

2022-2023
Outcomes
Management
Report



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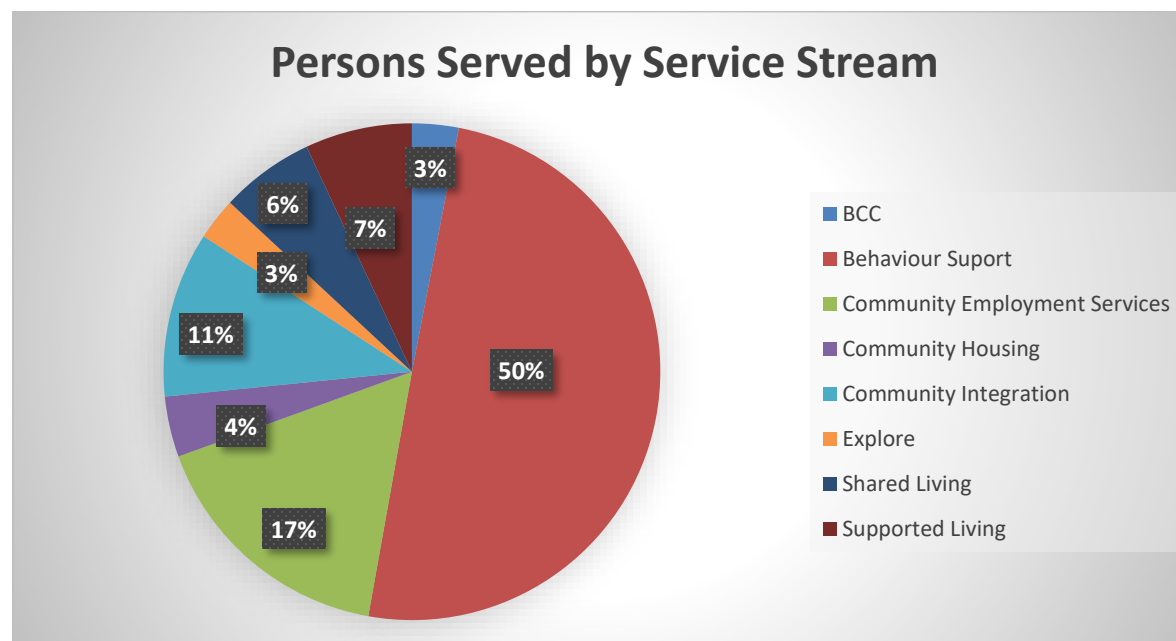
1. INTRODUCTION

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, 2022 and March 31 (FYE 2023), *posAbilities* provided services to **2029** persons served, enrolled in the following service streams (note some persons served are enrolled in multiple programs):

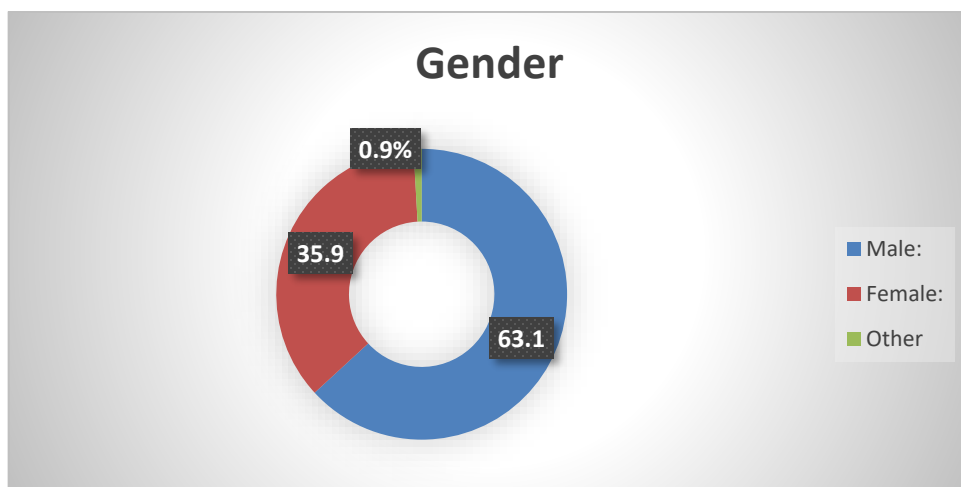


Service Stream	FYE2022		FYE2023	
	Total	% of Services	Total	% of Services
BCC	80	4%	63 ↓	3% ↓
Behaviour Supports	961	50%	1035 ↑	51% ↑
Community Employment Services	344	18%	346 ↑	17% ↓
Community Integration	197	10%	224 ↑	11% ↑
Explore	52	3%	57 ↑	3%
Home Supports Total	305	16%	304 ↓	15% ↓
Community Housing	80	4%	82 ↑	4%
Shared Living Services	127	7%	127	6% ↓
Supported Living	98	5%	95 ↓	5%

Below is additional information about the people we served during FYE2023:

Gender

Male	63.1% of persons served
Female	35.9% of persons served
Other	0.9% of persons served



Age

Under 6	1.2% of persons served
6 – 18	33.1% of persons served
19 – 20	6.6% of persons served
21 – 30	22.4% of persons served
31 – 40	11.7% of persons served
41 – 50	9.3% of persons served
51 – 60	6.5% of persons served
61 – 70	5.6% of persons served
71 – 80	1.7% of persons served
Over 80	0.2% of persons served
Unknown:	1.7% of persons served

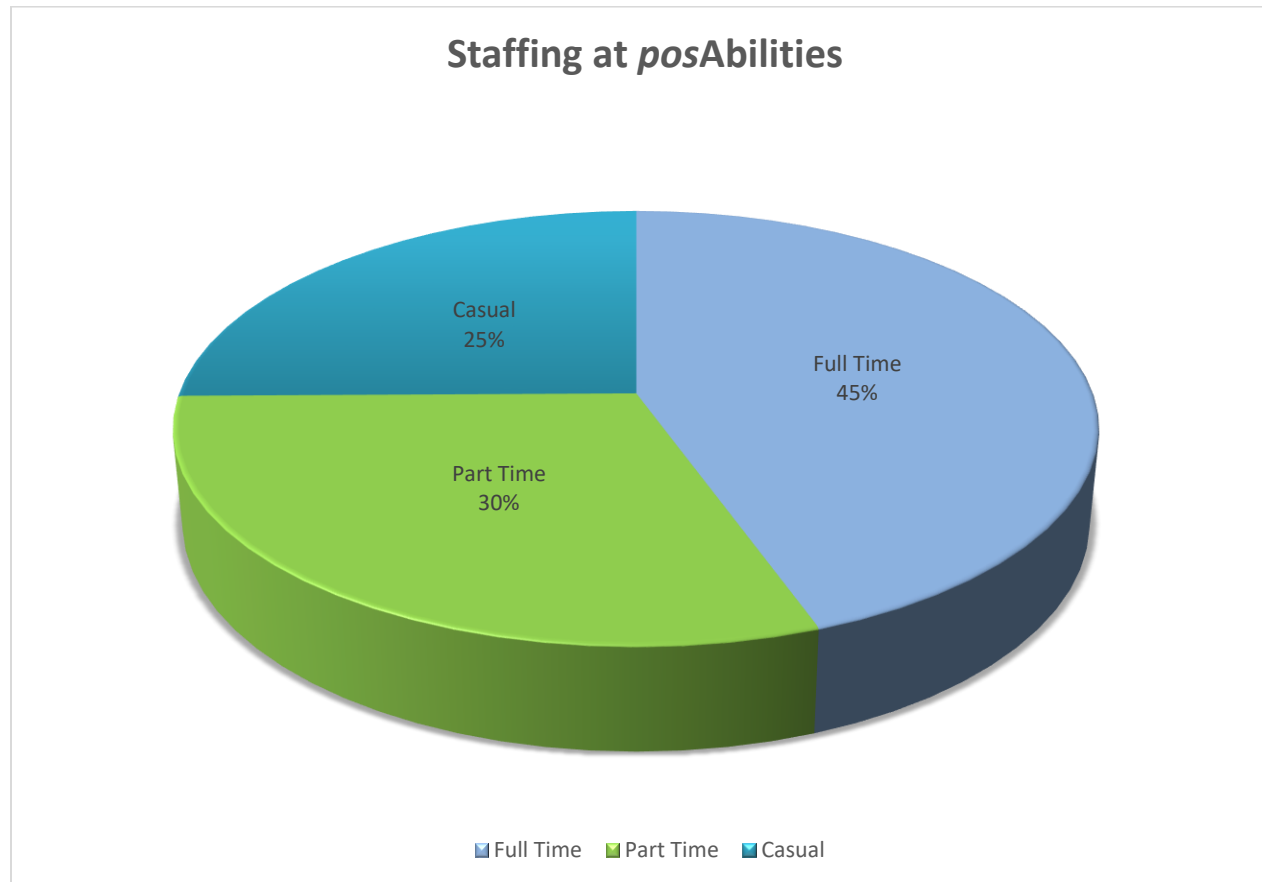
Diagnosis¹

Autism/Asperger Syndrome: **20.7%** of persons served
 Intellectual/Cognitive Disability: **13.3%** of persons served
 ADD/ADHD: **10.4%** of persons served
 Developmental Delay: **9.2%** of persons served
 Anxiety Disorders: **6.1%** of persons served

Epilepsy/Seizure Disorder: **4.3%** of persons served
 Down Syndrome: **2.6%** of persons served
 FAS/FASD: **2.4 %** of persons served
 Depression: **2.1%** of persons served
 Other diagnoses: **29.2%** of persons served

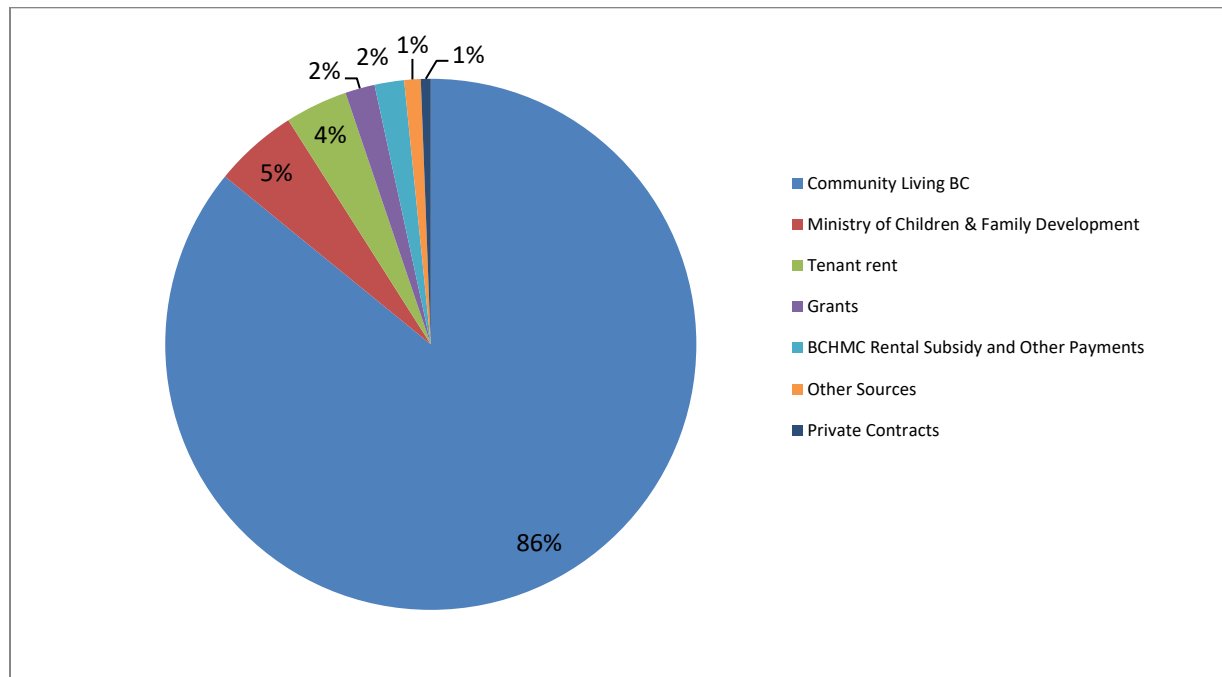
¹ includes persons served with multiple diagnosis

On March 31, 2023, we had a total of **544** team members delivering our services: 242 full time, 165 part time, and 137 casual. Staffing levels remain steady from last year.



Where the Money Came from in FYE 2023

Community Living BC	86%	\$ 32,812,928
Ministry of Children & Family Development	5%	\$ 1,968,157
Tenant rent	4%	\$ 1,457,106
Grants	2%	\$ 684,398
BCHMC Rental Subsidy and other payments	2%	\$ 683,578
Other sources	1%	\$ 379,024
Private contracts	1%	\$ 246,759
Total Revenue	100%	\$38,231,950



2. ABOUT THIS REPORT

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

This report is based on outcome data collected for the period April 1, 2022 to March 31, 2023. The Outcomes Management Report presents the results obtained from the review of organizational files as well as satisfaction surveys conducted to persons receiving services, stakeholders, and employees. To collect input from persons receiving services and stakeholders we distributed surveys to persons served, family members, *posAbilities*' employees, Shared Living Providers, as well as community employers served by *posAbilities*' Employment Service.

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

- **Building Caring Communities**
- **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. Then, in section 4, the outcome data and results for each specific service area are reviewed. In section 5, employee climate survey results and 3-year comparative data is presented. In section 6, key business functions are analyzed at the organization level.

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

3. SATISFACTION SURVEYS

3.1 Survey Results: Persons Served

For the Survey period of March 13, 2023 to April 28, 2023, **posAbilities** engaged uSPEQ® to survey consumers in the following service streams: Building Caring Communities, Community Employment Services, Community Housing, Community Integration, Explore, Shared Living, and Supported Living Network.

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

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

This is the fourth year that the IDD survey is being used, but uSPEQ® does not yet have the benchmarking data as they do for the standard Consumer Experience Survey. The benchmarking data is still being collected and will be available in future years. Benchmarking data has value as a comparator as it allows us to measure how we compare to peer organizations in the Community Living/Social Service sector. For FYE2023, where possible, we are using 2022 and 2021 survey data as comparators and to show trends.

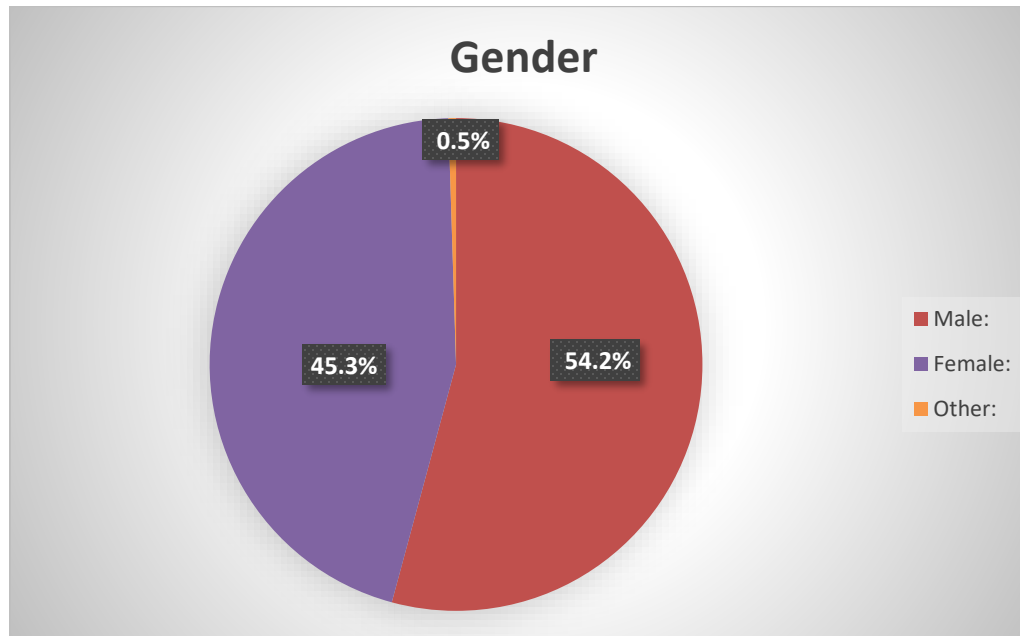
A total of 495 surveys were distributed to persons receiving services. Surveys were distributed by email and conducted via telephone and in-person. 268 persons served completed the survey for a 54% response rate.

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

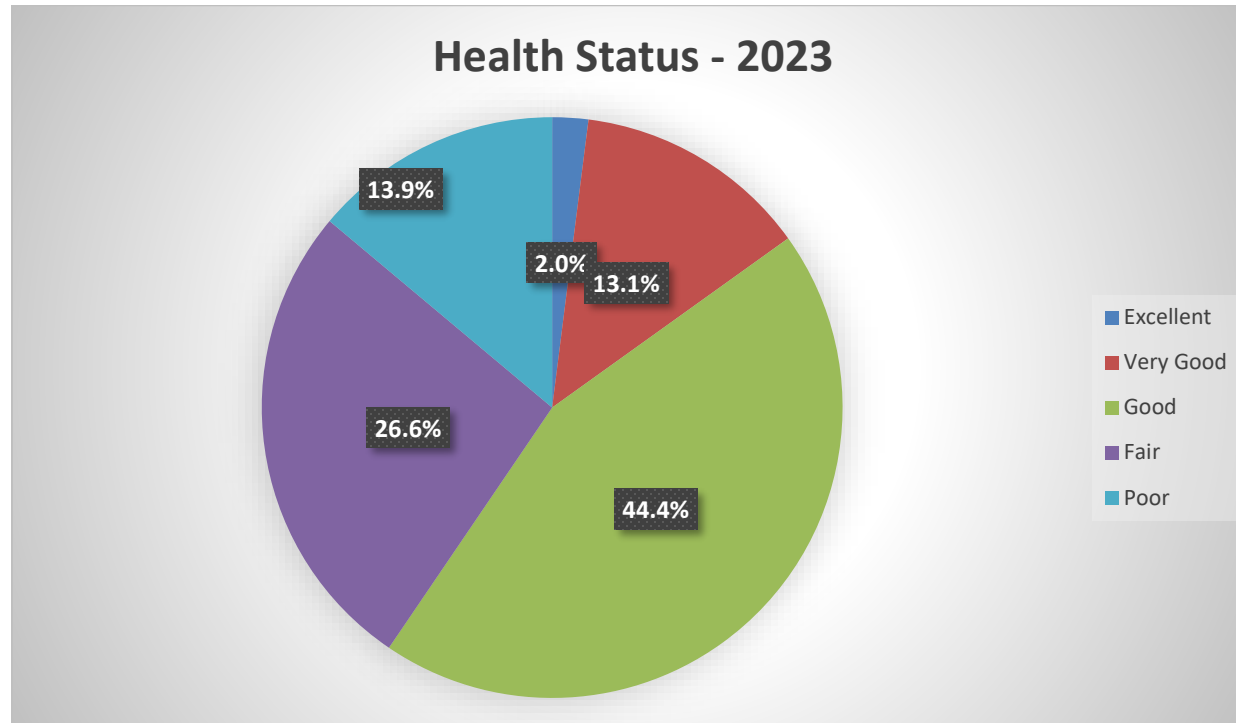
Of the respondents who answered the survey item “Who Answered this Survey”, some were able to complete the survey on their own and some needed assistance:

Who Answered	2021	2022	2023	3-Year Trend
Myself (no one helped)	38.8%	26.9%	12.8%	
Myself (someone helped me read and/or write answers on the form)	54.5%	69.9%	79.8%	
Somone else on behalf of person served	6.7%	3.2%	7.4%	

Gender: Of the survey respondents, 45.3% identified as female, 54.2% identified as male, and 0.5% identified as other.



252 survey respondents answered the survey question on Health Status in 2023.



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

Health Status	2020	2021	2022	2023	4-Year Trend
Excellent	2.8%	1.5%	22.8%	14.4%	
Very Good	11.0%	12.1%	25.3%	28.4%	
Good	41.7%	41.7%	38.2%	43.8%	
Fair	29.0%	25.8%	11.6%	12.5%	
Poor	15.5%	18.9%	2.1%	1.0%	

The top five survey items with positive responses were:

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 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	99.0%	98.4%	99.1%	
3.1 Staff members are nice to me	97.2%	98.0%	98.4%	
5.3 I am happy with the services I get	97.1%	97.5%	97.5%	
7.6 I can shop where I want to	95.0%	96.9%	96.9%	

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

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-year Trend
6.1 I like my job	87.5%	86.7%	87.5%	
6.2 I like where I work	87.5%	86.7%	87.5%	
7.3 I have friends where I live	87.2%	78.0%	87.2%	
2.4 I can make changes to the services I get	82.9%	85.7%	82.9%	
6.7 I have friends where I work	81.3%	80.0%	81.3%	

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

Service Responsiveness

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-year Trend
1.1 Staff members help me when I need it	96.2%	95.3%	95.5%	
1.2 Staff members help me as soon as I ask for help	95.1%	92.7%	95.4%	
1.3 Staff members are helpful	98.5%	96.8%	98.6%	
1.4 I like the help I get from staff members	96.1%	95.2%	96.3%	
1.5 Staff members help me feel good	96.6%	96.4%	96.8%	

Informed Choice

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-year Trend
2.1 I understand what staff members tell me about services I can get	91.9%	88.9%	89.6%	
2.2 I get to help choose the services I get	88.3%	93.9%	89.0%	
2.3 Staff members let me make choices about my care	92.0%	91.8%	92.4%	
2.4 I can make changes to the services I get	82.0%	85.7%	82.9%	

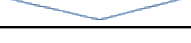
Respect

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
3.1 Staff members are nice to me	97.0%	98.0%	97.2%	
3.2 Staff members respect me	95.0%	96.7%	95.3%	
3.3 Staff members listen to me	92.6%	93.9%	93.0%	
3.4 Staff members use words I understand	95.0%	95.4%	95.3%	
3.5 Staff members do not tell other people things about me I do not want them to share	92.8%	93.1%	93.2%	

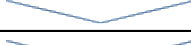
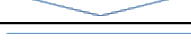
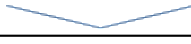
Participation

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
4.1 I know where to get help at posAbilities	92.5%	93.2%	92.9%	
4.2 Coming here helps me to do things better	89.7%	94.8%	89.9%	
4.3 Staff members tell me about other services I can get	86.0%	88.1%	86.8%	
4.4 I can do things I want to when I want to do them	88.8%	94.9%	89.4%	
4.5 I have friends I like to be with	88.4%	90.3%	88.6%	

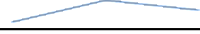
Overall Value

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
5.1 Would tell friends/family this is a good place to get services	96.4%	94.7%	96.1%	
5.2 I like being here	96.0%	94.2%	96.2%	
5.3 I am happy with the services I get	97.0%	97.5%	97.1%	
5.4 I feel safe here	99.0%	98.4%	99.1%	

Job Services

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
6.1 I like my job	87.5%	86.7%	87.5%	
6.2 I like where I work	87.5%	86.7%	87.5%	
6.3 I like the pay I get at my job	93.8%	93.3%	93.8%	
6.4 I can get help to find a job	100.0%	100.0%	100.0%	
6.5 I get training at my job	93.8%	93.3%	93.8%	
6.6 I can talk to my supervisor about problems with my job	93.8%	93.3%	93.8%	
6.7 I have friends where I work	81.3%	80.0%	81.3%	

Home Living Services

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
7.1 I like where I live	93.0%	92.0%	93.7%	
7.2 I like the people I live with	94.7%	88.3%	95.0%	
7.3 I have friends where I live	86.8%	78.0%	87.2%	
7.4 I can be by myself at home if I want to	93.7%	90.7%	93.4%	
7.5 I can do things I like near where I live	95.5%	96.3%	95.9%	
7.6 I can shop where I want to	94.4%	96.9%	95.0%	

Key Findings:

- The response rate in 2023 for the *posAbilities*’ IDD Consumer Survey at 54% was in line with that achieved in 2022 (53%).
- Scores on 10 of 23 items from the main survey saw an increase in 2023, and *posAbilities*’ Agree+Strongly Agree scores remain high overall.
- In 2023, scores for 16 of 23 items from the main section of the survey were 90% or higher, and of the remaining, all were 80% or higher.
- Although scores did go down on 13 of 23 items, none of the decreases were greater than 5.5%.
- Self-reported health was similar to last year and maintained the increase observed after the pandemic period decline.
- Beyond the main survey, we also had items specific to Home Living and Job Services. Scores remain high in both areas, with four of seven items in Job Services and four of six items in Home Living Services scoring above 90% and all but one scoring above 85%.
- For 2023, most scores in the Job Services and Home Living Services sections were within 2-3% of 2022 scores. The only areas seeing more significant increases were in the Home Living Services section. There, the score for item 7.2 “I like the people I live with,” increased from 88.3% to 95.0% after having dropped by a similar amount the previous year. Another item, 7.3 “I have friends where I live,” also increased after a drop the previous year. That item, previously the only item scoring below 80%, went from 78.0% to 87.2%.

3.2 Survey Results: Families of Persons Receiving Services

For the sixth 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 400 surveys were distributed by email to family members of persons receiving services. 49 family members returned completed surveys for a 12% response rate; significantly lower than last year's response rate of 18%. 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:

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
6.4. Location cleanliness satisfaction	100.0%	98.1%	100.0%	
4.2 Relative respected	100.0%	98.6%	97.9%	
4.1 Staff respectful of culture	98.6%	100.0%	97.6%	
4.5 Staff respects privacy	98.8%	100.0%	97.6%	
3.4. Staff enjoy working with one another	98.5%	97.9%	97.1%	

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

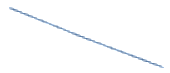
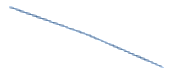
Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
6.1 Know complaint process	70.0%	57.4%	54.1%	
3.2 Issue addressed promptly	96.1%	84.1%	75.7%	
6.8 Relative has better coping skills	89.8%	81.3%	78.6%	
1.6 Staff responds to complaints	97.1%	90.2%	81.6%	
6.7 Relative is doing better in school/work	97.8%	86.8%	81.8%	

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

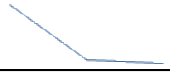
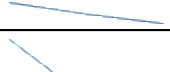
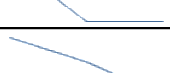
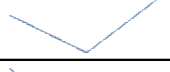
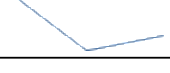
Communication

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
1.1 Staff members communicate with me about my family member's care	89.5%	79.4%	82.6%	
1.2 Staff members at <i>posAbilities</i> understand my family member's needs	90.9%	91.2%	93.9%	
1.3 Staff members know my family member's preferences	97.6%	89.2%	89.1%	
1.4 Staff members at <i>posAbilities</i> pay attention to what I say regarding my family member	88.4%	89.7%	86.7%	
1.5 If things go wrong, staff members address the issue	96.3%	91.5%	88.1%	
1.6 Staff members respond if I have a complaint	97.1%	90.2%	81.6%	
1.7 Information I received during admission was easy for me to understand	97.1%	92.3%	91.2%	
1.8 I know who to contact if I have a question or concern	93.2%	94.3%	93.6%	

Autonomy

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
2.1 My family has the opportunity to provide input regarding the programs and services he or she receives	97.4%	93.5%	90.0%	
2.2 Staff members encourage my family member to do as much as he or she can do for themselves	96.3%	93.5%	90.2%	
2.3 My family member participates in activities that are meaningful to him or her	96.2%	90.5%	92.1%	

Staff/Care

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
3.1 When my family member needs help right away, someone gets him or her the help	94.7%	86.4%	85.7%	
3.2 If I have an issue, it is addressed promptly	96.1%	84.1%	75.7%	
3.3 Staff members make accommodations that meet my family member's individual needs	97.4%	91.2%	91.1%	
3.4 Staff members at <i>pos Abilities</i> appear to enjoy working with one another	98.5%	97.9%	97.1%	
3.5 I feel that my family member is safe at <i>pos Abilities</i>	100.0%	91.2%	93.5%	
3.6 Programs and services are available when my family member needs them	91.9%	86.0%	95.1%	
3.7 The staff involve me in making decisions about my family member's care	93.6%	81.0%	84.1%	

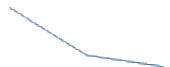
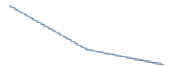
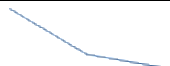
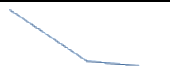
Respect/Privacy

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
4.1 Staff members are respectful of my family member's culture	98.6%	100.0%	97.6%	
4.2 People at <i>pos Abilities</i> respect my family member as a person	100.0%	98.6%	97.9%	
4.3 Staff members at <i>pos Abilities</i> treat my family member with respect and courtesy	98.6%	98.6%	95.7%	
4.4 Staff members treat me with respect and courtesy	97.6%	98.6%	93.2%	
4.5 Staff members respect my family member's privacy	98.8%	100.0%	97.6%	

Overall Satisfaction

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
5.1 I would recommend <i>pos Abilities</i> to a friend or family member	93.9%	93.8%	93.3%	
5.2 The programs and services my family member receives meet my expectations	91.7%	86.6%	95.7%	
5.3 If I had other choices, I would still bring my family member to <i>pos Abilities</i>	94.7%	87.1%	86.4%	
5.4 Overall, I am satisfied with the programs and services my family member received at <i>pos Abilities</i>	93.9%	84.1%	93.5%	

General and Program Specific Items

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
6.1 I know the process of filing a complaint or grievance against provider agencies or staff	70.0%	57.4%	54.1%	
6.2 Written materials are easy for me to understand	96.0%	95.5%	94.7%	
6.3 The location where programs and services are provided is in good condition	96.9%	94.3%	97.0%	
6.4 I am satisfied with the cleanliness of the location	100.0%	98.1%	100.0%	
6.5 As a result of programs and services, my family member gets along better with family	94.7%	86.8%	87.5%	
6.6 As a result of programs and services, my family member gets along better with friends and other people	96.4%	91.1%	89.3%	
6.7 As a result of programs and services, my family member is doing better in school and/or work	97.8%	86.8%	81.8%	
6.8 As a result of programs and services, my family member is better able to cope when things go wrong	89.8%	81.3%	78.6%	
6.9 As a result of programs and services, my family member is better able to do the things he or she wants to do	98.2%	89.3%	87.9%	
6.10 Relative works in a healthy environment	93.8%	96.7%	92.0%	
6.11 Services reduced family out-of-pocket expenses	82.7%	85.7%	83.3%	

Custom Questions related to *posAbilities*' COVID-19 Response²

Survey Item	2021 Response (good + excellent)	2022 Response (good + excellent)	2023 Response (good + excellent)	3-Year Trend
1. Organization communicated accurate information promptly	88.4%	82.6%	82.2%	
2. Organization made me feel safe during COVID-19	88.9%	88.0%	74.4%	
3. Organization helped me understand COVID-19 safety measures	88.9%	89.2%	74.4%	
4. Virtual visits were just as good or better than an in-person visit	75.7%	72.4%	81.0%	
5. Organization took steps to prevent the spread of COVID-19	90.7%	94.1%	76.7%	

Key Findings:

- For the Family Member survey, as with all the surveys we conduct, we always seek to have at least a 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 FYE2023. Given the low number of survey responses, the results obtained may not be an accurate appraisal of family satisfaction with *posAbilities* services.
- For FYE2023, 26 of the 27 items from the main section of the Family Member Survey scored 80% or above.
- Scores on the Family Member survey are generally high but we have seen a slight downward trend in many areas. In FYE2023, scores declined on 19 of 27 items in the main section of the survey. This was similar to last year when we saw a decline on 21 of 27 items.
- As in previous years, section 2, Autonomy, and section 4, Respect/Privacy, showed the highest overall scores with all items above 90% despite the slight downward trend.
- The two items on the main survey that showed the greatest declines were 1.6 “Staff members respond if I have a complaint,” which dropped by 8.6% and 3.2 “If I have an issue, it is addressed promptly,” that dropped by 8.4%. It is important to note that although Family Member satisfaction remains high overall, the lower scores are in the area of communication. This indicates potential directions for our quality improvement efforts.
- There were seven items on the Family Member survey that showed an increased score. Most increases were modest, but three showed significant increases: 3.6 “Programs and services are available when my family member needs them,” increased by 9.1%, 5.2 “The programs and services my family member receives meet my expectations,” increased by 9.1%, and 5.4 “Overall I am satisfied with the

² Note that response choices for item 4 were worse than traditional, just as good as traditional, better than traditional and results displayed are just as good + better.

programs and services my family member receives at *posAbilities*,” increased by 9.4%.

- Beyond the main section of the survey, all General and Program Specific items scored above 80% except, 6.1 “I know the process of filing a complaint or grievance against provider agencies or staff,” which scored 54.1%, and 6.8 “As a result of programs and services, my family member is better able to cope when things go wrong,” which scored 78.6%.
- Item 6.1 is of particular concern because the score is very low and the item has shown a significant downward trend despite attempts to address the issue. As with the other items showing significant decline, there may be communication-based strategies we can deploy to improve in this area. As with last year, this item showed the lowest score on the entire Family Member Survey.
- For the third and final year, we asked five pandemic response related questions as custom items. Three items in this area scored below 80%, 2. “Organization made me feel safe during Covid-19,” 3. “Organization helped me understand Covid-19 safety measures,” and 5. “Organization took steps to prevent the spread of Covid-19.” This is likely due to the risk of Covid-19 having declined and pandemic-related measures being discontinued, causing respondents’ recall of these issues to correspondingly decline.

Follow-up and Proposed Action:

- Our main focus with respect to our family surveys continues to be increasing the response rate.
- We will seek out new strategies including potential incentives, a staggered or rolling survey period, and multiple survey methods including telephone administered surveys.
- In order to continue improving on the item, “I know the process of filing a complaint or grievance against provider agencies or staff,” we will continue to explore new ways of engaging with families on a routine basis both through programs and with support from our Community Engagement Team. Routine communication will provide regular opportunities to ensure families know about our complaint process.
- We will also ensure the information about filing complaints is well presented during all orientations.
- Our Person Served Orientation and Annual Rights Review both cover the Complaints Resolution process so we will refine the way these are conducted to ensure the information continues to be delivered in a clear and comprehensible way.

4. PROGRAMS AND SERVICES: OUTCOMES DATA AND RESULTS

4.1 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.

4.1.1 Shared Living Services

Program Overview:

Shared Living Services offers a Community Living alternative in its inclusiveness, normal, daily living routines, providing family, friends, job training, recreational opportunity and privacy and comfort of a family home. This arrangement can offer richer opportunities for developing natural relationships and social circles. It also increases the likelihood of having a more genuine and meaningful experience of community life.

In response to the need for 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 2022-23: Shared Living Providers

RESPONDENTS	37 of 139 = 27%
SURVEY METHOD	Satisfaction Surveys were emailed to Shared Living Providers ³
OBJECTIVE	To increase positive responses in each domain each year.

Survey Item	2021 Response (agree + strongly agree)	2022 Response (agree + strongly agree)	2023 Response (agree + strongly agree)	3-Year Trend
1. I am treated with respect by my Coordinator.	100.0%	88.5%	100.0%	
2. My Coordinator has knowledge to support me with problem solving. New for 2023.	N/A	N/A	94.4%	
3. I get the support I need from my Coordinator when questions or concerns arise. New for 2023.	N/A	N/A	91.7%	
4. My Coordinator communicates with me consistently.	87.0%	92.3%	97.2%	
5. My Coordinator offers beneficial information about upcoming events and workshops/information sessions.	95.8%	96.1%	94.6%	
6. The Shared Living Contractor Agreement is understandable.	83.3%	96.2%	94.6%	
7. I am provided with sufficient information to support the matching and transition of a person into my home. New for 2023.	N/A	N/A	80.6%	
8. My Coordinator facilitates meetings to support the person served to identify goals. New for 2023.	N/A	N/A	91.4%	
9. My Coordinator provides guidance to the Shared Living provider to assist persons served to pursue their goals.	91.7%	80.8%	88.9%	
10. My Coordinator provides me with information about opportunities for myself and the person I support. New for 2023.	N/A	N/A	75.7%	

³ Note the term "Coordinator" replaced "Shared Living Team" on this year's survey. Items 2, 3, 7, 8, and 10 were new for 2023.

Key Findings:

- In FYE2023, our Shared Living Contractor Survey response rate of 27.0% was consistent with the previous years' (26.0%).
- To increase response rates, this year we made a small change to the way surveys were distributed. However, we did not see the effect we were hoping for. We continue to explore ways to elicit a higher response rate.
- Combined “agree” and “strongly agree” scores were above 80% for 9 of 10 items on the survey and above 90% for 7 of 10 items.
- The only item where combined “agree” and “strongly agree” scores were below 80% was item 10. “My Coordinator provides me with information about opportunities for myself and the person I support.” This was a new item for FYE2023.
- It should be noted that the Shared Living Contractor survey was updated for FYE2023 and so contained 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 more trend information in 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 2022	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	0.01	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 2022	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 ⁴	80%	57 86%	20 87%	✓
	# and % of families who report that the services received at <i>posAbilities</i> make the person served better able to do the things they want to do	95%	9 75%	8 100%	✓
Provide an individualized model of 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%	61 92%	21 91%	✓
	# and % of families of persons receiving Shared Living Services who report they are overall satisfied with the services	85%	5 42%	11 100%	✓

⁴ 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.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
	received				
Encourage friendships, recreational opportunities, and privacy and comfort of a family home through service utilization	Number of persons receiving Shared Living Services	90 ⁵	132	131	✓

Service Access					
Objective	Measure	Target	Outcome 2022	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	80%	86%	86%	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i>	90%	66 99%	23 100%	✓
	# and % of families who report that	95%	8	5	✗

⁵ The total number of persons served is not entirely up to the organization and it can vary depending on external factors. We use this target as a projection, however it is subject to change. This indicator is not specifically intended to meet a target, but to indicate how many persons received the service during the reporting period.

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
	their family member is safe at <i>posAbilities</i>		67%	83%	
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	90%	62 93%	22 96%	✓
	# and % of families of persons served who report that staff members treat them with respect and courtesy	95%	12 92%	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%	60 88%	21 91%	✓
Enhance relationships and social circles	# and % of persons served who report that they are more connected to people in their community since they started working with <i>posAbilities</i>	75%	47 73%	17 74%	✗
	# and % of families who report that their family member gets along better with peers as a result of <i>posAbilities</i>	95%	7 78%	4 80%	✗
Enhance community-based resilience	# and % of persons served who report that staff members tell them about other services they can get	80%	56 88%	19 83%	✓
Promote self-determination and	# and % of persons served who report	90%	60	22	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
abilities to make their own decisions	they are able to make choices about their care		90%	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	90%	61 92%	20 91%	✓
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	64 97%	21 91%	✗

Key Findings:

- The FYE2023 survey results for Shared Living show that we met or exceeded all targets for effectiveness with significant improvements showing on several items.
- We met our target for service access in FYE2023, maintaining the previous year's level.
- In the area of input, we met 6 of 11 targets although it should be noted that only two scores in this section fell below 80% and 6 of 11 are above 90%.
- The most significant drop was seen on the item, “% of families of persons served who report that staff members treat them with respect and courtesy,” which scored 71%, down from 92% the previous year.
- 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:

- We will conduct a review of person served goals and communicate with persons served to ensure that we understand their preferences and requests.
- All contact with person served and families to continue to be professional, caring and supportive and timely follow-up will be initiated

with families expressing concerns.

- Furthermore, we will enhance our professional and personal understanding of individuality through online education modules including Active Support and Boundaries delivered through the Open Futures Learning (OFL) platform.
- Shared living Coordinators will review self-determination guidelines with Shared Living Contractors.
- Shared Living Coordinators will ensure that rights and responsibilities are reviewed according to posAbilities policies and procedures.
- In an effort to address general satisfaction, the Shared Living Manager and Shared Living Coordinators will interact with persons served to ensure that we are aware of areas where we can do better in supporting individuals to live flourishing lives.
- We will include positive stories of flourishing in team meetings and develop person centred strategies to enhance the lives of all Shared Living persons served.
- Finally, in order to increase survey response rates, we will explore offering in-person sessions for families with tech support, follow up with families after surveys are distributed to ask them to complete the survey, and exploring offering an incentive for families to complete the survey.

4.1.2 Supported Living Network

Program Overview:

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

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

The program provides support in the following areas:

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

Outcomes Data and Results:

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

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

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
resolution process					

Key Findings:

- In FYE2023, we met both Key Monitoring targets. This included a reduction in the number of aggressive incidents.

Efficiency					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Deliver support in the areas of daily life and self-care skills, home maintenance, and social integration through Supported Living Network service utilization	Number of persons served in SLN programs	85	99	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) ⁶	16	16	✗

Service Access					
Objective	Measure	Target	Outcome 2022	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%	67%	78%	✗

⁶ Although the target for this measure is a 10% increase, we consider it a satisfactory result if there is no decrease from the previous year.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 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 ⁷	90%	42 100%	35 92%	✓
	# and % of families who report that the services received at <i>posAbilities</i> make the person served better able to do the things they want to do	90%	7 100%	3 100%	✓
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i>	95%	43 98%	38 100%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	7 100%	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%	39 95%	33 89%	✓
Enhance overall wellbeing	# and % of persons served who report that their life is generally better since they started working with <i>posAbilities</i>	90%	41 95%	34 94%	✓
Assist persons served in meeting or making progress toward Person Centered Planning goals	% of total goals which were reported as partially achieved, achieved, or ongoing maintenance	85%	90%	88%	✓

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 SLN23 (overall satisfaction), and also to see if the number of persons served who report they would like to find work opportunities is correlated to the number of persons served who report they lack financial resources to do the things that are important to them.

Input					
Objective	Measure	Target	Outcome 2022	Outcome 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%	44 100%	34 92%	✗
	# and % of families who report that staff members at <i>posAbilities</i> treat them with respect and courtesy	90%	8 100%	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%	42 95%	34 89%	✗
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	8 100%	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>	90%	32 86%	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%	6 100%	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%	36 88%	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%	8 100%	3 100%	✓

Input					
Objective	Measure	Target	Outcome 2022	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%	34 85%	34 92%	✗
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	43 98%	38 100%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i>	95%	8 100%	3 100%	✓

Key Findings:

- We met 17 of 23 targets overall with only one; that for service access, falling short of 80%. It should be noted however, the score in this area has shown steady improvement; rising from 57% in FYE2021 to 67% in FYE2022 to 78% in FYE2023. We hope to continue to improve until we bring this score up to target.
- We had a slight increase in incidents involving aggression. The few aggressive incidents which occurred with SLN person served was generally in response to pandemic boredom, anxiety regarding staffing, changes in routine, potential future changes in living arrangements, etc.
- Of the 18 items in the effectiveness and input sections, although we fell short of target on 4 items, scores were still very high. Of those items, 9 scored 100%, 5 scored between 90% and 99%, and the remaining 4 scored between 87% and 89%.

Follow-up and Proposed Action:

- We will schedule a review of rights and responsibilities closer to the uSPEQ survey period to ensure more persons served recall the review.
- We will additionally provide small group (e.g. by region) in-person review for rights/responsibilities.
- Note that person served rights are being updated and revised and feedback is being sought from persons served.

- We may potentially reword objective to “provide education on rights”; removing “responsibilities” as rights are being updated for the organization as a whole.
- As with previous years, we continue our exploration of ways to increase survey response rates.
- In order to increase survey response rates,
- We will explore offering in-person sessions for families with tech support, follow up with families after surveys are distributed to ask them to complete the survey, and exploring offering an incentive for families to complete the survey.

4.1.3

Community Housing

Program Overview:

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

Outcomes Data and Results:

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

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Move persons served to more or less independent living arrangements according to changes in their needs ⁸	# of persons served that move to a more independent living arrangement	N/A ⁴	3	1	N/A
	# of persons served that move to a less independent living arrangement	N/A ⁴	4	5	N/A
Minimize the number of incidents involving verbal and physical aggression	# of aggressive incidents involving verbal and physical aggression to # of persons served	1.00	1.58	1.99	✗
Minimize the number of validated complaints that are processed through the formal complaint	# of validated complaints that are processed through the formal complaint resolution process	1	0	0	✓

⁸ Persons served are moved to more or less independent living arrangements according to their needs and desires. We are interested in tracking these re-arrangements and making sure placements respond to person served's needs and desires. However, this indicator is not specifically intended to meet a target. The rearrangement frequency is dependent on the changing needs of persons served.

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
resolution process					
Minimize the number of medical/treatment errors	# of medical/treatment errors to # of persons served	0.90	1.36	1.05	✗

Efficiency					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Promote service utilization through provision of staffed homes	Number of persons served in CH programs	80 ⁹	83	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) ¹⁰	121	120	✗

Key Findings:

- Although the number of aggressive incidents had decreased in FYE2022, they increased in FYE2023.
- The number of medication errors continues to decline, largely due to new systems put in place, but still remain over our target.
- The service utilization target of 80 represents the total number of available spaces in all *posAbilities* Community Housing Programs. The number of persons served in Community Housing programs fluctuates and depends on referrals from CLBC that are a good match for the available spaces. Temporary vacancies may also occur if a person served is in transition from one Community Housing program to another at the time the total vacancy snapshot is taken.

⁹ 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.

¹⁰ 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.

Service Access					
Objective	Measure	Target	Outcome 2022	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	90%	75%	67%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Have the ability to do the things that are important to the person served ¹¹	# and % of persons served who report that they can do the things they want to when they want to do them	90%	51 98%	54 87%	✗
	# and % of families who report that the services received at <i>posAbilities</i> make the person receiving services better able to do the things they want to do	90%	6 100%	7 88%	✗
Promote overall safety	# and % of persons receiving services who report feeling safe at <i>posAbilities</i>	95%	53 96%	64 100%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	9 82%	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%	93%	73%	✗

¹¹ 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 2022	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%	55 100%	63 98%	✓
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	90%	11 100%	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%	55 98%	63 97%	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	10 91%	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%	32 89%	44 92%	✓
Enhance Community-based Resilience	# and % of families who report that as a result of programs and services, their family member is better able to cope when things go wrong	80%	4 80%	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	95%	51 98%	62 95%	✓
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive	90%	8 100%	5 71%	✗

Input					
Objective	Measure	Target	Outcome 2022	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%	48 94%	61 97%	✓
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	52 96%	62 98%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i>	95%	9 82%	12 92%	✗

Key Findings:

- In FYE2023, we met 11 of 16 targets in the areas of effectiveness and input.
- Although we did not meet five targets, scores overall were high with four items scoring 100%, eight items scoring between 90% and 99%, two items scoring between 80% and 89%, and only two scoring below 80%.
- The two items scoring below 80% also showed a significant drop in scores. Those were “% of total goals which were reported as partially achieved, achieved, or ongoing maintenance,” which dropped from 93% to 73%, and the “# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive,” which dropped from 100% to 71%.
- As in previous years, the response rate for the family member survey remained low in FYE2023 so scores on the corresponding items should be viewed in that context.

Follow-up and Proposed Action:

- With respect to management of medication errors, four new strategies will be implemented:
 - A formal process will be created for new staff to shadow and orient on medications at each program before administering independently.
 - Programs will review medication procedures at staff meetings after medication errors have occurred.

- Program Team Leaders will ensure staff are easily able to access the E-Mar system at each program using program technology.
- A formal medication double check system for programs will be created and implemented.
- Efforts to reduce aggressive incidents will include:
 - Behaviour support plans for all persons served receiving behaviour supports will be reviewed quarterly at staff meetings.
 - Mandt Moments will be used in staff meetings to review relational aspects of the Mandt System quarterly and a process for their application will be created and implemented.
 - Person Served Group Meetings will be used to review safety related information in the programs with persons served.
- As with other programs, we will seek to reduce service access wait time by defining what a reasonable wait time is between referral and start date based on the particular needs/features of Community Housing programs.
- When an intake is completed, we will seek to set a reasonable start date with CLBC/Network/Program; and if this date is not met, ensure communication is maintained with stakeholders.
- In order to boost survey response rates, some strategies we will explore are offering in-person sessions for families with tech support, follow up with families after surveys are distributed to ask them to complete the survey, and exploring an incentive for families to complete the survey.

4.2 Community Integration

Program Overview:

posAbilities Community Integration Programs offer a wide range of social, recreational and learning opportunities. Person served are encouraged to pursue their interests and explore different program options. In addition to the variety this approach offers, 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 2022	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	0.4	0.09	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	0.03	0.00	✓

Key Findings:

- The file review revealed despite a slight increase, we have maintained our low level of aggressive incidents in FYE2023; meeting our target in this area. This continues to demonstrate our efforts, including regular training in relational skills, via the Mandt System, and positive behaviour support through our Behaviour Leads, as well as the focus on creating a rich and engaging quality of life for our persons served.
- We have also met targets in the other areas of key monitoring; minimizing complaints and minimizing medication errors.

Efficiency					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Promote service utilization through the provision of wide range of social, recreational and learning opportunities	Number of persons participating in Community Inclusion programs	186	211	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 2022	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	90%	13%	15%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Have the ability to do the things that are important to the person served ¹²	# and % of persons served who report that they can do the things they want to when they want to do them	90%	52 98%	54 89%	✗
	# and % of families who report that the service received at <i>posAbilities</i> make the person receiving services better able to do the things they want to do	90%	13 100%	9 82%	✗
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i>	95%	57 100%	61 98%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	15 100%	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%	89%	75%	✗

¹² We assume the lack of financial resources is a barrier to achieve certain outcomes such as engagement in community activities (either due to the cost of participating in the activities, or the cost of transportation to get to those activities). The lack of financial resources can also be a barrier to access employment and volunteer opportunities mainly due to the cost of transportation to get to the sites. We will track this indicator to analyze its relationship with CI21 (overall satisfaction), and also to see if the number of persons served who report they would like to find work opportunities is correlated to the number of persons served who report they lack financial resources to do the things that are important to them.

Key Findings:

- In FYE2023, we did not meet our target for service access, and met one of five targets in the area of effectiveness. We also saw declines in the scores on those five measures.

Input					
Objective	Measure	Target	Outcome 2022	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%	52 95%	57 92%	✗
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	90%	15 100%	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%	52 93%	56 90%	✗
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	14 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%	51 96%	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%	12 100%	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	95%	47 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%	12 86%	12 92%	✓
Provide education on rights and	# and % of persons served who report that	95%	54	57	✗

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
responsibilities	staff have reviewed rights and responsibilities with them in the last year		100%	92%	
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	52 100%	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%	14 100%	12 100%	✓

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

Key Findings:

- In the area of Input for FYE2023, we met or exceeded targets on six of eleven measures.
- On the five measures not meeting targets however, all were above 87%, three were above 90%. Targets on four of those five measures were raised for FYE2023.
- Eight scores in this section were above 90% overall and two of those items scored 100%.

Follow-up and Proposed Action:

- In terms of improving service access, each referral is unique. There is a matching process from when a referral is received, program visits are completed, fit is determined, and the person begins attending. These and other factors sometimes delay service in ways outside of our control. As with other service streams, we will seek to define what is a reasonable wait time is between referral and start date based on program needs. Then, when a person served intake is completed, a reasonable start date will be set with CLBC/Network/Program and if this date is not met, we will ensure communication is maintained with stakeholders.
- To address the areas of effectiveness and input, we will continue to create plans with persons served so that they are a part each step of the planning process.
- We will create “memory books” of activities or things persons served have done with the program to act as a reminder of things and a tangible artifact for families and other stakeholders to view.
- We will also standardize discovery tools across the organization that can be used as part of the person-centered planning process.

- Finally, we will create better understanding amongst our teams that CI programs need to focus on activities that follow their mandates.
- To ensure persons served continue to be aware of their rights, we will create opportunities of education involving self-determining areas of life for both persons served and families.
- Persons served rights documents are being updated and revised and feedback is being sought from persons served.
- To increase survey response rates, we will explore offering in-person sessions for families with tech support, follow up with families after surveys are distributed to ask them to complete the survey, and explore offering an incentive for families to complete the survey.

4.3 Building Caring Communities

Program Overview:

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

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

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

Outcomes Data and Results:

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

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 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 2022	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 ¹³	40	84	63	✓
Maintain full caseloads for each Community Connector FTE	# of participants/Community Connector FTE	10.0	12.0	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) ¹⁴	3	3	✗

Service Access					
Objective	Measure	Target	Outcome 2022	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%	98%	100%	✓

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

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Have the ability to do the things that are	# and % of persons receiving services	90%	3	2	✓

¹³ 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.

¹⁴ Although the target for this measure is a 10% increase, we consider it a satisfactory result if there is no decrease from the previous year.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
important to persons served	who report that they can do the things they want to when they want to do them		100%	100%	
	# and % of families who report that the services received at <i>posAbilities</i> make the person receiving services better able to do the things they want to do	90%	1 100%	N/A ¹⁵	
Promote overall safety	# and % of persons receiving services who report feeling safe at <i>posAbilities</i>	90%	3 100%	2 100%	✓
Increase the number of “community introductions”	Average #/participant of new places, groups and people that participants have explored with a Connector	7	9	7	✓
Increase the number of "community connections”	Average #/participant of places, groups and people that participants have returned to consistently, without a Connector	3	5	3	✓
Increase the number of "community contributions”	Average #/participant of places, groups and people where participants are recognized and valued for what they have to offer	2	3	2	✓
Increase the number of people (who are not family or existing paid support staff) and resources in Participants' network of support	% change in the average number of people (who are not family or existing paid support staff) and resources in Participants' network of support	30%	32%	0.0%	✓

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

¹⁵ There were no responses to the Family Member Survey from families of persons served by BCC in FYE2023.

Input					
Objective	Measure	Target	Outcome 2022	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%	3 100%	2 100%	✓
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	95%	1 100%	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	90%	3 100%	2 100%	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family members	95%	1 100%	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%	3 100%	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	85%	1 100%	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	95%	3 100%	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%	1 100%	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	90%	3 100%	2 100%	✓
Maximize overall satisfaction with	# and % of persons served who report	95%	3	2	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
service	they are happy with the services they get		100%	100%	
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i>	95%	1 100%	N/A	

Key Findings:

- In FYE2023, the survey response rates for persons served by BCC remained very low and we did not receive survey responses from family members. In light of this, we do not plan to take any specific actions based on the outcomes for effectiveness and input although scores on the surveys we received were positive.

Follow-up and Proposed Action:

- We will also solicit support from both our Community Engagement Team and the Building Caring Communities Team to explore ways to elicit a more robust survey response from persons served by BCC as well as their family members. This will continue to be our primary focus for this service stream.
- To increase survey response rates, we will explore offering in-person sessions for families with tech support, follow up with families after surveys are distributed to ask them to complete the survey, and explore offering an incentive for families to complete the survey.

4.4 Explore

Program Overview:

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

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

Outcomes Data and Results:

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

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 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 2022	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 ¹⁶	40	56	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) ¹⁷	3	2	✗

Service Access					
Objective	Measure	Target	Outcome 2022	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%	100%	✓

Effectiveness					
Objective	Measure	Target	Outcome 2022	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%	3 100%	6 100%	✓

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 2022	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%	4 100%	N/A	
Promote overall safety	# and % of persons receiving services who report feeling safe at <i>posAbilities</i>	90%	3 100%	6 86%	✗

Input					
Objective	Measure	Target	Outcome 2022	Outcome 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%	3 100%	8 100%	✓
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	95%	4 100%	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	90%	3 100%	7 88%	✗
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family members	95%	4 100%	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%	2 67%	6 86%	✗
Enhance Community-based Resilience	# and % of families who report that as a result of programs and services, their family member is better able to cope when things go wrong	85%	2 67%	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%	3 100%	6 86%	✓
	# and % of families who report that their family member has the opportunity to provide input	90%	4 100%	N/A	

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
	regarding the programs and services they receive				
Provide education on rights and responsibilities	# and % of persons served who report that staff have reviewed rights and responsibilities with them in the last year	90%	3 100%	6 86%	✗
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	3 100%	6 100%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i>	95%	4 100%	N/A	

Key Findings:

- In FYE2022, similarly to BCC, the survey response rates for persons served by Explore were very low and we y did not receive survey responses from family members.

Follow-up and Proposed Action:

- Similar to Building Caring Communities, with Explore, we have insufficient data with which to direct our efforts in increasing satisfaction. Our first priority in the coming year will be to examine ways to increase survey response rates for both family members and persons served.
- To increase survey response rates, we will explore offering in-person sessions for families with tech support, follow up with families after surveys are distributed to ask them to complete the survey, and explore offering an incentive for families to complete the survey.

4.5 Employment Services

Program Overview:

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

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

Survey 2022-23: Community Employers

RESPONDENTS	11 of 84 (13% response rate)
SURVEY METHOD	Employer Surveys are distributed by email.
OBJECTIVE	To increase positive responses in each domain each year.

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

Outcomes Data and Results:

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

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	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 2022	Outcome 2023	Target Achieved
Provide assistance to prepare for, secure, and maintain competitive employment	Number of persons receiving employment services	200	378	397	✓
Maintain length of time between start of job search and first job placement	Average # of months between start of job search and first job placement	3.5	2.7	2.3	✓
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) ¹⁸	8	8	✗

Service Access					
Objective	Measure	Target	Outcome 2022	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%	99%	100%	✓

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

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Increase the number of persons served who are employed	# of job placements secured	90	97	87	✗
	# of job placements sustained for 6 months or more	45	49	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%	13 87%	14 88%	✗
	# and % of persons served who reported that they get training at their job	80%	14 93%	15 94%	✓
	# and % of persons served who report that they have friends where they work	80%	12 80%	13 81%	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 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%	15 100%	16 100%	✓
	# and % of families who report that staff members treat them with respect and courtesy	95%	17 100%	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%	15 100%	16 100%	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	16 89%	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	90%	15 100%	16 100%	✓
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	90%	14 93%	15 94%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family	95%	17 90%	11 100%	✓

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
	member receives at <i>posAbilities</i>				

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

Key Findings:

- In FYE2023, the *posAbilities* Employment service met all of our targets for key monitoring and efficiency with the exception of staff retention. However, as noted, we consider the result satisfactory as we did not see any decrease.
- Notable was for the third consecutive year, there was a decrease in the average number of months between the start of job search and first job placement; demonstrating the continuous efforts by the Employment Service to improve in this area.
- We continue to provide excellent service access as shown by our 100% score in this area.
- In the areas of effectiveness and input, we met eight of twelve targets.
- We saw a slight decline in both job placements secured and placements retained from six months or more.
- We also fell short with respect to the % of persons served who report that, “they like where they work”. However, the score is up 1% from last year to 88% and is only slightly below the 90% target.
- In the area of input, six of seven scores were 90% or above and five of those were 100%.
- The one measure in this section where we fell short on was for the % of families who report that, “staff at *posAbilities* pay attention to what they say regarding their family member,” which, at 89% again this year, was only 1% below target.
- Several targets in this area were raised for FYE2023.

Follow-up and Proposed Action:

- The main focus in the coming year will continue to be exploring strategies for increasing overall survey response rates; and in particular employer survey response rates.
- With respect to the employer survey, we will have our employment specialists inform employers about the feedback survey on a rolling basis at a fixed point during the service period. The survey results will still be collected and evaluated independently by the Quality Assurance team to ensure anonymity.
- We will also explore an incentive or reward for completion of the employer survey.
- With respect to family and person served surveys, we will analyze response rates and correlation to survey method and potentially change the number of surveys that are either emailed or administered via phone.

4.6 Laurel Behaviour Support Services

Program Overview:

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

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

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

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Provide behaviour support services	Number of children (over 6 years old) served through MCFD funded services	400	428	432	✓
	Number of children (0-19 years old) served through private contracts	50	89	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	11	11	✓
Provide Sexual Health Education	Number of individuals (all ages) provided with sexual health education through private and government contracts	10	6	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	8	4	N/A

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	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 2022	Outcome 2023	Target Achieved
Provide direct service	% of total hours used towards direct service	70%	72%	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) ¹⁹	10% increase	16	19	✓

Service Access					
Objective	Measure	Target	Outcome 2022	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%	95%	91%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2022	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%	57%	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%	94%	97%	✓

¹⁹ Although the target for this measure is a 10% increase, we consider it a satisfactory result if there is no decrease from the previous year.

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Maximize behaviour plan outcomes	% of stakeholders that report that they saw an overall improvement in the person served's behaviour (reduction of challenging behaviour and increase in adaptive skills) as a result of the service	80%	84%	94%	✓

To provide some additional context to the reporting on goals/progress and behaviour plan outcomes, in FYE2023, we also looked at behaviour plan outcomes by stage of service. Stages of service are as follows: stage 1 Intake and Assessment, Stage 2 Plan Implementation, Stage 3 Monitoring, and Stage 4 End of Service.

Effectiveness – by stage of service					
Objective	Measure	Outcome 2023 – Stage 1	Outcome 2023 – Stage 2	Outcome 2023 – Stage 3	Outcome 2023 – Stage 4
Maximize behaviour plan outcomes	% of stakeholders that report that they saw an overall improvement in the person served's behaviour (reduction of challenging behaviour and increase in adaptive skills) as a result of the service	91%	94%	100%	100%

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Communication	% of stakeholders that report the consultant's communication skills (oral and written) met their needs	80%	92%	95%	✓
Reliability and accountability	% of stakeholders that report the consultant demonstrated reliability and accountability	80%	92%	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%	88%	93%	✓
Ethical and respectful behaviour	% of stakeholders that report the consultant displayed	80%	95%	96%	✓

	confidentiality, sound judgement, flexibility, empathy, and respect in all interactions				
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Key Findings:

- In FYE2022, LBSS met five of seven monitoring targets.
- In the area of efficiency, we did not meet our target for direct service provision but met the target for staff retention.
- Our result for service access while high at 91%, were below a newly increased target (95%) 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 although we did have a significant increase in this area; from 57% to 73%, only slightly below the 75% target.
- LBSS continues to use a custom survey to collect stakeholder input. We continue to score well in this area with all scores above target and with little change from the previous year.

Follow-up and Proposed Action:

- With respect to behaviour plan outcomes, our services use a mediator service model: we work directly with parents or significant others to effect change by implementing behavior support plans. Many families and teams experience barriers such as mental and other health concerns, marital strain, financial stress, lack of time, lack of staffing in adult resources, etc. These factors are beyond the scope of our work, and they impact behaviour outcomes. We continued to work with our funding bodies to advocate for additional wrap-around services to support families and teams and improved our outcome from the previous year.
- With respect to goal and goal progress outcomes, we intend to overhaul our process of capturing this information with the transition to a new database system, Sharevision Version 4. We included the stage of service this year to provide more context to the goal reporting. While scores are high through all stages, we see an increase with plan outcomes as service progresses.

4.7 Laurel Behaviour Support Services - Training

Program Overview

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

Outcomes Data and Results:

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

Key Monitoring Items					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Obtain funding for delivery of PEERS and LINK training ²⁰	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	12	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 ²¹	4	1	3	✗

²⁰ New objective for FYE2022

²¹ New measure for FYE2022

Service Access					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Maximize participants per training event ²²	Average # of participants/capacity of session X 100%	80%	63%	73%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Improve PEERS training participant test scores ²³	Average % improvement between pre and post test score	60%	62%	32%	✗

Input					
Objective	Measure	Target	Outcome 2022	Outcome 2023	Target Achieved
Maximize satisfaction ²⁴	% of participants reporting they were satisfied or very satisfied that the workshop met their expectations	90%	100%	93%	✓

Key Findings:

- In FYE2023, we offered a greatly increased number of capacity building trainings across different regions to various groups of professionals and internal teams, significantly exceeding the target we had set for ourselves.
- We offered 4 PEERS groups this year. Given the composition of the group, in order to optimize learning, we made significant adaptations to the content. Some participants also did not have their social coaches attend with them. These factors led fewer participants to complete the pre-post assessments, resulting in low below-target scores.

²² New objective for FYE2022

²³ New objective for FYE2022

²⁴ New objective for FYE2022

Follow-up and Proposed Action:

- Although we were not able to offer as many trainings as anticipated in some categories in FYE2023, we made some improvements in terms of maximizing attendance at the sessions held and will continue to deploy those strategies. There are occasions when training sessions are offered but then cancelled due to lack of interest. We will continue to offer as many external training programs as possible.
- We also continue to explore available grants to support delivery of training programs to both professionals and families/community members.

5. POSABILITIES EMPLOYEES: OUTCOMES DATA AND RESULTS

Survey Results: *posAbilities*' Employees

Satisfaction Survey December 2022²⁵ Employee Climate:

RESPONDENTS	274 of 497 surveys distributed for a response rate of 55%
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:	46.4%	Team Leader/Coordinator/Clinical Supervisor/Assistant Clinical Manager:	8.8%
Casual Direct Support Staff:	15.2%	Manager/Director:	5.6%
Senior Support Worker:	9.2%	Admin/HR/Accounting Staff:	5.2%
Behaviour Consultant:	9.6%		

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	2022	Benchmark	2021	2020
A.1	Aware of organization's mission	98.9%	97.7%	98.5%	98.3%
G.4	Understand job responsibilities	98.8%	96.5%	100.0%	99.7%
F.1	Workplace is safe	96.9%	91.4%	95.2%	91.3%
F.3	Health/safety reviewed regularly	96.9%	Not available	98.1%	94.1%
G.7	Clear about roles/ responsibilities	96.9%	90.0%	98.1%	96.5%

²⁵ Note that the Employee Climate Survey is administered in November of each year. Thus, the survey data for FYE2023 comes from the survey administered in November 2022.

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

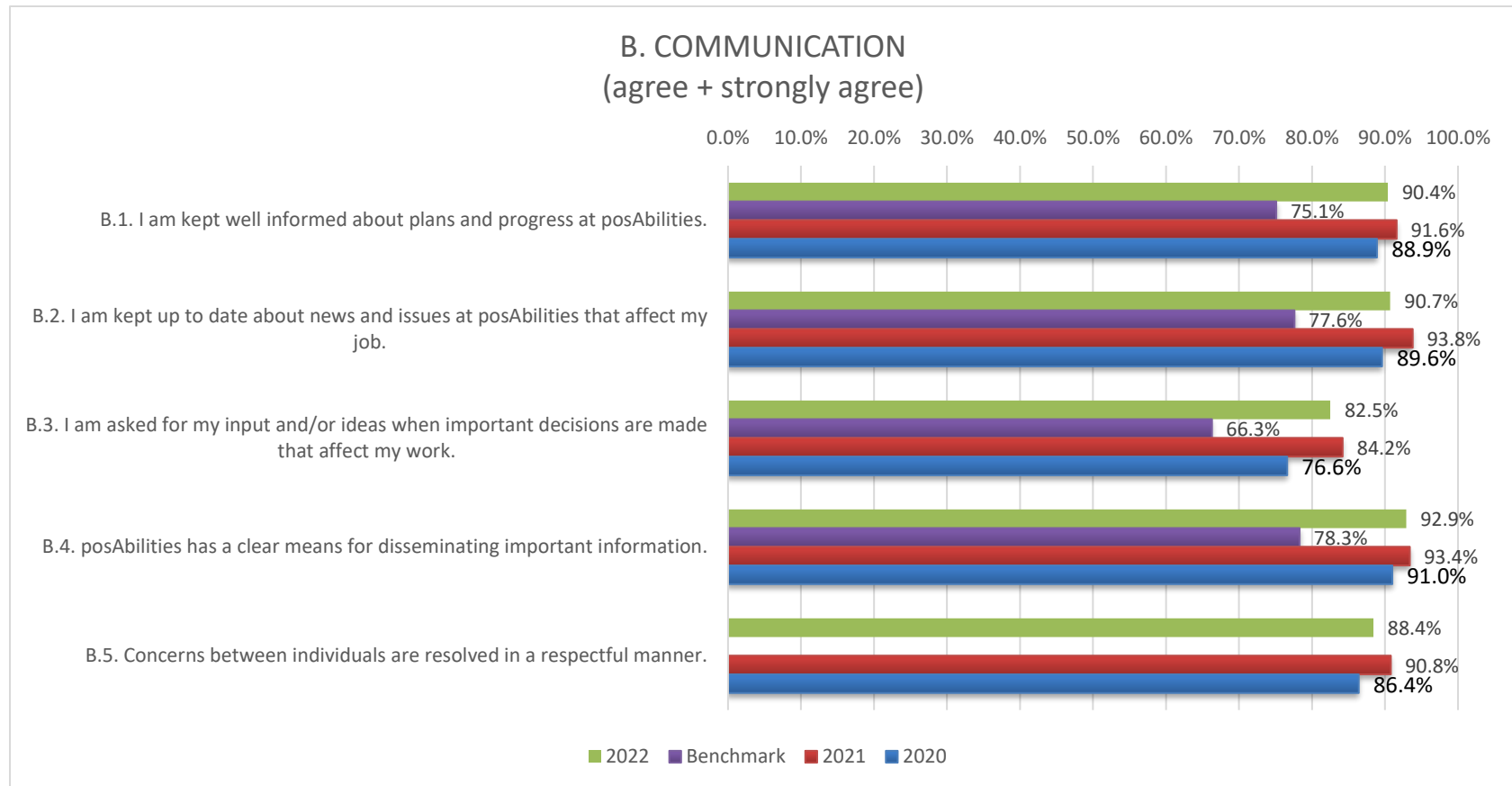
Question #	Question	2022	Benchmark	2021	2020
H.1	Paid fairly for work	62.5%	60.1%	72.9%	71.8%
H.2	Satisfied with benefit package	63.6%	78.0%	68.9%	66.9%
H.6	Recognition of high performing staff	79.2%	66.7%	79.7%	78.4%
H.5	Staff promoted on merits	81.0%	63.1%	77.2%	77.8%
B.3	Asked for input on job decisions	82.5%	66.3%	84.2%	76.7%

Employee Climate Survey Results by Category:

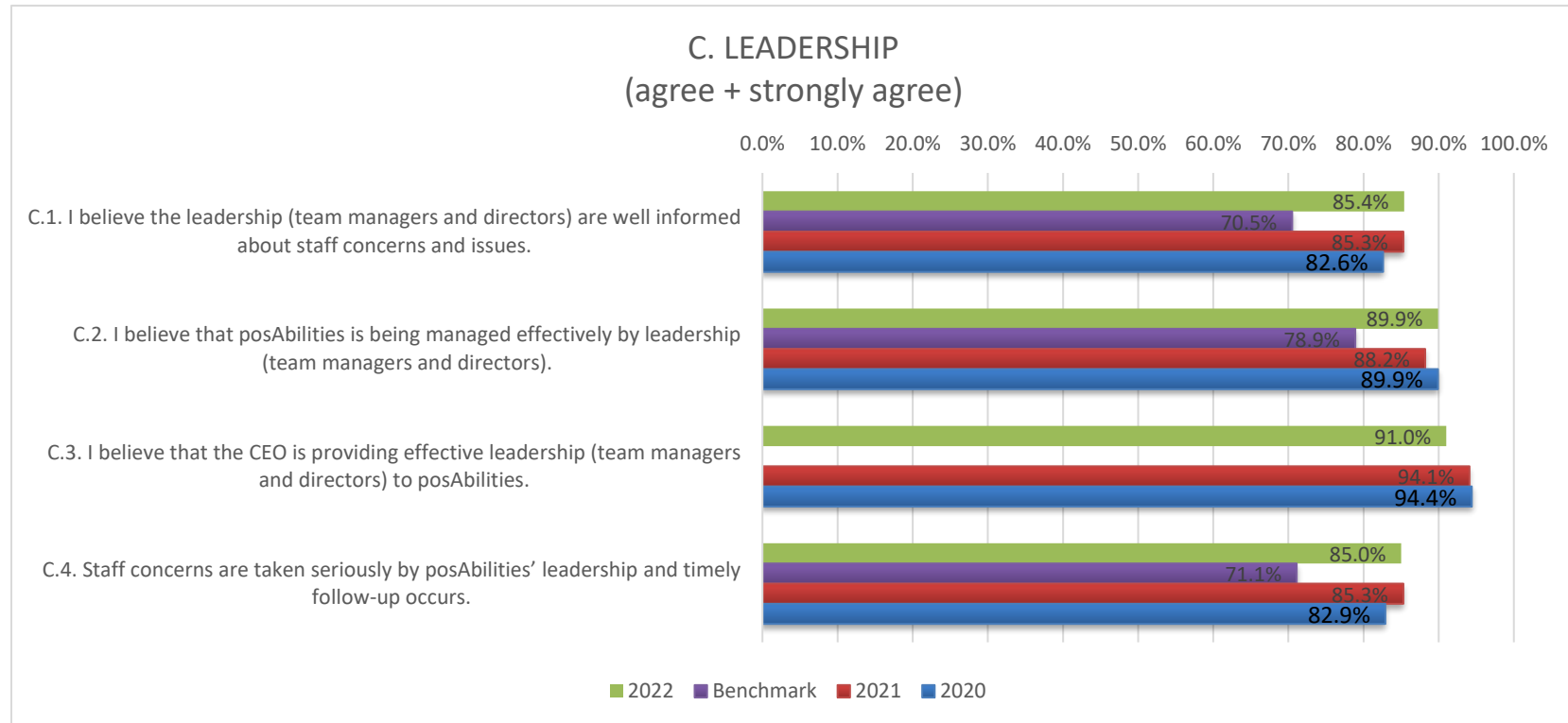
A. Organizational Climate



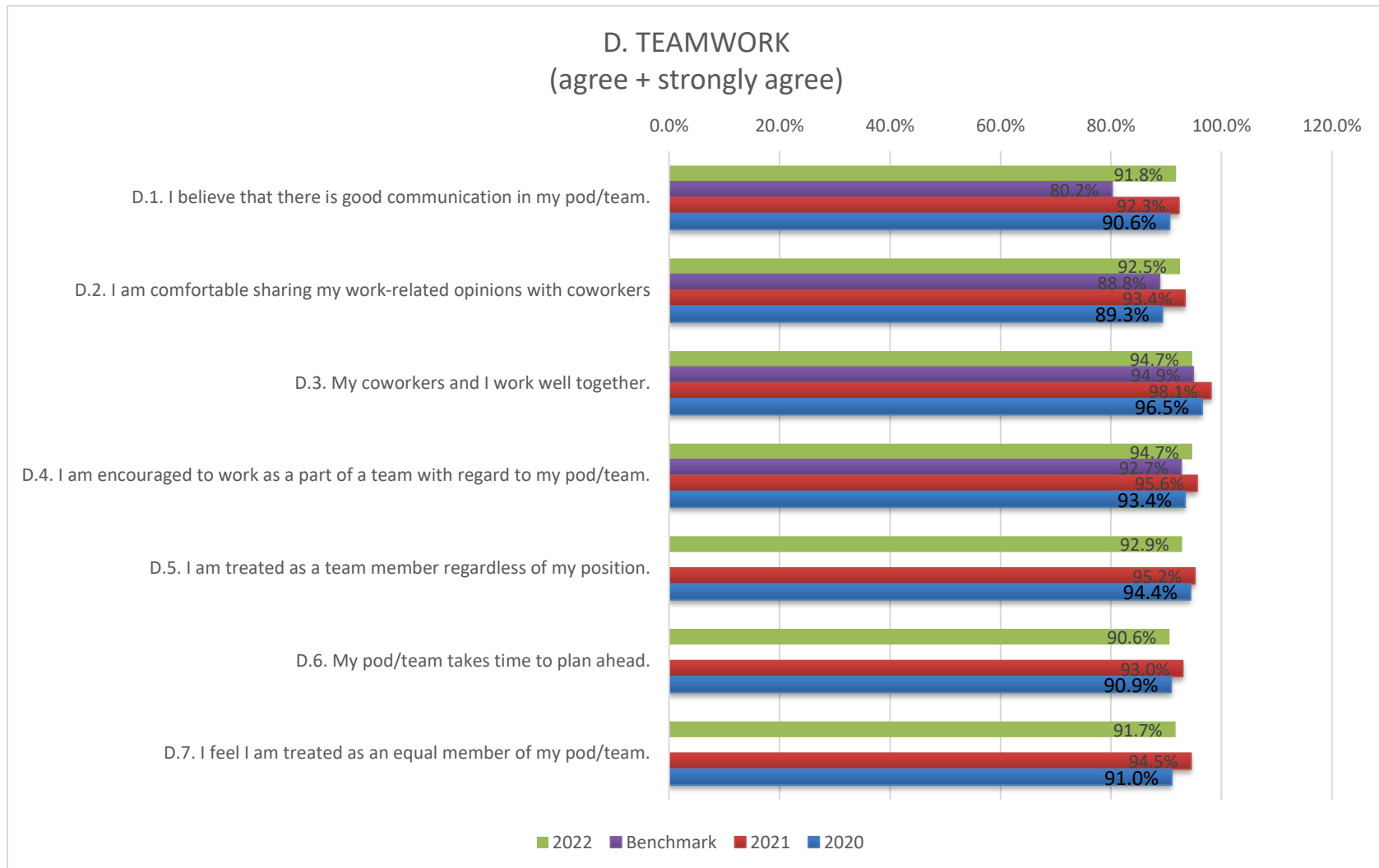
B. Communication



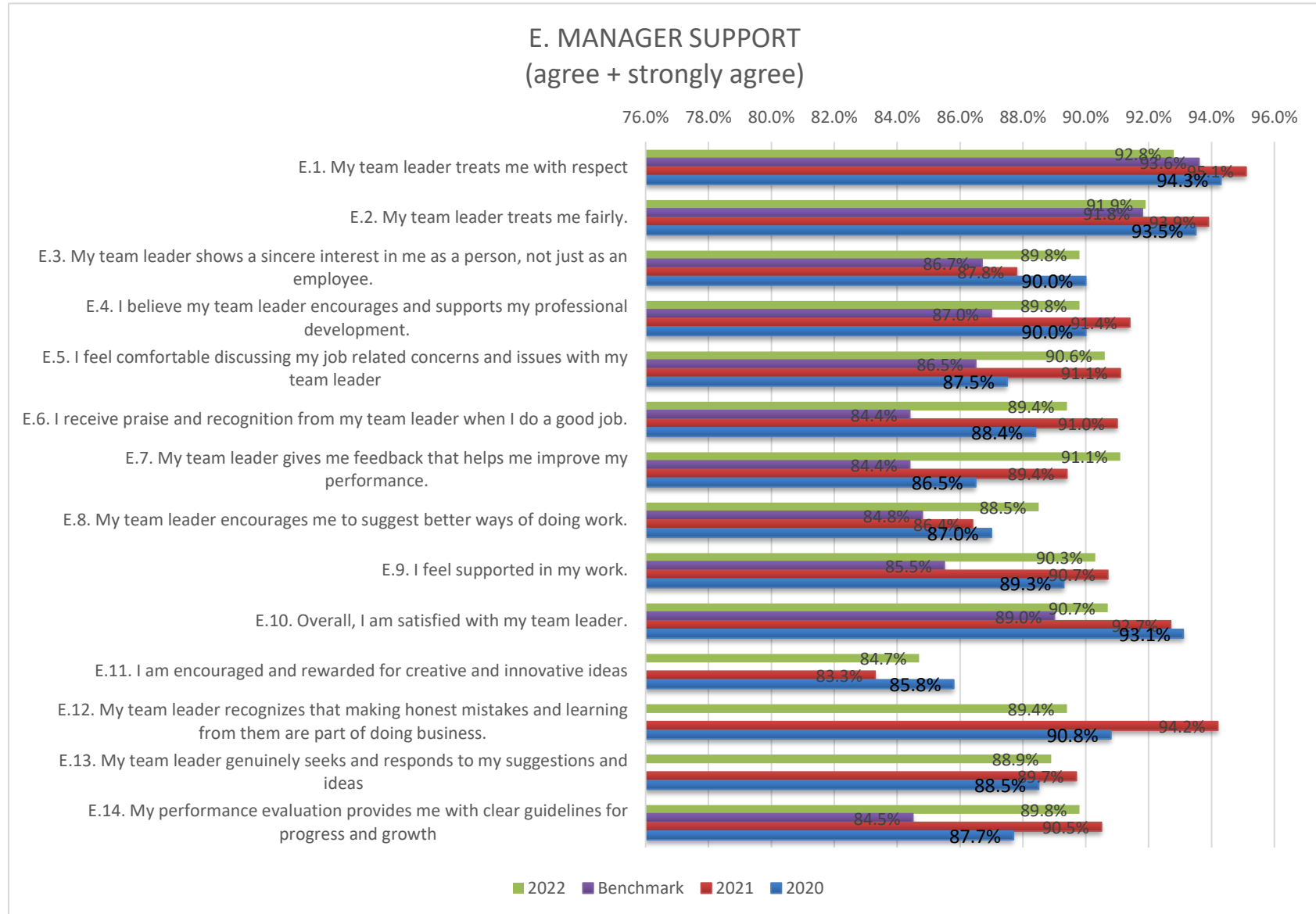
C. Leadership



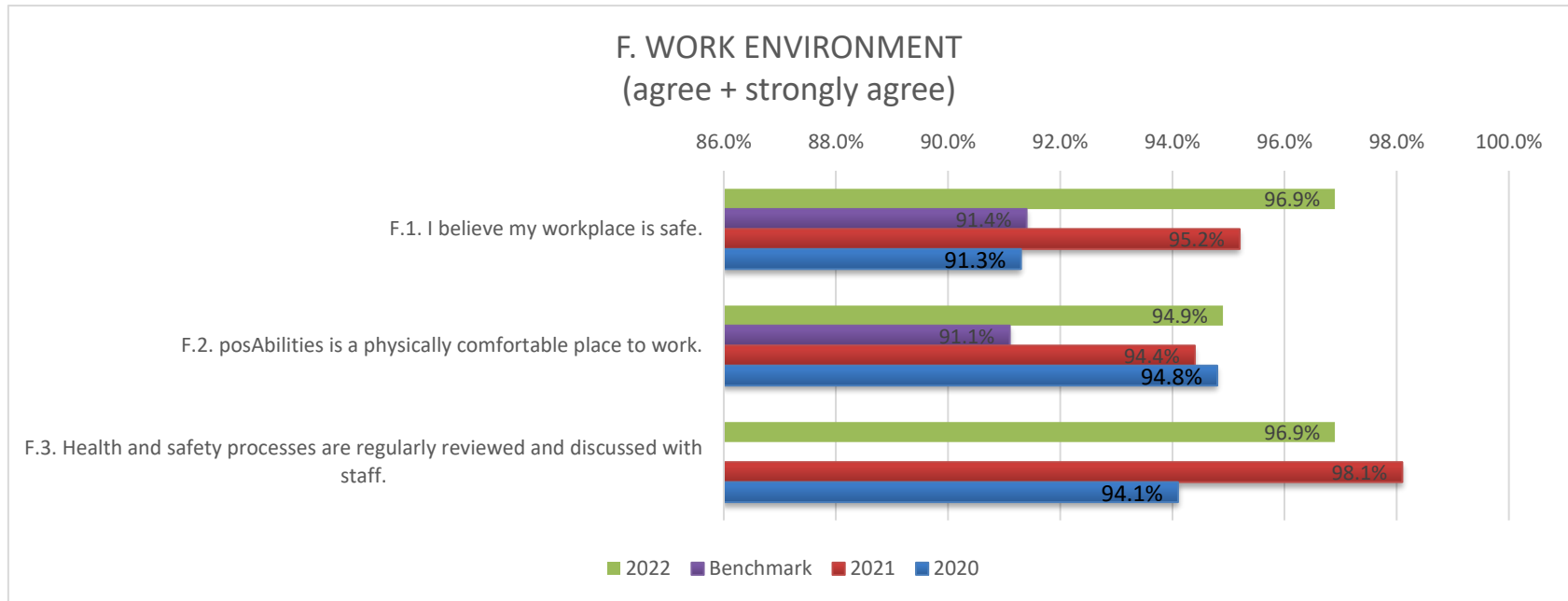
D. Workgroup



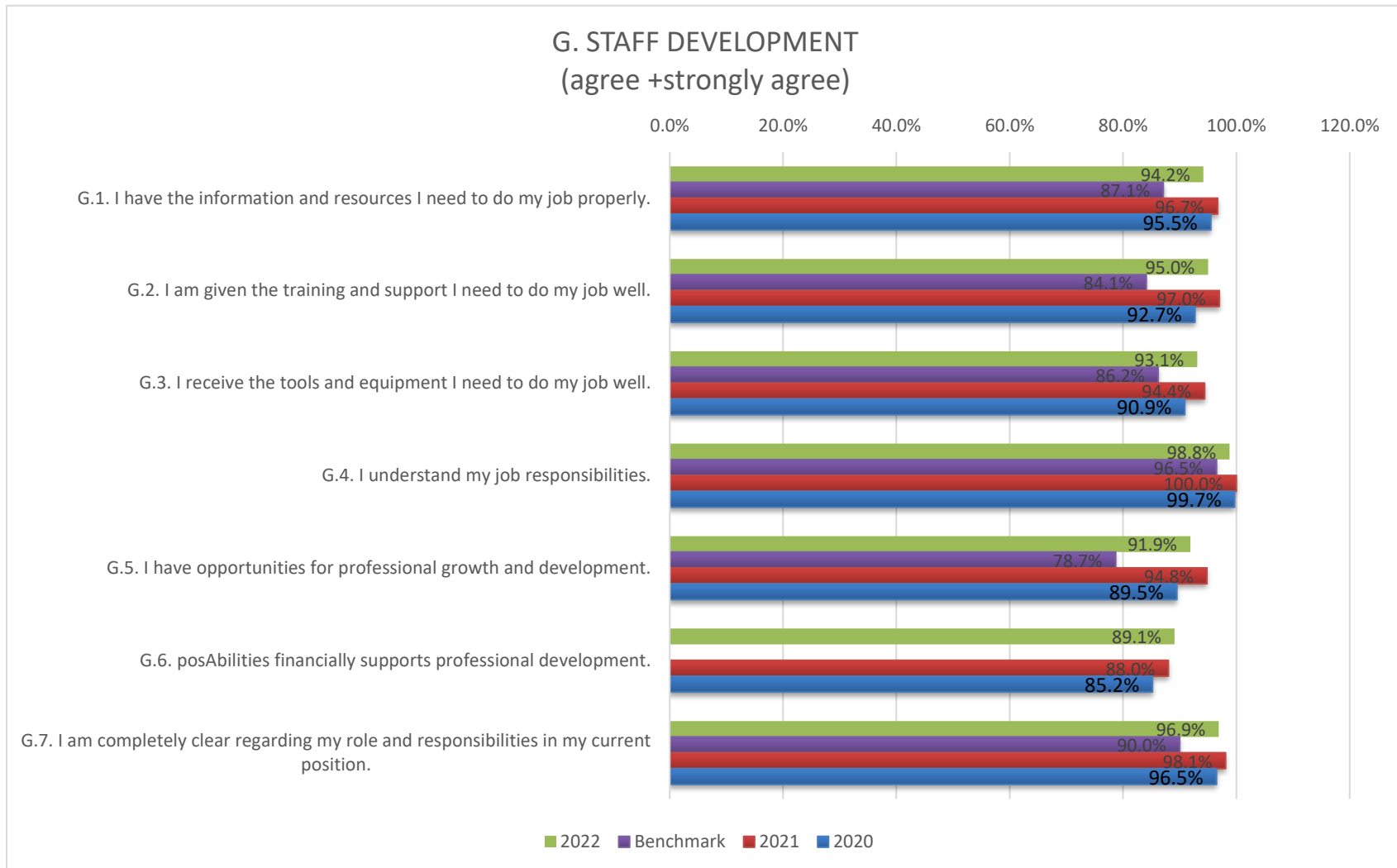
E. Manager Support



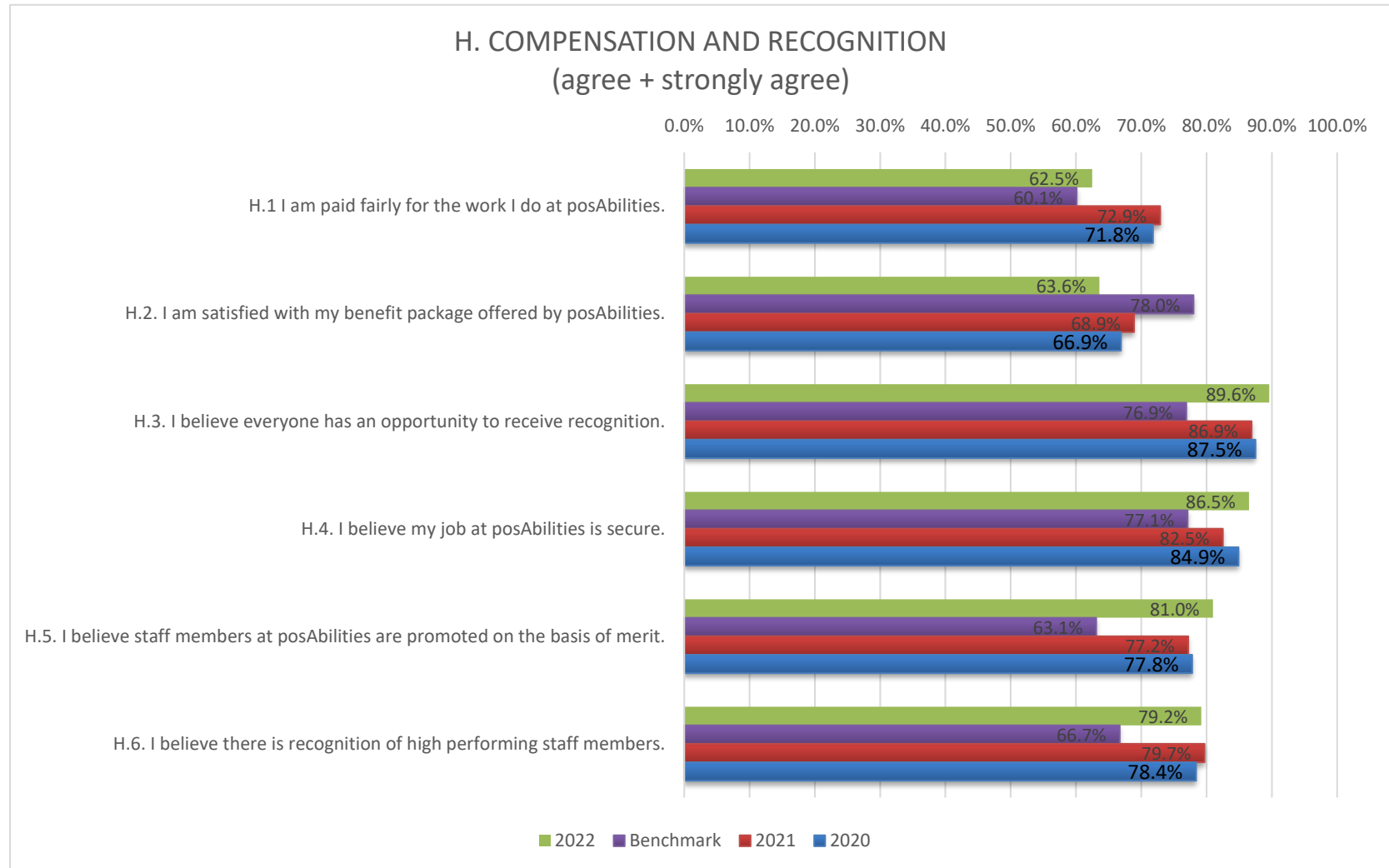
F. Staff Support/Environment



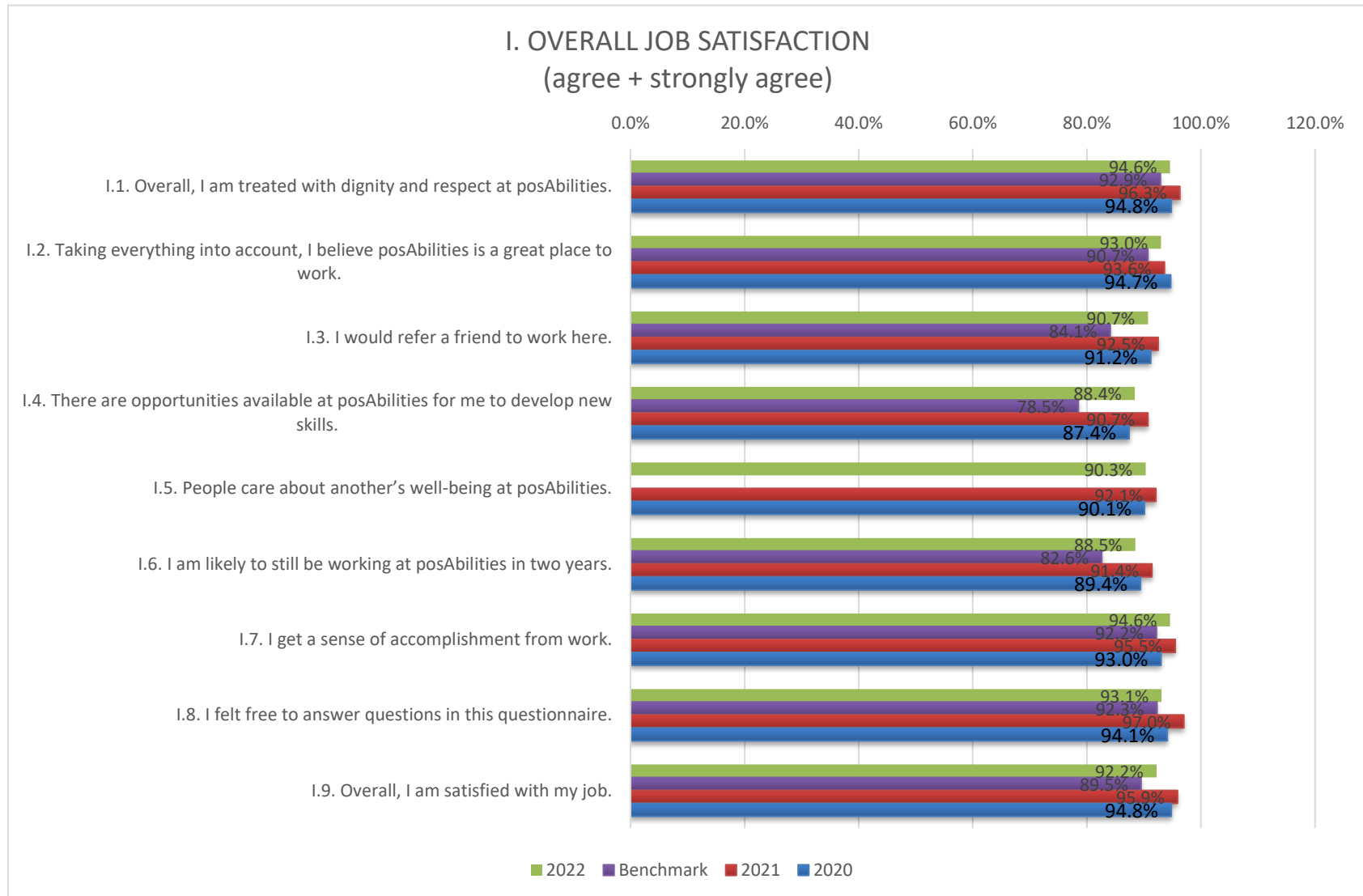
G. Staff Development



H. Compensation and Recognition



I. Overall Job Satisfaction



CUSTOM ITEMS 2022 - GENERAL	Agree + Strongly Agree
1. My senior support worker treats me with respect.	94.6%
2. My senior support worker treats me fairly.	94.1%
3. My senior support worker shows a sincere interest in me as a person, not just as a team member.	91.6%
4. I believe my senior support worker encourages and supports my professional development.	92.1%
5. I feel comfortable discussing my job-related concerns and issues with my senior support worker.	91.0%
6. I receive praise and recognition from my senior support worker when I do a good job.	91.4%
7. My senior support worker gives me feedback that helps me improve my performance.	89.9%
8. My senior support worker encourages me to suggest better ways of doing work.	89.9%
9. I feel supported by my senior support worker.	91.4%
10. Overall, I am satisfied with my senior support worker or assistant supervisor.	90.4%
11. My senior support worker/assistant supervisor recognizes that making mistakes is part of doing business.	92.5%
12. My senior support worker or assistant supervisor genuinely seeks and responds to my suggestions and ideas.	91.2%
13. I find the weekly staff e-news informative.	86.9%
14. I regularly read the <i>posAbilities</i> blog in the weekly e-news or on the website.	58.0%
15. I regularly read <i>posAbilities'</i> quarterly newsletter "Imagine!"	68.3%
16. I regularly visit <i>posAbilities.ca</i> for news and resources.	55.2%
17. I regularly visit <i>posAbilities'</i> social media sites.	46.7%
18. I know how to use the family support inquiry form on Sharevision to make a referral to <i>posAbilities'</i> Community Engagement Department.	63.1%
19. I regularly read the People of <i>posAbilities</i> (POP) newsletter.	60.7%
20. I have had the opportunity to participate in at least one team building experience this year.	75.6%
21. I know where to find <i>posAbilities'</i> Quality Improvement Plans.	74.1%
22. I am familiar with <i>posAbilities'</i> Quality Improvement Plans.	69.3%
23. The Person-Centered Training is beneficial to the work I do.	90.2%
24. The Positive Behaviour Support Training has been beneficial to the work I do.	90.1%
25. I know where to find information about <i>posAbilities'</i> Diversity and Inclusion initiatives.	84.1%
26. One or more of <i>posAbilities'</i> Diversity and Inclusion initiatives has been beneficial to me or my team.	72.8%
27. I know where to find free resources to support my learning about diversity and inclusion.	85.0%

CUSTOM ITEMS 2022 - GENERAL	Agree + Strongly Agree
28. One or more of <i>posAbilities</i> ' employee wellness initiatives have been beneficial to me.	78.7%
29. I am familiar with the Wellness Initiative "Lifeworks".	90.0%
30. I am familiar with the Wellness initiative "Lifespeak".	81.4%
31. I am familiar with the Wellness initiative "iGrow".	85.3%

CUSTOM ITEMS 2022 - BENEFITS	Satisfied + Very Satisfied
1. Please rate your satisfaction with <i>posAbilities</i> ' dental care plan.	75.2%
2. Please rate your satisfaction with <i>posAbilities</i> ' vision care plan.	67.1%
3. Please rate your satisfaction with <i>posAbilities</i> ' paramedical practitioner coverage.	66.8%
4. Please rate your satisfaction with <i>posAbilities</i> ' drug plan coverage.	66.2%

CUSTOM ITEMS 2022 – COVID-19 RESPONSE	NO	YES
1. I feel adequate workplace safety protocols have been put in place to minimize risk of transmission.	3.5%	96.5%
2. I understand the safety protocols that have been and continue to be implemented to prevent COVID19.	0.4%	99.6%
3. I know where to find COVID-19 information specific to my program.	2.3%	97.7%

CUSTOM ITEMS 2022 – THE 12 STRETCHES ²⁶	NO	YES
1. I know where to find information on the 12 Stretches in Sharevision.	20.5%	79.5%
2. know a few of the 12 Stretches without having to look them up.	36.3%	63.7%
3. I have been involved in a conversation where one or more of the 12 Stretches were discussed/explored.	40.2%	59.8%
4. I have been part of a situation where the 12 Stretches were part of the decision-making process.	54.1%	45.9%

²⁶ New custom item category for 2022.

CUSTOM ITEMS 2022 – VALUES ²⁷	I DID NOT KNOW ANY OF THEM	I KNEW SOME OF THEM	I KNEW ALL OF THEM
1. I knew <i>posAbilities</i> ' values without having to read them above.	2.3%	50.8%	46.9%

CUSTOM ITEMS 2022 – VALUES	ALMOST NEVER	RARELY	SOMETIMES	OFTEN
2. <i>posAbilities</i> lives its values.	0.4%	2.0%	17.6%	80.0%

CUSTOM ITEMS 2022 – VALUES	NO	YES
3. I have been part of a situation where <i>posAbilities</i> ' values were used to help with decision-making.	24.2%	75.8%

CUSTOM ITEMS 2022 – VALUES	NOT AT ALL	NOT REALLY	SOMEWHAT	COMPLETELY
4. My personal values align with <i>posAbilities</i> ' values.	1.6%	3.1%	31.6%	63.7%

CUSTOM ITEMS 2022 – VALUES	ALMOST NEVER	RARELY	SOMETIMES	OFTEN
5. I encounter beauty at work.	2.4%	9.8%	45.5%	42.4%
6. I have profound moments of connection at work.	1.6%	5.9%	39.6%	52.9%
7. I laugh at work every day.	2.0%	9.4%	37.6%	51.0%
8. I think I am making a difference at work.	1.6%	3.1%	31.9%	63.4%
9. My work is joyful.	2.0%	4.7%	43.9%	49.4%
10. This work allows me to bring my whole self to work.	2.7%	5.5%	36.7%	55.1%
11. This work feeds my need to bring value to the world.	3.1%	3.9%	31.0%	62.0%
12. This work has made me a better person.	2.4%	2.4%	29.9%	65.4%

posAbilities uSPEQ® 2022 Employee Climate Survey:

²⁷ New custom item category for 2022.

A Co-Designed Quality Improvement Response

Introduction

We have had the opportunity to work on and conclude six of the eight Quality Improvement Plan items we had set out to do in the last cycle. These items addressed the year's lowest areas of satisfaction excepting sector negotiated compensation and benefits. The eight action items fell into three themes:

- I. Access to Information Technology (IT) and Internet Connectivity (4 items)
- II. Supports for Mobile Employees (1 item)
- III. Professional Development and Training Opportunities (3 items)

Under Theme I, the proposed Tech Talks lunch and learn initiative is discontinued. Our IT Consultant has planned site visits to address the most common problem arising in the field, which is cable stability.

One item is still in progress: upgrading the intranet to ShareVision version four (SV4).

Other items such as reviewing all programs for internet speed and connectivity, upgrading equipment, and speeding up SV processing by archiving data, were implemented and are part of an ongoing process.

Theme II: Support for mobile workers in the Okanagan is complete.

Theme III: These items are also largely complete. Indigenous Culture and Sensitivity training was offered to leadership; stakeholders have participated in the sector's annual conference hosted by Inclusion BC; and the Communications Roadshow was concluded, with insights mined and put into action.

Quality Improvement Planning

This year's Quality Improvement Plan (QIP) development process is different from other years. With similar survey results in 2022, a new *Collective Agreement* in place, and consultation with employees, persons served and families taking place throughout the autumn to facilitate our Strategic Planning process (October-December, 2022), a meeting with all program representatives to develop a new Quality Improvement Plan is not planned for this fiscal year.

In previous years, we collected additional ideas for improvement based on the lowest scoring items in the survey (those below 80%

satisfaction levels.) There are only three indicators in this category (H5, H6 and B3), these pertain to compensation and benefits, and are determined through collective bargaining. The latter item is about the recognition of high performance (79.2% satisfaction) which very nearly met the 80% threshold.

We plan to return to co-designing our response next year, when we reflect on the data from our 2023 ECS. If satisfaction levels remain high, we may not have many, if any indicators falling below 80% satisfaction. If that is the case, we can celebrate! We will also consider raising the bar to 85% or even 90% satisfaction level in order to reveal areas in which to focus our quality improvement efforts.

Proposed Quality Improvement Plan 2022

This plan documents specific and measurable actions that we have the capacity to undertake and that we believe will make a positive difference to our employees' lives at work. Two quality improvement measures will continue, as they address the concerns raised in 2021 and are not yet complete:

I. Access to Information Technology (IT) and Internet Connectivity

ShareVision Version 4 (SV4) implementation is underway. We anticipate a "Go Live" date by year end. The Administration and Information Technology departments are currently working on system/server upgrades to increase computer and WIFI processing speeds, which will save our employees time and resolve concerns they have expressed.

In addition, our IT Consultant is visiting all programs to ensure that cabling and equipment secure and functioning well to minimize downtime. This review is underway to address the majority of calls received by the department, and is deemed to be more effective than a training event like the proposed "Tech Talks."

II. Professional Development and Training Opportunities

Leadership team members have completed San'yas Cultural Sensitivity Training. Additional educational opportunities for front line staff will be planned. *posAbilities'* role in reconciliation with Indigenous Peoples is a priority in the new Strategic Plan. The Diversity and Inclusion Committee is researching and developing a plan to guide this work, beginning with consultation that reflects the diversity of the regions in which we deliver our services, and in the existing knowledge of our team members prior to securing curriculum.

posAbilities currently has an active membership with the Canadian Centre for Diversity and Inclusion, which offers education about

Indigenous History, workplace experience and many other topics.

posAbilities' Relias, LifeWorks and LifeSpeak platforms each offer additional trainings on demand, which employees can access on their own time at no cost to upgrade their skills and/or to improve health outcomes.

Summary

To read the Survey results in their entirety, please see the Quality Assurance tab on ShareVision where you will find a section of uSPEQ[®] related items, including survey reports, the annual response plan, and the measurable Quality Improvement Plans.

Thank you for taking the time to complete this year's survey, and for providing many thoughtful comments. Each piece of feedback received provides information and insight that leads to dialogue and an improved understanding of our shared experience at *posAbilities*.

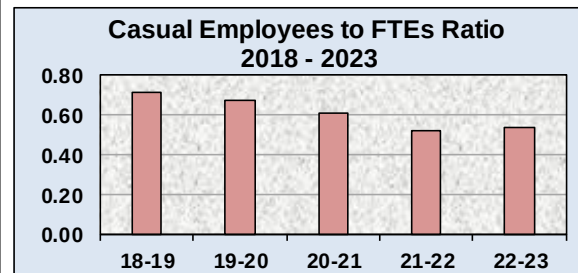
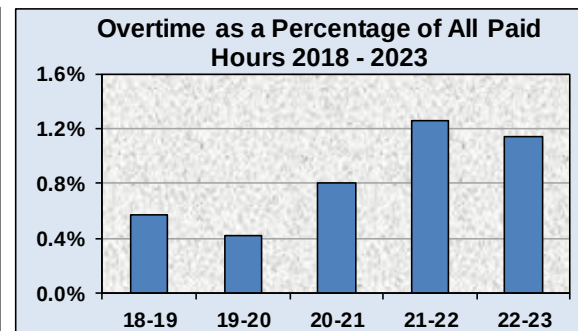
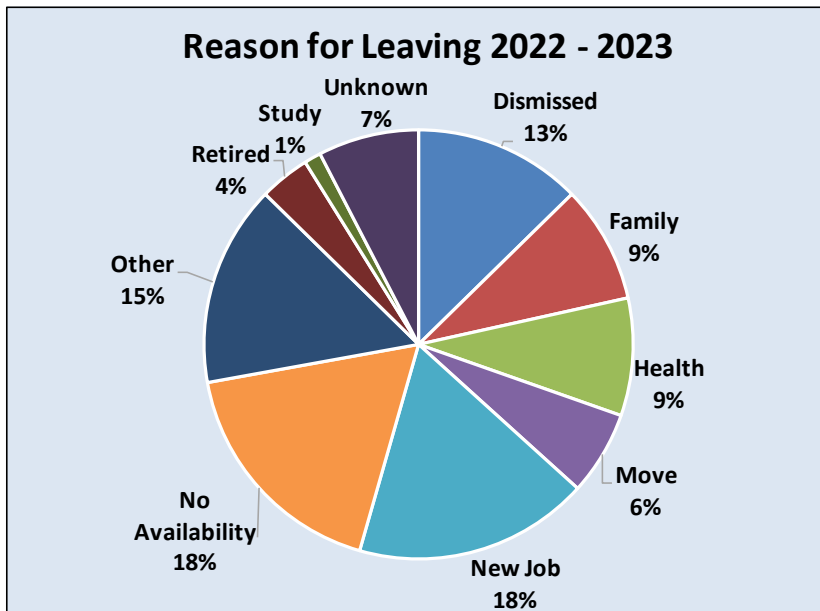
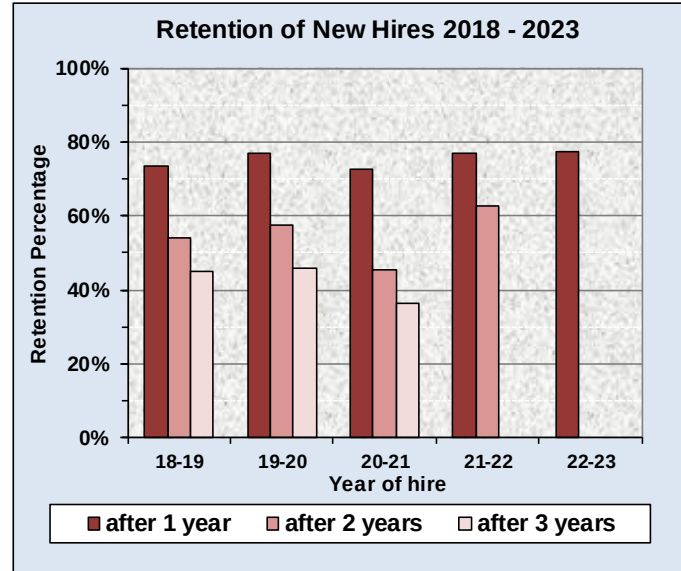
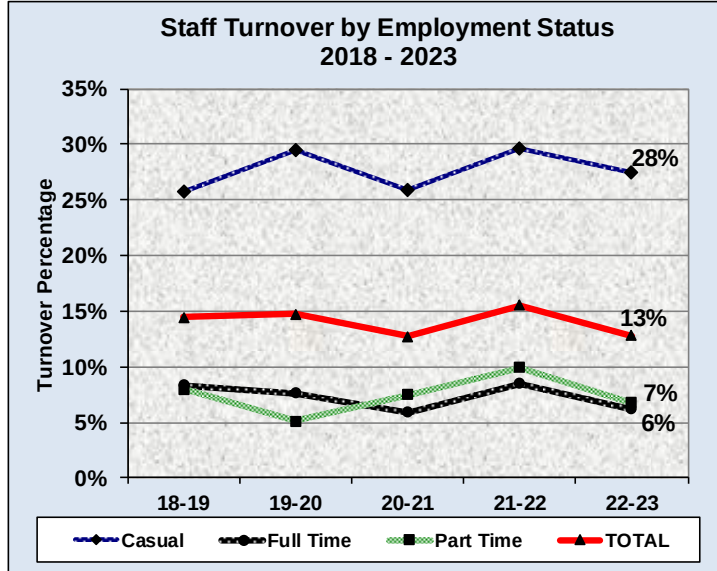
We deeply appreciate your participation in *posAbilities'* Quality Assurance process and look forward to continuing the work of implementing our action plan and setting the stage for future improvements.

6. KEY BUSINESS FUNCTIONS

6.1 Staff Utilization

OBJECTIVE: To increase the efficient utilization of our staff
TIME OF MEASUREMENT: April 2023
OBTAINED BY: Human Resources

Measure	Applied To	Data Source	Target FYE 2023	Outcome FYE 2023	Target FYE 2024
% of staff exits	All staff in reporting period	HRIS	13%	13%	12%
% of new hires retained after two years	All staff in reporting period	HRIS	65%	63%	65%
Casual Employees to Full Time Equivalents (FTE) ratio	All casual staff in reporting period	HRIS	0.60	0.54	0.65
Overtime as a % of total hours worked	All staff in reporting period	Staff Scheduling System	1.0%	1.1%	0.8%



Key Findings/Trends

- The overall turnover rate decreased from 16% to 13%. Both casual and regular employee turnover decreased.
- 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 2/3 of why people left us this past year. We have seen an uptick in dismissals due to an increase in the number of employees failing probation. They now make up 13% of all exits, up from 5% last year.
- Of those hired up to one year ago, 77% are still with us, similar to the last few years. For staff hired 2 years ago retention is at 63%, up significantly from 45% in the year prior.
- The ratio of casual employees to Full Time Equivalent (FTEs) shows the size of our pool of casual workers relative to the size of our regular workforce. This is an indicator of our ability to have casual workers backfill shifts when regular employees are away. The ratio this year was 0.54, about the same as the previous year.
- The total number of employees was 544, slightly up from the previous year. We hired 84 new employees, slightly below the previous year when we hired 91.
- Overtime hours were down at 1.1 % of total hours worked compared to last year's 1.5%.

Interpretation of results

- After an increase last year, turnover rates have come down to pre-pandemic levels this year. Our hiring has kept in step with turnover this past year. However, we have seen a significant increase in hiring of casual employees in the last 6 months and expect our casual pool to grow significantly this coming year, reaching the healthy levels where we were at before the pandemic.
- Overtime has started to come down and we expect that to continue as our casual pool grows, being the resource to backfill shifts.
- After an increase last year, retirements are now below 5% of all exits again as they have been for many years. The trend of an ageing workforce continues: more than 30% of our employees are over 55 years of age and more than 7% are over 65.

Follow up and proposed action

- Casual employees have been trained to enter their own availability directly into the staffing scheduling system. Later this year we will introduce a new, further automated shift call out system via text messaging. It is expected that both of these enhancements will improve the efficient utilization of our casual staff.
- As our pool of casual workers grows 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 2023-2038 strategic plan.
- We continue to actively offer practicums and establish partnerships with new 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.

6.2 Occupational Health and Safety Performance

OBJECTIVE To Reduce Occupational Incidents and Associated Cost
TIME OF MEASUREMENT December 2022
OBTAINED BY Human Resources

Measure	Applied To	Data Source	Target 2022	Outcome 2022	Target 2023
Number of lost time accidents resulting from “Aggression/force” per 100 employees	All staff in 2022	DMI	0.5	0.5	0.5
Number of lost time accidents resulting from “Overexertion” per 100 employees	All staff in 2022	DMI	1.0	1.1	0.6
Number of lost time accidents resulting from “Slip/Trip/Fall” per 100 employees	All staff in 2022	DMI	1.0	0.2	0.8
Number of lost time accidents resulting from “Struck By/Struck Against” per 100 employees	All staff in 2022	DMI	0.5	0.2	0.5
Number of lost time accidents resulting from “Other” per 100 employees	All staff in 2022	DMI	3.0	3.2	3.5
WorkSafeBC Claims Costs Total	All Staff in 2022	WorkSafeBC	\$100,000	\$116,000	\$100,000

Limitations

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

Key Findings / Trend



- The total number of Lost Time Accidents (LTAs) per 100 workers was 5.2, a decrease from 7.0 the previous year.
- The Other category continues to be the largest source of LTAs, due to Covid-19 claims. For all other categories combined, lost time decreased.
- The number of workdays lost decreased from 709 in 2021 to 120 in 2022.
- Total claims costs were \$116,000. This is down from \$160,400 the previous year.

Interpretation of Results

- The decrease in number of workdays lost was due to a decrease in lost time claims other than for Covid-19. These other claims combined were at 2.0 per 100 workers, an all-time low.
- Claims costs decreased compared to the previous year, due to a decrease in the number of claims as well as the average duration of lost time per claim.
- For the second year running we received a discount on the WorkSafeBC base premium rate in the residential (Home Living) 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 passing score of 94%. Continuing scores in the mid-90s year after year demonstrate our strong health and safety culture and contributions of all our employees.

Follow Up and Proposed Action

- Pandemic safety measures are being scaled down in 2023 due to the reduced impact of Covid-19.
- The size of our JOSH Committee has been increased by two members to enhance its capacity to monitor the effectiveness of our health and safety program.

Monitoring

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

7. CONCLUSION

The Outcomes Management Report provides an overview of the types of services we offer, the results obtained during FYE2023 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