



2023-2024 Outcomes Management Report



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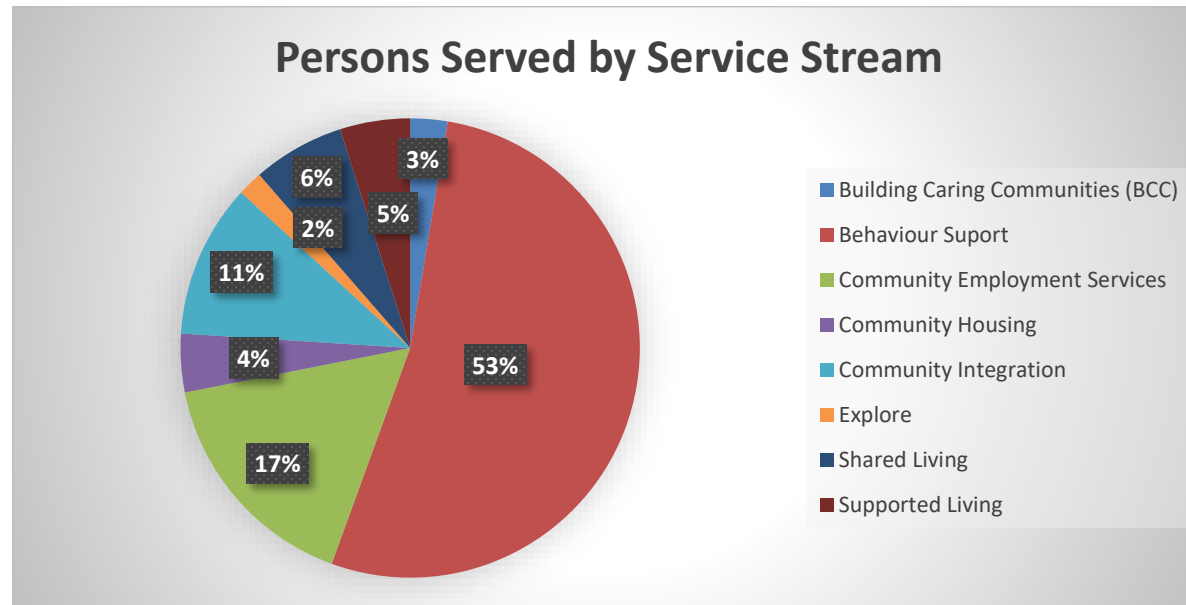
1. INTRODUCTION

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, 2023 and March 31, 2024 (FYE 2024), **posAbilities** provided services to **1946** persons served, enrolled in the following service streams (note some persons served are enrolled in multiple programs):

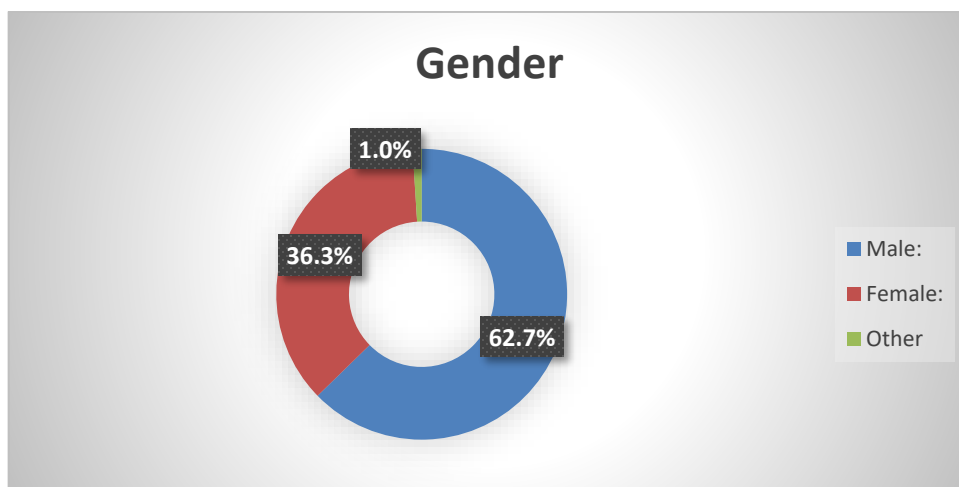


Service Stream	FYE2024		FYE2023	
	Total	% of Services	Total	% of Services
Building Caring Communities (BCC)	51 ↓	3%	63	3%
Behaviour Supports	1030 ↓	53% ↑	1035	51%
Community Employment Services	318 ↓	16% ↓	346	17%
Community Integration	211 ↓	11%	224	11%
Explore	34 ↓	2% ↓	57	3%
Home Supports Total	302 ↓	16% ↑	304	15%
Community Housing	80 ↓	4%	82	4%
Shared Living Services	126 ↓	6%	127	6%
Supported Living	96 ↑	5%	95	5%

Below is additional information about the people we served during FYE2024:

Gender

Male	62.7%
Female	36.3%
Other	1.0%



Age

Under 6	1.0%
6 – 18	30.8%
19 – 20	7.7%
21 – 30	23.4%
31 – 40	12.7%
41 – 50	9.5%
51 – 60	6.3%
61 – 70	5.4%
71 – 80	2.0%
Over 80	0.2%
Unknown:	1.0%

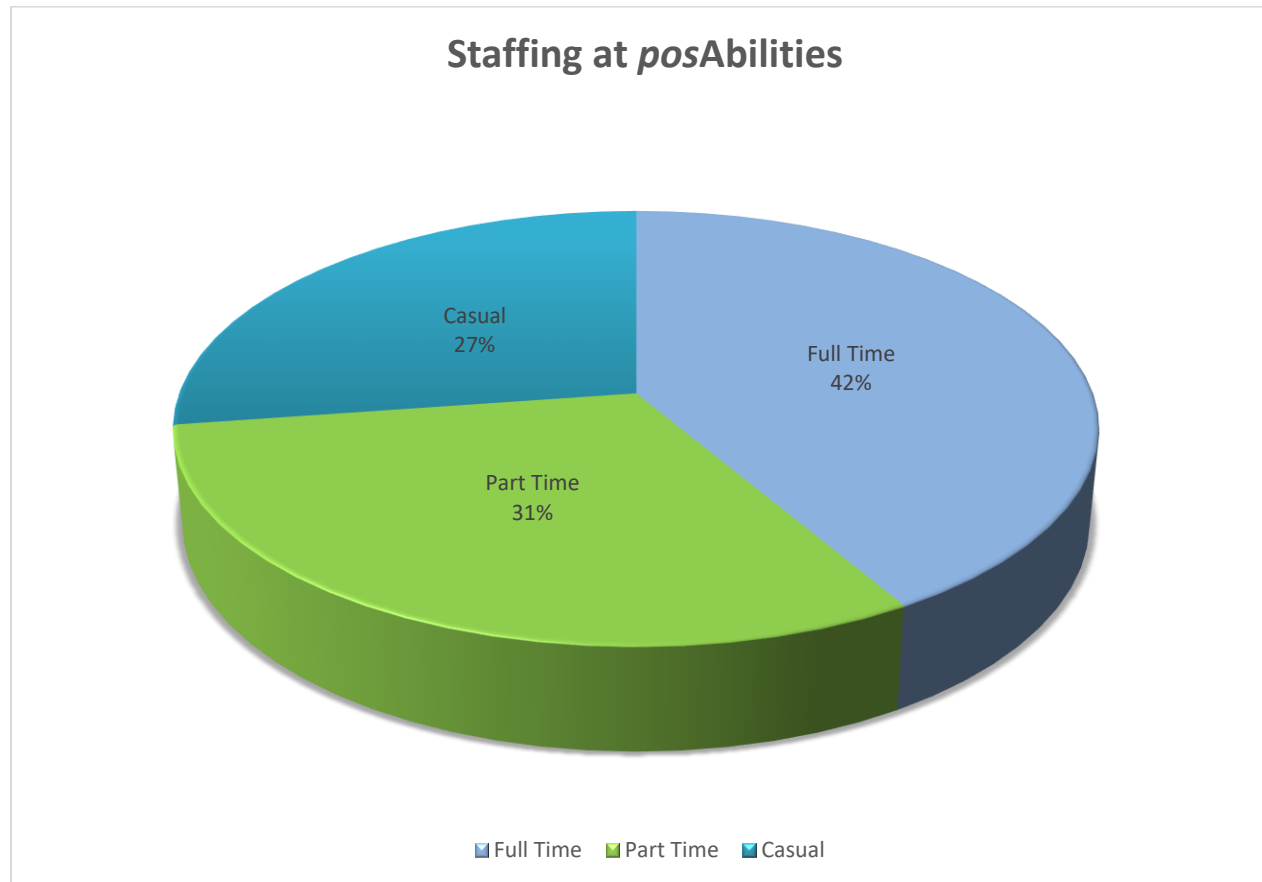
Diagnosis¹

Autism/Asperger Syndrome: **19.1%**
 Intellectual/Cognitive Disability: **13.1%**
 ADD/ADHD: **11.0%**
 Developmental Delay: **9.5%**
 Anxiety Disorders: **5.6%**

Epilepsy/Seizure Disorder: **4.3%**
 Obsessive Compulsive Disorder: **2.7%**
 FAS/FASD: **2.6 %**
 Down Syndrome: **2.4%**
 Other diagnoses: **29.7%**

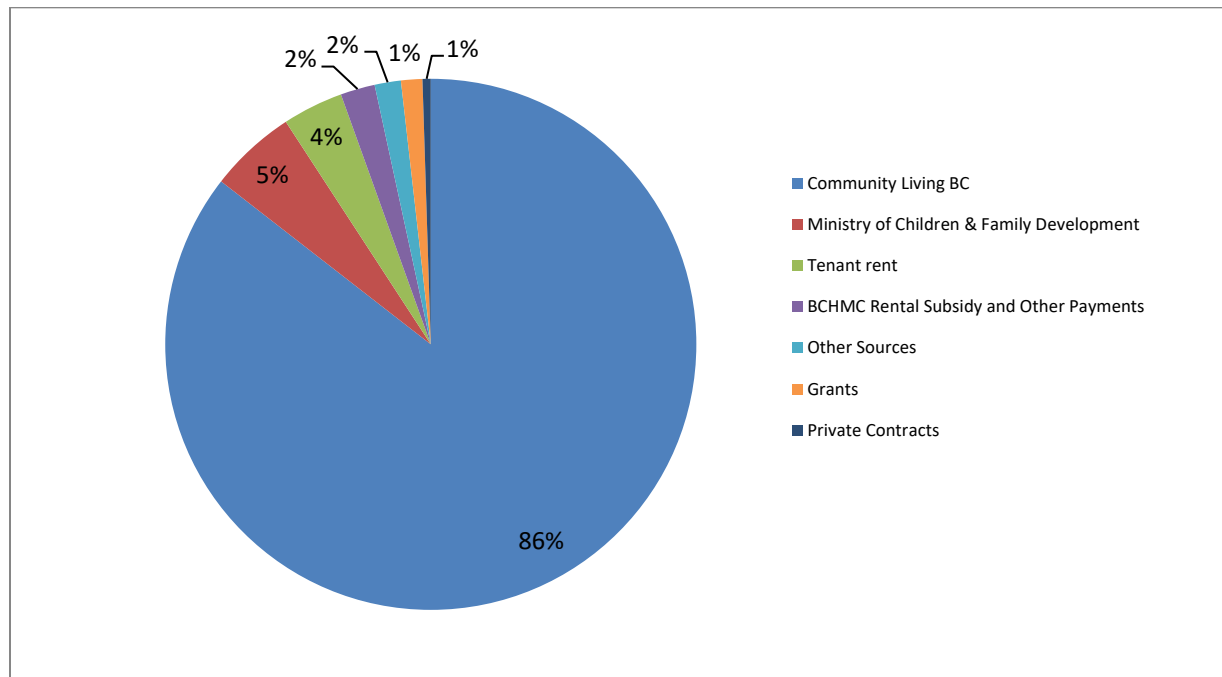
¹ includes persons served with multiple diagnosis

On March 31, 2024, we had a total of **575** team members delivering our services: 239 full time, 179 part time, and 157 casual. | Staffing levels increased by 6% from last year.



Where the Money Came from in FYE 2024

Community Living BC	86%	\$ 35,892,898
Ministry of Children & Family Development	5%	\$ 2,206,607
Tenant rent	4%	\$ 1,572,408
BCHMC Rental Subsidy and other payments	2%	\$ 873,967
Other Sources	2%	\$ 652,767
Grants	1%	\$ 546,160
Private contracts	1%	\$ 205,156
Total Revenue	100%	\$41,949,963



2. ABOUT THIS REPORT

Our performance measurement system contains effectiveness, efficiency, accessibility, as well as satisfaction measures and targets combining 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 Outcomes Management Report is based on outcome data collected for the period April 1, 2023 to March 31, 2024. 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 (BCC)**
- **Community Employment Services**
- **Community Housing**
- **Community Integration**
- **Shared Living**
- **Supported Living Network**
- **Explore**

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. In section 4, employee climate survey results and 3-year comparative data is presented. In section 5, key business functions are analyzed at the organization level. Finally, in the appendix, the outcome data and results for each specific service area are reviewed.

A note about response rates: In the appendix 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: *posAbilities*' Persons Served

For the Survey period of March 4, 2024 to March 29, 2024, *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.

For the fifth year, 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

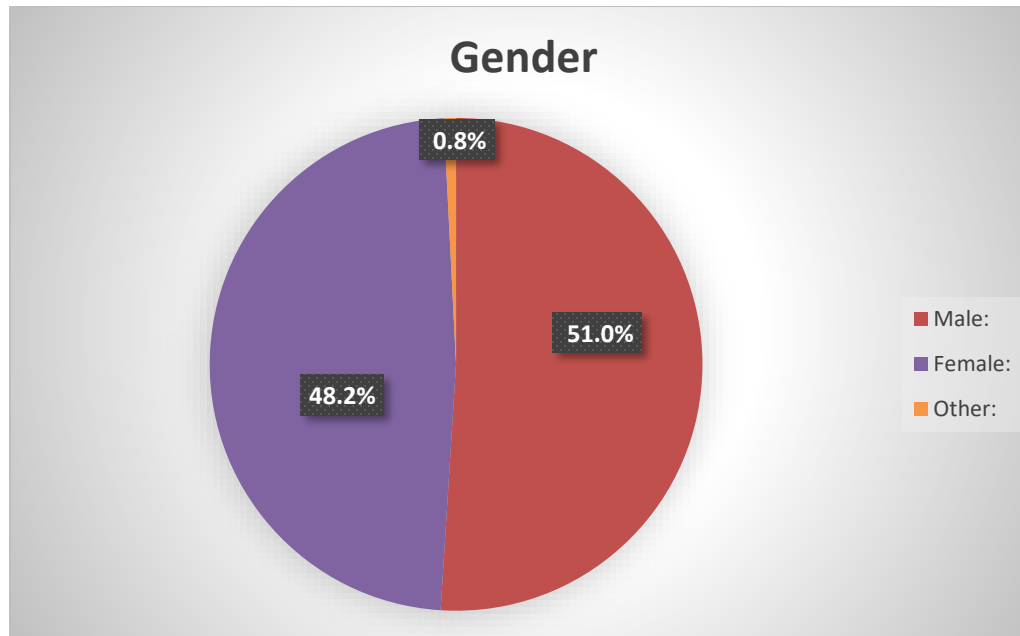
uSPEQ® does not yet have the benchmarking data as they do for the Consumer Experience Survey. Benchmarking data is being collected and will be available in future years. Benchmarking data has value as a comparator as it allows us to measure how we compare to peer organizations in the Community Living/Social Service sector. For FYE2024, where possible, we are using FYE2023 and FYE2022 survey data as comparators and to show trends.

A total of 466 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 59% response rate; an increase of 2% from the previous year.

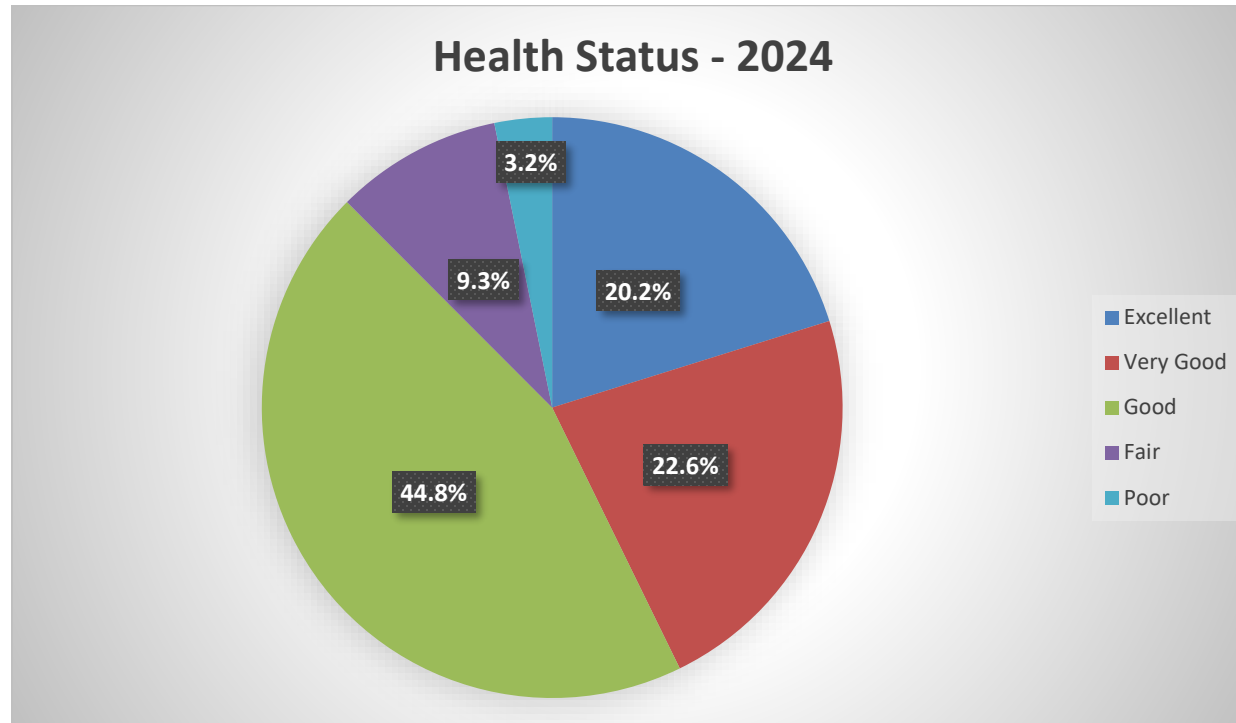
Of the respondents who answered the survey item “Who Answered this Survey”, some were able to complete the survey on their own and some needed assistance:

Who Answered	2022	2023	2024	3-Year Trend
Myself (no one helped)	26.9%	12.8%	27.9%	
Myself (someone helped me read and/or write answers on the form)	69.9%	79.8%	64.9%	
Somone else on behalf of person served	3.2%	7.4%	7.2%	

Gender: Of the survey respondents, 48.2% identified as female, 51.0% identified as male, and 0.8% identified as other.



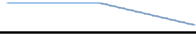
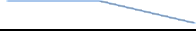
252 survey respondents answered the survey question on Health Status in 2024.



The chart below shows the 4-year trend in self-reported health status:

Health Status	2021	2022	2023	2024	4-Year Trend
Excellent	1.5%	22.8%	14.4%	20.2%	
Very Good	12.1%	25.3%	28.4%	22.6%	
Good	41.7%	38.2%	43.8%	44.8%	
Fair	25.8%	11.6%	12.5%	9.3%	
Poor	18.9%	2.1%	1.0%	3.2%	

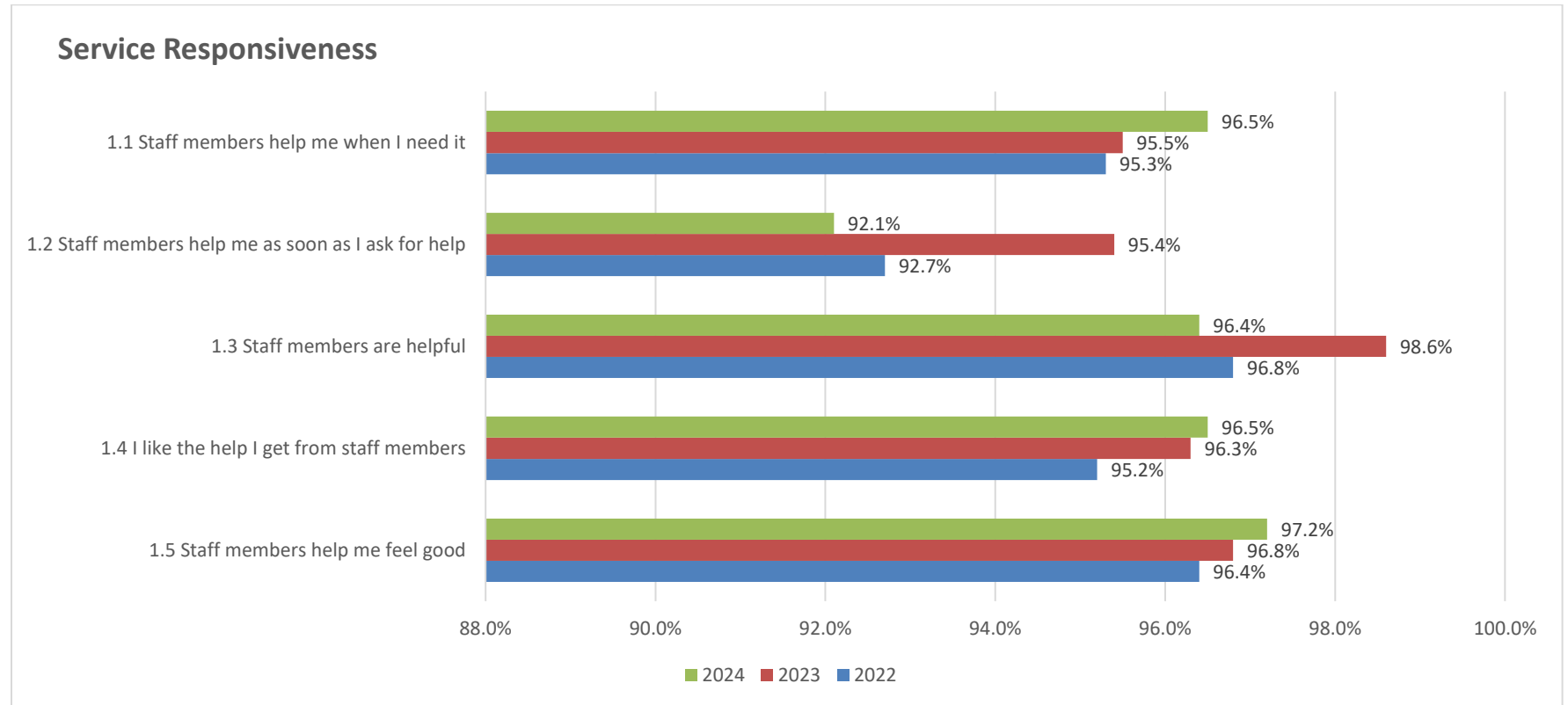
The top five survey items with positive responses were:

Survey Item	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	2024 Response (agree + strongly agree)	3-year Trend
6.4 I can get help to find a job	100.0%	100.0%	100.0%	
5.4 I feel safe here	98.4%	99.1%	98.4%	
3.1 Staff members are nice to me	98.0%	98.4%	97.6%	
5.3 I am happy with the services I get	97.5%	97.5%	95.9%	
7.6 I can shop where I want to	96.9%	96.9%	93.3%	

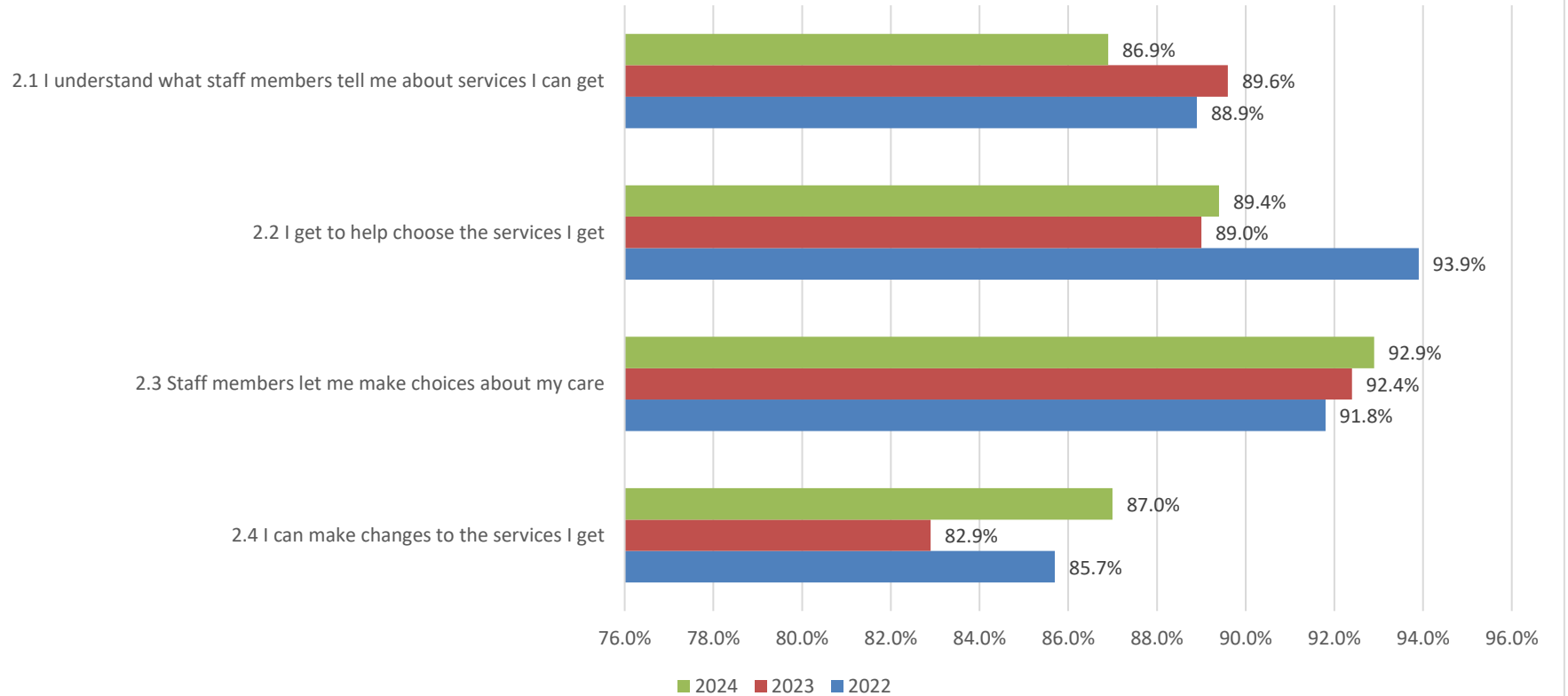
The five survey items with the lowest positive response rating were:

Survey Item	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	2024 Response (agree + strongly agree)	3-year Trend
6.1 I like my job	86.7%	87.5%	87.0%	
6.2 I like where I work	86.7%	87.5%	85.7%	
2.4 I can make changes to the services I get	85.7%	82.9%	85.7%	
6.7 I have friends where I work	80.0%	81.3%	85.7%	
7.3 I have friends where I live	78.0%	87.2%	28.6%	

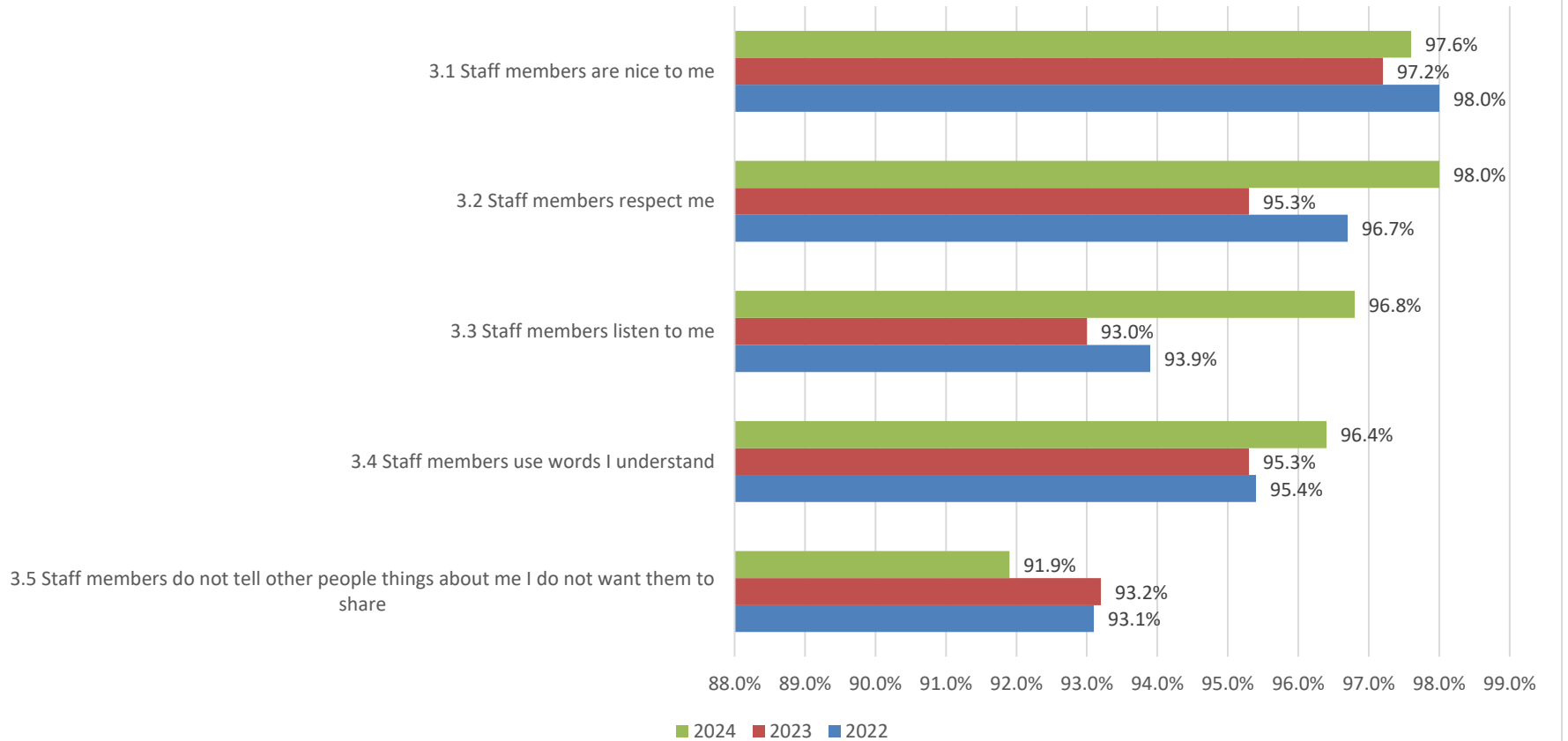
Positive responses (agree and strongly agree) by category were as follows:



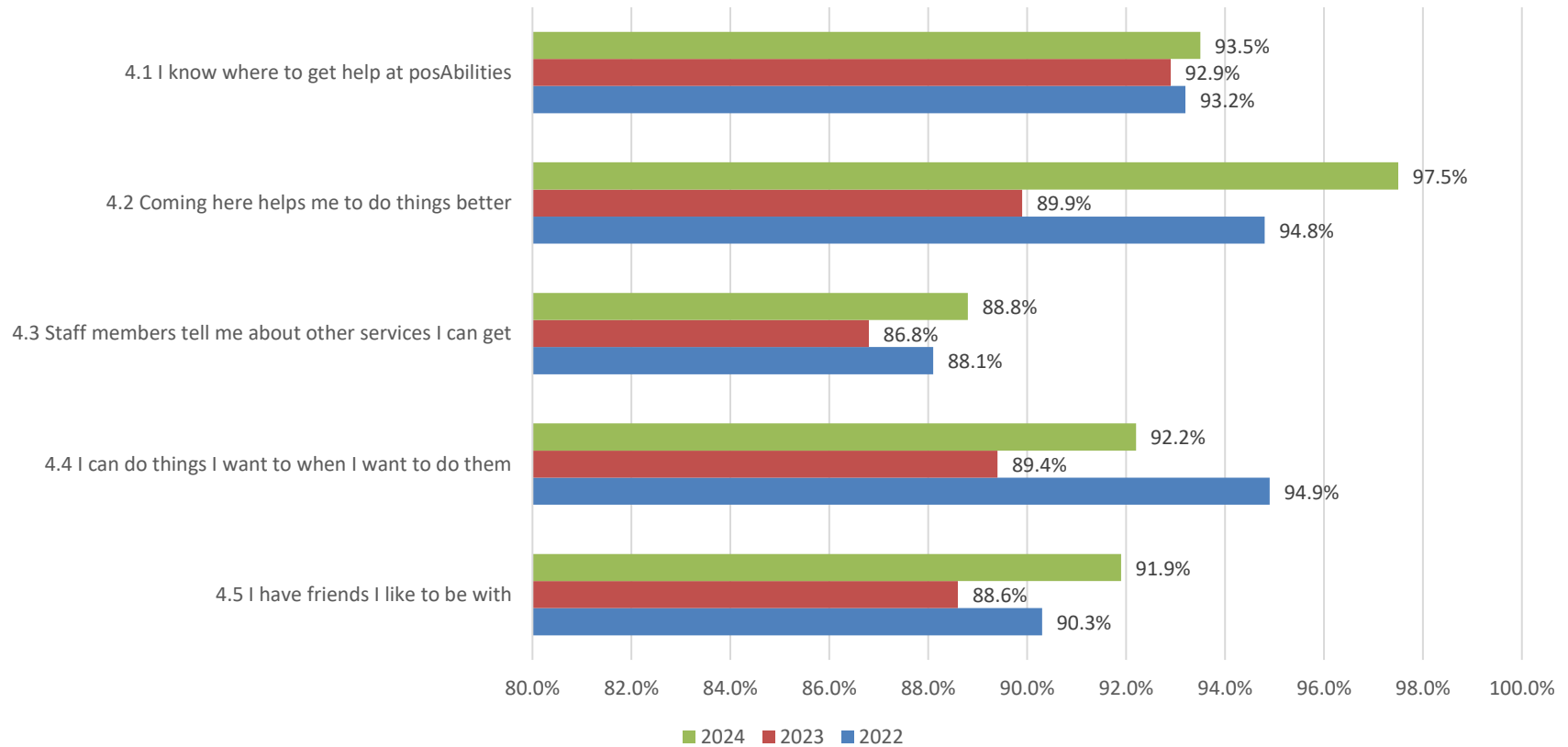
Informed Choice



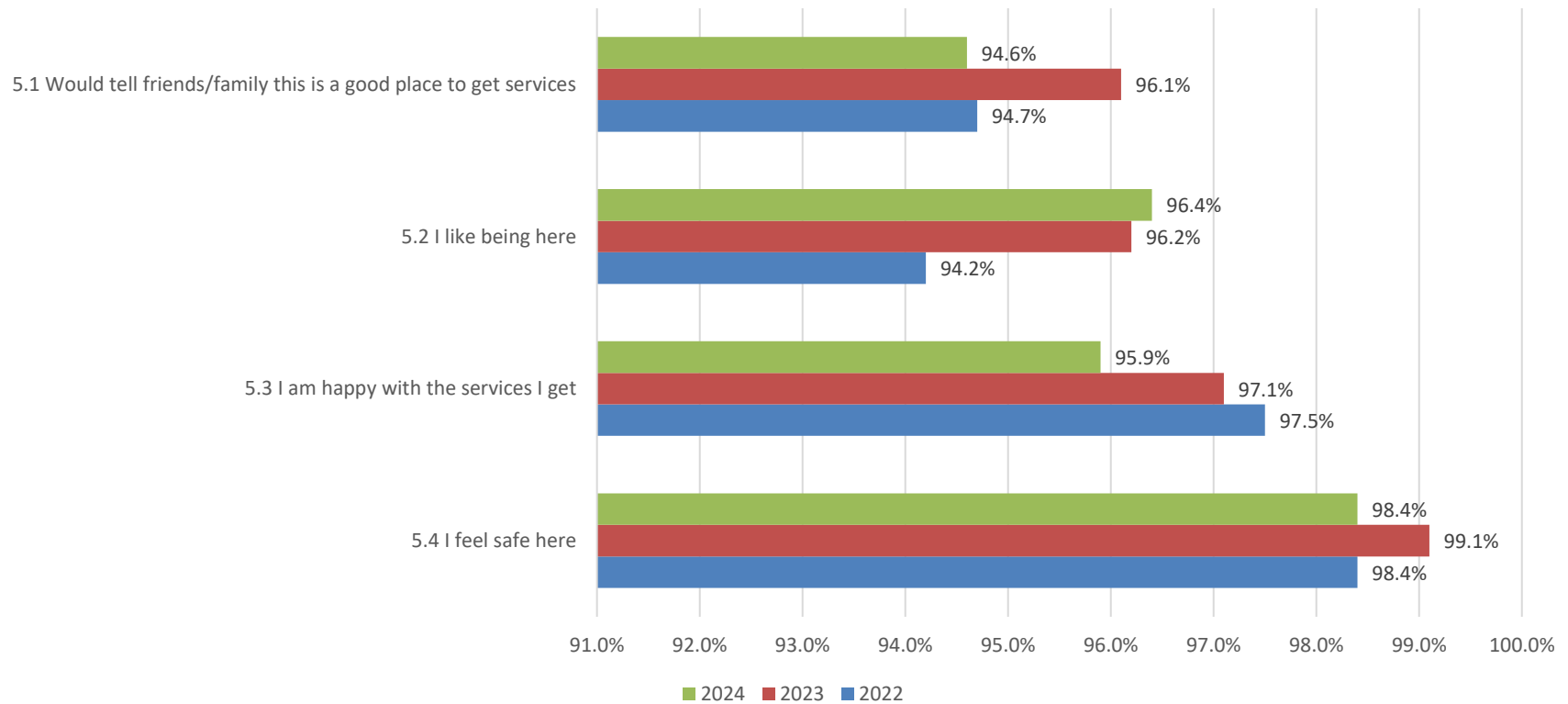
Respect



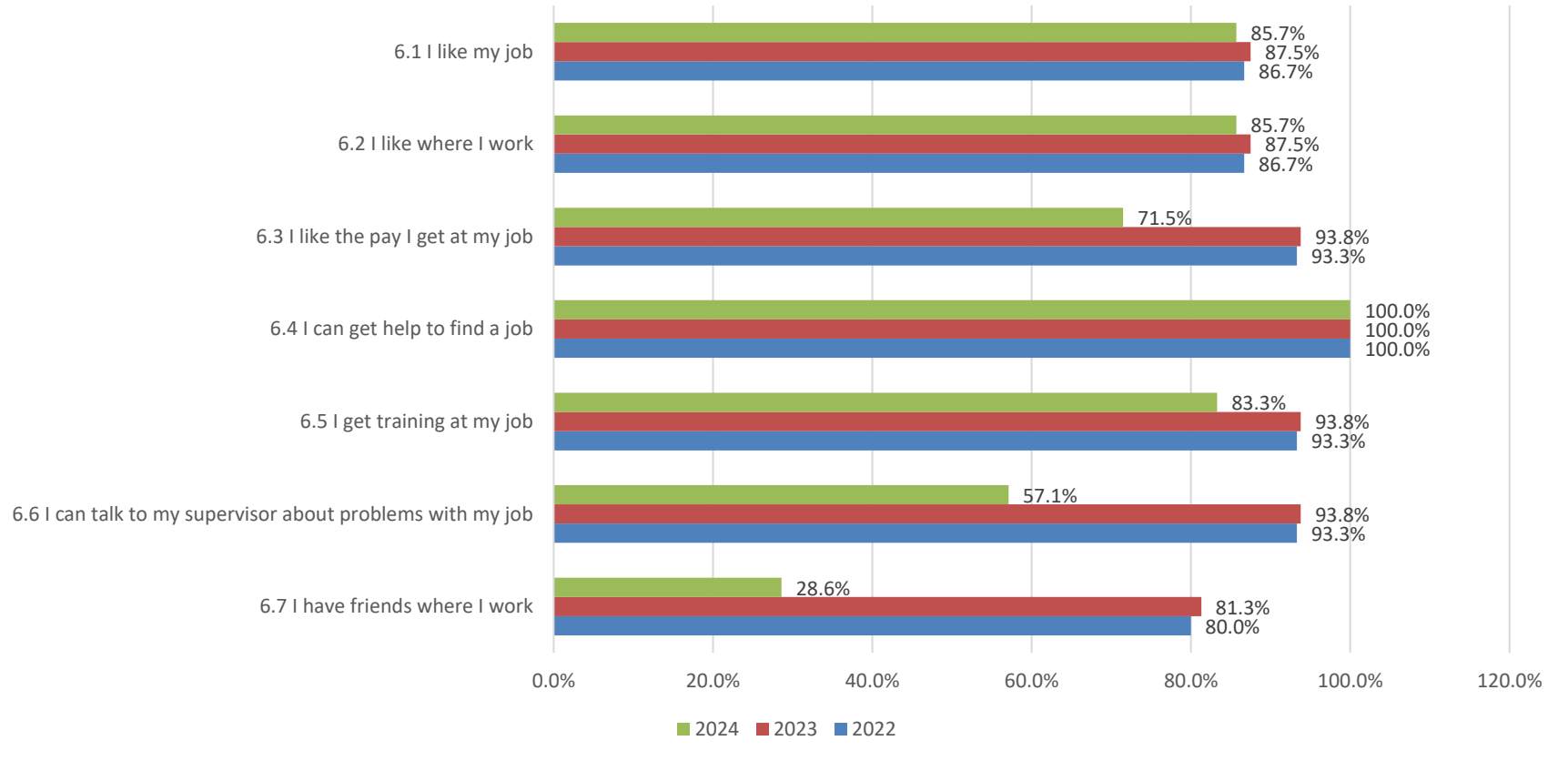
Participation



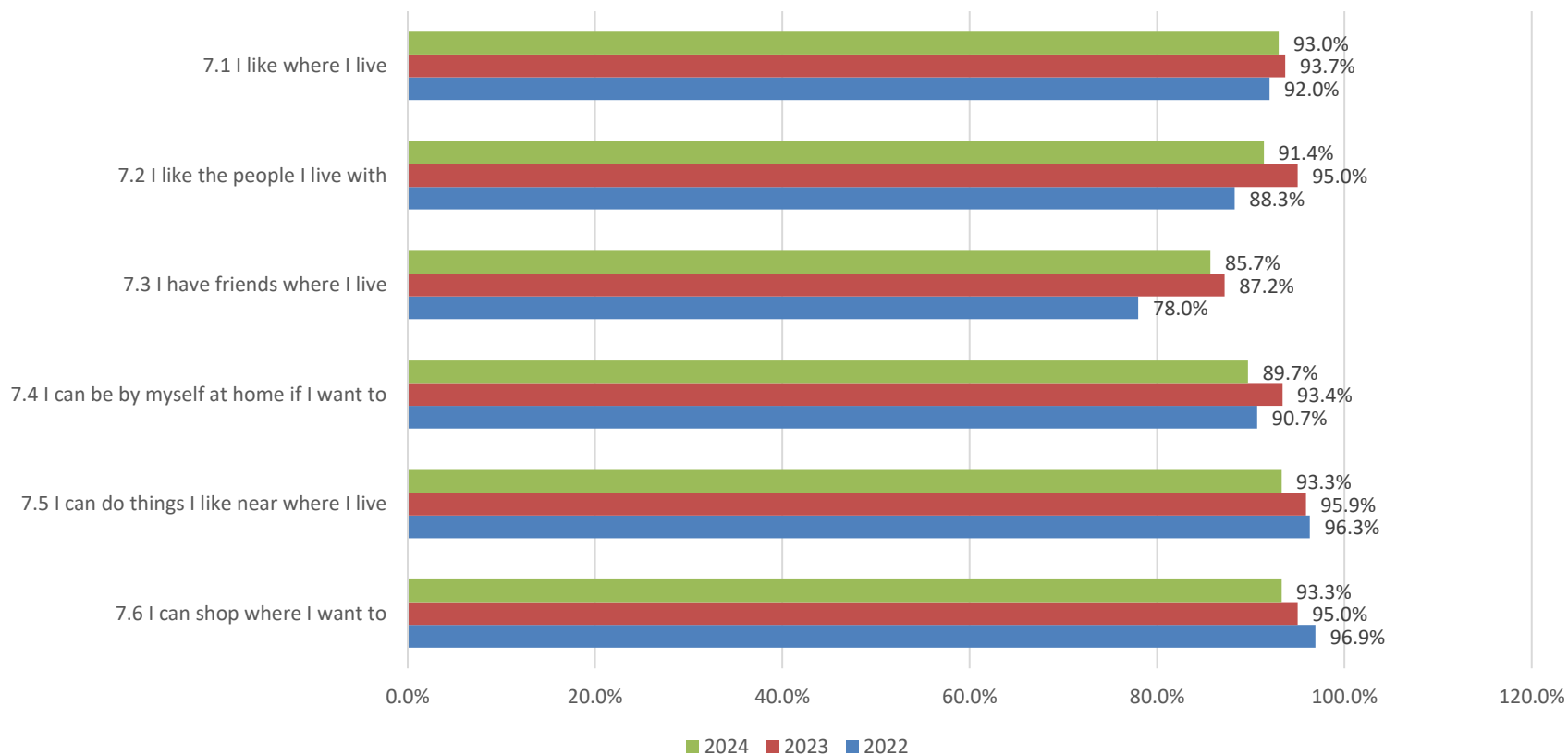
Overall Value



Job Services



Home Living Services



Key Findings:

- The response rate in 2024 for the *posAbilities*’ IDD Consumer Survey was 59%; an increase over the 54% response rate in 2023.
- Scores on 16 of 23 items from the main survey increased in 2024, although some of those items remain slightly below 2022 levels.

- Overall, though, *posAbilities*’ Agree + Strongly Agree scores remain high, with only 4 items scoring below 90% and none scoring below 86%.
- Among the items showing a decrease, none dropped by more than 3.5%.
- Self-reported health status continues to be stable since the pandemic period dip with persons served reporting ‘excellent’ health increasing to 20.2% and those reporting ‘fair’ or ‘poor’ health remaining low at 9.3% and 3.2% respectively.
- Beyond the main survey, we also had items specific to Home Living and Job Services.
- In the Job Services section, four of seven items scored above 80%. However, we did see a decrease across all seven items with three of those showing a significant drop: 6.3. ‘I like the pay I get at my job’ dropped 22.3% to 71.5%, 6.6. ‘I can talk to my supervisor about problems with my job’ dropped 36.7% to 57.1%, and 6.7. ‘I have friends where I work’ dropped 52.7% to 28.6%.
- In the Home Living Services section, we also saw a decrease in scores across all items, although here the changes were modest and scores remain high overall. All items in this section scored above 85% with four of six scoring above 90%.

3.2 Survey Results: Families of *posAbilities*' Persons Served

For the seventh 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**.

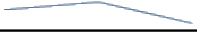
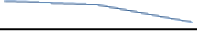
With 2018 being the pilot year for the uSPEQ® Family Survey, benchmarking data is still being collected and will be available in future years. Family Survey Benchmarking data will provide comparators for satisfaction with other community services organizations so we can measure how we compare to peer 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 409 surveys were distributed by email to family members of persons receiving services. 51 family members returned completed surveys for a 12% response rate; the same rate we achieved last year. The family survey response rate remains a challenge and we continue to seek strategies to improve in this area.

The top five survey items with positive responses were (1.5 and 4.3 were tied):

Survey Item	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	2024 Response (agree + strongly agree)	3-Year Trend
4.1 Staff respectful of culture	100.0%	97.6%	100.0%	
4.5 Staff respects privacy	100.0%	97.6%	100.0%	
4.2 Relative respected	98.6%	97.9%	97.8%	
1.7 Admission info understandable	92.3%	91.2%	97.1%	
1.5 Staff address issues	91.5%	88.1%	95.7%	
4.3 Relative treated with respect	98.6%	95.7%	95.7%	

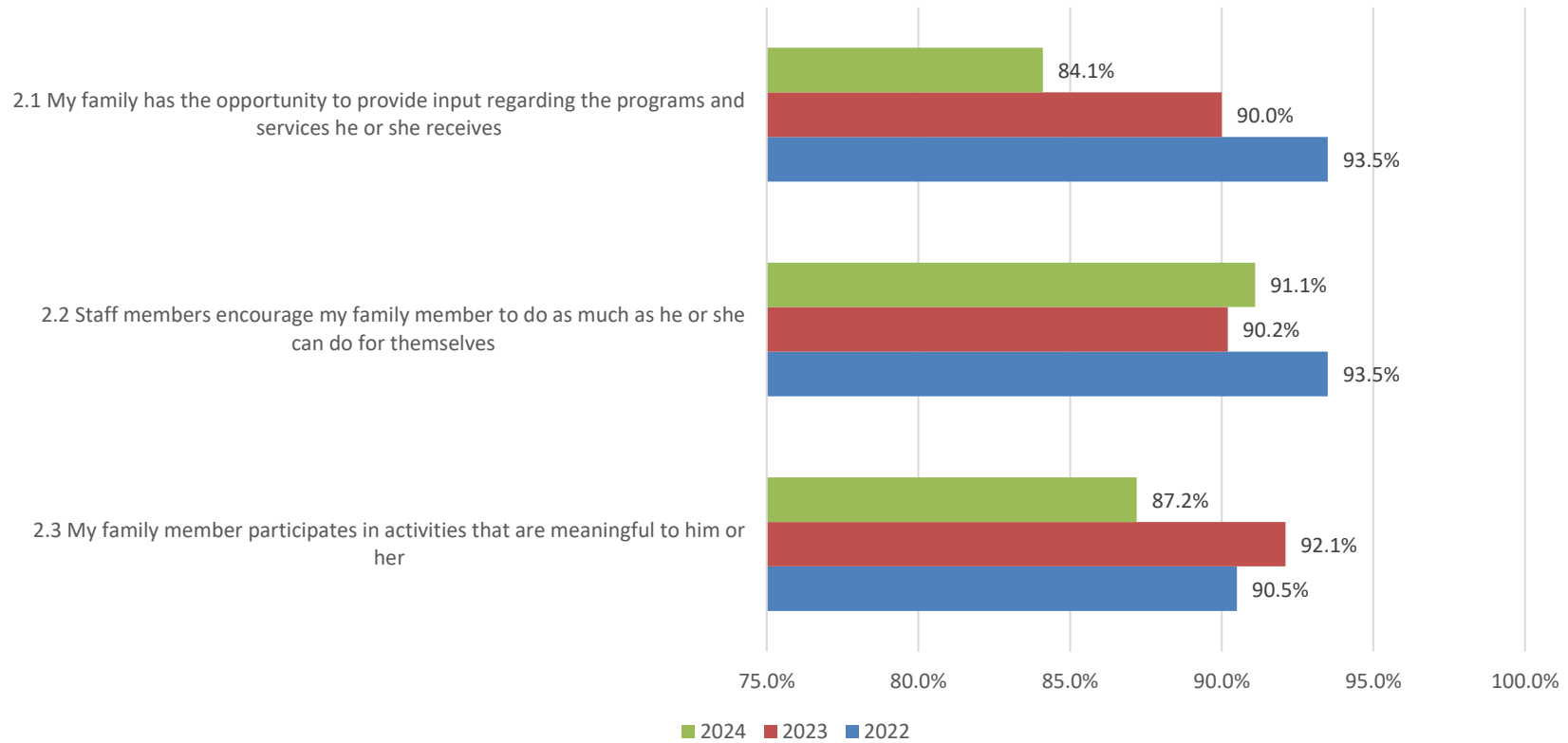
The five survey items with the lowest positive response rating were (1.1, 3.7, and 6.10 were tied):

Survey Item	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	2024 Response (agree + strongly agree)	3-Year Trend
6.1 Know complaint process	57.4%	54.1%	43.6%	
6.11 Service reduced family expenses	85.7%	83.3%	64.3%	
6.7 Relative is doing better in school/work	86.8%	81.8%	68.2%	
1.1 Staff tells me about care	79.4%	82.6%	75.0%	
3.7 Involved in decision making	81.0%	84.1%	75.0%	
6.10 Employment setting is healthy	96.7%	92.0%	75.0%	

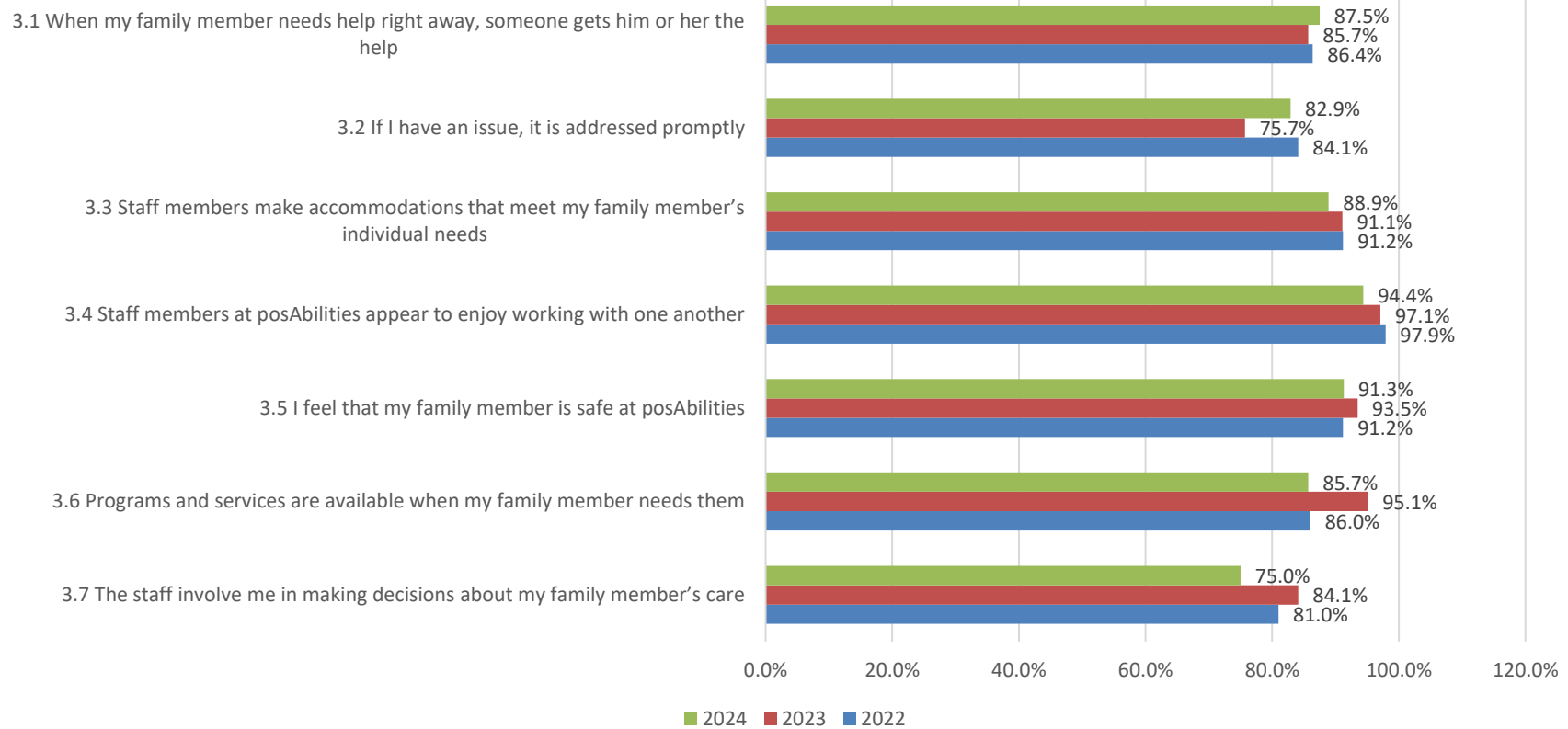
Positive responses (agree and strongly agree) by category were as follows:



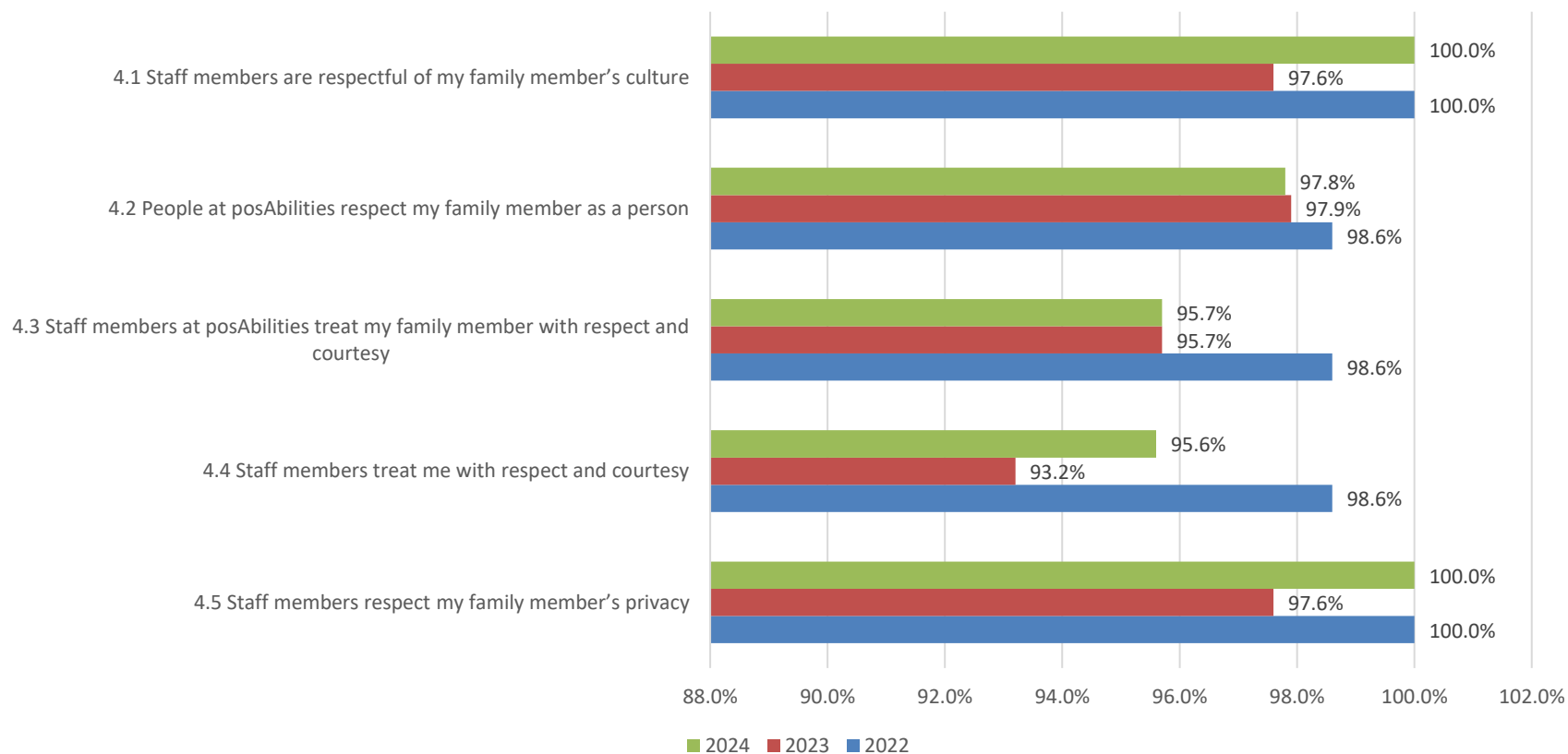
Autonomy



Staff/Care



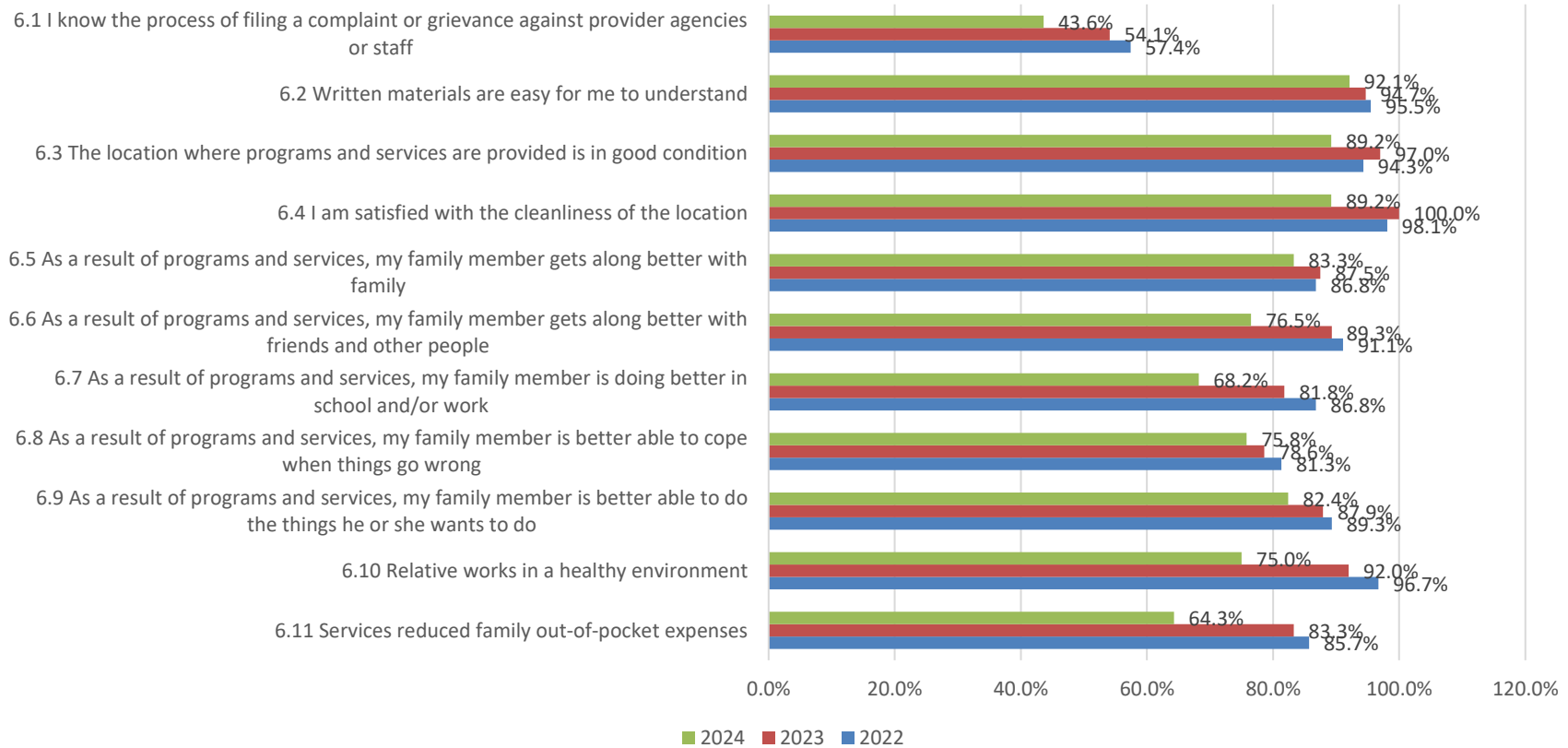
Respect/Privacy



Overall Satisfaction



General and Program Specific Items



Key Findings:

- For the Family Member survey, as with all the surveys we conduct, we seek to have a minimum 25% response rate. Historically, this has been a challenge for us so the scores on the Family Member survey must be read within the context of a very low response rate; 12% in FYE2024. Given the low number of survey responses, the results obtained may not be an accurate appraisal of family satisfaction with *posAbilities* services.
- For FYE2024, 24 of the 27 items from the main section of the Family Member Survey scored 80% or above.
- Although scores on the Family Member survey are generally high, we did see a decrease in scores on 18 of 27 items in the main section. This is part of a downward trend as we similarly saw decreases on 19 of 27 items in FYE2023 and 21 of 27 items in FYE2022.
- As in previous years, section 4, Respect/Privacy, showed the highest overall scores with all items above 95%. This section also did not show the downward trend in scores seen in some of the other sections; with 3 of 5 items showing a slight increase.
- The items on the main survey that showed the greatest declines were 1.8 'I know who to contact with questions', which dropped by 136%, 3.6 'Services are available when needed', which dropped by 9.4%, and 3.7 'I am involved in decision making', which dropped by 9.1%.
- There were eight items on the Family Member survey that showed an increased score. Most increases were modest, but two showed an increase of more than 5%: 1.7 'Admission info is understandable', increased 5.9% to 97.1% and 3.2 'Issues are addressed promptly' increased 7.2% to 82.9%.
- Beyond the main section of the survey, five of eleven General and Program Specific items scored above 80%. However, this section saw a decrease across all items, with scores on four items dropping by more than 10%: 6.1 'I know the process of filing a complaint or grievance against provider agencies or staff' dropped 10.5% to 43.6%, 6.4 'I am satisfied with the cleanliness of the location' dropped 10.8% to 89.2%, 6.6 'As a result of programs and services, my family member gets along better with friends and other people' dropped 12.8% to 76.5%, 6.7 'As a result of programs and services, my family member is doing better at school or work' dropped 13.6% to 68.2%, 6.10 'Relative works in a healthy environment' dropped 17% to 75%, and finally 6.11 'Services reduced out of pocket family expenses' dropped 19% to 64.3%.
- As in previous years, item 6.1 remains a particular concern along with 1.8 and 3.7. These items relate to our communication with and support of families and have low scores combined with a significant downward trend despite attempts to address the issue. As with the other items showing decline, we will continue to explore strategies we can deploy to improve in this area.

Follow-up and Proposed Action:

- Our main focus with respect to our Family Member surveys continues to be increasing the response rate.
- We will continue to explore new strategies including potential incentives for families.
- In order to reverse the downward trend on item 6.1 '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 as well as reexamine some of the strategies we have deployed so far.
- *posAbilities* publishes a plain language Privacy Statement booklet which outlines the complaint process and we will ensure this booklet is distributed to all persons served and families.
- We will also continue to emphasize information about filing complaints during all orientations.
- An update of our Person Served Orientation and Annual Rights Review is underway and we hope the changes in this area will have positive impacts.
- The high score and positive trend for item 1.7 'Admission info is understandable' may indicate communication strategies that are working well that can be deployed elsewhere.

4. POSABILITIES EMPLOYEES: OUTCOMES DATA AND RESULTS

4.1 Survey Results: *posAbilities*' Employees

Satisfaction Survey December 2023² Employee Climate:

RESPONDENTS	295 of 499 surveys distributed for a response rate of 59%
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:	46.3%	Team Leader/Coordinator/Clinical Supervisor/Assistant Clinical Manager:	10.6%
Casual Direct Support Staff:	15.3%	Manager/Director:	4.7%
Senior Support Worker:	9.0%	Admin/HR/Accounting Staff:	7.4%
Behaviour Consultant:	6.7%		

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	2023	Benchmark	2022	2021
G.4	Understand job responsibilities	98.5%	96.5%	98.8%	100.0%
G.7	Clear about roles/ responsibilities	98.5%	90.0%	96.9%	98.1%
D.4	Encouraged to work as part of a team	97.9%	92.7%	94.7%	95.6%
F.3	Health/safety reviewed regularly	97.8%	Not available	96.9%	98.1%
G.1	Receive necessary info/resources	97.8%	87.1%	94.2%	96.7%

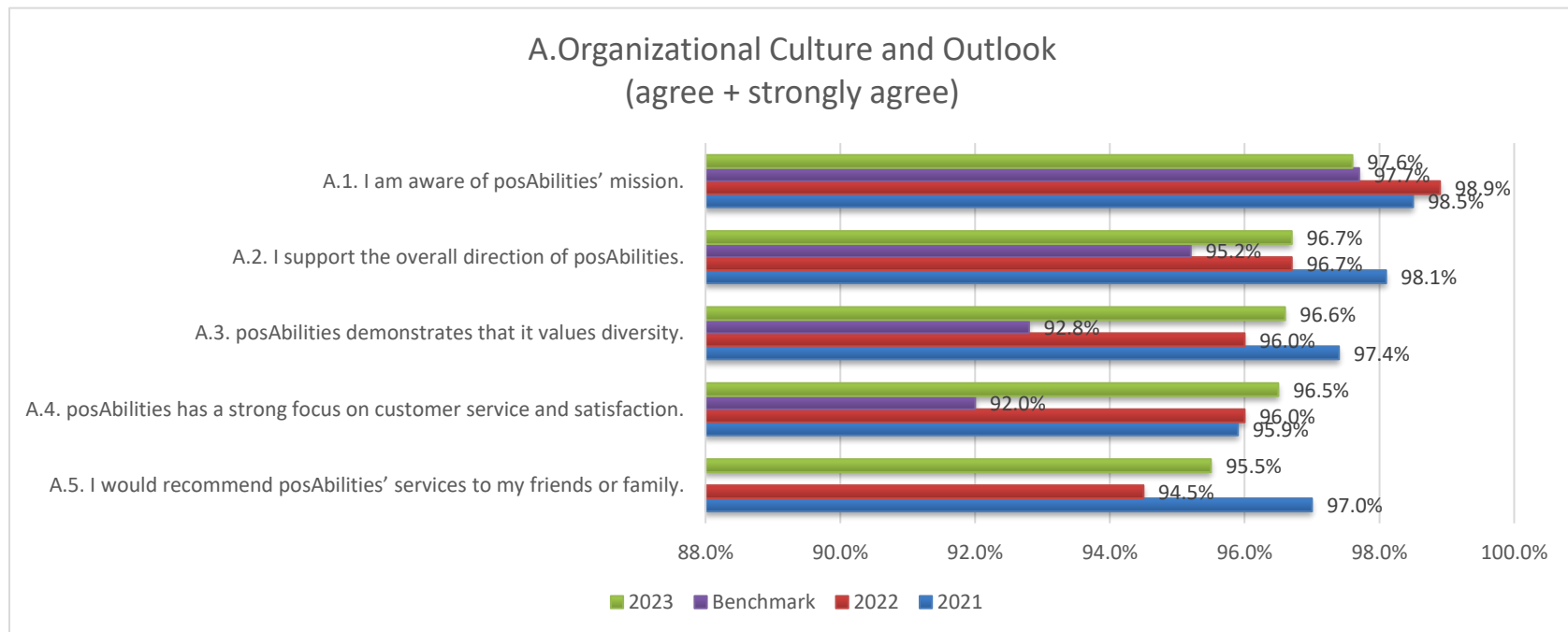
² Note that the Employee Climate Survey is administered in November of each year. Thus, the survey data for FYE2024 comes from the survey administered in November 2023.

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

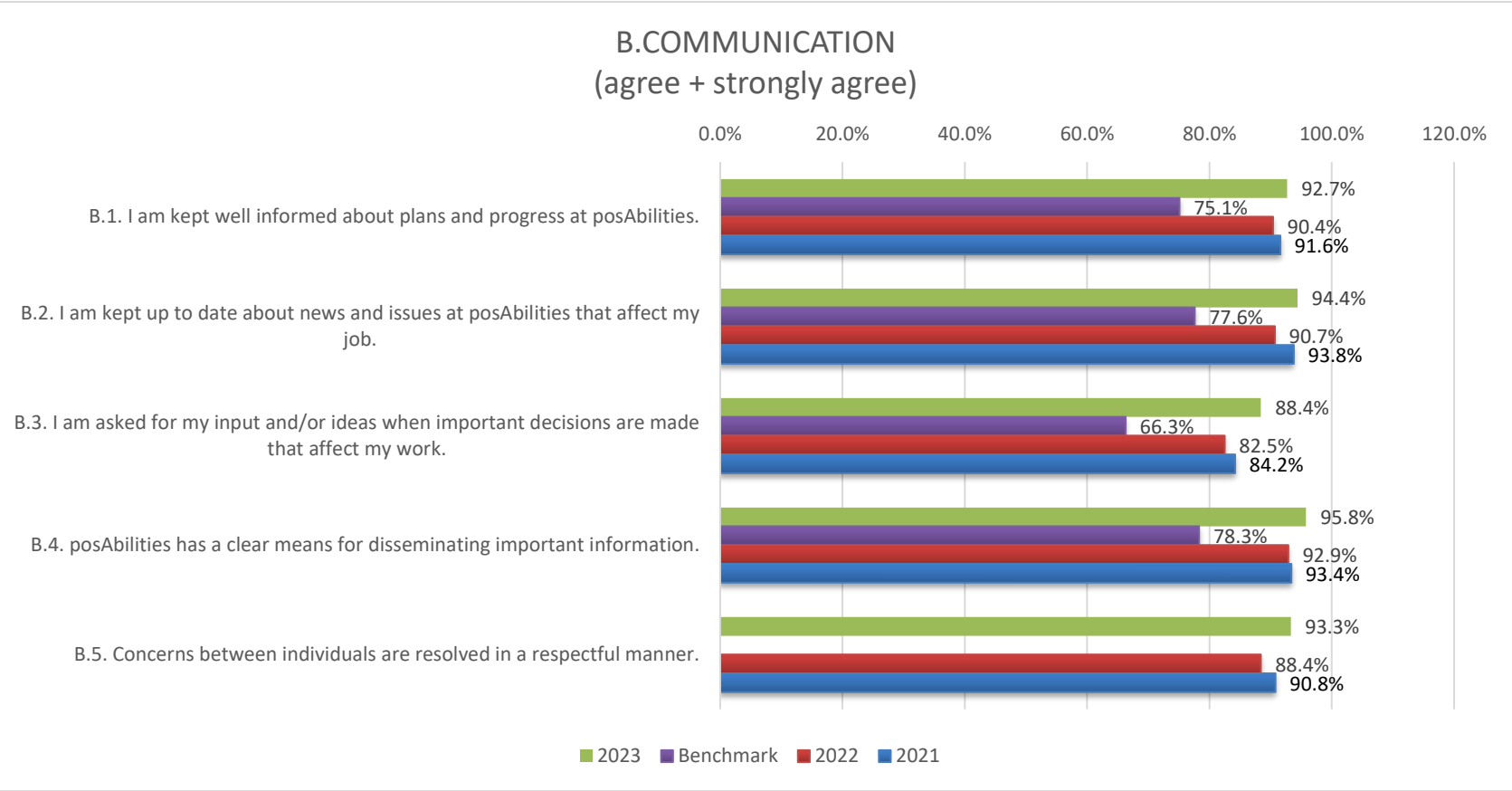
Question #	Question	2023	Benchmark	2022	2021
H.2	Satisfied with benefit package	75.4%	78.0%	63.6%	68.9%
H.1	Paid fairly for work	78.3%	60.1%	62.5%	72.9%
H.5	Staff promoted on merits	82.1%	63.1%	81.0%	77.2%
H.6	Recognition of high performing staff	82.8%	66.7%	79.2%	79.7%
B.3	Asked for input on job decisions	88.4%	66.3%	82.5%	84.2%

Employee Climate Survey Results by Category:

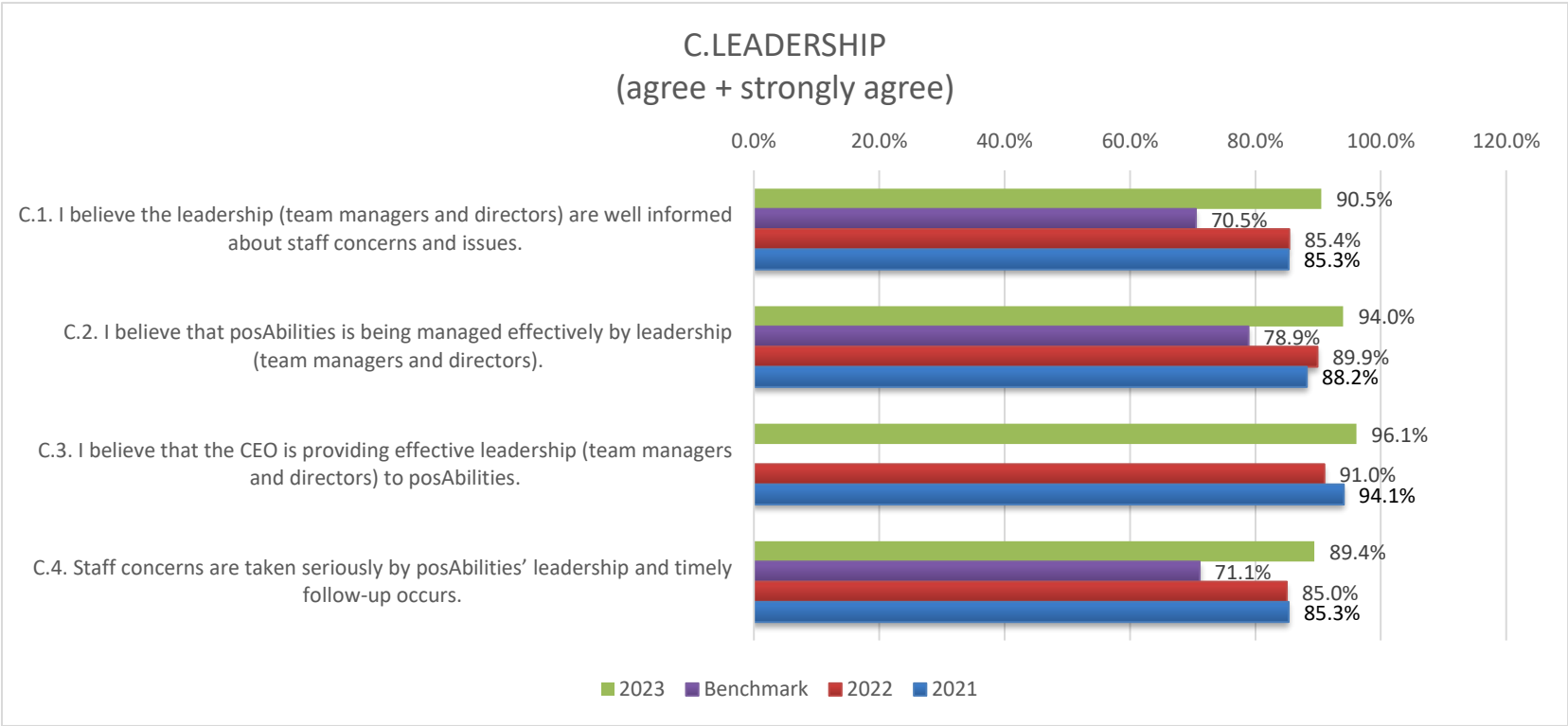
A. Organizational Climate



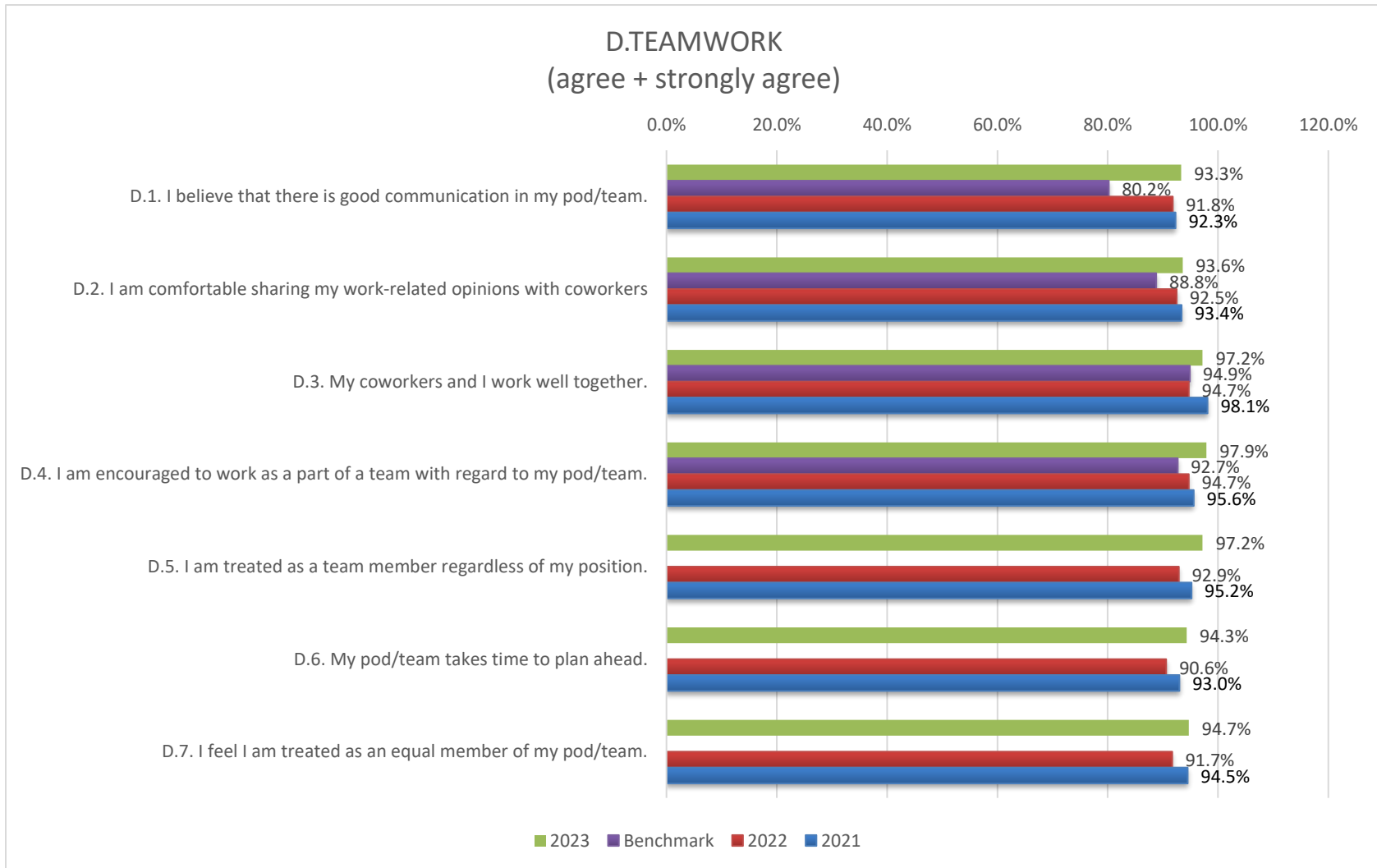
B. Communication



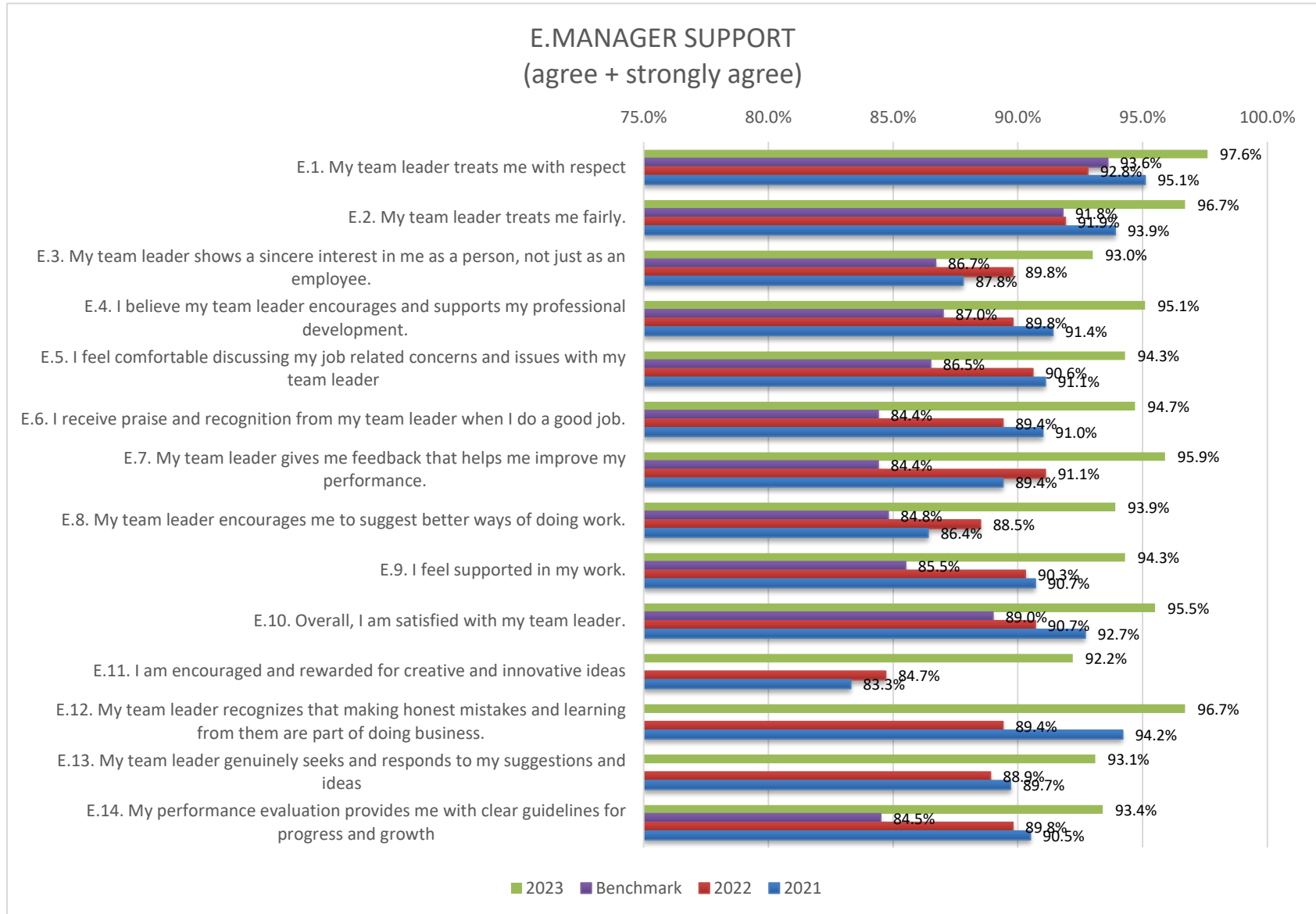
C. Leadership



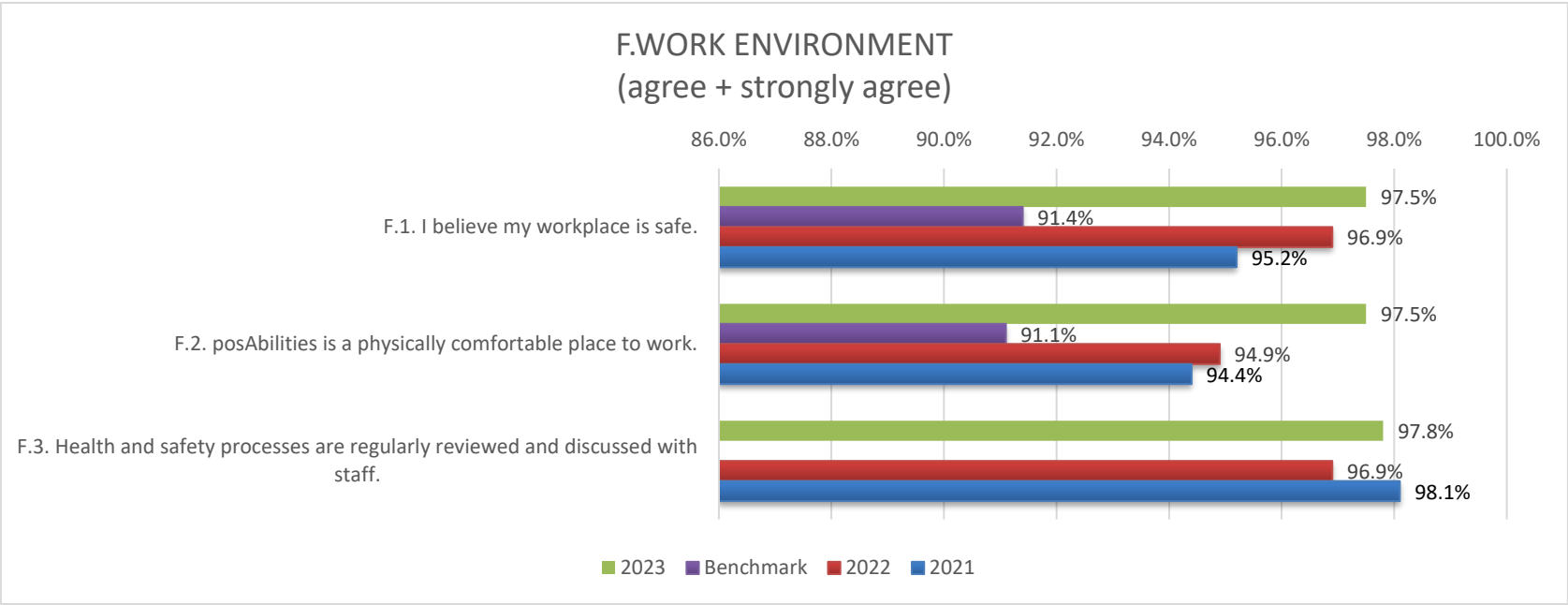
D. Workgroup



E. Manager Support



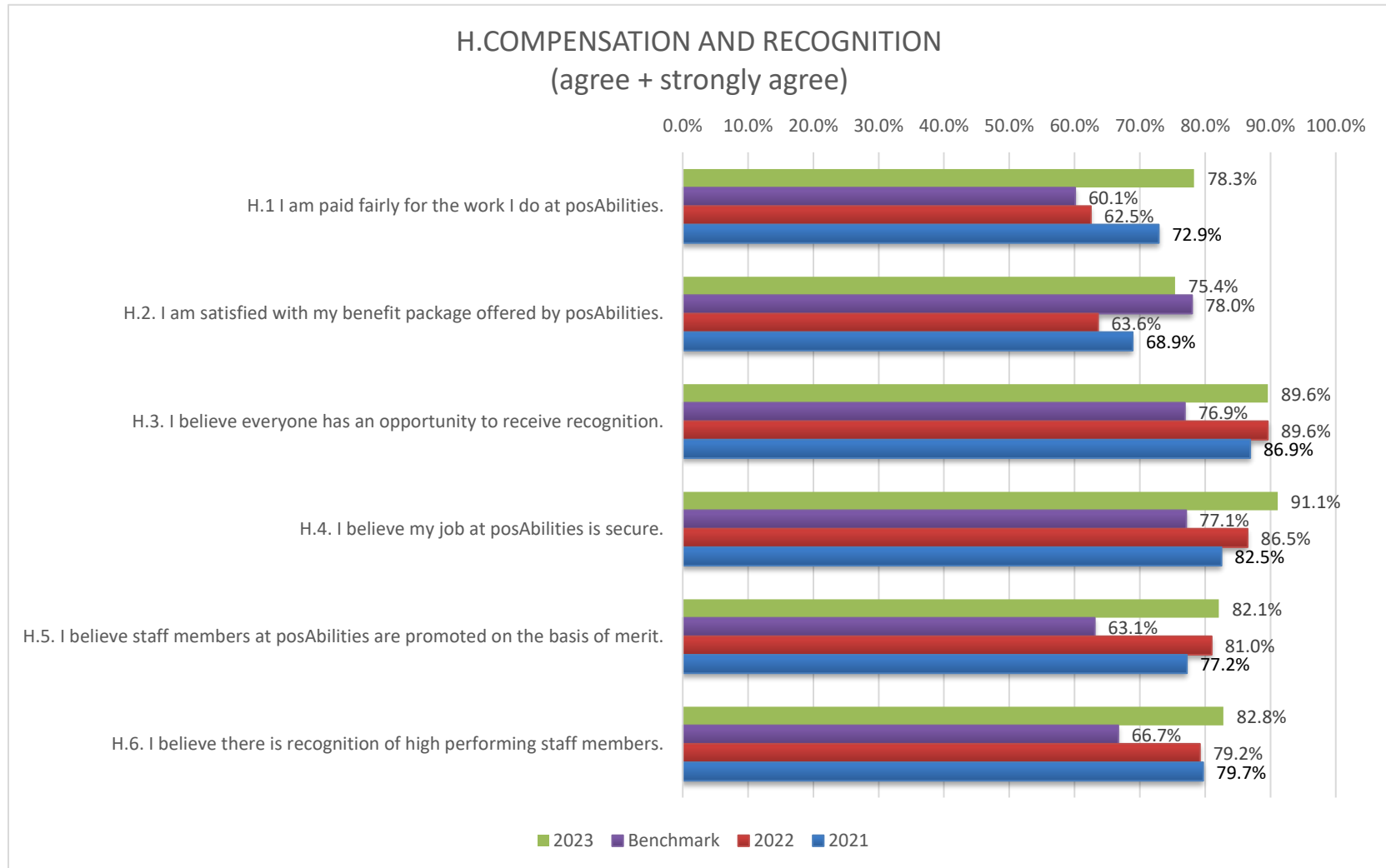
F. Staff Support/Environment



G. Staff Development



H. Compensation and Recognition



I. Overall Job Satisfaction



CUSTOM ITEMS – GENERAL - Agree + Strongly Agree	2023	2022	2021
1. My senior support worker treats me with respect.	96.1%	94.6%	93.9%
2. My senior support worker treats me fairly.	93.5%	94.1%	95.7%
3. My senior support worker shows a sincere interest in me as a person, not just as a team member.	93.7%	91.6%	91.8%
4. I believe my senior support worker encourages and supports my professional development.	92.8%	92.1%	91.7%
5. I feel comfortable discussing my job-related concerns and issues with my senior support worker.	94.2%	91.0%	90.8%
6. I receive praise and recognition from my senior support worker when I do a good job.	93.2%	91.4%	91.8%
7. My senior support worker gives me feedback that helps me improve my performance.	90.9%	89.9%	89.9%
8. My senior support worker encourages me to suggest better ways of doing work.	92.7%	89.9%	89.4%
9. I feel supported by my senior support worker.	92.2%	91.4%	91.2%
10. Overall, I am satisfied with my senior support worker or assistant supervisor.	93.1%	90.4%	93.6%
11. My senior support worker/assistant supervisor recognizes that making mistakes is part of doing business.	92.6%	92.5%	92.6%
12. My senior support worker or assistant supervisor genuinely seeks and responds to my suggestions and ideas.	91.6%	91.2%	91.3%
13. I find the weekly staff e-news informative.	89.1%	86.9%	86.6%
14. I regularly read the <i>posAbilities</i> blog in the weekly e-news or on the website.	66.9%	58.0%	58.6%
15. I regularly read <i>posAbilities'</i> quarterly newsletter "Imagine!"	71.1%	68.3%	66.7%
16. I regularly visit <i>posAbilities.ca</i> for news and resources.	62.5%	55.2%	53.0%
17. I regularly visit <i>posAbilities'</i> social media sites.	53.6%	46.7%	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.	69.1%	63.1%	58.2%
19. I regularly read the People of <i>posAbilities</i> (POP) newsletter.	64.9%	60.7%	64.3%
20. I know where to find information about <i>posAbilities'</i> Diversity and Inclusion initiatives.	87.1%	84.1%	89.6%
21. I know where to find free resources to support my learning about diversity and inclusion.	85.9%	85.0%	85.6%
22. One or more of <i>posAbilities'</i> Diversity and Inclusion initiatives has been beneficial to me or my team.	83.0%	72.8%	78.4%

CUSTOM ITEMS – GENERAL - Agree + Strongly Agree	2023	2022	2021
23. I have had the opportunity to participate in at least one team building experience this year.	79.8%	75.6%	68.4%
24. I know where to find <i>posAbilities</i> ’ Quality Improvement Plans.	78.3%	74.1%	76.4%
25. I am familiar with <i>posAbilities</i> ’ Quality Improvement Plans.	72.2%	69.3%	71.8%
26. The Person-Centered Training is beneficial to the work I do.	95.4%	90.2%	93.5%
27. The Positive Behaviour Support Training has been beneficial to the work I do.	94.6%	90.1%	95.0%
28. One or more of <i>posAbilities</i> ’ employee wellness initiatives have been beneficial to me.	79.7%	78.7%	77.5%
29. I am familiar with the Wellness Initiative “Lifespeak”.	88.7%	81.4%	92.9% ³
30. I am familiar with the Wellness initiative “Telus Health” (previously “Lifeworks”).	82.4%	90.0%	95.2%
31. I am familiar with the Wellness initiative “iGrow”.	87.3%	85.3%	87.3%

CUSTOM ITEMS – BENEFITS - Satisfied + Very Satisfied	2023	2022	2021
1. Please rate your satisfaction with <i>posAbilities</i> ’ dental care plan.	79.5%	75.2%	75.8%
2. Please rate your satisfaction with <i>posAbilities</i> ’ vision care plan.	71.9%	67.1%	71.3%
3. Please rate your satisfaction with <i>posAbilities</i> ’ paramedical practitioner coverage.	72.7%	66.8%	65.9%
4. Please rate your satisfaction with <i>posAbilities</i> ’ drug plan coverage.	71.4%	66.2%	64.4%

CUSTOM ITEMS – THE 12 STRETCHES ⁴ - “YES” responses	2023	2022
1. I know where to find information on the 12 Stretches in Sharevision.	86.6%	79.5%
2. know a few of the 12 Stretches without having to look them up.	66.5%	63.7%
3. I have been involved in a conversation where one or more of the 12 Stretches were discussed/explored.	66.5%	59.8%
4. I have been part of a situation where the 12 Stretches were part of the decision-making process.	50.2%	45.9%

³ LifeSpeak started in 2022. In 2021 the corresponding initiative was “Not Myself Today”.

⁴ This custom item category was introduced in 2022.

CUSTOM ITEMS – VALUES ⁵	RESPONSE OPTIONS	2023	2022
1. I knew <i>posAbilities</i> ' values without having to read them above.	None/Some/All	Some: 51.1% All: 46.2%	Some: 50.8% All: 46.9%
2. <i>posAbilities</i> lives its values.	Almost never/Rarely/Sometimes/Mostly	Sometimes: 15.7% Mostly: 82.4%	Sometimes: 17.6% Mostly: 80.0%
3. I have been part of a situation where <i>posAbilities</i> ' values were used to help with decision-making.	Yes/No	Yes: 80.1%	Yes: 75.8%
4. My personal values align with <i>posAbilities</i> ' values.	Not at all/Not really/Somewhat /Completely	Somewhat: 28.7% Completely: 69.7%	Somewhat: 31.6% Completely: 63.7%
5. I encounter beauty at work.	Almost never/Rarely/Sometimes/Often	Sometimes: 48.7% Often: 45.6%	Sometimes: 45.5% Often: 42.4%
6. I have profound moments of connection at work.	Almost never/Rarely/Sometimes/Often	Sometimes: 47.1% Often: 47.9%	Sometimes: 39.6% Often: 52.9%
7. I laugh at work every day.	Almost never/Rarely/Sometimes/Often	Sometimes: 35.8% Often: 57.3%	Sometimes: 37.6% Often: 51.0%
8. I think I am making a difference at work.	Almost never/Rarely/Sometimes/Often	Sometimes: 28.8% Often: 68.1%	Sometimes: 31.9% Often: 63.4%
9. My work is joyful.	Almost never/Rarely/Sometimes/Often	Sometimes: 42.0% Often: 51.9%	Sometimes: 43.9% Often: 49.4%
10. This work allows me to bring my whole self to work.	Almost never/Rarely/Sometimes/Often	Sometimes: 35.2% Often: 60.2%	Sometimes: 36.7% Often: 55.1%
11. This work feeds my need to bring value to the world.	Almost never/Rarely/Sometimes/Often	Sometimes: 31.2% Often: 66.2%	Sometimes: 31.0% Often: 62.0%
12. This work has made me a better person.	Almost never/Rarely/Sometimes/Often	Sometimes: 26.7% Often: 68.6%	Sometimes: 29.9% Often: 65.4%

⁵ This custom item category was introduced in 2022.

posAbilities uSPEQ[®] Employee Climate Survey: Quality Improvement Response

Introduction

In the fall of 2023, *posAbilities*' uSPEQ[®] Employee Climate Survey (ECS) measured our employees' experience of their life at work in the following context:

1. a new three-year *Collective Agreement* that addressed compensation in a meaningful way, was ratified in the Spring of 2023, with wage lifts and retroactive pay delivered within several months of the new fiscal year 2023-2024;
2. we created a new 5-year strategic plan to bring us closer towards realizing our Vision 2028: Good and Full Lives, for Everyone. We launched the new plan with a "*Festival of Flourishing*" in June;" and
3. our efforts to create the conditions for human flourishing are producing measurable results. For example, experiences available through the Curiko platform.

The 2023 survey was a very positive reflection on our organization, and a testament to what we can do when we work together to create a safe, nourishing and sustainable work-life balance through our commitment to *posAbilities*. It was a productive year, and we truly believe that we are making inroads towards our Vision 2028.

We create an annual Quality Improvement Plan to address indicators in which we see percentages of positive responses that are below 80%, which this year include:

Overall, this year's survey showed significant improvement with most scores having increased from 2022, including the two items in the chart above. Item H.2, *Satisfied with benefit package*, fell short of the uSPEQ[®] benchmark. However, this is a negotiated benefit that is not within *posAbilities*' authority to change. For these reasons, we are not proposing a new QIP at this time.

The next cycle of *Collective Agreement* bargaining begins this Fall, shortly after the provincial election which is set for October. Compensation is negotiated on your behalf by the executive of the BC General Employees' Union (BCGEU) – Community Social Services component. Employees may bring forward their issues of concern or requests for changes to their compensation package (including how benefits are determined/allocated) to these executives. For more information, see [Component 3 - BC General Employees' Union \(bcgeu.ca\)](https://bcgeu.ca) website.

The monetary mandate is set by the province of British Columbia. The Community Social Services Bargaining Association (CSSBA) and the Community Social Services Employers Association (CSSEA) negotiate the terms of the new Collective Agreement accordingly. All changes have operational implications, and these must be negotiated in order to determine what can be accommodated within the resources available.

We work collaboratively with the Union in the following areas, as we share a commitment to fairness:

- creating new roles, job descriptions and salary grids that are reflective of the innovation of services, and the work that you do. Examples include the development of the positions known as: Art Facilitator, Community Connector, and Journey Facilitator to name a few.
- supporting wage parity amongst similar roles in the community living and healthcare sectors.
- supporting the call for wages to keep pace with the actual cost of living and inflationary pressures.

4.2 Review of the 2022 uSPEQ® QIP

There are two items that are currently outstanding from the previous year's plan which are in the process of being addressed. They will be carried forward to this year:

4.3 Theme I. Access to Information Technology, and Internet Connectivity

We are making significant progress developing the next iteration of ShareVision, which will be released later this year. When implemented, version four will continue to improve our operational efficiency. The Human Resources Module is complete, and the Program Module is substantially complete. Older information was archived, improving the overall user experience for employees, particularly during key transition times. In addition, we conducted an IT audit of all program sites. As we reviewed our equipment and internet connectivity, we found some deficiencies and made modifications as a result.

- **Action Item for 2023 QIP:** Implement ShareVision version 4.

4.4 Theme II. Professional Development and Training Opportunities

The Diversity and Inclusion Committee is developing a plan to guide the organization's role in reconciliation with Indigenous Peoples, and identifying educational opportunities for front-line staff. This work is part of the organization's updated Operational Plan, which is the tool we use to track the goals, strategies and activities we have chosen to help us realize the vision we set out in our updated Strategic Plan 2023-2028 – good and full lives, for everyone.

We are working on activities in order of priority, as we anticipate it will take five years to reach our goals. In focus this year, is Goal 1. Activity 8, Develop our understanding of and commitment of Indigenous Reconciliation and Healing; Develop a way to evaluate changes to Team Member understanding/attitudes regarding First Peoples reconciliation/healing.

For more details, please see the 2023-2028 Operational Plan on ShareVision, within the Quality Assurance Tab, accessed by the Quick Launch menu.

- **Action Item for 2023 QIP:** Implement high priority activities addressing reconciliation with Indigenous Peoples, and employee training as set out in the Operational Plan, 2023-2028.

In conclusion, the feedback provided by staff members at *posAbilities* underscores the organization's commitment to creating a supportive, inclusive, and fulfilling work environment. While there are many positive aspects highlighted, such as strong leadership support, teamwork, and a culture of respect and compassion, there are also clear areas for improvement.

From addressing outstanding equipment issues and enhancing communication practices to continuing to promote fair compensation and recognition, the feedback serves as a roadmap for continuous growth and development.

By listening attentively to the voices of our employees and taking proactive steps to address their concerns, we can further strengthen our position as a leading organization in the field of disability support services and social care. We have a shared commitment to excellence and a culture of continuous improvement, which position us well to navigate challenges and capitalize on opportunities, which ensure the well-being and success of our employees, persons served and those who matter in their lives.

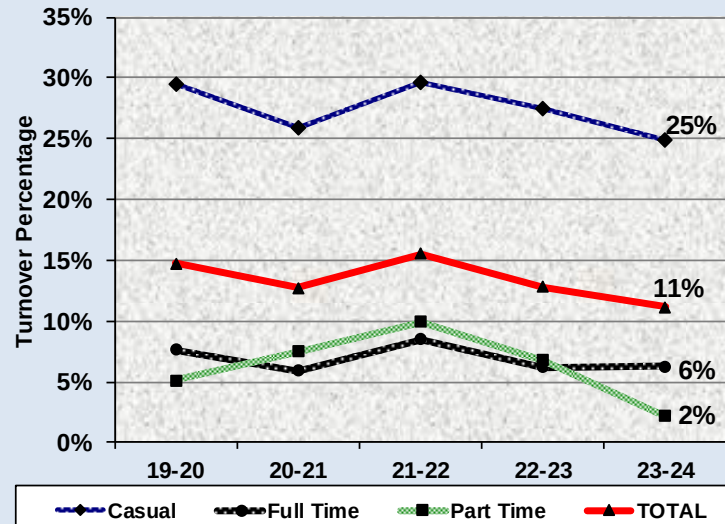
5. KEY BUSINESS FUNCTIONS

5.1 Staff Utilization

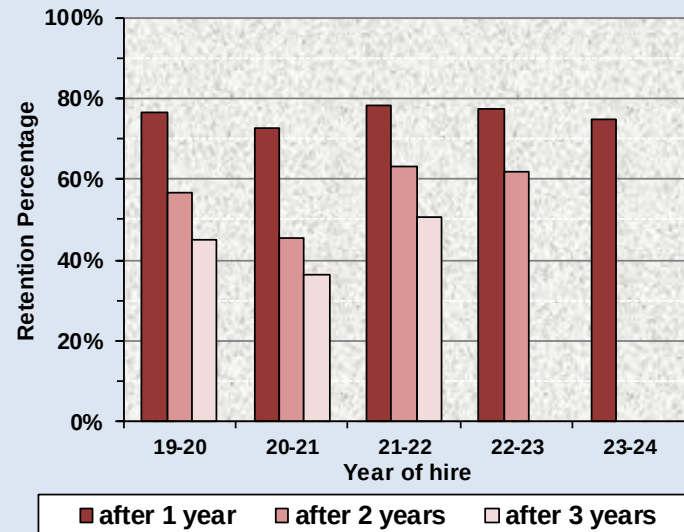
OBJECTIVE: To increase the efficient utilization of our staff
TIME OF MEASUREMENT: April 2024
OBTAINED BY: Human Resources

Measure	Applied To	Data Source	Target FYE 2024	Outcome FYE 2024	Target FYE 2025
% of staff exits	All staff in reporting period	HRIS	12%	11%	11%
% of new hires retained after two years	All staff in reporting period	HRIS	65%	62%	65%
Casual Employees to Full Time Equivalents (FTE) ratio	All casual staff in reporting period	HRIS	0.65	0.66	0.67
Overtime as a % of total hours worked	All staff in reporting period	Staff Scheduling System	0.8%	0.6%	0.5%

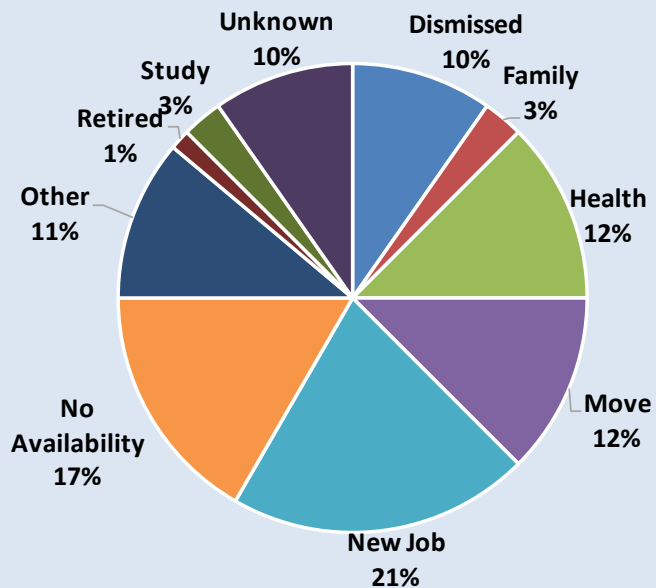
**Staff Turnover by Employment Status
2019 - 2024**



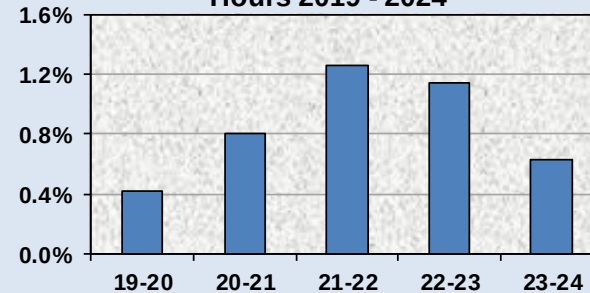
Retention of New Hires 2019 - 2024



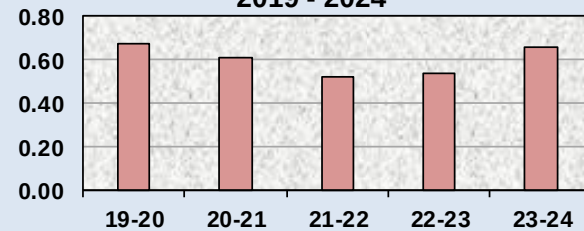
Reason for Leaving 2023 - 2024



**Overtime as a Percentage of All Paid
Hours 2019 - 2024**



**Casual Employees to FTEs Ratio
2019 - 2024**



Key Findings/Trends

- The overall turnover rate decreased from 13% to 11% compared to the previous year, due to increased retention of casual and part-time employees. 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 more than 1/3 of people leaving us this past year. The percentage of people leaving us due to moving away doubled to 12%. Retirements decreased from 4% to 1% of all people leaving.
- Of those hired up to one year ago, 75% are still with us, similar to the last few years. For staff hired 2 years ago retention is at 62%, also similar to the previous reporting year.
- 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 this year was 0.66, a significant increase from the previous year when it was 0.54.
- The total number of employees was 575, a 5% increase from the previous year. We hired 104 new employees, which is significantly more than the 84 in the previous year.
- Overtime hours were almost cut in half at 0.6%, compared to 1.1 % last year.

Interpretation of results

- Turnover rates have continued their downward trend and are now below pre-pandemic levels. Turnover of part-time employees specifically stands out at a historic low of 2%. Our hiring of casual employees significantly increased and our casual pool is now back to the healthy size it was before the pandemic.
- The increased size of our casual pool has significantly improved our capacity to backfill shifts, leading to overtime being reduced to nearly half of what it was in the previous year.
- The trend of people postponing retirement continues. The percentage of employees over 65 has doubled over the last 5 years and now stands at 8.1% from 7.6% the previous year.

Follow up and proposed action

- Later this year we will introduce a new, further automated system for our monthly shift call-outs. It is expected that this will improve the efficient utilization of our casual staff.
- As our pool of casual workers has grown to a healthy size, we will be able to focus our recruitment efforts more on workers with different skill sets that can help us realize our strategic plan.
- We continue to actively offer practicums and maintain partnerships with colleges. 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 on the use of overtime.
- Monthly monitor the number of new casual hires and the size of the casual pool.
- Team Managers to evaluate all data quarterly.

5.2 Occupational Health and Safety Performance

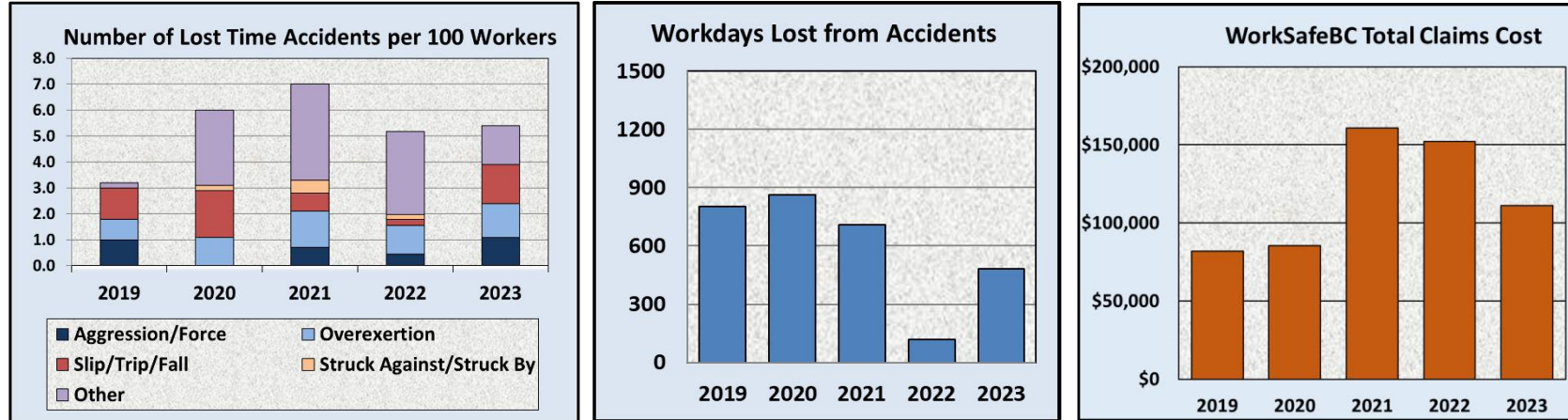
OBJECTIVE To Reduce Occupational Incidents and Associated Cost
TIME OF MEASUREMENT December 2023
OBTAINED BY Human Resources

Measure	Applied To	Data Source	Target 2023	Outcome 2023	Target 2024
Number of lost time accidents resulting from “Aggression/force” per 100 employees	All staff in 2023	DMI	0.5	1.1	1.0
Number of lost time accidents resulting from “Overexertion” per 100 employees	All staff in 2023	DMI	0.6	1.3	1.5
Number of lost time accidents resulting from “Slip/Trip/Fall” per 100 employees	All staff in 2023	DMI	0.8	1.5	0.8
Number of lost time accidents resulting from “Struck By/Struck Against” per 100 employees	All staff in 2023	DMI	0.5	0.0	0.5
Number of lost time accidents resulting from “Other” per 100 employees	All staff in 2023	DMI	3.5	1.5	1.0
WorkSafeBC Claims Costs Total	All Staff in 2023	WorkSafeBC	\$100,000	\$110,900	\$90,000

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 be open and accruing costs.

Key Findings / Trends



- The total number of Lost Time Accidents (LTAs) per 100 workers was 5.4, a slight increase from 5.2 the previous year.
- Each of the accident types contributed about the same to the lost time accidents, except for the Struck Against/By category, which had none.
- The number of workdays lost increased from 120 in 2022 to 484 in 2023.
- Total claims costs were [amount]. This is [down/up] from [amount] the previous year.

Interpretation of Results

- The number of workdays lost increased in the Aggression/Force, Overexertion and Slip/Trip/Fall categories, but strongly decreased in the Other category, due to Covid-19 claims being largely eliminated.
- Claims costs decreased by about 27% compared to the previous year. This is due to a significantly better performance in our Community Integration Programs.
- For the third year running we received a discount on the WorkSafeBC base premium rate in the Community Housing services category, as our claims history was better than the average amongst other organizations. The overall performance of our health and safety program remains stable.
- This year the COR audit of our occupational health and safety program resulted in a record passing score of 98%. Continuing scores in the 90s year after year affirm our strong health and safety culture and contributions of all our employees.

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 by our JOSH Committee of worksite safety inspections, fire and disaster drills and OSH training taken, as well as annual visits to all of our worksites to review OSH compliance.
- 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.

6. CONCLUSION

The Outcomes Management Report provides an overview of the types of services we offer, the results obtained during FYE2024 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

APPENDIX: PROGRAMS AND SERVICES: OUTCOMES DATA AND RESULTS

The following section provides detailed outcomes data and results for our services by service stream. For items where fewer than ten responses were received, "N/A" is reported. We strive for a 25% survey response rate. A low number of responses for an item does not allow us to draw reliable conclusions about overall consumer/family satisfaction. The following table provides response rates by service stream for the Person Served (Consumer) and Family Member Surveys.

Service Stream	Consumer Surveys Distributed	Consumer Surveys Received	Consumer Response Rate	Family Surveys Distributed	Family Surveys Received	Family Response Rate
Building Caring Communities	22	4	18%	5	1	20%
Community Employment Services	92	7	8%	112	9	8%
Community Housing Program	77	66	86%	64	13	20%
Community Integration	103	95	92%	117	14	12%
Explore	22	0	0%	23	1	4%
Shared Living	83	56	67%	42	4	10%
Supported Living	67	52	78%	46	8	17%

A.1 Home Living Services

All of our Home Living 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 Home Living services: Shared Living Services, Supported Living Network, and Community Housing.

A.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.

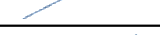
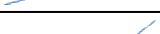
In response to the need for Home Living options for persons served with developmental disabilities, *posAbilities* developed Shared Living Services to:

- 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 2023-24: Shared Living Providers

RESPONDENTS	28 of 82 = 34%
SURVEY METHOD	Satisfaction Surveys were emailed to Shared Living Providers ⁶
OBJECTIVE	To increase positive responses in each domain each year.

Survey Item	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	2024 Response (agree + strongly agree)	3-Year Trend
1. I am treated with respect by my Coordinator.	88.5%	100.0%	100.0%	
2. My Coordinator has knowledge to support me with problem solving.	N/A	94.4%	96.4%	
3. I get the support I need from my Coordinator when questions or concerns arise.	N/A	91.7%	96.4%	
4. My Coordinator communicates with me consistently.	92.3%	97.2%	96.4%	
5. My Coordinator offers beneficial information about upcoming events and workshops/information sessions.	96.1%	94.6%	100.0%	
6. The Shared Living Contractor Agreement is easy to understand.	96.2%	94.6%	85.7%	
7. I am provided with sufficient information to support the matching and transition of a person into my home.	N/A	80.6%	75.0%	
8. My Coordinator facilitates meetings to support the person served to identify goals.	N/A	91.4%	96.4%	
9. My Coordinator provides guidance to the Shared Living provider to assist persons served to pursue their goals.	80.8%	88.9%	89.3%	
10. My Coordinator provides me with information about opportunities for myself and the person I support.	N/A	75.7%	92.6%	

⁶ Note the term “Coordinator” replaced “Shared Living Team” on this year’s survey. Items 2, 3, 7, 8, and 10 were introduced in 2023.

Key Findings:

- In FYE2024, our Shared Living Contractor Survey response rate of 34% was a 7% increase from the previous years' (27%).
- We continue to engage the Shared Living Team in supporting the distribution of surveys and we have also deployed multiple distribution methods including phone, in-person, and emailed surveys. These efforts have resulted in an increased response rate.
- Combined "agree" and "strongly agree" scores were above 95% for six of ten items on the survey and above 85% for nine of ten items.
- The only item where combined "agree" and "strongly agree" scores was below 80% was item 7 'I am provided with sufficient information to support the matching and transition of a person into my home. This item, which was introduced last year, scored 75%, a 5.6% decline from last year's score.
- The Shared Living Contractor survey was updated last year with five new items. Items used previously were also updated to use the term "my Coordinator" instead of the previous "the Shared Living Team".
- We will be able to display three-year trends for all items in the coming years.

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 2024	Outcome 2023	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	0.00	0.00	✓
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 2024	Outcome 2023	Target Achieved
Have the 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 ⁷	90%	48 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%	N/A	8 100%	
Provide an individualized model of Home Living support which meets the needs, wants, and desires of the persons served	# of persons receiving Shared Living Services who report they like where they live	85%	53 95%	21 91%	✓
	# and % of families of persons receiving Shared Living Services who report they are overall satisfied with the services received	95%	N/A	11 100%	
Encourage friendships, recreational opportunities, and privacy and comfort of a family home through service utilization	Number of persons receiving Shared Living Services	90 ⁸	126	131	✓

⁷ 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.

⁸ 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

Service Access					
Objective	Measure	Target	Outcome 2024	Outcome 2023	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	85%	83%	86%	✗

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i>	95%	55 98%	23 100%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	N/A	5 83%	
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	54 96%	22 96%	✓
	# and % of families of persons served who report that staff members treat them with respect and courtesy	95%	N/A	5 71%	
Value and acknowledge each person's individuality	# and % of persons served who report that staff members at <i>posAbilities</i> listen to them	90%	54 96%	21 91%	✓

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 2024	Outcome 2023	Target Achieved
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%	48 86%	17 74%	✗
	# and % of families who report that their family member gets along better with peers as a result of <i>posAbilities</i>	95%	N/A	4 80%	
Enhance community-based resilience	# and % of persons served who report that staff members tell them about other services they can get	80%	51 91%	2 40%	✓
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%	50 89%	22 96%	✗
Provide Education on rights and responsibilities	# and % of persons served who report staff have reviewed rights and responsibilities with them in the past year	95%	54 96%	20 91%	✓
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	52 93%	21 91%	✗

Key Findings:

- This year's survey results for Shared Living show we met two of three effectiveness targets for persons served. Although we fell slightly short on one of the targets, the scores on all are above 80%. Effectiveness targets were not met for family members but this was largely due to the very low response rate; with some items receiving no responses.
- While our score for service access remains above 80%, we fell slightly short of target this year.
- In the area of input, we met five of eleven targets. It should be noted again that three of the scores falling below target pertain to family members. The three scores pertaining to persons served, while missing target, all saw an increase from last year and were above 85%.
- Overall, the scores for items from the family member survey should be read in the context of a very low response rate; where each response has an outsized effect on the overall score.

Follow-up and Proposed Action:

- In the coming year, Shared Living will focus on recruitment of contracted caregivers, home studies and vetting to ensure a supply of qualified shared living placements.
- We will enhance communication with persons served and caregivers to ensure that social opportunities are identified and supported.
- We will develop a routine and specific refreshment of rights education, and attention to persons served regarding support to make large and small choices regarding their care.
- Coordinators will connect with persons served with specific intent to understand how service delivery impacts them and ability to live flourishing lives.

A.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 inclusion. 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 2024	Outcome 2023	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 resolution process	# of validated complaints that are processed through the formal complaint resolution process	1	0	0	✓

Key Findings:

- In FYE2024, we met both Key Monitoring targets. This included a reduction in the number of aggressive incidents.

Efficiency					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Deliver support in the areas of daily life and self-care skills, home maintenance, and social inclusion through Supported Living Network service utilization	Number of persons served in SLN programs	85	96	95	✓
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) ⁹	19	16	✓

Service Access					
Objective	Measure	Target	Outcome 2024	Outcome 2023	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%	78%	✓

⁹ 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 2024	Outcome 2023	Target Achieved
Have the 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 ¹⁰	90%	31 91%	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%	N/A	3 100%	
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i>	95%	33 97%	38 100%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	N/A	3 100%	
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%	31 91%	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%	29 85%	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%	83%	88%	✗

¹⁰ 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 2024	Outcome 2023	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	33 97%	34 92%	✓
	# and % of families who report that staff members at <i>posAbilities</i> treat them with respect and courtesy	95%	N/A	3 100%	
Value and acknowledge each person's individuality	# and % of persons served who report that staff members at <i>posAbilities</i> listen to them	95%	33 97%	34 89%	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	N/A	2 100%	
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>	80%	26 76%	32 87%	✗
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%	N/A	1 100%	
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%	28 82%	34 90%	✗
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive	90%	N/A	3 100%	

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
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%	28 82%	34 92%	✗
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	33 97%	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%	N/A	3 100%	

Key Findings:

- We met 12 of 23 targets overall, showing an improvement in six of those with the remaining six scoring above 90% despite a small drop.
- Service access scored 100% this year continuing its upward trend from 57% in FYE2021, to 67% in FYE2022, and 78% in FYE2023. This year we are pleased to be above target.
- The lowest scores in FYE2024 were those for, ‘persons served who report that they are more connected to people in their community since they started working with *posAbilities*,’ (76%), ‘families who report that as a result of programs and services, their family member is better able to cope when things go wrong,’ (71%), and ‘families who report that their family member has the opportunity to provide input regarding the programs and services they receive,’ (75%).

Follow-up and Proposed Action:

- We will continue to promote opportunities for community connection such as Buddy Club, Community Kitchen, Curiko, Still Moon Community Garden, Challenger Baseball, and the Inclusion Art Show.
- Additionally, particularly for longer term persons served, we will focus on encouraging them to try out new experiences in their community and to try existing SLN programs they may not have accessed previously.
- To that end, we will update and rebrand the Buddy Club promotional flyer.
- We will review segments of Person Centred Thinking at SLN staff meetings in order to apply PCT to focus on goals for persons served.

- We will also emphasize persons served can have short term goals concurrently with an “ongoing” goal of maintaining their current lifestyle.
- We will also revise the SLN person served orientation package to highlight self-advocacy, choice making, and personal rights.
- As there is a new rights education process being rolled out in the agency, we will be focusing on using this new process over the next year.

A.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 persons 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 2024	Outcome 2023	Target Achieved
Move persons served to more or less independent living arrangements according to changes in their needs ¹¹	# of persons served that move to a more independent living arrangement	N/A ⁴	1	1	N/A
	# of persons served that move to a less independent living arrangement	N/A ⁴	2	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	1.74	1.99	✗
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	# of medical/treatment errors to # of	0.90	1.31	1.05	✗

¹¹ 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 2024	Outcome 2023	Target Achieved
medical/treatment errors	persons served				

Efficiency					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Promote service utilization through provision of staffed homes	Number of persons served in CH programs	80 ¹²	80	82	✓
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) ¹³	143	120	✓

Key Findings:

- Although the number of aggressive incidents decreased in FYE2024, they remain above our target.
- The number of medication errors also increased and continues to be above our target.

Service Access					
Objective	Measure	Target	Outcome 2024	Outcome 2023	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%	67%	✓

¹² 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.

¹³ 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 2024	Outcome 2023	Target Achieved
Have the ability to do the things that are important to the person served ¹⁴	# and % of persons served who report that they can do the things they want to when they want to do them	90%	42 72%	54 87%	✗
	# 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%	N/A	7 88%	
Promote overall safety	# and % of persons receiving services who report feeling safe at <i>posAbilities</i>	95%	53 91%	64 100%	✗
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	12 100%	13 100%	✓
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%	81%	73%	✓

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	53 91%	63 98%	✗

¹⁴ 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 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 2024	Outcome 2023	Target Achieved
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	90%	12 100%	13 100%	✓
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%	50 86%	63 97%	✗
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	12 92%	13 93%	✓
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%	36 62%	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%	N/A	4 100%	
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%	48 83%	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%	10 77%	5 71%	✗
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%	45 78%	61 97%	✗
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they	95%	49 84%	62 98%	✗

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
	get				
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i>	95%	12 100%	12 92%	✓

Key Findings:

- In FYE2024, we met only two of five targets for effectiveness and three of eleven targets for input.
- In the area of effectiveness, two scores dropped by more than 10%, ‘persons served who report that they can do the things they want to when they want to do them,’ falling to 72%, and ‘families who report that the services received at *posAbilities* make the person receiving services better able to do the things they want to do,’ falling to 75%.
- Scores in the area of input were generally high despite a majority not meeting targets. One factor to consider is the items here having high targets that were adjusted upwards in recent years.
- Two scores that showed significant declines however were, ‘persons served who report that they are more connected to people in their community since they started working with *posAbilities*,’ which dropped 30% to 62%, and ‘families who report that as a result of programs and services, their family member is better able to cope when things go wrong,’ which dropped 33% to 67%.
- As in previous years, the response rate for the family member survey remained low in FYE2024 so scores on the corresponding items should be viewed in that context.

Follow-up and Proposed Action:

- All Community Housing programs will review the revised CLBC Behaviour Support policy as there have been changes in the policy that outline how Behaviour Support Plans and Safety Plans are implemented.
- We will continue to ensure Behaviour Support Plans are reviewed at least yearly, or every 6 months if there is a Safety Plan.
- Data on aggressive incidents will continue to be reviewed.
- With respect to medication errors, a medication double-check form will be developed to ensure consistency of practice across the organization.
- *posAbilities* is redeveloping the process by which goals are outlined for persons served and how they relate to the 12 Stretches.
- Annual goal reviews will continue to be completed with persons served to ensure they are working on goals that they like and are relevant.
- To support feeling safe, persons served receive an orientation to each program when they start services. During this orientation, health and

safety concerns are reviewed. We also review how to evacuate and what to do in an emergency. Safety is also a topic that will continue to be discussed at person served group meetings; where persons served also have opportunity to discuss any health and safety concerns.

- With respect to rights, these are reviewed annually with persons served. There are new documents and illustrations created to ensure persons served have different methods to review the rights. This will ensure persons served better understand their rights.
- **posAbilities** Communications Team will be sending out messaging and posting information in Sharevision about the new rights review process.
- This new rights review process will also be reviewed at each program staff meeting in the coming year.
- There are several avenues being explored to enhance relationships and social circles:
 - Evergreen hosts a social club where programs come together. This is open to all persons served who would like to attend.
 - SLN hosts a monthly buddy club any persons served can attend.
 - Curiko is a platform that is available for anyone to use. The platform already has activities planned that persons served and staff can join.
 - We will also encourage programs to apply for community grants to provide different opportunities.
- Finally, we will provide a specific standing item at persons served meetings going forward to discuss overall satisfaction

A.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, persons served have the opportunity to meet new people and to expand their social circles. Our programs offer a variety of opportunities including:

- 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 2024	Outcome 2023	Target Achieved
Minimize the number of incidents involving verbal and physical aggression	# of aggressive incidents involving verbal and physical aggression to # of person served	0.40	0.37	0.24	✓
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	0.05	0.02	0.00	✓

Key Findings:

- The file review revealed despite an increase from the previous year, we have maintained a below target level for aggressive incidents in FYE2024. 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 met targets in the other areas of key monitoring; minimizing complaints and minimizing medication errors.

Efficiency					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Promote service utilization through the provision of wide range of social, recreational and learning opportunities	Number of persons participating in Community Integration programs	186	211	224	✓
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	61	✗

Service Access					
Objective	Measure	Target	Outcome 2024	Outcome 2023	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%	19%	15%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Have the ability to do the things that are important to the person served ¹⁵	# and % of persons served who report that they can do the things they want to when they want to do them	90%	95 97%	54 89%	✓
	# and % of families who report that the	90%	11	9	✗

¹⁵ 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

Effectiveness					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
	service received at <i>posAbilities</i> make the person receiving services better able to do the things they want to do		85%	82%	
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i>	95%	94 96%	61 98%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	13 93%	11 85%	✓
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%	78%	75%	✗

Key Findings:

- In FYE2024, although we saw a slight improvement, we did not meet our target for service access.
- We met three of five targets in the area of effectiveness. Although we missed our target on two items, we saw an improvement on both those items.

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	95 97%	57 92%	✓
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	95%	14 100%	12 92%	✓
Value and acknowledge each person's individuality	# and % of persons served who report that staff members at <i>posAbilities</i> listen to them	95%	93 95%	56 90%	✓

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.

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	13 93%	13 100%	✓
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%	86 88%	54 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%	11 85%	9 82%	✓
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%	87 89%	54 89%	✗
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive	90%	11 79%	12 92%	✗
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%	91 93%	57 92%	✗
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	94 96%	60 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%	13 93%	12 100%	✗

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

Key Findings:

- For FYE2024, we met or exceeded targets on six of eleven measures of input.
- On the five measures not meeting targets however, only one was below 88%.
- The score on that one item also declined significantly: 'families who report that their family member has the opportunity to provide input regarding the programs and services they receive,' fell 13% to 79%.
- Overall, seven scores in this section were above 90% and ten were above 85%.

Follow-up and Proposed Actions:

- We may consider adjusting our target or measurement of service access following our current 5-year strategic planning cycle.
- In the coming year, persons served's goals are going to be updated following a new process. This should have positive impacts on persons served perceptions of input as well as allow better tracking of goals and progress.
- As noted for Community Housing programs, several opportunities will be promoted amongst Community Integration programs including:
 - Evergreen's social club where programs come together. This is open to all persons served who would like to attend.
 - SLN's monthly Buddy Club any persons served can attend.
 - Curiko, a platform available for anyone to use. The platform already has activities planned that persons served and staff can join.
 - Community grants programs may apply for to provide support for specific projects.
- With respect to improving perceptions of self-determination as well as understanding of rights and responsibilities, making choices will be a focus during the annual person served rights review as well as during monthly persons served meetings.
- **posAbilities** Communications Team will be sending out messaging and posting information in Sharevision about the new rights review process.
- The new rights review process will also be reviewed at each program staff meeting this year.
- All staff will continue to receive training on person centered training when they are hired.
- Lines of communication will also be reviewed at staff meetings on a more regular basis.
- We will convene a group to examine avenues for increasing family member survey response rates.

A.3 Building Caring Communities

Program Overview:

Building Caring Communities (BCC) 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 BCC 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 2024	Outcome 2023	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 2024	Outcome 2023	Target Achieved
Promote BCC service Utilization through Provision of a wide range of social, recreational, and learning opportunities	Number of persons participating in BCC ¹⁶	40	51	63	✓
Maintain full caseloads for each Community Connector FTE	# of participants/Community Connector FTE	10.0	8.0	9.0	✗
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) ¹⁷	6	3	✓

Service Access					
Objective	Measure	Target	Outcome 2024	Outcome 2023	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%	97%	100%	✓

- During FYE2023, we met 3 of 5 targets in the areas of key monitoring, efficiency and service access.

Effectiveness					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Have the ability to do the things that are important to persons served	# and % of persons receiving services who report that they can do the things	90%	N/A	2 100%	

¹⁶ 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.

¹⁷ 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 2024	Outcome 2023	Target Achieved
	they want to when they want to do them				
	# 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%	N/A	N/A ¹⁸	
Promote overall safety	# and % of persons receiving services who report feeling safe at <i>posAbilities</i>	95%	4 100%	2 100%	✓
Increase the number of “community introductions”	Average #/participant of new places, groups and people that participants have explored with a Connector	7	3	5	✗
Increase the number of “community connections”	Average #/participant of places, groups and people that participants have returned to consistently, without a Connector	3	2	3	✗
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	2	3	✓
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%	39%	47%	✓

- There continue to be adjustments made to the survey instrument piloted five 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 and 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.

¹⁸ There were no responses to the Family Member Survey from families of persons served by BCC in FYE2023.

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	N/A	2 100%	
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	95%	N/A	N/A	
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%	N/A	2 100%	
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family members	90%	N/A	N/A	
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%	N/A	2 100%	
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	80%	N/A	N/A	
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%	N/A	2 100%	
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive	90%	N/A	N/A	
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%	N/A	2 100%	
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	N/A	2 100%	

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i>	95%	N/A	N/A	

Key Findings:

- In FYE2024, survey response for BCC from both persons served and families was extremely low.
- It is not possible to draw meaningful conclusions about our services or inform actions based on the low response rates.

Follow-up and Proposed Action:

- For BCC, our focus in the coming year will be to increase our response rate for both persons served and families.

A.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, Curiko.
- **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 2024	Outcome 2023	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 2024	Outcome 2023	Target Achieved
Promote Explore service utilization through provision of a wide range of social, recreational, and learning opportunities	Number of persons participating in Explore ¹⁹	40	34	57	✗
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) ²⁰	3	2	✓

Service Access					
Objective	Measure	Target	Outcome 2024	Outcome 2023	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%	80%	100%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Have the 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%	N/A ²¹	6 100%	

¹⁹ 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.

²⁰ 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.

²¹ There were no responses to the IDD Consumer Survey from persons served in Explore in FYE2024.

Effectiveness					
Objective	Measure	Target	Outcome 2024	Outcome 2023	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%	N/A	N/A	
Promote overall safety	# and % of persons receiving services who report feeling safe at <i>posAbilities</i>	95%	N/A	6 86%	

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	N/A	8 100%	
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities'</i> staff	95%	N/A	N/A	
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%	N/A	7 88%	
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family members	90%	N/A	N/A	
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%	N/A	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	80%	N/A	N/A	
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%	N/A	6 86%	
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive	90%	N/A	N/A	

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
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%	N/A	6 86%	
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	N/A	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%	N/A	N/A	

Key Findings:

- In FYE2024, survey response for Explore from both persons served and families was extremely low.
- It is not possible to draw meaningful conclusions about our services or inform actions based on the low response rates.

Follow-up and Proposed Action:

- For Explore, our focus in the coming year will be to increase our response rate for both persons served and families.

A.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

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 2024	Outcome 2023	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 2024	Outcome 2023	Target Achieved
Provide assistance to prepare for, secure, and maintain competitive employment	Number of persons receiving employment services	200	318	397	✓
Maintain length of time between start	Average # of months between start of job search and	3.5	2.7	2.3	✓

Efficiency					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
of job search and first job placement	first job placement				
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) ²²	6	8	×

Service Access					
Objective	Measure	Target	Outcome 2024	Outcome 2023	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%	93%	100%	×

Effectiveness					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Increase the number of persons served who are employed	# of job placements secured	90	57	87	×
	# of job placements sustained for 6 months or more	45	26	34	×
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%	6 86%	14 88%	×
	# and % of persons served who reported that they get training at their job	80%	5 71%	15 94%	×
	# and % of persons served who report that they have friends where they work	80%	2 29%	13 81%	×

²² 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.

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	N/A	16 100%	
	# and % of families who report that staff members treat them with respect and courtesy	95%	N/A	8 100%	
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%	N/A	16 100%	
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	N/A	8 89%	
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%	N/A	16 100%	
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	N/A	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%	N/A	11 100%	

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

Key Findings:

- In FYE2024, *posAbilities* Employment Service met all of our targets for key monitoring and efficiency with the exception of staff retention.
- Although we did not meet the target this year, we continue to provide excellent service access as shown by our 93% score in this area and the ambitious target of 100%.
- In the areas of effectiveness and input, we met only three of twelve targets this year.
- Response rates from persons served and families were quite low for *posAbilities* Employment Service so we cannot draw conclusions from these results.
- It should also be noted several targets in this area were raised in FYE2023.

Follow-up and Proposed Action:

- For service access, we may look to adjust our target due to 100% being unrealistic. We will continue to connect with referred families within five days and initiate services within a month.
- The **posAbilities** Employment Service Leadership team has initiated Lunch & Learn sessions to connect with employers who are interested in learning more about diversity & inclusion in their workplace. It is hoped that this connection will create warm leads for Employment Specialists to secure additional employment, increasing opportunities for work.
- Additionally, we will seek to adjust the target for employment to 80 placements due to the current economic environment.
- We will continue to work with Employment Specialists to cement a front-loading process of finding employment for individuals so ensure a better fit that ensures a longer retention of employment.
- Finally, with respect to survey response, we will explore the possibility of an incentive system to encourage greater response from persons served, families, as well as employers.
- For employers in particular, we will also set up a system for staff to follow up after survey distribution.

A.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 2024	Outcome 2023	Target Achieved
Provide behaviour support services	Number of children (over 6 years old) served through MCFD funded services	400	402	432	✓
	Number of children (0-19 years old) served through private contracts	50	96	103	✓
	Number of adults (over 19 years old) served	350	342	336	✗
Provide Early Intervention Services	Number of children (0-6 years old) served through private contracts	10	5	11	✗
Provide Sexual Health Education	Number of individuals (all ages) provided with sexual health education through private and government contracts	10	9	16	✗
Refer families to the Director of Community Engagement for resource coordination as needed	# of families referred to the Director of Community Engagement	N/A	10	4	N/A
Minimize the number of validated	# of validated complaints that are processed through	0	0	0	✓

Key Monitoring Items					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
complaints that are processed through the formal complaint resolution process	the formal complaint resolution process				

Efficiency					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Provide direct service	% of total hours used towards direct service	70%	69%	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 year) ²³	10% increase	20	19	✗

Service Access					
Objective	Measure	Target	Outcome 2024	Outcome 2023	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%	94%	91%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Maximize meeting or making progress towards goals	% of total goals which were reported as in progress, on maintenance, or achieved/mastered	75%	67%	73%	✗
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%	93%	97%	✓
Maximize behaviour plan outcomes	% of stakeholders that report that they saw an overall improvement in the person served's behaviour	80%	84%	94%	✓

²³ 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 2024	Outcome 2023	Target Achieved
	(reduction of challenging behaviour and increase in adaptive skills) as a result of the service				

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Communication	% of stakeholders that report the consultant's communication skills (oral and written) met their needs	80%	95%	95%	✓
Reliability and accountability	% of stakeholders that report the consultant demonstrated reliability and accountability	80%	93%	94%	✓
Implementation Support	% of stakeholders that report the consultant provided sufficient training and hands-on demonstrations so that their team can successfully implement programs	80%	94%	93%	✓
Ethical and respectful behaviour	% of stakeholders that report the consultant displayed confidentiality, sound judgement, flexibility, empathy, and respect in all interactions	80%	95%	96%	✓

Key Findings:

- In FYE2024, LBSS met three of six key monitoring targets.
- In the area of efficiency, we continue to make progress with respect to direct service provision and falling just below target.
- Our result for service access also improved 4% to 94%, falling just short of the target (95%) that was increased for FYE2023.
- 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 did not meet our target for maximizing or making progress towards goals; falling 6% from FYE2023 to 67%.
- LBSS continues to use a custom survey to collect stakeholder input. We continue to score well on all survey items. All scores are well above target showing stakeholder feedback on our consultants remains excellent.

Follow-up and Proposed Action:

- Due to staffing gaps, and two sexual health educators being on maternity leave during the fiscal year, we fell short of our targets in supporting adults, individuals seeking sexual health education, and children under the age of 6.
- While we prioritized MCFD and CLBC contracts throughout the year, we continued to explore ways to address barriers and challenges that impact our ability to expand our fee-for-service programs.
- We are currently working on developing specific service packages for families to meet their needs. We anticipate it will increase our efficiency in service delivery. We will continue to collaborate with our funders when families have other stressors in their lives impacting their ability to engage with our services. This is a critical part of the work given our services are parent/caregiver mediated, and their wellbeing has a direct bearing on the outcomes of our service.

A.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 2024	Outcome 2023	Target Achieved
Obtain funding for delivery of PEERS and LINK training	Number of successful grants for PEERS and LINK training	2	1	5	✗
Provide Training	Number of group trainings (Triple P®) offered to parents	2	0	0	✗
	Number of trainings (Capacity Building) offered to professionals	12	23	32	✓
	Number of group trainings (PEERS) offered to adults	2	0	3	✗
	Number of group trainings (Connect with PEERS®) offered to children	2	1	1	✗
	Number of group trainings (LINK) offered to children or adults	4	3	3	✗

Service Access					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Maximize participants per training event	Average # of participants/capacity of session X 100%	80%	71%	73%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Improve PEERS training participant test scores	Average % improvement between pre and post test score	60%	N/A ²⁴	32%	✗

Input					
Objective	Measure	Target	Outcome 2024	Outcome 2023	Target Achieved
Maximize satisfaction	% of participants reporting they were satisfied or very satisfied that the workshop met their expectations	90%	98%	93%	✓

Key Findings:

- Although LBSS provided a wide variety of professional training in FYE2024, we fell short of targets in four of five areas.
- Trainings LBSS provided were well attended though still below our target attendance of 80% capacity.

Follow-up and Proposed Action:

- PEERS, Triple, and LINK are groups we have run over the years mostly through grant funding and partial funding from *posAbilities*.
- We received one grant this year and that enabled us to deliver one PEERs group for teens. Adults do not have funding available to access these groups under the fee-for-service model and there is no government funding available for agencies either. As such, our ability to deliver these programs largely depends on successful grant applications. Given these factors, our targets are ambitious.

²⁴ Due to a low number of completed tests, sufficient data was not available for this measure.

- We will continue to explore options to make these programs available and accessible to the people we support. We significantly exceeded our target in the area of capacity-building sessions. While these were well attended, we did not however maximize the number of participants per training and fell short of our target. This typically is not due to lack of registration, but rather due to staffing and backfill issues that agencies experience if their staff are registered to attend our training sessions.
- We will continue to work with service provider agencies to address this and explore options to ensure we offer these sessions at a time that will optimize attendance.