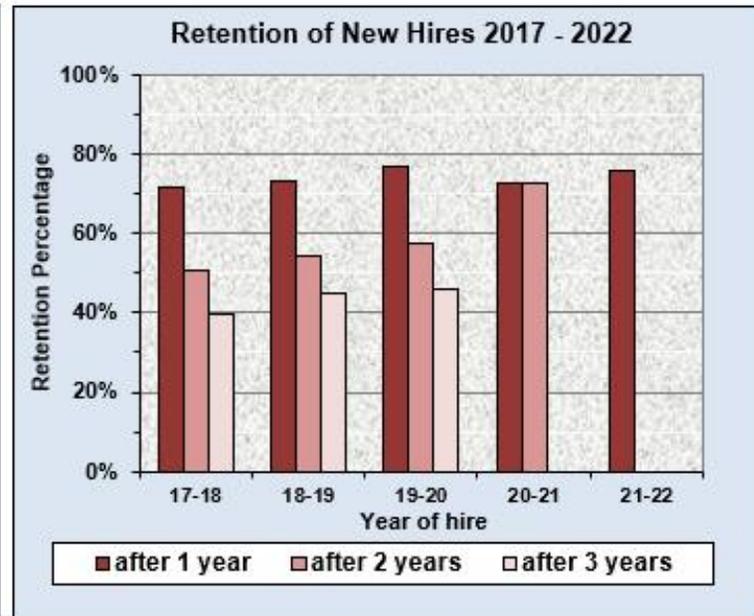
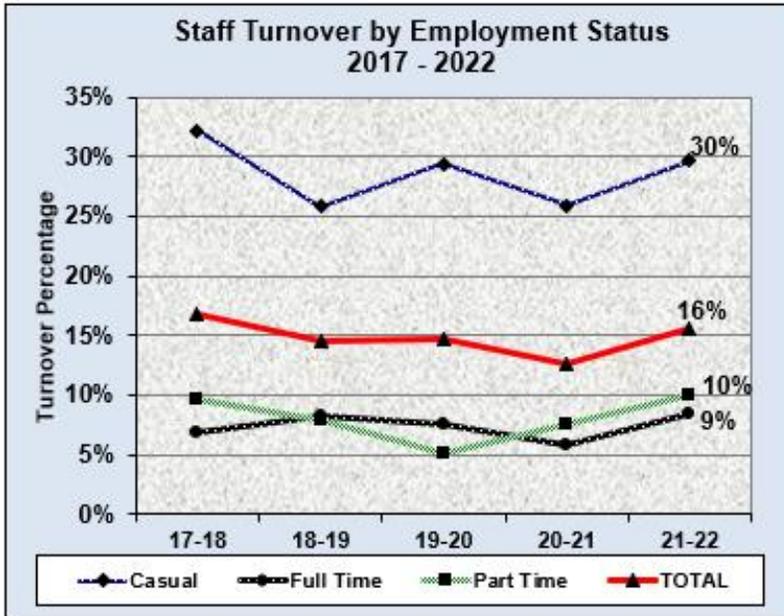
**Item 8.** The community engagement team will resume its "Communications Roadshow," visiting with program staff to connect and share its products and services with colleagues across the Association.

## 6. KEY BUSINESS FUNCTIONS

### 6.1 Staff Utilization

**OBJECTIVE:** To increase the efficient utilization of our staff  
**TIME OF MEASUREMENT:** April 2022  
**OBTAINED BY:** Human Resources

Measure	Applied To	Data Source	Target FYE 2022	Outcome FYE 2022	Target FYE 2023
% of staff exits	All staff in reporting period	HRIS	13%	15.5%	13%
% of new hires retained after two years	All staff in reporting period	HRIS	60%	73%	65%
Casual Employees to Full Time Equivalent (FTE) ratio	All casual staff in reporting period	HRIS	0.70	0.53	0.60
Overtime as a % of total hours worked	All staff in reporting period	Staff Scheduling System	0.5%	1.5%	1.0%



### **Key Findings/Trends**

- The overall turnover rate increased from 13 to 16%. Both casual and regular employee turnover rose.
- The most common reasons for people to leave our organization were a new job and no or limited availability (casual employees). Combined these make up 45% of why people left us this past year. We also started to see an uptick in retirements. They now make up 10% of all exits, doubling from 5% last year.
- Of those hired up to one year ago, 76% are still with us, similar to the last few years. For staff hired 2 years ago retention is at 73%, up significantly from 58% in the year prior.
- The ratio of casual employees to Full Time Equivalent (FTEs) shows the size of our pool of casual workers relative to the size of our regular workforce. This is an indicator of our ability to have casual workers backfill shifts when regular employees are away. The ratio has continued on its downward trend: this year 0.53, down from 0.61 the previous year and 0.68 the year before that.
- The total number of employees was 538, virtually unchanged from the previous year. We hired 91 new employees, a sharp increase from the previous year when we hired 33, but comparable to pre-pandemic levels.
- Overtime hours were up at 1.5 % of total hours worked compared to last year's 0.9%.

### **Interpretation of results**

- After years of gradual decline, the turnover rate has increased in the last year. We have seen a notable increase in long-term employees retiring. Casual employee turnover has remained high, mainly due to a lack of availability to work shifts.
- After experiencing a significant drop in recruitment of casual employees in the first year of the pandemic, the number of new hires is on the rise again. However, assuming this trend will continue, it will take us well into 2023 for the size of our pool of casual workers to get back to pre-pandemic levels. As a result of our reduced capacity to backfill shifts, overtime increased to a level not seen in many years, though at 1.5% of all hours worked still relatively small.

### **Follow up and proposed action**

- Casual employees have been trained to enter their own availability directly into the staffing scheduling system. Later this year we will introduce a new, further automated shift call out system via text messaging. It is expected that both of these enhancements will improve the efficient utilization of our casual staff.
- After coming to a standstill during the pandemic, we are now offering practicum placements again. Several new colleges have come on board. Practicums are of strategic importance to connect with and recruit a new generation of workers who can carry our organization into the future.

### **Monitoring**

- Report quarterly on staff utilization and use of overtime and monthly the number of new casual hires and the size of the casual pool.
- Team Managers to evaluate all data quarterly.

## 6.2 Occupational Health and Safety Performance

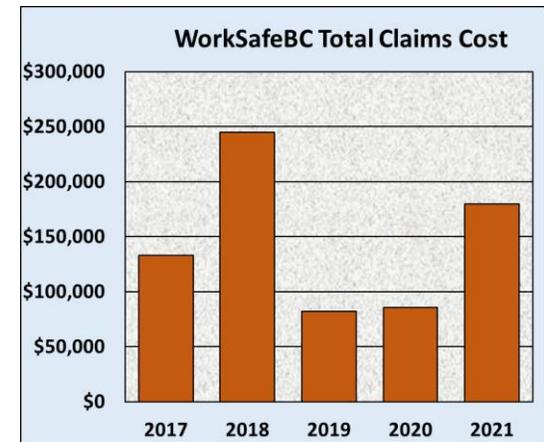
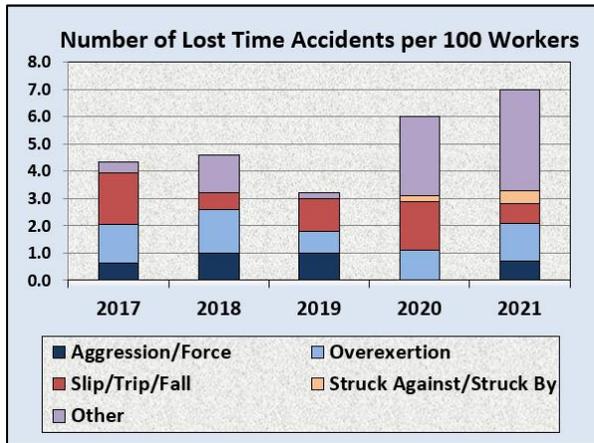
**OBJECTIVE** To Reduce Occupational Incidents and Associated Cost  
**TIME OF MEASUREMENT** December 2021  
**OBTAINED BY** Human Resources

Measure	Applied To	Data Source	Target 2021	Outcome 2021	Target 2022
Number of lost time accidents resulting from “Aggression/force” per 100 employees	All staff in 2021	DMI	0.5	0.7	0.5
Number of lost time accidents resulting from “Overexertion” per 100 employees	All staff in 2021	DMI	1.0	1.4	1.0
Number of lost time accidents resulting from “Slip/Trip/Fall” per 100 employees	All staff in 2021	DMI	1.0	0.7	0.5
Number of lost time accidents resulting from “Struck By/Struck Against” per 100 employees	All staff in 2021	DMI	0.5	0.5	0.5
Number of lost time accidents resulting from “Other” per 100 employees	All staff in 2021	DMI	2.5	3.7	3.0
WorkSafeBC Claims Costs Total	All Staff in 2021	WorkSafeBC	\$100,000	\$172,800	\$100,000

### Limitations

- Lost Time Accident results are reported by the Disability Management Institute (DMI) for the calendar year, not the fiscal year.
- Claims costs at the time of reporting may not be final as claims from the reporting year may still being open and accruing costs.

## Key Findings / Trend



- The total number of Lost Time Accidents (LTAs) per 100 workers was 7.0, a further increase from 6.0 the previous year.
- The increase in LTAs was almost completely caused by Covid-19 claims as reflected in the 'Other' category. For the other categories combined, lost time remained relatively stable.
- The number of workdays lost decreased from 1001 in 2020 to 742 in 2021, as the average number of days lost per claim dropped.
- Total claims costs were \$180,000. This is up from \$85,000 the previous year.

## Interpretation of Results

- The decrease in number of workdays lost was mainly due to a decrease in lost time related to Covid-19 claims, as the required self-isolation period was reduced from two weeks to 5 days.
- A major contributing factor to the sharp rise in claims costs was one expensive claim in residential services, which made up over 30% of all claims costs in that category.
- We reached a unique milestone: for the first time we received a discount on the WorkSafeBC base premium rate in the residential services category, as our claims history was better than the average amongst other organizations. This is the culmination of a health and safety quality improvement project that started 10 years ago.

This year the COR audit of our occupational health and safety program resulted in a passing score of 97%. The involvement of all employees in maintaining our WorkSafeBC Certificate of Recognition has further contributed to promoting our health and safety culture.

**Follow Up and Proposed Action**

- A new in-house ergonomics training module was developed focusing on the prevention of musculoskeletal injuries. This is now the leading type of occupational injury in our organization. The training is mandatory for all employees.
- We will continue to monitor and evaluate pandemic safety measures and how to adapt our protocols in response to the decreasing impact and severity of the pandemic.
- Two additional employees have been trained as internal auditors to strengthen our capacity to conduct COR audits.
- Work has begun on building a more sustainable capacity model for behaviour support. This will further strengthen our efforts to prevent injuries due to aggression/force.

**Monitoring**

- Continuous review of WSBC Injury Reports and Accident Investigations by Managers, HR, and the JOSH Committee to ensure ongoing mitigation and prevention of risks.
- Monthly review of worksite safety inspections, fire and disaster drills by the JOSH Committee.
- Annual review of our OSH Program and practices as part of our COR audit.
- Quarterly review of lost time incident trends and results as well as claims costs by Directors, Managers and JOSH Committee.

## 7. CONCLUSION

The Outcomes Management Report provides an overview of the types of services we offer, the results obtained during FYE2022 and the steps we take to ensure that these services are beneficial and rewarding to the people we serve.

In line with our commitment to continuous quality improvement, the results and recommendations throughout this report will be reviewed by the leadership team and the Board of Directors.

The information presented in this report will help us:

- focus our efforts to continue to achieve the best possible outcomes for persons receiving services
- provide ongoing information about the organization's performance
- continually enhance service delivery and the organization
- provide proof of continuous service improvement