



2025-2026 OUTCOMES MANAGEMENT REPORT



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1. INTRODUCTION



1. INTRODUCTION

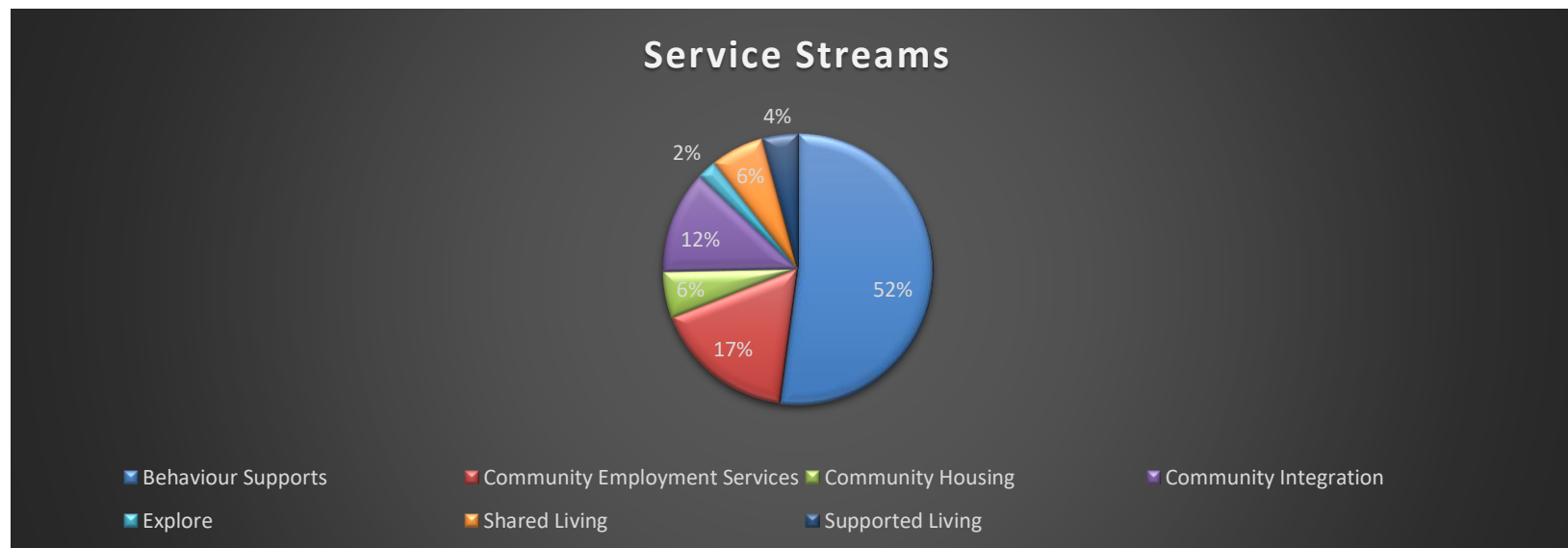
posAbilities offers a full spectrum of services to children and adults throughout British Columbia. Our services include Home Supports, Community Integration, Employment Services and Behaviour Support programs.

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, 2025 and March 31, 2026 (FYE2026), **posAbilities** provided services to **2034** persons served, enrolled in the following service streams (note some persons served are enrolled in multiple programs):

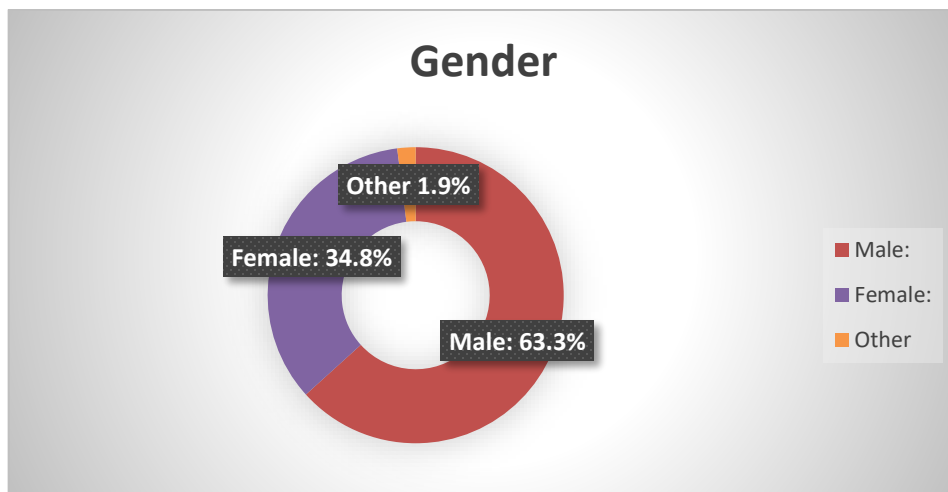


	FYE2025		FYE2026	
Service Stream	Total	% of Services	Total	% of Services
Behaviour Supports	1008	49%	1060↑	52%↑
Community Employment Services	401	19%	347↓	17%↓
Community Integration	238	12%	250↑	12%
Explore	46	2%	48↑	2%
Home Supports Total	329	16%	329	16%
Community Housing	104	5%	112↑	6%↑
Shared Living Services	133	6%	131↓	6%
Supported Living	92	4%	86↓	4%

Below is additional information about the people we served during FYE2026:

Gender

Male	63.3%
Female	34.8%
Other	1.9%



Age

Under 6	0.8%
6 – 18	26.6%
19 – 20	7.0%
21 – 30	25.6%
31 – 40	14.6%
41 – 50	9.5%
51 – 60	7.0%
61 – 70	5.9%
71 – 80	2.0%
Over 80	0.2%
Unknown:	0.7%

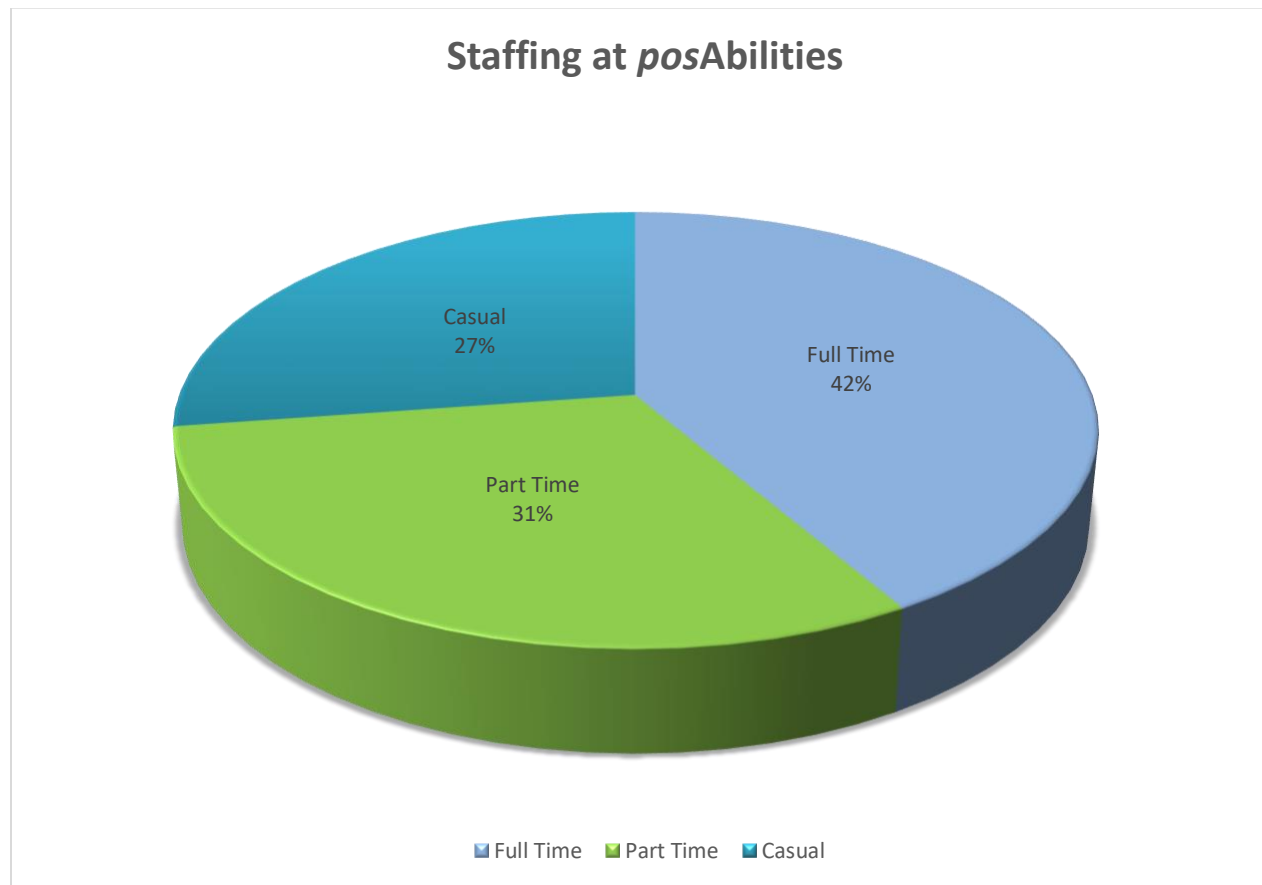
Diagnosis¹

Autism/Asperger Syndrome: **20.4%**
 Intellectual/Cognitive Disability: **12.1%**
 ADD/ADHD: **11.0%**
 Developmental Delay: **9.3%**
 Anxiety Disorders: **6.0%**

Epilepsy/Seizure Disorder: **4.5%**
 Obsessive Compulsive Disorder: **2.9%**
 FAS/FASD: **2.4 %**
 Down Syndrome: **2.3%**
 Other diagnoses: **29.1%**

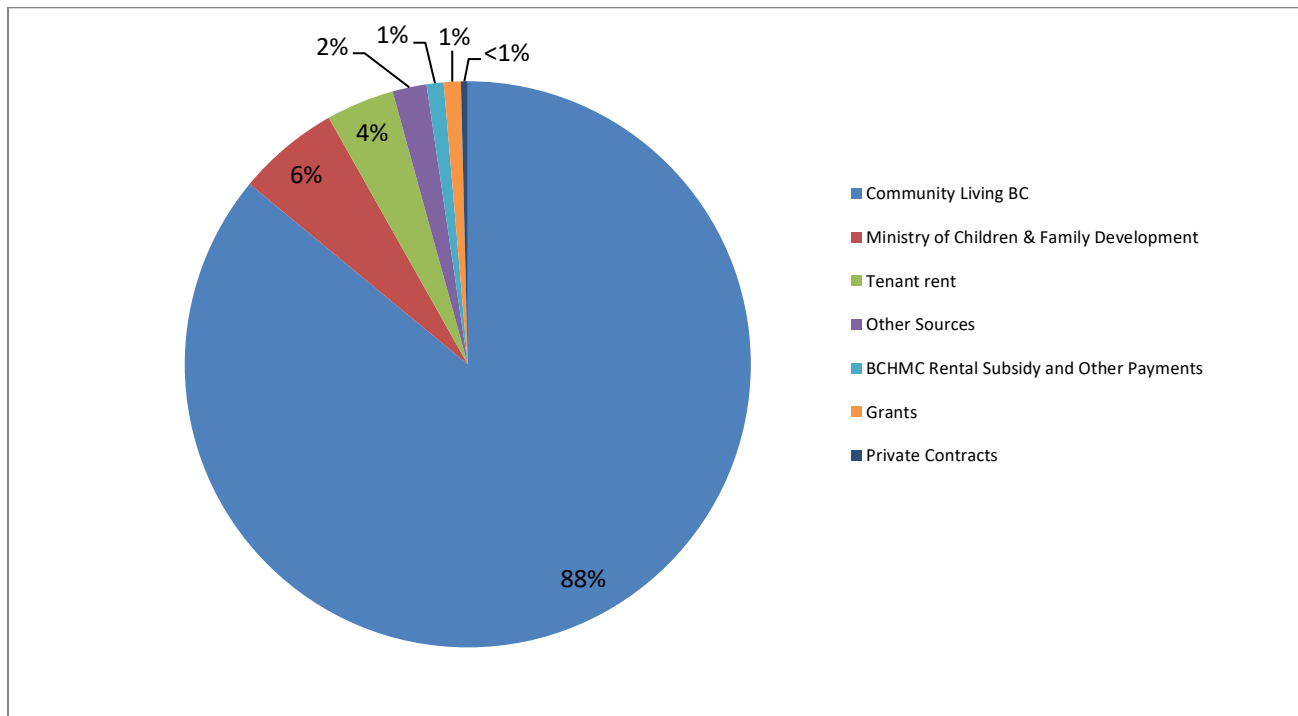
¹ includes persons served with multiple diagnosis

On March 31, 2026, we had a total of **637** team members delivering our services: 251 full time, 205 part time, and 181 casual. Staffing levels increased by 11% from last year.



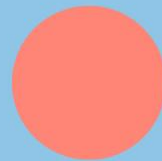
Where the Money Came from in FYE 2026

Community Living BC	88%	\$ 45,818,784
Ministry of Children & Family Development	6%	\$ 2,384,536
Tenant rent	4%	\$ 1,858,559
Other Sources	2%	\$ 697,095
BCHMC Rental Subsidy and other payments	1%	\$ 633,573
Grants	1%	\$ 247,398
Private contracts	<1%	\$ 183,750
Total Revenue	100%	\$51,823,695





2. ABOUT THIS REPORT



2. ABOUT THIS REPORT

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

This Outcomes Management Report is based on outcome data collected for the period April 1, 2025 to March 31, 2026. Report presents the results obtained from the review of organizational files as well as satisfaction surveys conducted to persons served, stakeholders, and employees. To collect input from persons served 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:

- **Community Employment Services**
- **Community Housing**
- **Community Integration**
- **Explore**
- **Shared Living**
- **Supported Living Network (SLN)**

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 served
- **Efficiency** – the maximization of time and resources
- **Service Access** – access to services/programs
- **Input** – person served and family member's satisfaction with services

This Report also identifies two key business functions at the organization level: **staff utilization** and **work days lost**. The outcome information provided in this Report is intended to assess the success of our services, identify where challenges exist, and set a course for continuous service improvement.

In section 3, the aggregated results of the persons served and family members' satisfaction surveys are presented at the organization level. In

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

A note about response rates: In the Appendix of this Report, we have indicated outcomes in terms of a number and a percentage. The number indicates the number of *positive* responses (i.e.: “agree” or “strongly agree”) to a survey item and the percentage indicates the number as a percentage of *all* responses (both positive and negative). In some cases, where the number of survey responses is very low, the percentage should be interpreted with care because a single 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 respondent giving a negative response would drop the percent positive to 50%.

3. SATISFACTION SURVEYS



3. SATISFACTION SURVEYS

3.1 Survey Results: *posAbilities*' Persons Served

For the Survey period of March 2, 2026 to March 31, 2026, *posAbilities* engaged uSPEQ® to survey consumers in the following service streams: Community Employment Services, Community Housing, Community Integration, Explore, Shared Living, and Supported Living Network.

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

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

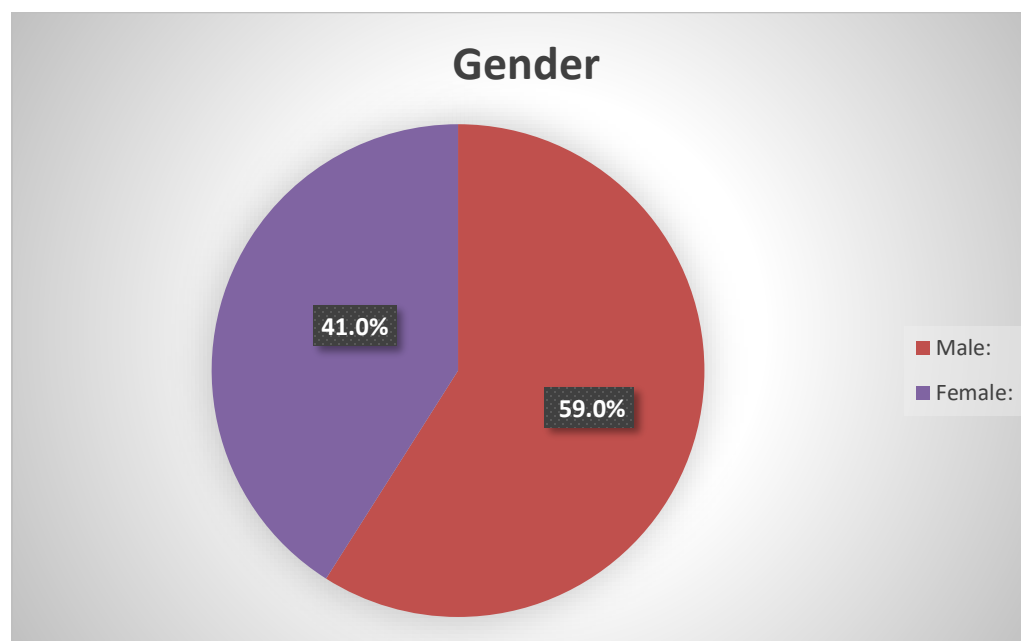
uSPEQ® does not yet have the benchmarking data for the IDD survey as they do for the standard Consumer Experience Survey used prior to FYE2019. Benchmarking data for the IDD Survey is being collected and will be available in future years. Benchmarking data has value as a comparator as it allows us to measure how we compare to peer organizations in the Community Living/Social Service sector. For FYE2026, where possible, we are using FYE2025 and FYE2024 survey data as comparators and to show trends.

A total of 492 surveys were distributed to persons served. Surveys were distributed by email, conducted via telephone and administered in-person. 289 of 492 persons served completed the survey for a 59% response rate; a decrease of 9% from the previous year.

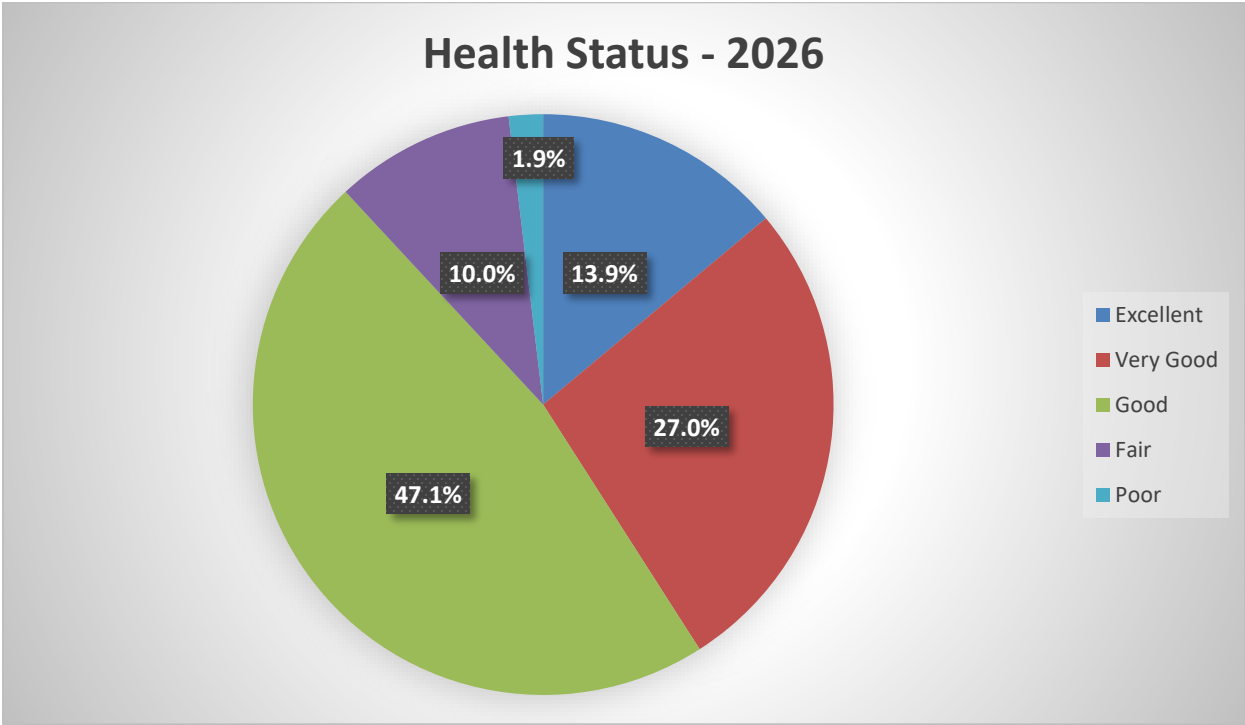
Of the respondents who answered the survey item “Who Answered this Survey”, some were able to complete the survey on their own and some needed assistance:

Who Answered	2026	2025	2024
Myself (no one helped)	24.9%	27.9%	27.9%
Myself (someone helped me read and/or write answers on the form)	59.9%	64.9%	64.9%
Somone else on behalf of person served	15.2%	7.2%	7.2%

Gender: Of the survey respondents, 41% identified as female, 59% identified as male. A change this year was no respondents identifying as “other”.



259 survey respondents answered the survey question on Health Status in 2026.



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

Health Status	2026	2025	2024
Excellent	13.9%	19.0%	20.2%
Very Good	27.0%	31.8%	22.6%
Good	47.1%	37.6%	44.8%
Fair	10.0%	10.7%	9.3%
Poor	1.9%	0.8%	3.2%

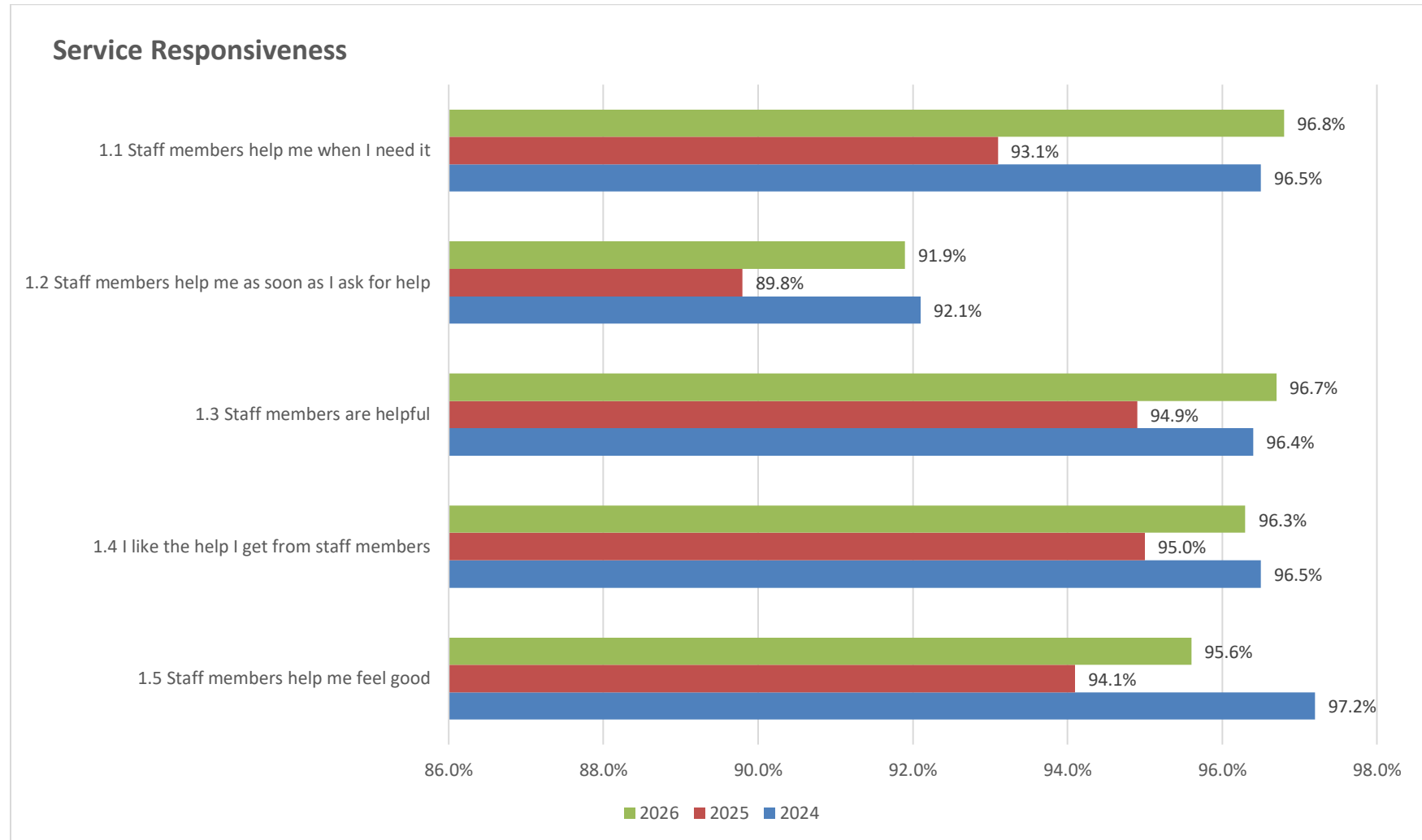
The top eight survey items with positive responses were (there were three ties):

Survey Item	2026 Response (agree + strongly agree)	2025 Response (agree + strongly agree)	2024 Response (agree + strongly agree)
4.4 I can do the things I want when I want to	97.0%	90.5%	92.2%
5.2 I like being here	97.0%	92.4%	96.4%
4.5 I have friends I like to be with	96.9%	93.5%	91.9%
5.3 I am happy wioth the services I get	96.9%	93.5%	95.9%
1.1 Staff members help me when I need it	96.8%	96.5%	96.5%
1.3 Staff members are helpful	96.7%	94.9%	96.4%
2.4 I can make changes to the services I get here	96.7%	86.1%	87.0%
1.4 I like the help I get from staff members	96.3%	95.0%	96.5%

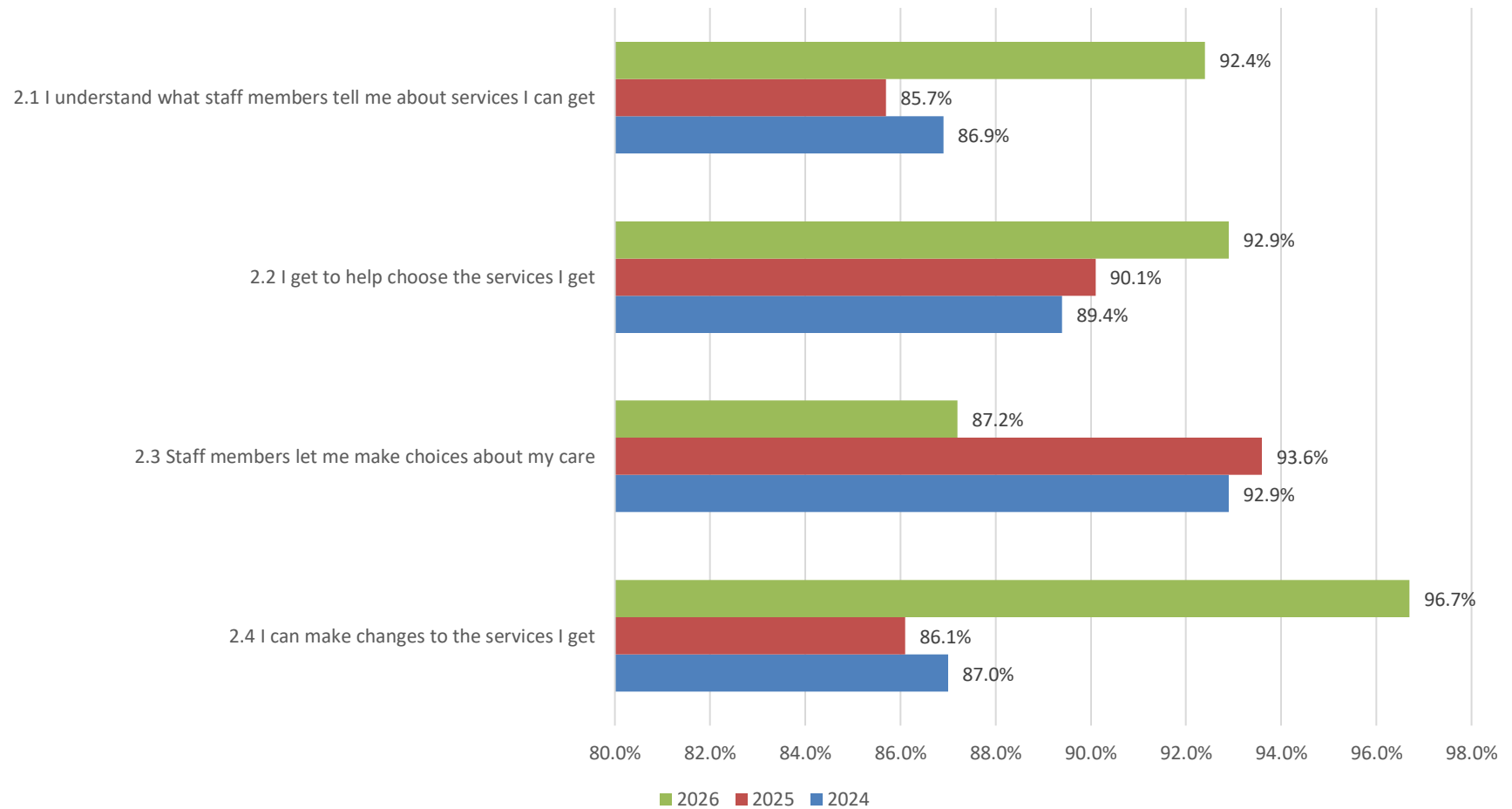
The six survey items with the lowest positive response rating were (there was one tie):

Survey Item	2026 Response (agree + strongly agree)	2025 Response (agree + strongly agree)	2024 Response (agree + strongly agree)
2.1 I understand what staff members tell me about services I can get	92.4%	85.7%	86.9%
1.2 Staff members help me as soon as I ask for help	91.9%	93.1%	92.1%
3.4 Staff members use words I understand	91.9%	90.8%	96.4%
4.1 I know how to get help at posAbilities	90.9%	87.6%	93.5%
4.2 Coming here helps me do things better	88.3%	93.1%	97.5%
2.3 Staff members let me make choices about my care	87.2%	93.6%	92.9%

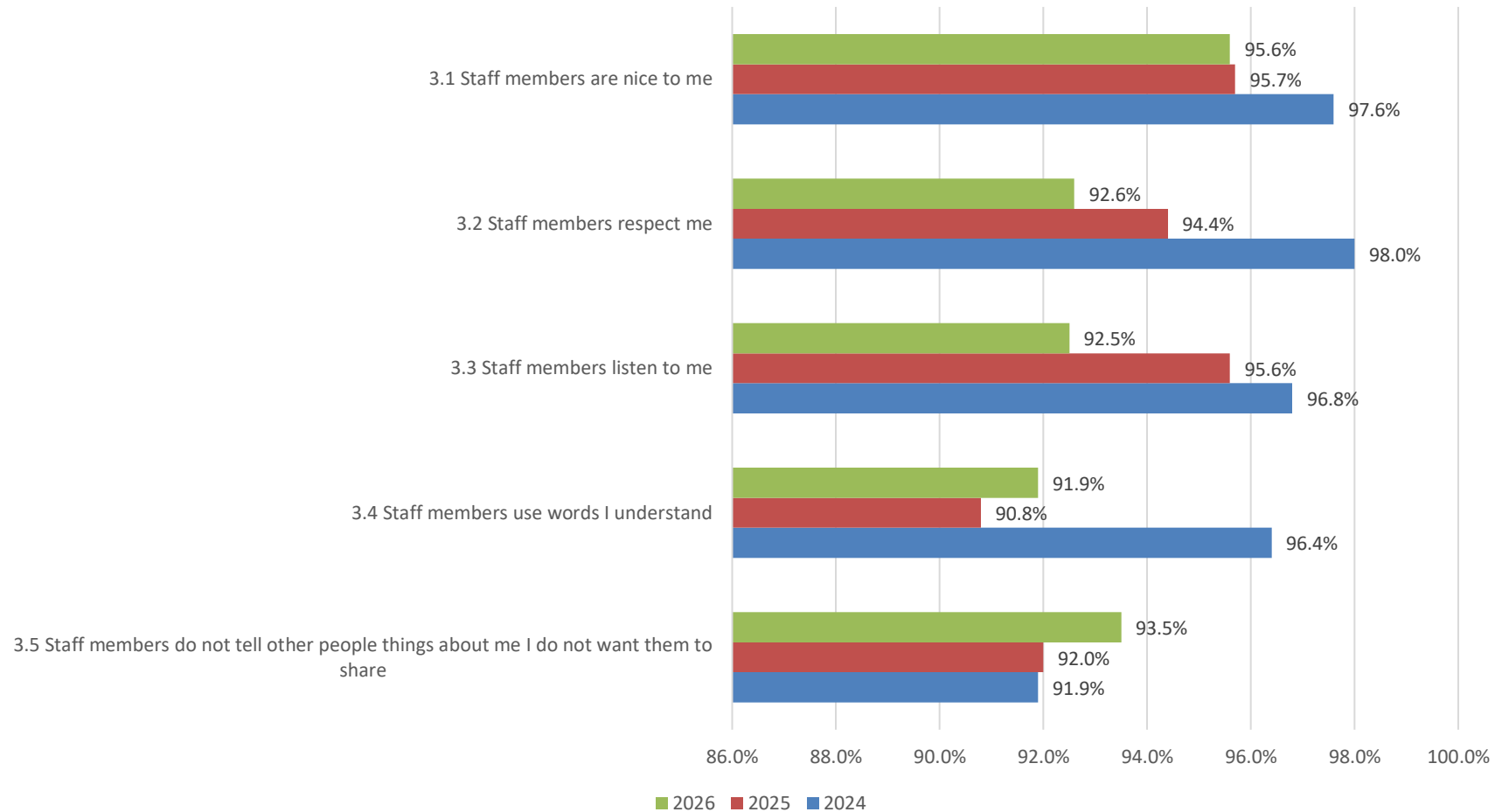
Positive responses (agree and strongly agree) by category were as follows:



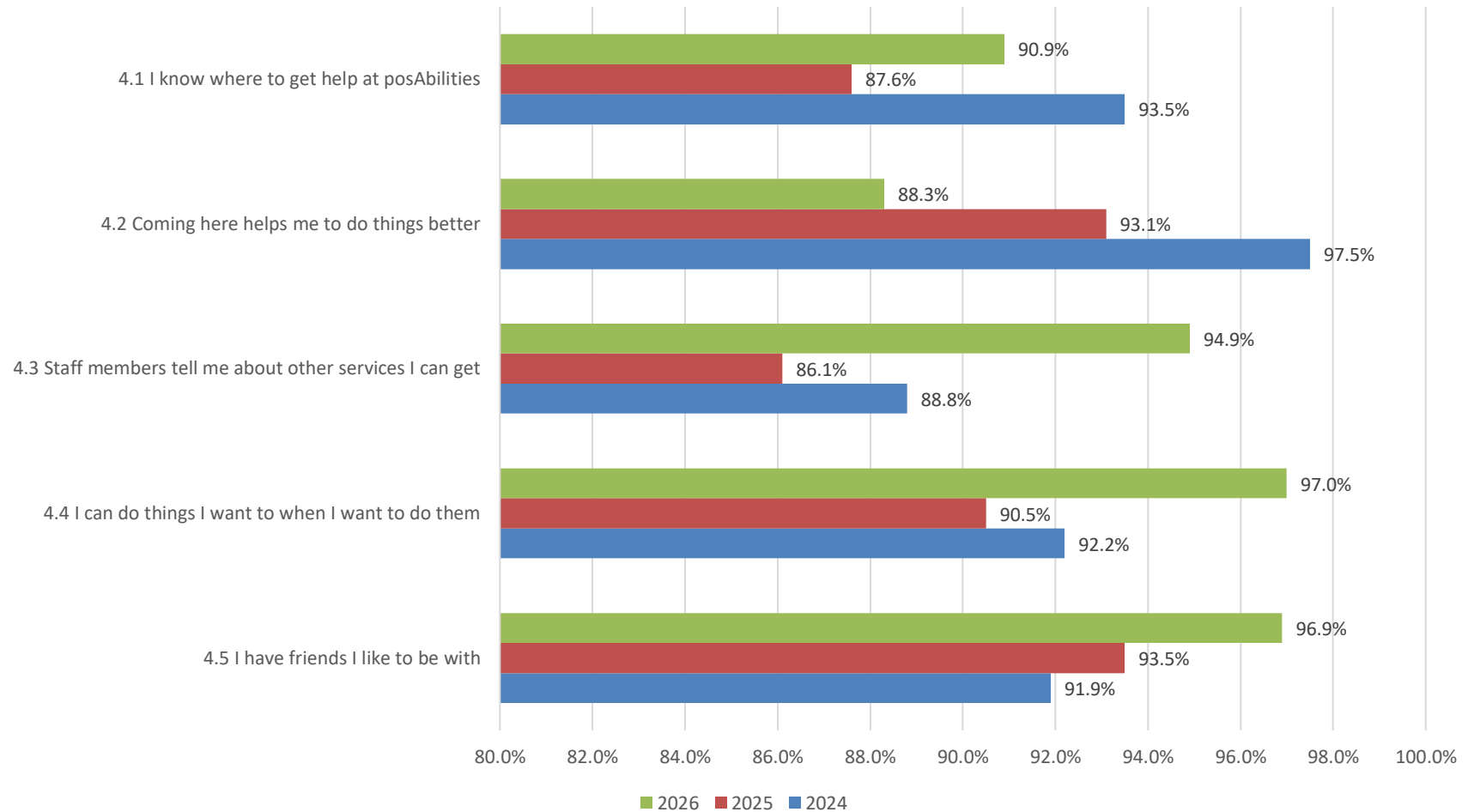
Informed Choice



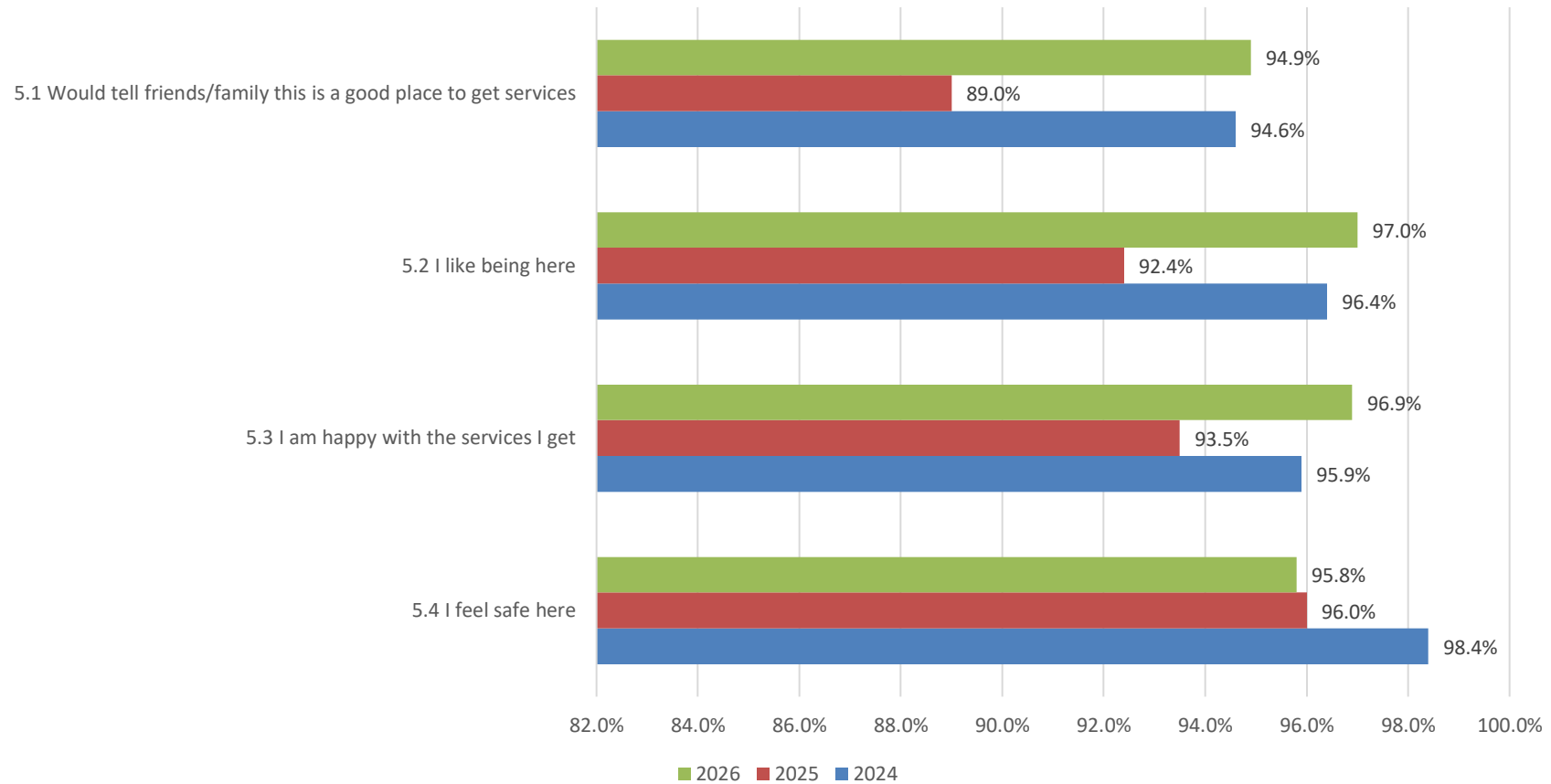
Respect



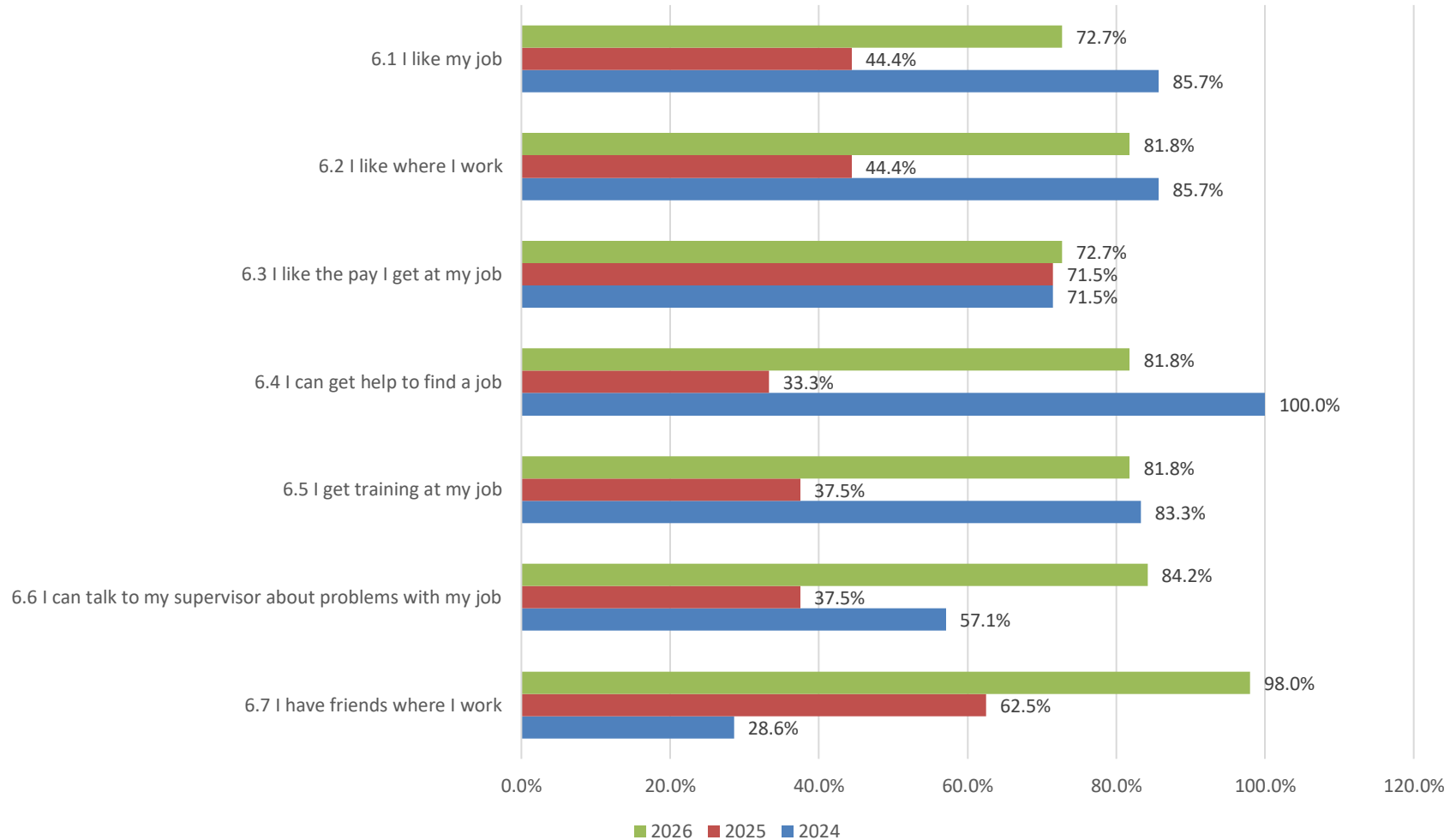
Participation



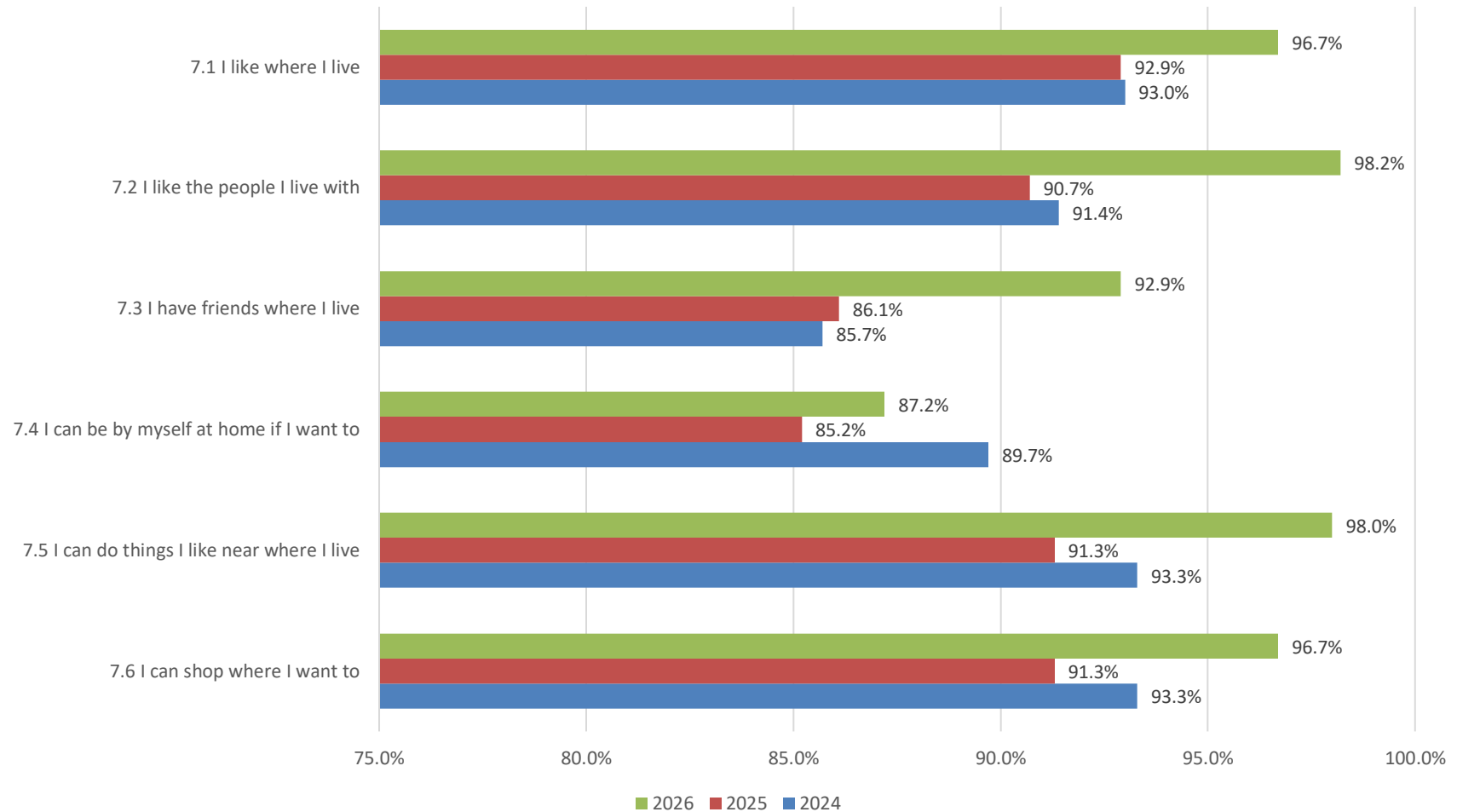
Overall Value



Job Services



Home Living Services



Key Findings:

- The response rate in 2026 for the *posAbilities*’ IDD Consumer Survey was 59%, a drop from last year’s response rate of 68%, and a change from the upward trend since 2023.
- Overall, *posAbilities*’ Agree + Strongly Agree scores remain high, with only 2 items from the main portion of the survey scoring below 90% and none scoring below 80%.
- We observed an increase in score on 16 out of 23 items and a decrease in score on 7 out of 23 items.
- The increases ranged from less than 1% to a maximum of 10.6% while decreases ranged from less than 1% to a maximum of 6.4%. We will continue to monitor all categories for trends.
- Even though scores are high overall high scores and general improvement is shown across most items, items for attention include:
 - 2.3 ‘Staff members let me make choices about my care.’ The score for this item dropped below 90% for the first time and was also the only item in the Informed Choice section not to have shown a dramatic increase and upward trend.
 - 3.2 ‘Staff members respect me,’ and 3.3 ‘Staff members listen to me.’ While both remain above 90%, both show a decrease and three-year downward trend.
 - 4.2 ‘Coming here helps me do things better.’ Like 2.3 above, the score for this item dropped below 90% for the first time and shows a three-year downward trend while all other items in the Participation section show increases and upward trends.
- With respect to self-reported health status, persons served reporting ‘excellent’ health dipped from 19.0% to 13.9% and those reporting ‘very good’ health dipped from 31.8% to 27.0%, while those reporting ‘good’ health rose from 37.6% to 47.1%.
- Those reporting ‘fair’ health decreased slightly from 10.7% to 10.0% and those reporting ‘poor’ health increased slightly from 0.8% to 1.9%.
- Beyond the main Consumer IDD Survey, we also had items specific to Job Services and Home Living. The questions in these sections were asked to respondents receiving respectively Employment or Housing services only.
- In the Job Services section, two of seven scores were below 80% but all scores had increased from last year and three of seven showed a reversal of the downward trend from 2024. Due to a very low response rate amongst recipients of Employment services, we cannot draw conclusions about overall satisfaction from the results or prescribe actions in response.
- In the Home Living Services section, scores are relatively high with only one out of six items scoring below 90%. All scores in this section increased over last year and five of seven show a three-year upward trend.

Follow-up and Proposed Actions:

- Please see the appendix for follow-up and proposed actions by service stream.

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

For the ninth year, *posAbilities* again engaged uSPEQ® to survey families of persons served services in the following service streams: 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 served 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 previous years' scores as comparators.

A total of 409 surveys were distributed by email to family members of persons served. 86 family members returned completed surveys for an 21% response rate; 7% higher than what we achieved last year. Although we saw improvement, the family survey response rate remains lower than our goal of 25% at a minimum. We continue to seek strategies to improve in this area.

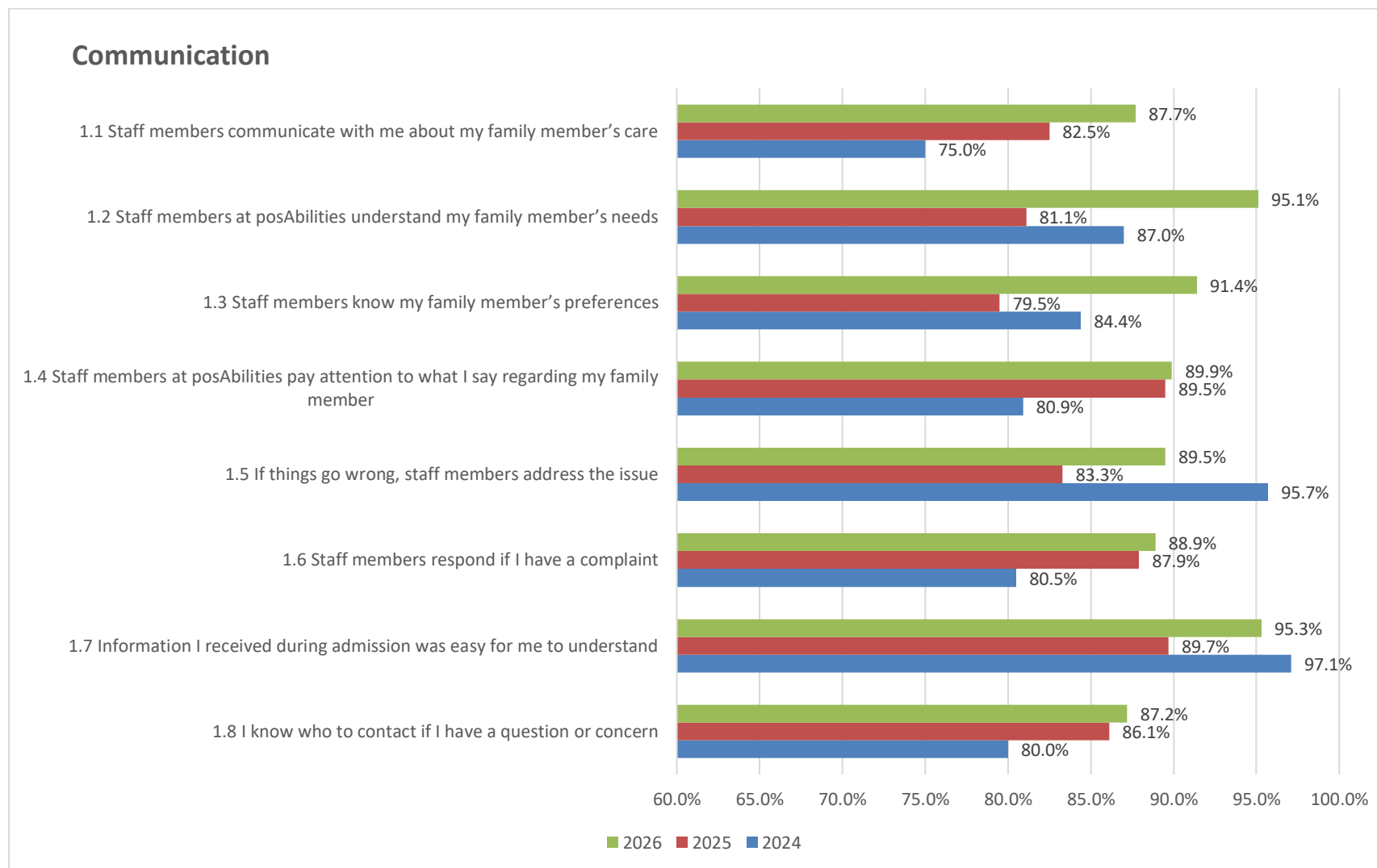
The top five survey items with positive responses were:

Survey Item	2026 Response (agree + strongly agree)	2025 Response (agree + strongly agree)	2024 Response (agree + strongly agree)
6.10 Employment setting is healthy	100.0%	81.3%	75.0%
4.4 I am treated with respect	98.7%	94.1%	95.6%
4.5 Staff respects privacy	98.6%	93.9%	100.0%
4.2 Relative is respected	97.5%	91.4%	97.8%
4.3 Relative treated with respect	97.4%	94.1%	95.7%

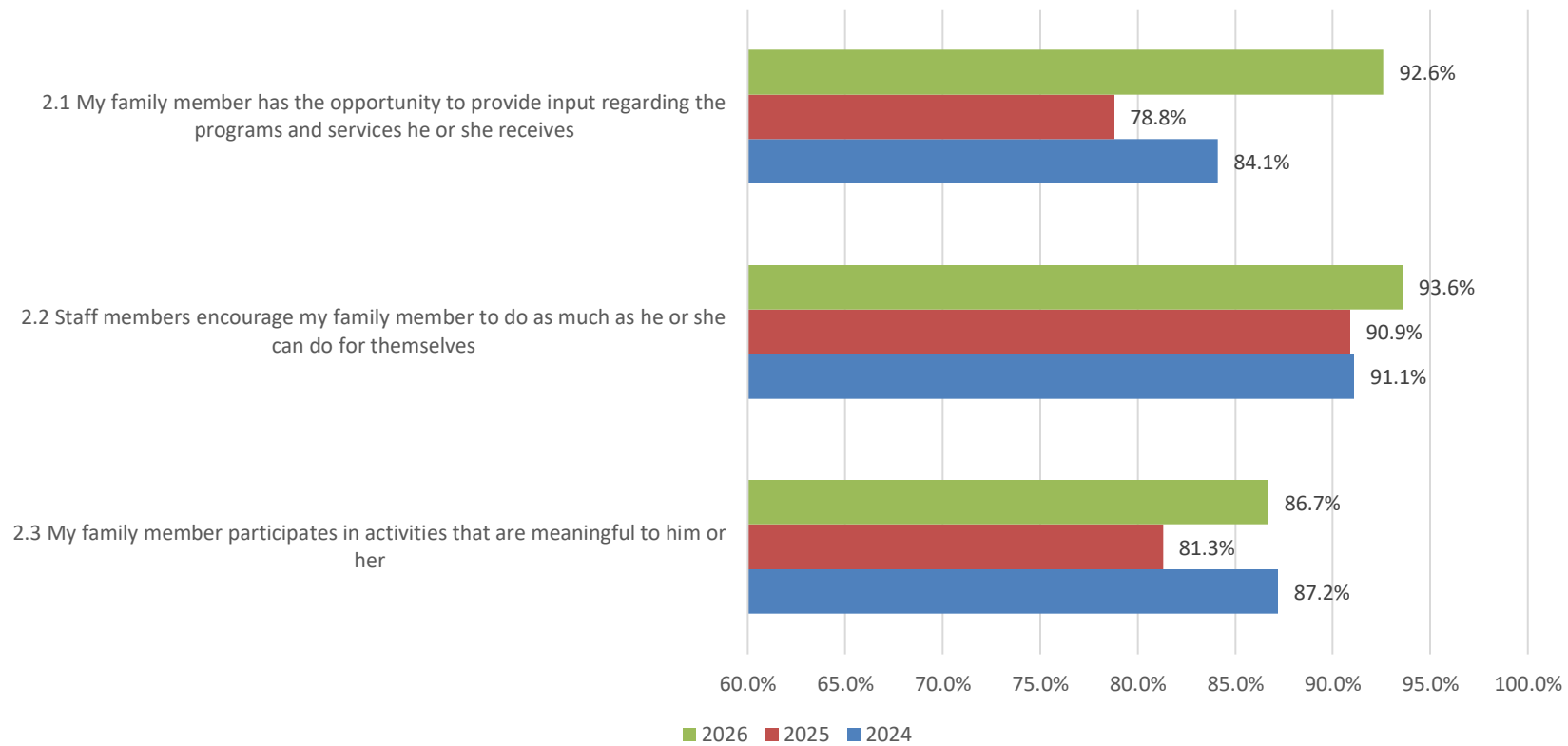
The five survey items with the lowest positive response rating were:

Survey Item	2026 Response (agree + strongly agree)	2025 Response (agree + strongly agree)	2024 Response (agree + strongly agree)
6.1 Know complaint process	57.4%	43.6%	57.5%
6.11 Service reduced family expenses	82.2%	84.4%	78.8%
2.3 Relative participates in activities	86.7%	84.4%	79.5%
1.8 Know who to contact with questions	87.2%	87.0%	81.1%
3.7 Involved in decision making	87.3%	87.2%	81.3%

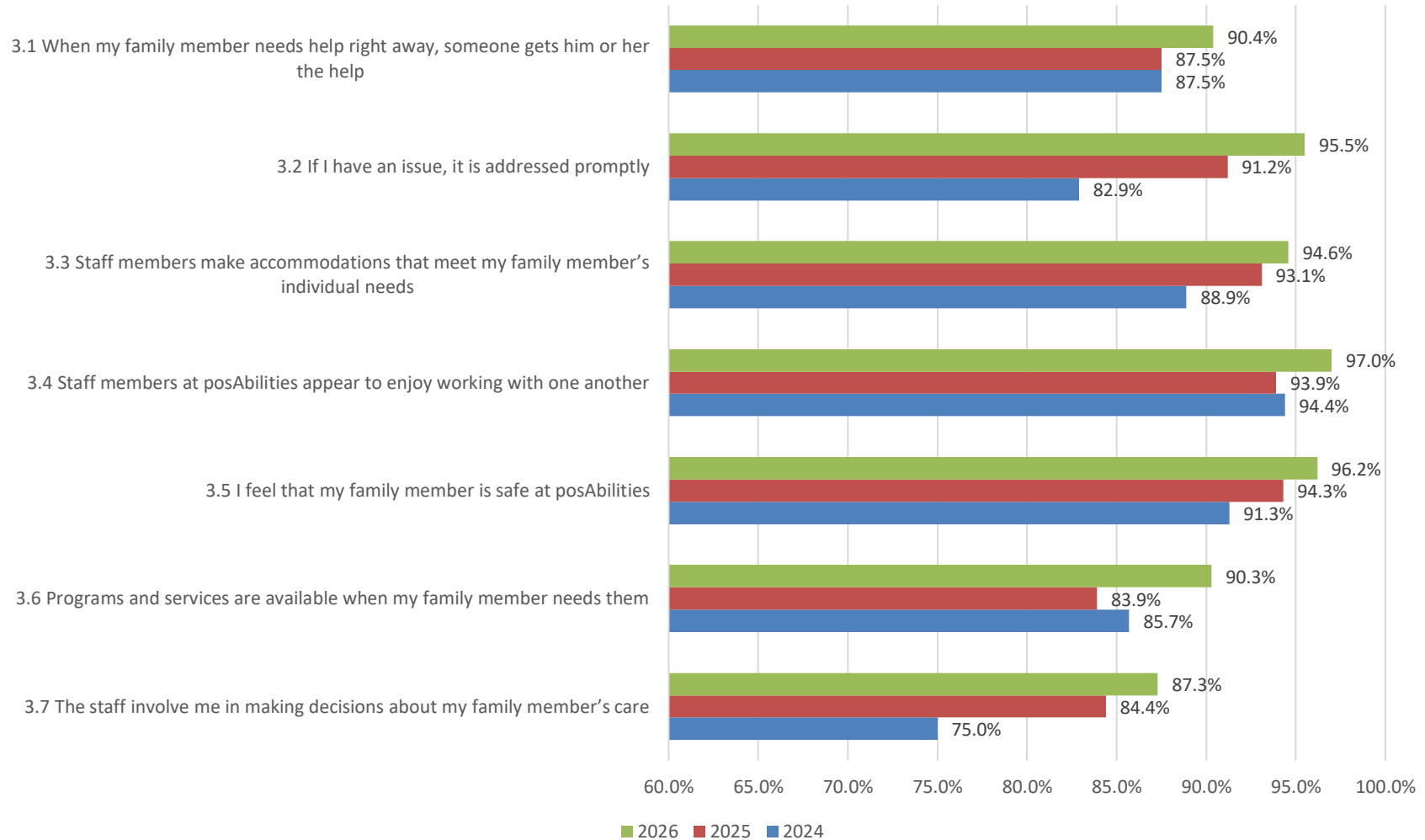
Positive responses (agree and strongly agree) by category were as follows:



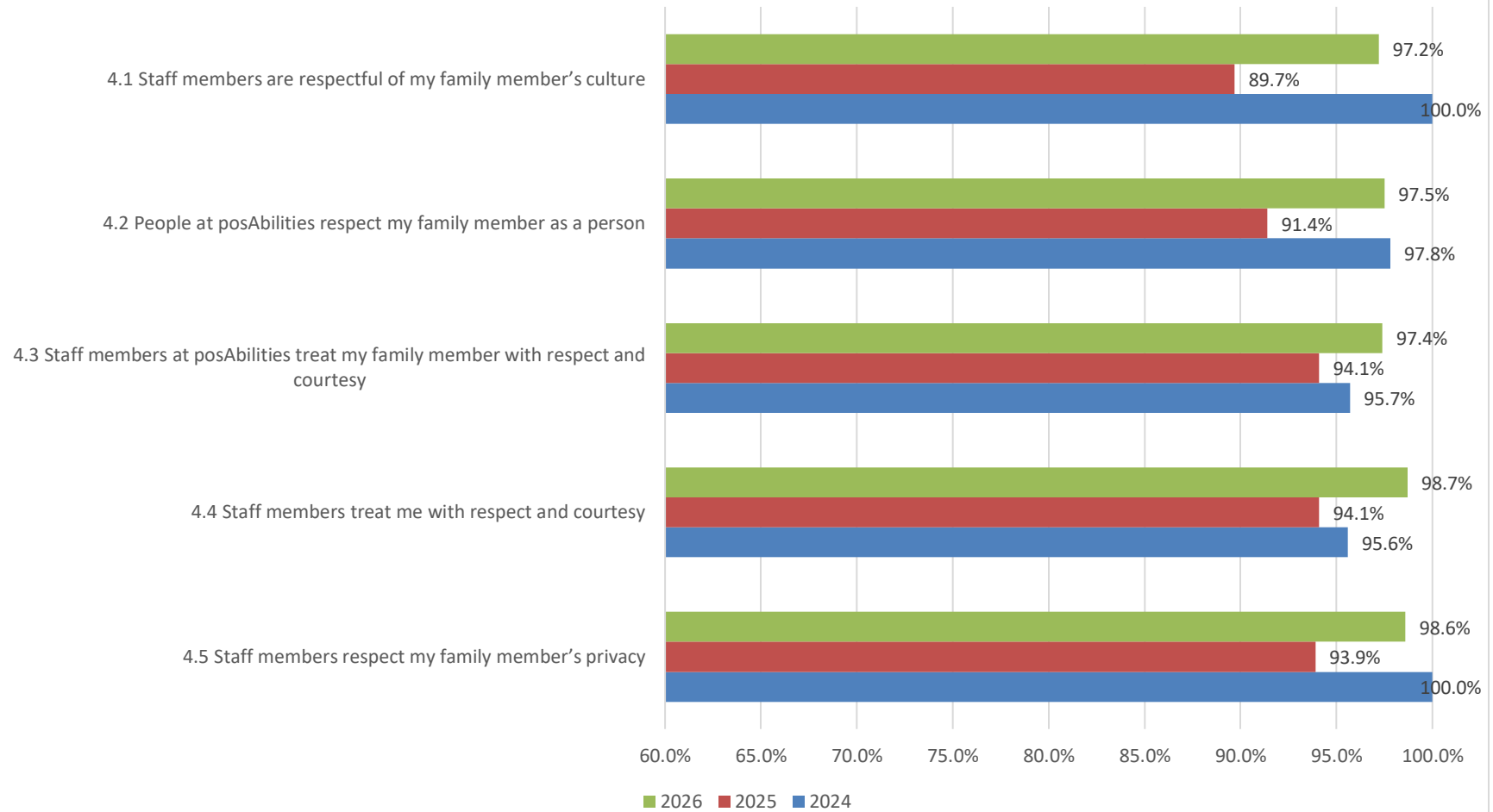
Autonomy



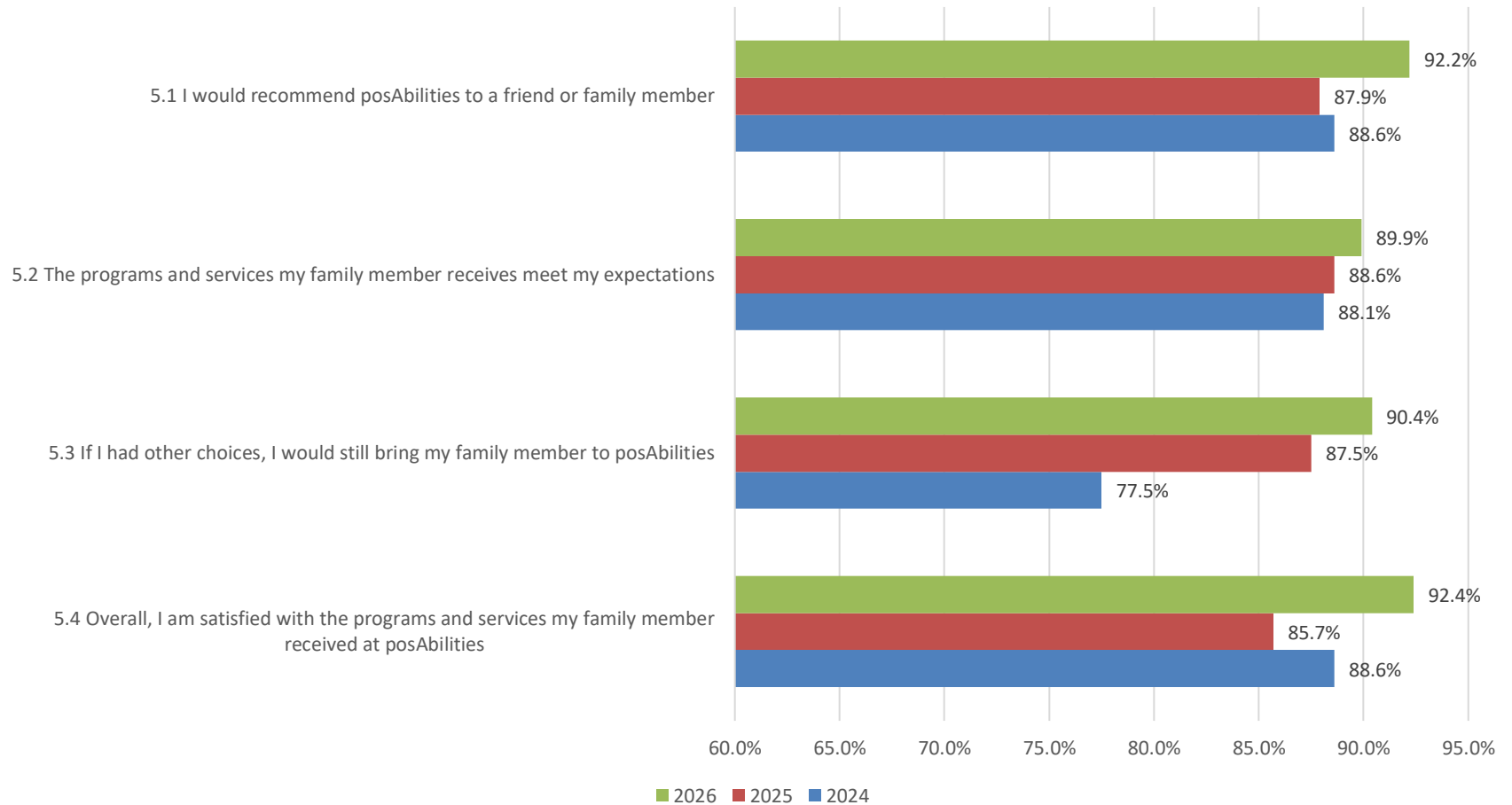
Staff/Care



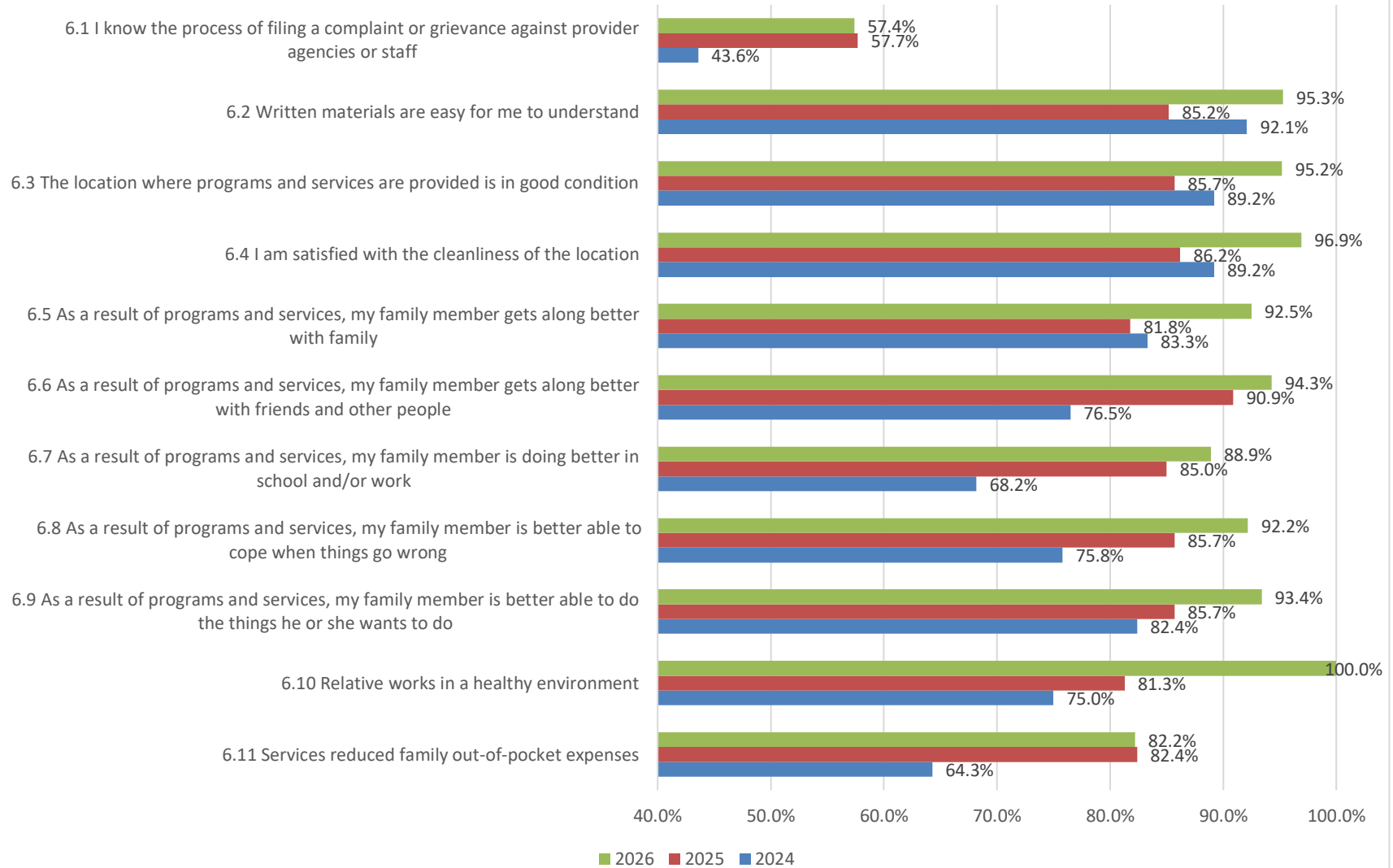
Respect/Privacy



Overall Satisfaction



General and Program Specific Items



Key Findings:

- For the Family Member survey, as with all the surveys we conduct, we seek to have a minimum 25% response rate. Historically, this has been a challenge for us although we have seen some improvement over the past few years. The scores on the Family Member survey should be considered within the context the low response rate; 21% in FYE2026. Given the low number of survey responses, the results obtained may not be an accurate appraisal of family satisfaction with *posAbilities* services.
- For FYE2026, all 27 items from the main section of the Family Member Survey scored 80% or above and 19 of 27 scored 90% or above.
- Another improvement observed in FYE2026 was the reversal of a previous downward trend across items:
 - in FYE2026, we saw an increase on all 27 items from the main section of the survey.
 - Since FYE2023, we have usually observed a decrease on between 16 and 20 of 27 items each year with several items seeing steady downward trends.
 - In addition to working on our response rate, we will continue to monitor for trends.
- As in previous years, section 4, Respect/Privacy, showed the highest overall scores with all items above 95%.
- The items on the main survey that showed the greatest increases were:
 - 2.1 'Family member can provide input', which went from 78.8% to 92.6%.
 - 1.3 'Staff knows preferences', which went from 79.5% to 91.4%.
 - 1.2 'Staff understands needs,' which went from 81.1% to 95.1%.
- Beyond the main section of the survey, ten of eleven General and Program Specific items scored above 80% with eight scoring above 90%.
- This section also saw an increase on nine items and a decrease on only two.
- As in previous years, item 6.1 'I know the process for filing a complaint or grievance against provider agencies or staff,' remains a particular concern. This item scored 57.4%, almost unchanged from last year's score of 57.7%.

Follow-up and Proposed Actions:

- Our main focus with respect to our Family Member surveys continues to be increasing the response rate.
- We will continue to explore new strategies including potential incentives for families to complete the survey.
- Prior to this year's survey period, we conducted a phone campaign to alert families to the upcoming survey. This intervention correlated with a small increase in response rate so we will do it again next year.
- We continue to seek ways to address the low score on item 6.1 'I know the process for filing a complaint or grievance against provider agencies or staff.' Previous interventions to improve families' knowledge and understanding of our complaints resolution process included:
 - Posting the complaints resolution process in programs.
 - Emailing or mailing a copy of the complaints resolution process to all families.
 - Reminding families of the complaints resolution process in-person during Person Centred Planning update meetings with persons served.
- The update of our Person Served Orientation and Annual Rights Review completed last year should continue to help in this area.
- Additionally, our new plain language rights document for persons served which replaced our previous Adult Rights document will continue to be used to ensure all persons served are aware of their rights.



4.POSABILITIES EMPLOYEES: OUTCOMES AND DATA RESULTS

4. POSABILITIES EMPLOYEES: OUTCOMES DATA AND RESULTS

4.1 Survey Results: *posAbilities*² Employees

Satisfaction Survey December 2025² Employee Climate:

RESPONDENTS	300 of 609 surveys distributed for a response rate of 49%
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:	46.2%	Behaviour Consultant:	5.8%
Senior Support Worker:	8.7%	Manager/Director:	5.8%
Casual Direct Support Staff:	19.9%	Team Leader/Coordinator/Clinical Supervisor/Assistant Clinical Manager:	6.9%
Admin/HR/Accounting Staff:	6.7%		

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

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

Item #	Item	2025	Benchmark	2024	2023
A.1	Aware of organization's mission	98.7%	97.8%	97.4%	97.6%
A.2	Support organization's overall direction	98.7%	95.4%	98.5%	97.6%
G.4	Understand job responsibilities	98.3%	97.0%	99.2%	98.5%
G.7	Clear about roles/ responsibilities	98.3%	93.8%	97.7%	98.5%
A.3	Organization values diversity	97.7%	94.6%	97.8%	96.6%

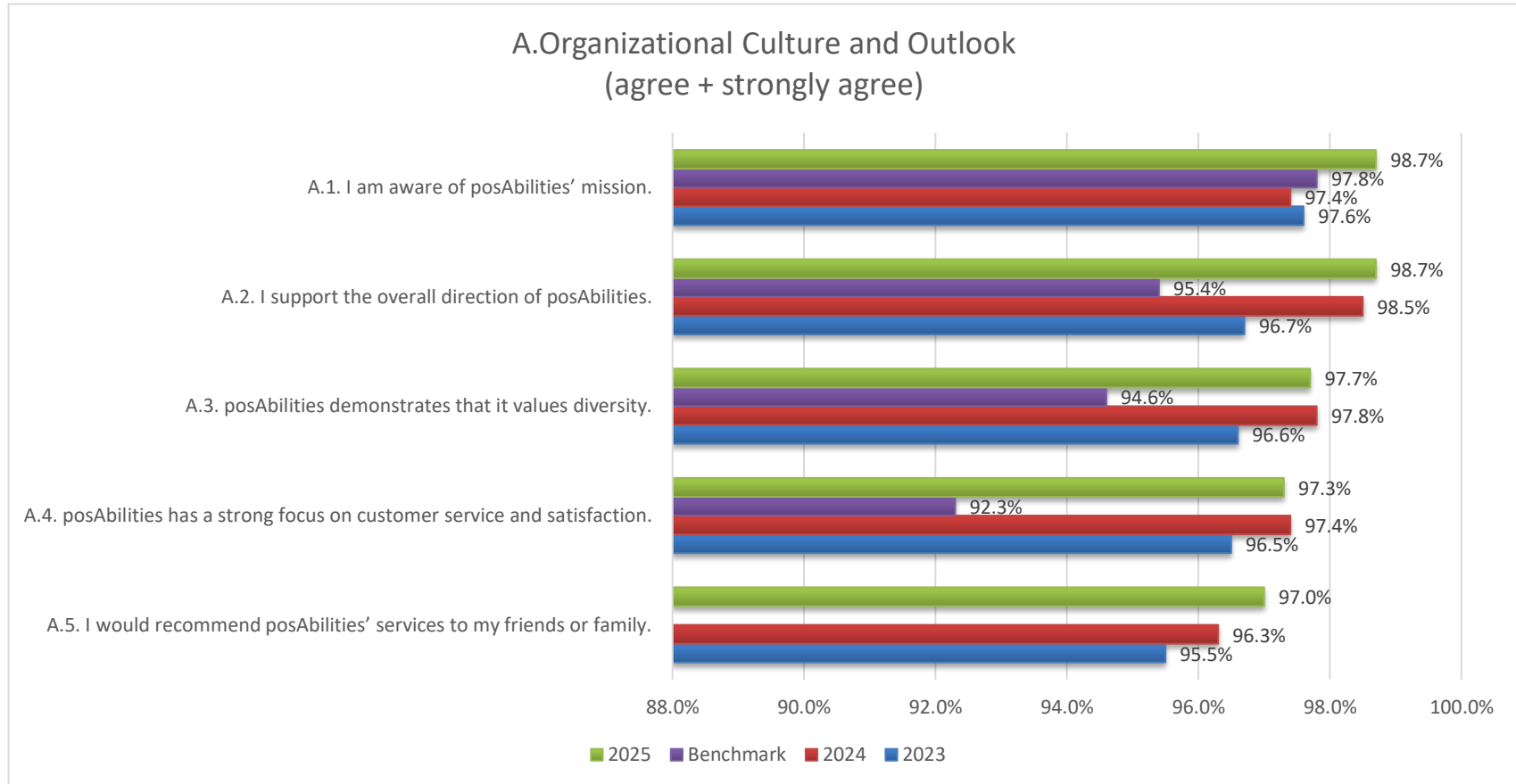
² Note that the Employee Climate Survey is administered in November of each year. Thus, the survey data for FYE2026 comes from the survey administered in November 2025.

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

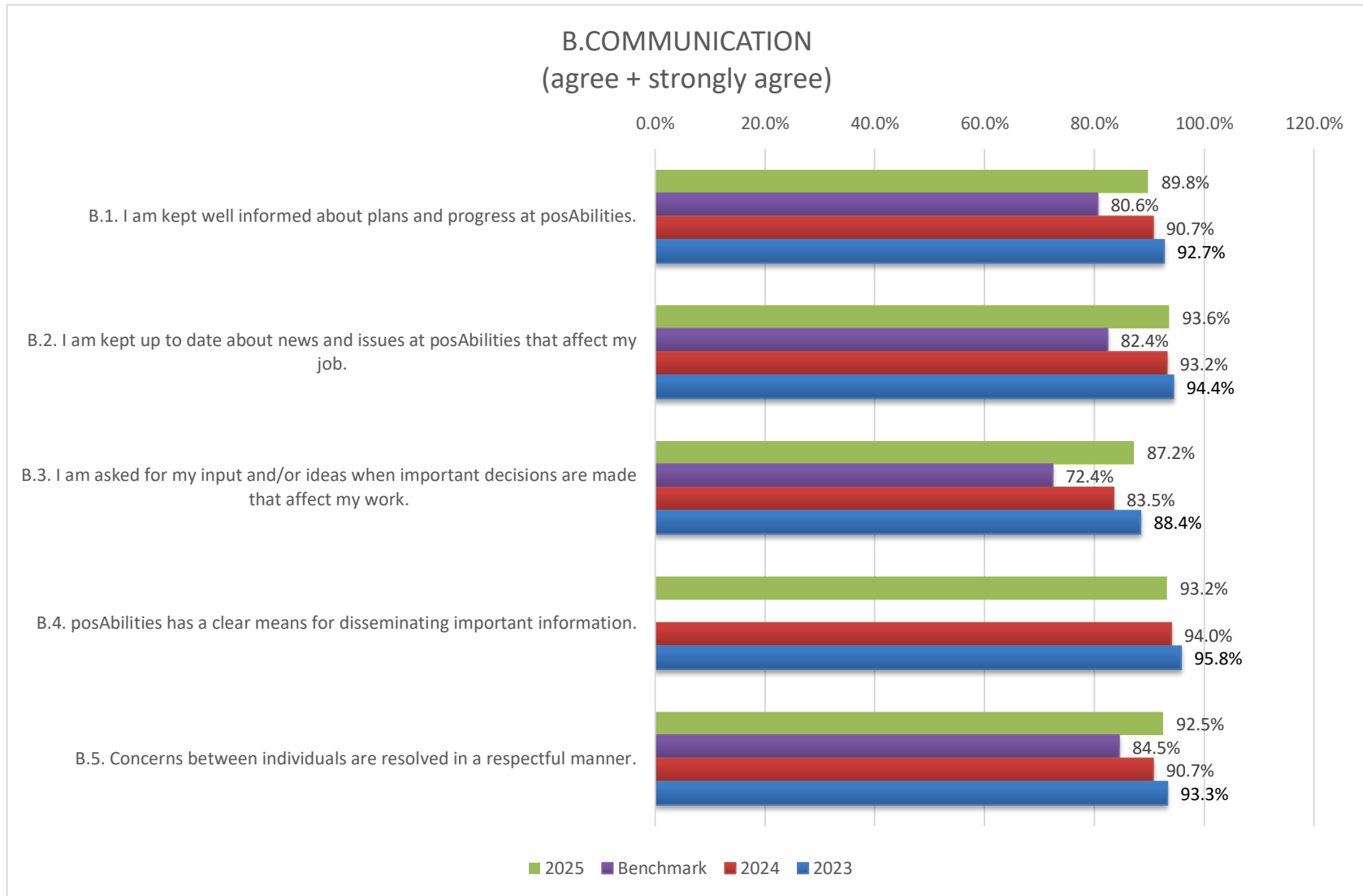
Item #	Item	2025	Benchmark	2024	2023
H.1	Paid fairly for work	71.5%	60.9%	74.6%	78.3%
H.2	Satisfied with benefit package	72.5%	82.4%	68.1%	75.4%
H.5	Staff promoted on merits	78.2%	73.4%	78.0%	82.1%
H.6	Recognition of high performing staff	78.3%	76.1%	80.7%	82.8%
C.1	Senior management informed of staff concerns	85.8%	74.4%	83.5%	88.4%

Employee Climate Survey Results by Category:

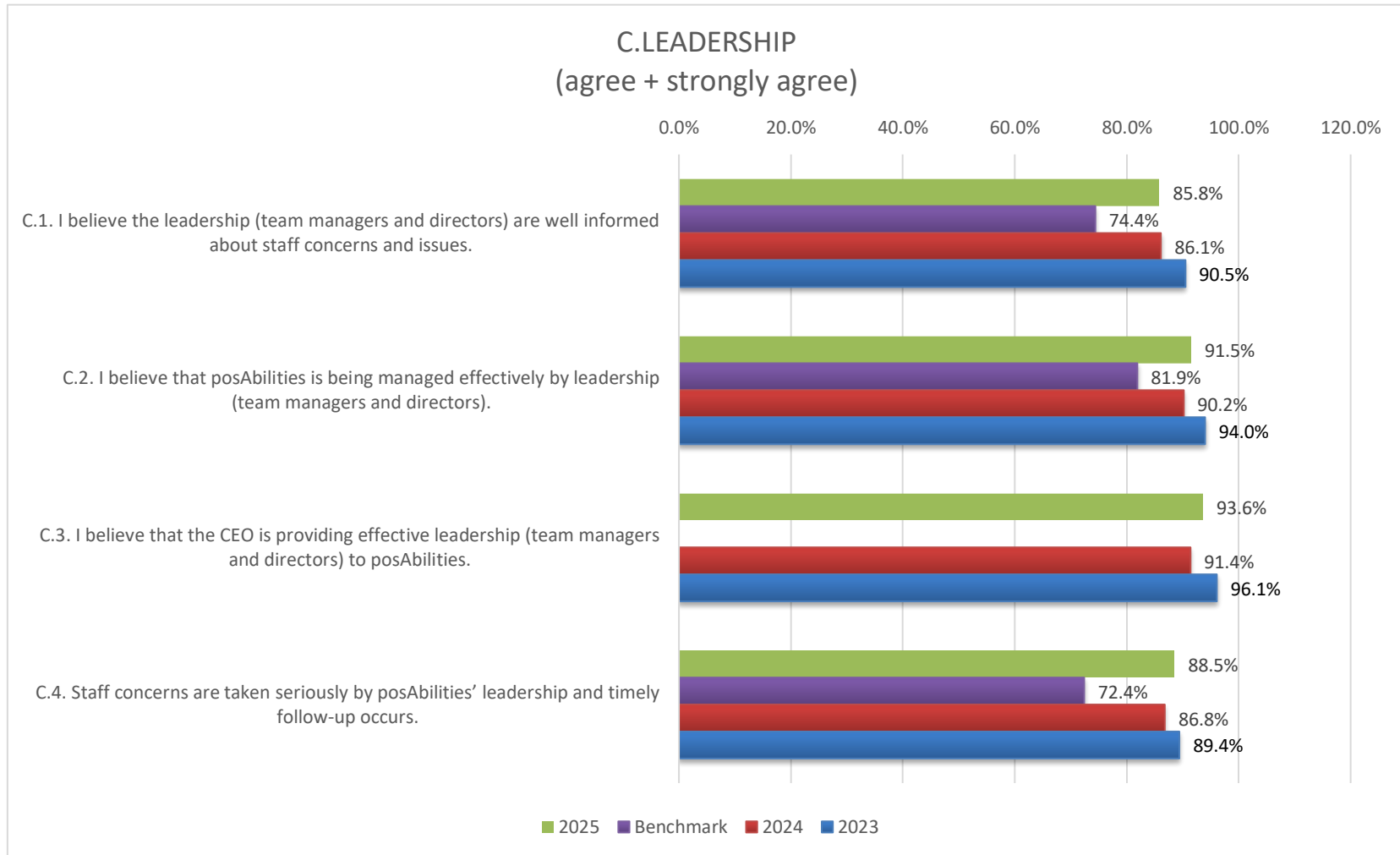
A. Organizational Climate



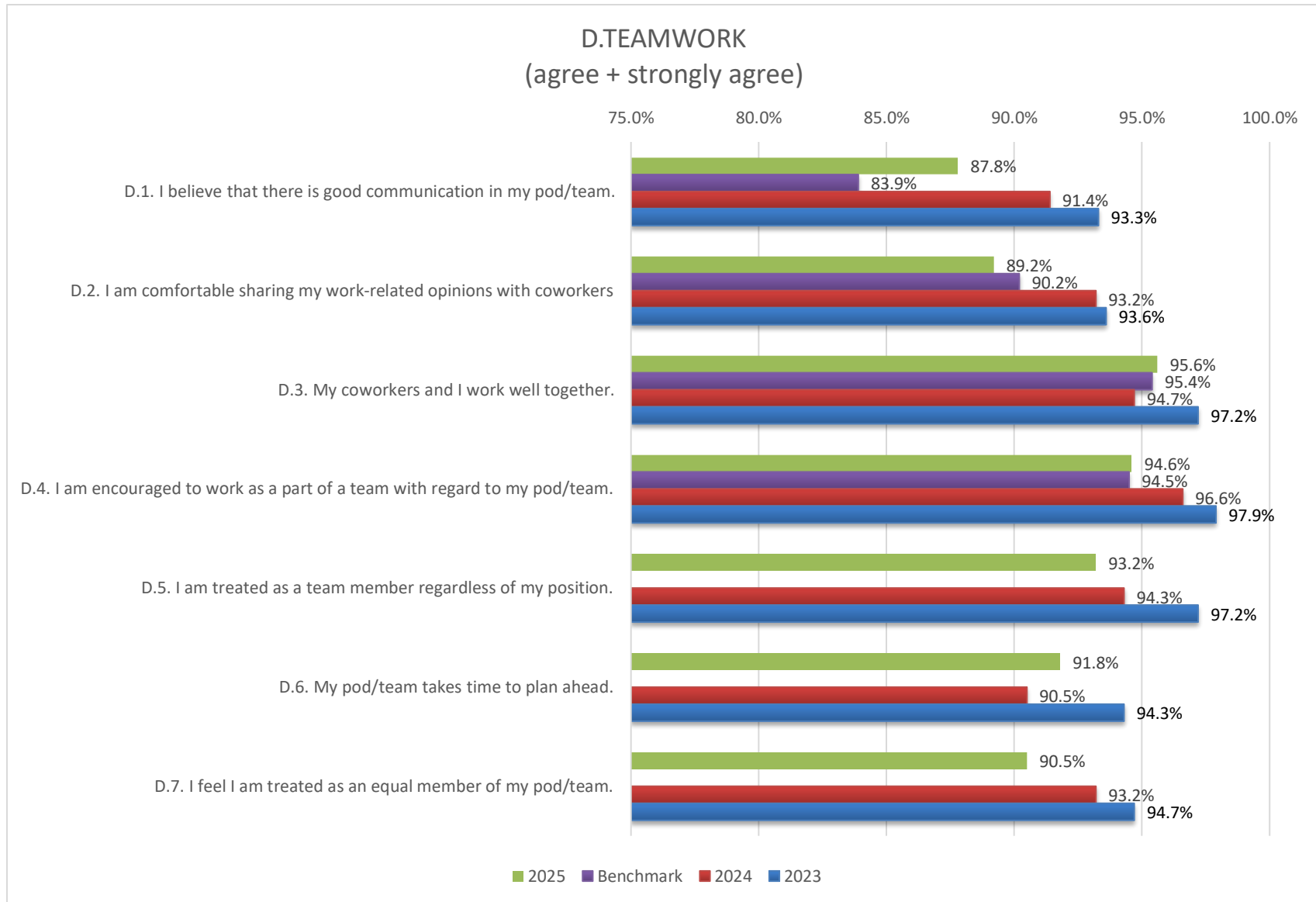
B. Communication



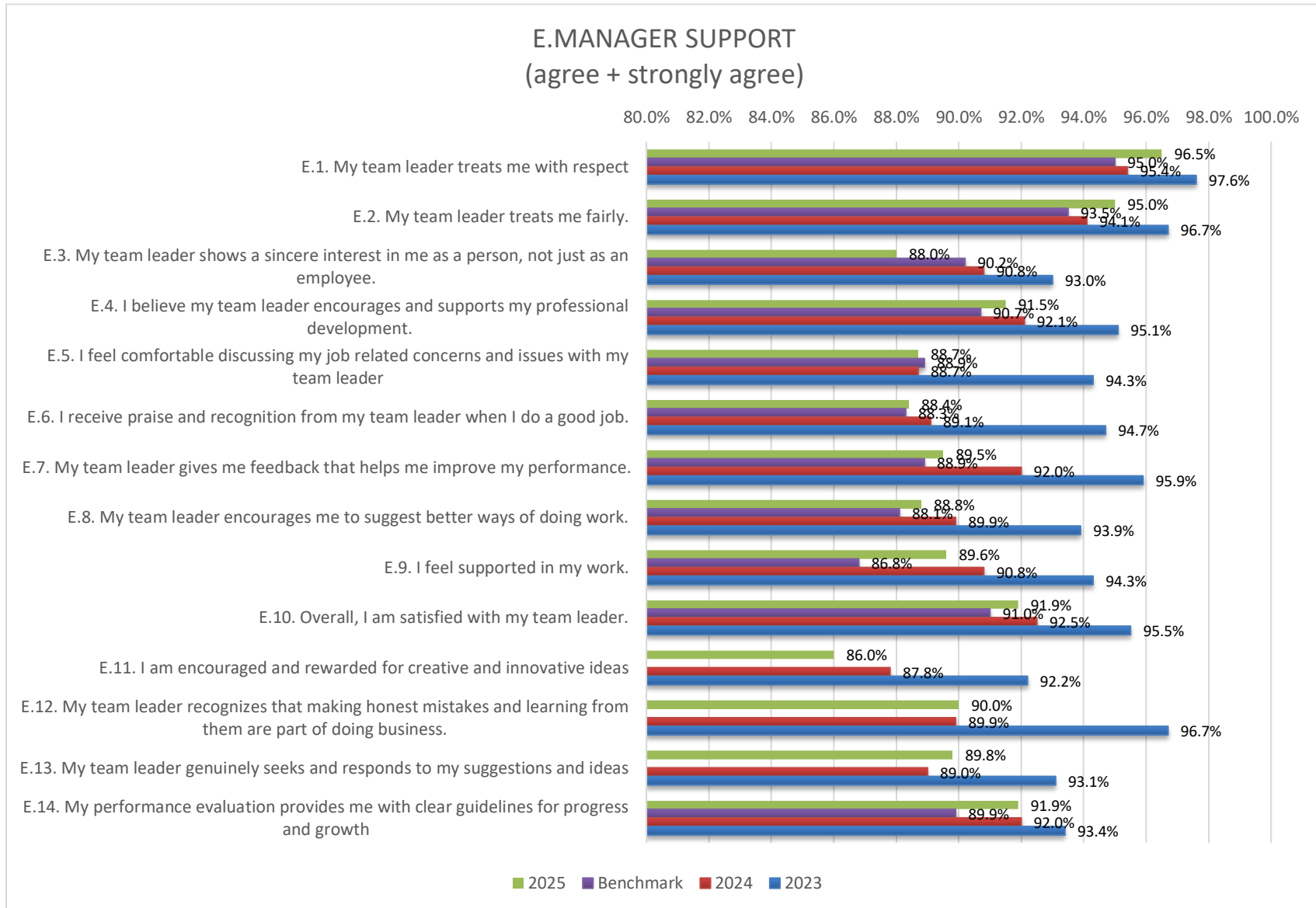
C. Leadership



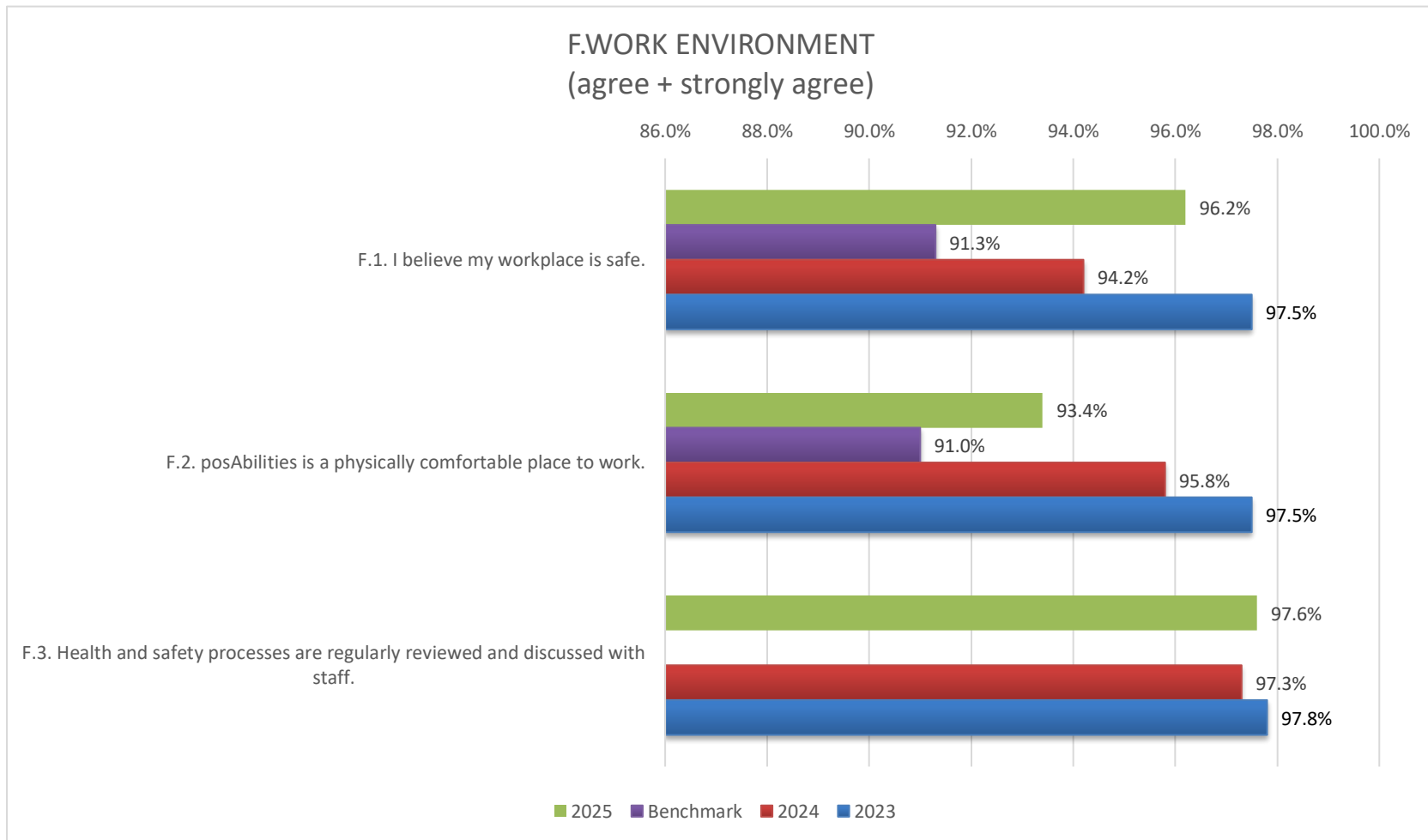
D. Workgroup



E. Manager Support



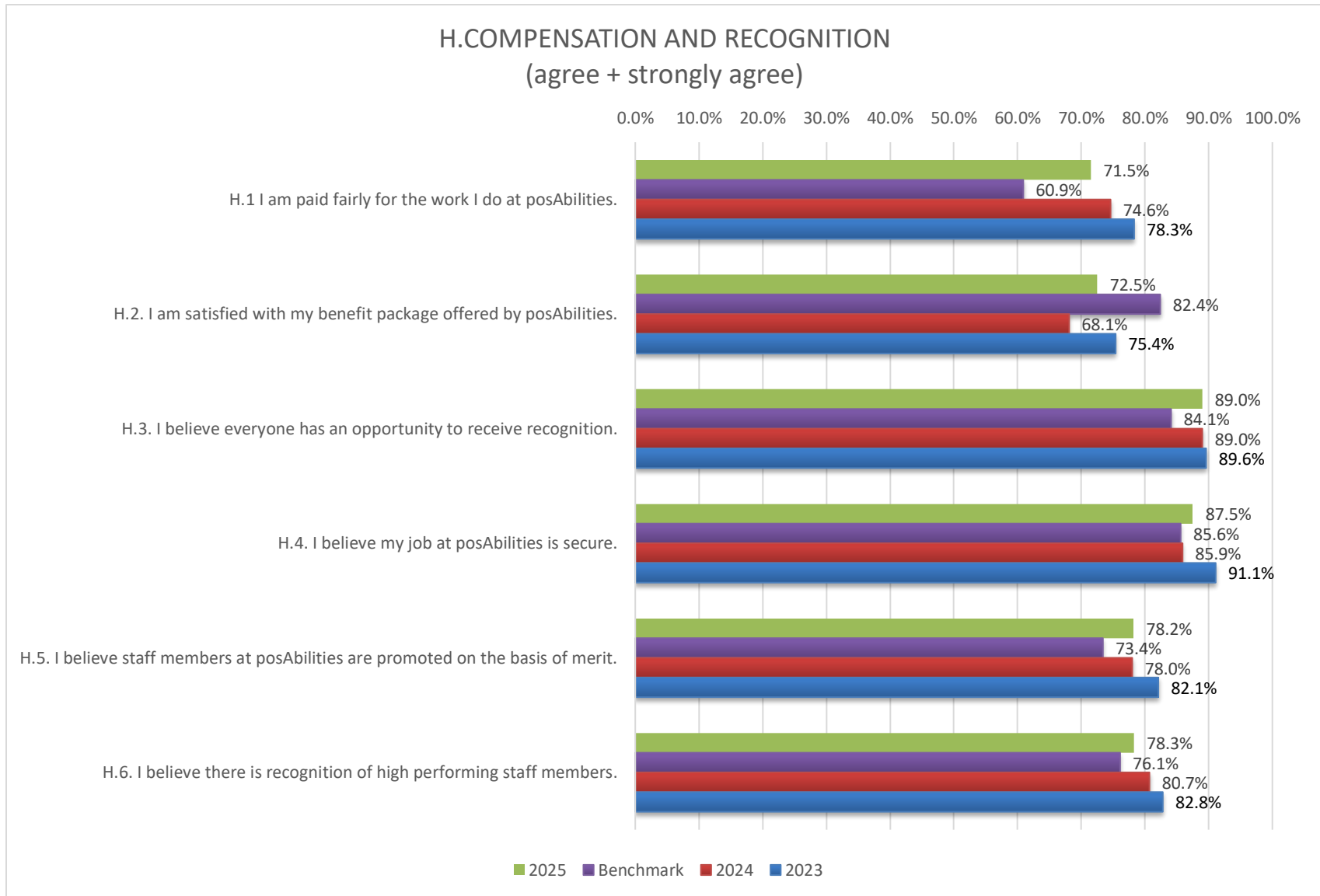
F. Staff Support/Environment



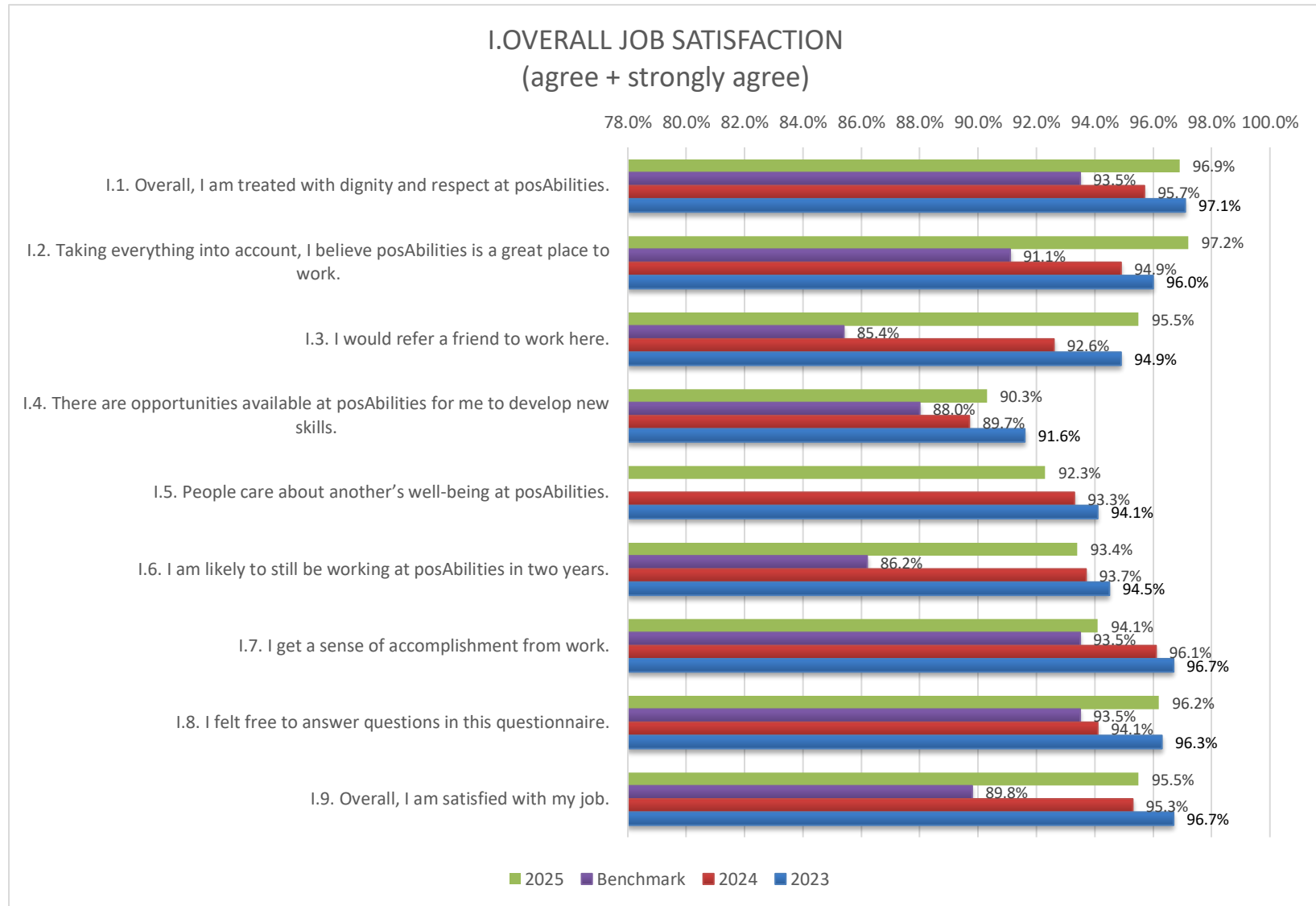
G. Staff Development



H. Compensation and Recognition



I. Overall Job Satisfaction



CUSTOM ITEMS – GENERAL - Agree + Strongly Agree	2025	2024	2023
1. My senior support worker treats me with respect.	96.6%	95.2%	96.1%
2. My senior support worker treats me fairly.	95.2%	93.7%	93.5%
3. My senior support worker shows a sincere interest in me as a person, not just as a team member.	93.5%	92.6%	93.7%
4. I believe my senior support worker encourages and supports my professional development.	91.1%	91.2%	92.8%
5. I feel comfortable discussing my job-related concerns and issues with my senior support worker.	92.0%	91.7%	94.2%
6. I receive praise and recognition from my senior support worker when I do a good job.	90.8%	86.9%	93.2%
7. My senior support worker gives me feedback that helps me improve my performance.	91.3%	88.8%	90.9%
8. My senior support worker encourages me to suggest better ways of doing work.	87.7%	86.8%	92.7%
9. I feel supported by my senior support worker.	92.9%	90.2%	92.2%
10. Overall, I am satisfied with my senior support worker or assistant supervisor.	93.0%	90.3%	93.1%
11. My senior support worker/assistant supervisor recognizes that making mistakes is part of doing business.	88.2%	92.2%	92.6%
12. My senior support worker or assistant supervisor genuinely seeks and responds to my suggestions and ideas.	89.5%	87.3%	91.6%
13. I find the weekly staff e-news informative.	89.1%	86.1%	89.1%
14. I regularly read the <i>posAbilities</i> blog in the weekly e-news or on the website.	65.4%	62.1%	66.9%
15. I regularly read <i>posAbilities</i> ' quarterly newsletter "Imagine!"	69.4%	69.0%	71.1%
16. I regularly visit <i>posAbilities</i> .ca for news and resources.	59.7%	58.4%	62.5%
17. I regularly visit <i>posAbilities</i> ' social media sites.	49.7%	51.2%	53.6%
18. I know how to use the family support inquiry form on Sharevision to make a referral to <i>posAbilities</i> ' Community Engagement Department.	67.3%	67.7%	69.1%
19. I regularly read the People of <i>posAbilities</i> (POP) newsletter.	64.2%	62.0%	64.9%
20. I know where to find information about <i>posAbilities</i> ' Diversity and Inclusion initiatives.	89.2%	84.3%	87.1%
21. I know where to find free resources to support my learning about diversity and inclusion.	87.7%	85.1%	85.9%
22. One or more of <i>posAbilities</i> ' Diversity and Inclusion initiatives has been beneficial to me	76.6%	71.8%	83.0%

CUSTOM ITEMS – GENERAL - Agree + Strongly Agree	2025	2024	2023
or my team.			
23. I have had the opportunity to participate in at least one team building experience this year.	66.5%	72.5%	79.8%
24. I know where to find <i>posAbilities</i> ' Quality Improvement Plans.	73.3%	72.1%	78.3%
25. I am familiar with <i>posAbilities</i> ' Quality Improvement Plans.	69.8%	67.9%	72.2%
26. The Person-Centered Training is beneficial to the work I do.	94.5%	93.2%	95.4%
27. The Positive Behaviour Support Training has been beneficial to the work I do.	93.8%	90.7%	94.6%
28. One or more of <i>posAbilities</i> ' employee wellness initiatives have been beneficial to me.	78.5%	77.2%	79.7%
29. I am familiar with the Wellness Initiative "Lifespeak".	84.0%	82.9%	82.4%
30. I am familiar with the Wellness initiative "Telus Health" (previously "Lifeworks").	85.2%	85.6%	88.7%
31. I am familiar with the Wellness initiative "iGrow".	85.8%	86.5%	87.3%

CUSTOM ITEMS – BENEFITS - Satisfied + Very Satisfied	2025	2024	2023
1. Please rate your satisfaction with <i>posAbilities</i> ' dental care plan.	81.2%	80.0%	79.5%
2. Please rate your satisfaction with <i>posAbilities</i> ' vision care plan.	70.0%	71.0%	71.9%
3. Please rate your satisfaction with <i>posAbilities</i> ' paramedical practitioner coverage.	69.3%	74.3%	72.7%
4. Please rate your satisfaction with <i>posAbilities</i> ' drug plan coverage.	69.8%	73.6%	71.4%

CUSTOM ITEMS – THE 12 STRETCHES- "YES" responses	2025	2024	2023
1. I know where to find information on the 12 Stretches in Sharevision.	80.6%	85.8%	86.6%
2. know a few of the 12 Stretches without having to look them up.	63.3%	66.4%	66.5%
3. I have been involved in a conversation where one or more of the 12 Stretches were discussed/explored.	61.7%	66.0%	66.5%
4. I have been part of a situation where the 12 Stretches were part of the decision-making process.	50.7%	50.0%	50.2%

CUSTOM ITEMS – VALUES	RESPONSE OPTIONS	2025	2024	2023
1. I knew <i>posAbilities</i> ' values without having to read them above.	None/Some/All	Some: 58.2% All: 40.0%	Some: 53.9% All: 43.3%	Some: 51.1% All: 46.2%
2. <i>posAbilities</i> lives its values.	Almost never/Rarely/Sometimes/Mostly	Sometimes: 20.8% Mostly: 77.1%	Sometimes: 20.2% Mostly: 77.5%	Sometimes: 15.7% Mostly: 82.4%
3. I have been part of a situation where <i>posAbilities</i> ' values were used to help with decision-making.	Yes/No	Yes: 77.7%	Yes: 80.1%	Yes: 80.1%
4. My personal values align with <i>posAbilities</i> ' values.	Not at all/Not really/Somewhat/Completely	Somewhat: 33.7% Completely: 64.6%	Somewhat: 32.7% Completely: 65.0%	Somewhat: 28.7% Completely: 69.7%
5. I encounter beauty at work.	Almost never/Rarely/Sometimes/Often	Sometimes: 43.5% Often: 50.2%	Sometimes: 48.0% Often: 47.2%	Sometimes: 48.7% Often: 45.6%
6. I have profound moments of connection at work.	Almost never/Rarely/Sometimes/Often	Sometimes: 37.9% Often: 57.4%	Sometimes: 44.4% Often: 50.4%	Sometimes: 47.1% Often: 47.9%
7. I laugh at work every day.	Almost never/Rarely/Sometimes/Often	Sometimes: 34.4% Often: 58.5%	Sometimes: 34.5% Often: 59.9%	Sometimes: 35.8% Often: 57.3%
8. I think I am making a difference at work.	Almost never/Rarely/Sometimes/Often	Sometimes: 31.8% Often: 66.1%	Sometimes: 33.7% Often: 63.5%	Sometimes: 28.8% Often: 68.1%
9. My work is joyful.	Almost never/Rarely/Sometimes/Often	Sometimes:	Sometimes:	Sometimes:

CUSTOM ITEMS – VALUES	RESPONSE OPTIONS	2025	2024	2023
		38.9% Often: 55.1%	42.2% Often: 52.6%	42.0% Often: 51.9%
10. This work allows me to bring my whole self to work.	Almost never/Rarely/Sometimes/Often	Sometimes: 32.9% Often: 60.4%	Sometimes: 36.5% Often: 57.9%	Sometimes: 35.2% Often: 60.2%
11. This work feeds my need to bring value to the world.	Almost never/Rarely/Sometimes/Often	Sometimes: 30.4% Often: 65.4%	Sometimes: 30.2% Often: 66.3%	Sometimes: 31.2% Often: 66.2%
12. This work has made me a better person.	Almost never/Rarely/Sometimes/Often	Sometimes: 27.0% Often: 68.7%	Sometimes: 30.6% Often: 66.3%	Sometimes: 26.7% Often: 68.6%

CUSTOM ITEMS - Curiko³

Do you access Curiko?	2025	2024	2023
Yes, for myself.	10.4%	9.2%	6.9%
Yes, with someone I support.	31.2%	39.2%	31.4%
No, I don't know what it is.	8.2%	8.4%	20.3%
No, I know what it is but haven't yet.	26.2%	26.0%	25.3%
I have, but not in a long time.	24.0%	17.2%	16.1%

If you are not involved with Curiko, why? (check all that apply)	2025	2024	2023
Never heard of it.	10.1%	8.9%	26.8%
Don't have access to a device or reliable internet.	2.6%	4.5%	5.7%
It's too confusing or complicated.	4.8%	5.1%	8.0%
The experiences don't look interesting.	11.1%	9.6%	13.7%
I don't have time.	46.6%	45.9%	38.2%
We have a routine and want to stick with it.	24.9%	26.1%	18.3%

If you are not involved, how do you see yourself participating in Curiko? (check all that apply)	2025	2024	2023
Hosting an experience.	6.6%	6.9%	8.8%

³ This custom category was introduced in 2023

If you are not involved, how do you see yourself participating in Curiko? (check all that apply)	2025	2024	2023
Co-hosting an experience with someone I support.	5.2%	6.3%	4.6%
Attending an experience myself.	18.3%	19.6%	20.2%
Attending an experience with people I support.	37.6%	32.8%	46.6%
Moderating an experience.	9.2%	4.8%	12.9%
I don't see myself participating at all.	23.1%	29.6%	32.1%

If you do use Curiko, what is the benefit of participating in Curiko? (check all that apply)	2025	2024	2023
Building relationships.	62.6%	62.1%	68.6%
Building capacity.	6.2%	4.6%	31.3%
Having time to engage in passions or interests.	17.9%	18.4%	62.7%
Moments of novelty or breaking up the daily routine.	10.3%	12.6%	41.4%
Changing power structures.	3.1%	2.3%	19.5%

Please note for the last three items, because respondents could select multiple options, percentages will not total 100%.

posAbilities 2025 uSPEQ® Employee Climate Survey: Quality Improvement Response

Updates on the 2024 uSPEQ® Quality Improvement Plan:

Before we present the review of Custom Question responses and the Quality Improvement Plan (QIP) for the 2025 survey year, we would like to share an update on three outstanding action items from 2024:

Action: Share and review the posAbilities Compensation Frequently Asked Questions document with all employees. Post the FAQ on ShareVision, using each program's required reading communication book, and review/discuss at Pod Meetings.

Update: The Collective Agreement negotiations were not completed last year as anticipated and are still ongoing. As a result, the FAQ was not updated with new figures. This action item therefore remains relevant for this year's leadership response. The FAQ has since been refreshed and will be finalized with the updated figures once we have a new Collective Agreement.

Action: Add new custom question(s) to the 2025 uSPEQ® Employee Climate Survey to probe the reasons behind the lower satisfaction reported in B.3, asked for input on job decisions.

Update: This item was not initiated during the previous QIP cycle and remains relevant. We will develop custom questions and submit them to the Quality Assurance Manager for inclusion in next year's survey. The resulting feedback will help inform leadership about the types of decisions employees would like to provide input on.

Action: Add a new set of custom questions to the 2025 uSPEQ® Employee Climate Survey to probe the reasons behind the lower satisfaction in indicators H.5 and H.6.

Update: This item was not initiated during the previous QIP cycle and remains relevant. We will develop custom questions and submit them to the Quality Assurance Manager for inclusion in next year's survey. In addition, we will collaborate with the Director of HR/LR to develop a clear communication about the application of our scoring matrix, and how it is used to determine the successful candidate for internal job competitions.

Custom Item Analysis

Please see the 2025 USPEQ® Employee Climate Survey Standard Report for details.

We do not have benchmark data for our custom questions. However, we ask each question for at least three years to assess progress, barriers and trends. As with the main portion of the survey, we may consider setting targets and determining QIP action items where we scored below those targets.

Relationships between employees and their supervisors

These questions measure the relationship between employees and their supervisors. Compared to previous years, results this year show an overall improvement in satisfaction, with several areas trending upward. While some changes are modest and still fall within a non-significant range statistically, the positive direction is encouraging.

Communications

Overall, communications results show modest improvement compared to 2024. We're encouraged by the strong readership of our weekly e-news. This year, we also piloted short-form video newscasts and now deliver the weekly e-news in a video format led by the Social Media Fellowship team.

Engagement across our blog, newsletters, and website remains lower by comparison. However, we are pleased to report significant progress in digital accessibility. Three of posAbilities' primary websites have been refreshed to meet high accessibility standards. The posAbilities and posAbilities Employment Services websites launched in Fall 2025, and the Laurel Supports website is substantially complete, with a planned launch by the end of April 2026.

To further strengthen internal engagement, particularly with the People of posAbilities (PoP) newsletter, we would like to explore introducing a video format or other multimedia approaches.

Action: Explore introducing a video format for other internal products, such as the internal newsletter, People of posAbilities (PoP).

Action: Explore the current tools and services that turn written emails or newsletters into audio or podcast-style content.

Diversity and Inclusion, Wellness and Quality Improvement

Overall, we are seeing slight upward trends in our diversity and inclusion initiatives. Knowledge of Quality Improvement Plans and familiarity with our wellness initiatives remain high.

The vast majority of full- and part-time team members enjoyed participating in their program's team building activities. Teams may wish to collaborate further on ways to connect with casual staff.

12 Stretches

We continue to observe a consistent pattern over the past three years. Employees know where to access information about the 12 Stretches, and more than 60% have participated in conversations in which one or more stretches were discussed or explored. However, we still see lower numbers (50%) when it comes to the stretches being applied directly within decision-making processes.

Action: Host a series of opportunities focused on human flourishing, inviting employees and the people we serve to participate and experience together.

Values and Meaningful Work

This year's survey results show that our team deeply resonates with the values that guide our work. Employees shared that they regularly experience moments of connection, meaning, and even beauty in their day-to-day interactions. Many described feeling that they make a real difference, that their work is joyful, and that our shared purpose is lived.

Overall, this section of the survey reflects a workplace where people feel aligned with our mission, grounded in meaningful relationships, and inspired by the impact they create. These results affirm the strength of our culture and the care and commitment that each person brings to their work.

Curiko

Engagement with Curiko continues to be mixed, and the reasons have stayed consistent over time. Many employees share that they simply haven't had the time to explore Curiko experiences, while others feel that the routines they already use are working well and don't currently require additional tools or activities. We also wanted to share an update: As a result of BC's economic challenges, the funding for Curiko will not be renewed. The Curiko platform ceased to operate as of July 31, 2026. The platform has been placed in stasis with the hopes that the Degrees of Change partners will be able to find alternate sources of funding to bring the platform back on line. Due to this change, we won't be including any

new action items related to Curiko at this time.

Recommendations for 2025 Quality Improvement Plan

Theme 1 – Compensation & Recognition

Action 1: Share and review the posAbilities Compensation Frequently Asked Questions document with all employees, once a new Collective Agreement has been reached. Post the FAQ on ShareVision and review/discuss at Pod Meetings.

Action 2: Add a new set of custom questions to the 2026 uSPEQ® Employee Climate Survey to probe the reasons behind the lower satisfaction in indicators H.5 (staff promoted on merits) and H.6 (recognition of high performing staff).

Theme 2 — Decision-Making Inclusion

Action 3: Add new custom question(s) to the 2026 uSPEQ® Employee Climate Survey to probe the reasons behind the lower satisfaction reported in B.3 (asked for input on job decisions).

Theme 3 — Communications & Engagement

Action 4: Explore introducing a video format for other internal products, such as the internal newsletter, People of posAbilities (PoP).

Action 5: Explore the current tools and services that turn written emails or newsletters into audio or podcast-style content.

Theme 4 — Learning Culture & the 12 Stretches

Action 6: Host a series of opportunities focused on human flourishing, inviting staff and the people we serve to participate and experience together.

Conclusion

The 2025 uSPEQ® Employee Climate Survey affirms the many strengths of our organization while highlighting areas where continued attention and thoughtful action are needed. Once again, team members shared high levels of satisfaction across most domains, particularly in areas related to clarity of roles, teamwork, leadership support, and alignment with our mission and values. These results speak to the care, professionalism, and commitment that define our workplace culture.

At the same time, the survey provides important reminders of where we can grow. Areas such as compensation, recognition, opportunities for input in decision-making and strengthening communication pathways remain priorities for improvement. Our custom question analysis also highlights emerging opportunities—particularly around enhancing multimedia communication,

deepening the integration of the 12 Stretches into decision-making, and continuing to reinforce Diversity & Inclusion, Wellness, and Quality Improvement practices.

The 2025 Quality Improvement Plan outlines our steps to address these priorities, including carrying forward items that remain in progress. As always, your feedback is essential to shaping these actions and strengthening our learning culture.

Most importantly, this survey reaffirms the central role each of you plays in shaping posAbilities. Thank you for your continued participation and insight. Together, we will keep building a workplace where people feel supported, valued, and connected to meaningful work.

5. KEY BUSINESS FUNCTIONS

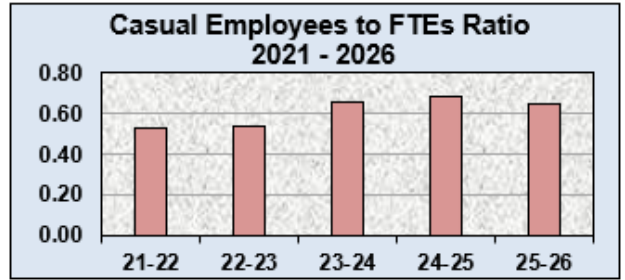
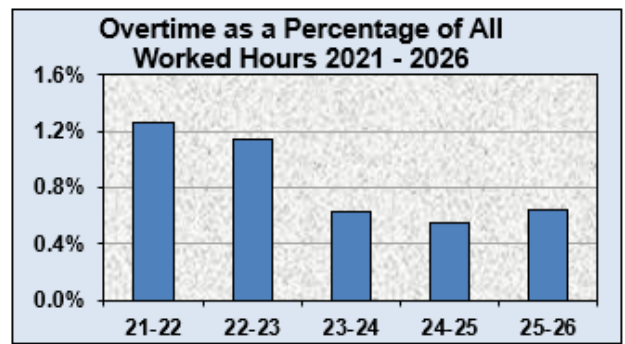
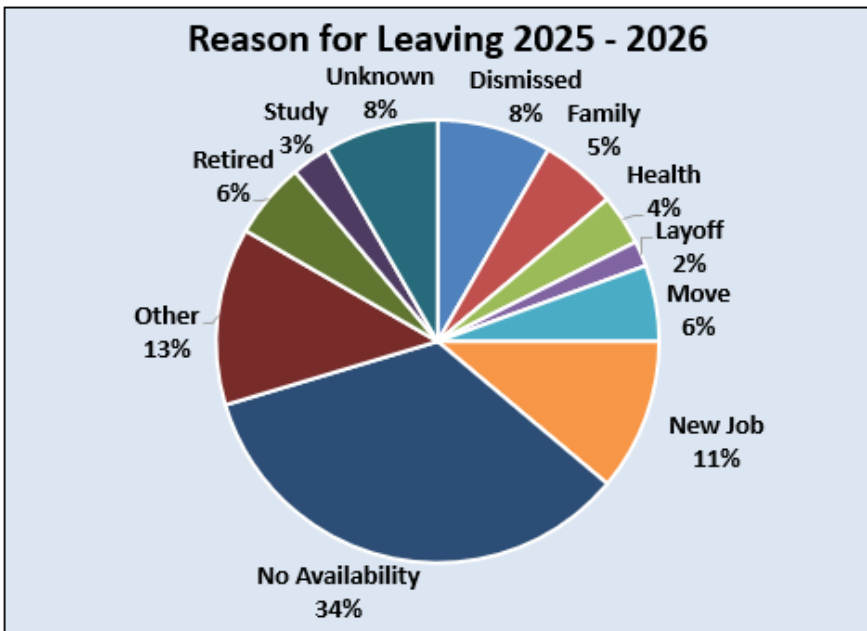
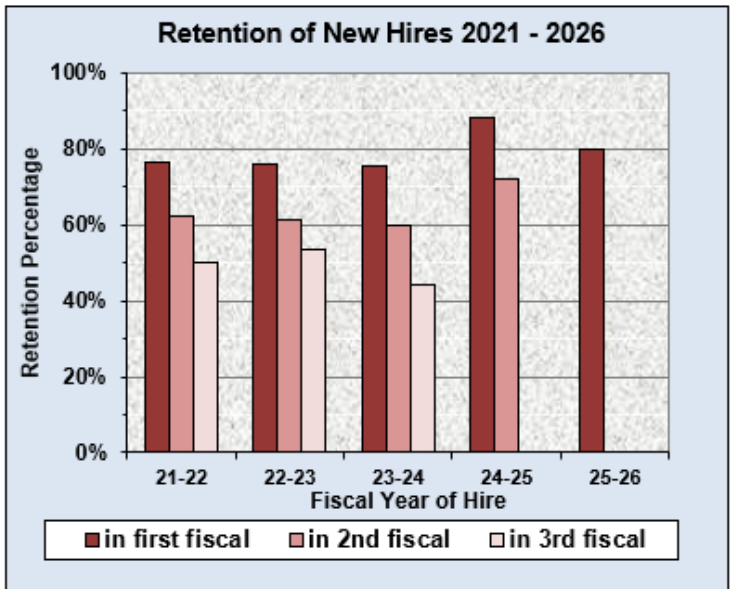
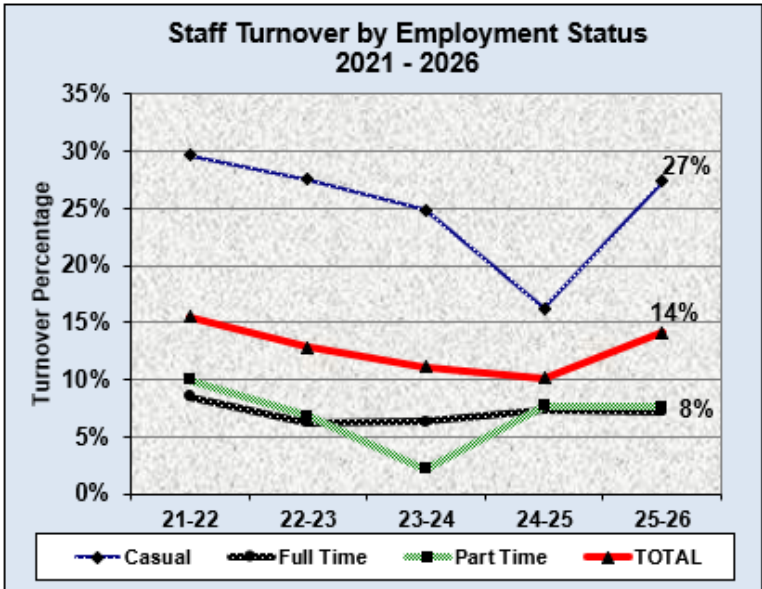


5. KEY BUSINESS FUNCTIONS

5.1 Staff Utilization

OBJECTIVE: To increase the efficient utilization of our staff
TIME OF MEASUREMENT: April 2026
OBTAINED BY: Human Resources

Measure	Applied To	Data Source	Target FYE 2026	Outcome FYE 2026	Target FYE 2027
% of staff exits	All staff in reporting period	HRIS	10%	13%	11%
% of new hires retained after two years	All staff in reporting period	HRIS	65%	72%	70%
Casual Employees to Full Time Equivalent (FTE) ratio	All casual staff in reporting period	HRIS	0.66	0.65	0.66
Overtime as a % of total hours worked	All staff in reporting period	Staff Scheduling System	0.5%	0.6%	0.5%



Key Findings/Trends

- The overall turnover rate increased from 10% to 13% compared to the previous year, due to a significant increase in the turnover rate for casual employees from 14% to 27%. Turnover of regular employees remained virtually unchanged at around 7.5%. The most prevalent reason for leaving was casual employees not being available to work, at 34% of all terminations. Another significant reason for leaving was people finding jobs elsewhere, at 11% of terminations.
- Of those hired in the last fiscal year, 80% are still with us, down from 88% the previous year. For staff hired in the last two years, retention is at 72%, up from 60% the previous reporting year.
- The ratio of casual employees to Full Time Equivalent (FTEs) shows the size of our pool of casual workers relative to the size of our regular workforce. This is an indicator of our ability to have casual workers backfill shifts when regular employees are away. The ratio this year was 0.65, a slight decrease from the previous year when it was 0.69.
- The total number of employees was 663, a 4 % increase from the previous year. We hired 136 new employees, which is similar to the previous year.
- Overtime hours remained virtually unchanged at 0.6% of all hours worked.

Interpretation of results

- The increase in terminations of casual employees was in large part due to the consistent enforcement of the collective agreement, which stipulates that casual employees who do not work a minimum of 200 hours per year may be terminated.
- The increase in the number of employees was due to acquiring staffing for one new Program, and growing the size of our casual pool for the six new Programs we acquired last year.
- The trend of people working into their later years continues. The percentage of employees in the bargaining unit aged over 65 now stands at 11%, an increase from 9% the previous year.

Follow-up and proposed action

- We will run a pilot project later this year to further automate our system for monthly shift call-outs, making it more efficient and less time-consuming. It is expected that this will improve the efficient utilization of our casual staff.
- We will aim to maintain the current ratio of 2 casual staff for every 3 regular employees, as this gives us sufficient backfill capacity to keep overtime at bay at around 0.5% of all hours worked.
- We will continue to pursue partnerships with colleges to facilitate practicums. Having added two more partnerships this past year, practicums are of strategic importance to connect with and recruit a new generation of workers who can carry our organization into the future.

Monitoring

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

5.2 Occupational Health and Safety Performance

OBJECTIVE To Reduce Occupational Incidents and Associated Cost
TIME OF MEASUREMENT December 2025
OBTAINED BY Human Resources

Measure	Applied To	Data Source	Target 2025	Outcome 2025	Target 2026
Number of lost time accidents resulting from “Aggression/force” per 100 employees	All staff in 2024	DMI	1.1	1.7	1.5
Number of lost time accidents resulting from “Overexertion” per 100 employees	All staff in 2024	DMI	1.0	1.3	1.5
Number of lost time accidents resulting from “Slip/Trip/Fall” per 100 employees	All staff in 2024	DMI	0.5	0.5	0.5
Number of lost time accidents resulting from “Struck By/Struck Against” per 100 employees	All staff in 2024	DMI	0.4	0.0	0.4
Number of lost time accidents resulting from “Other” per 100 employees	All staff in 2024	DMI	0.6	0.4	0.5
WorkSafeBC Claims Costs Total	All Staff in 2024	WorkSafeBC	\$90,000	\$90,500	\$90,000

Limitations

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

Key Findings / Trends



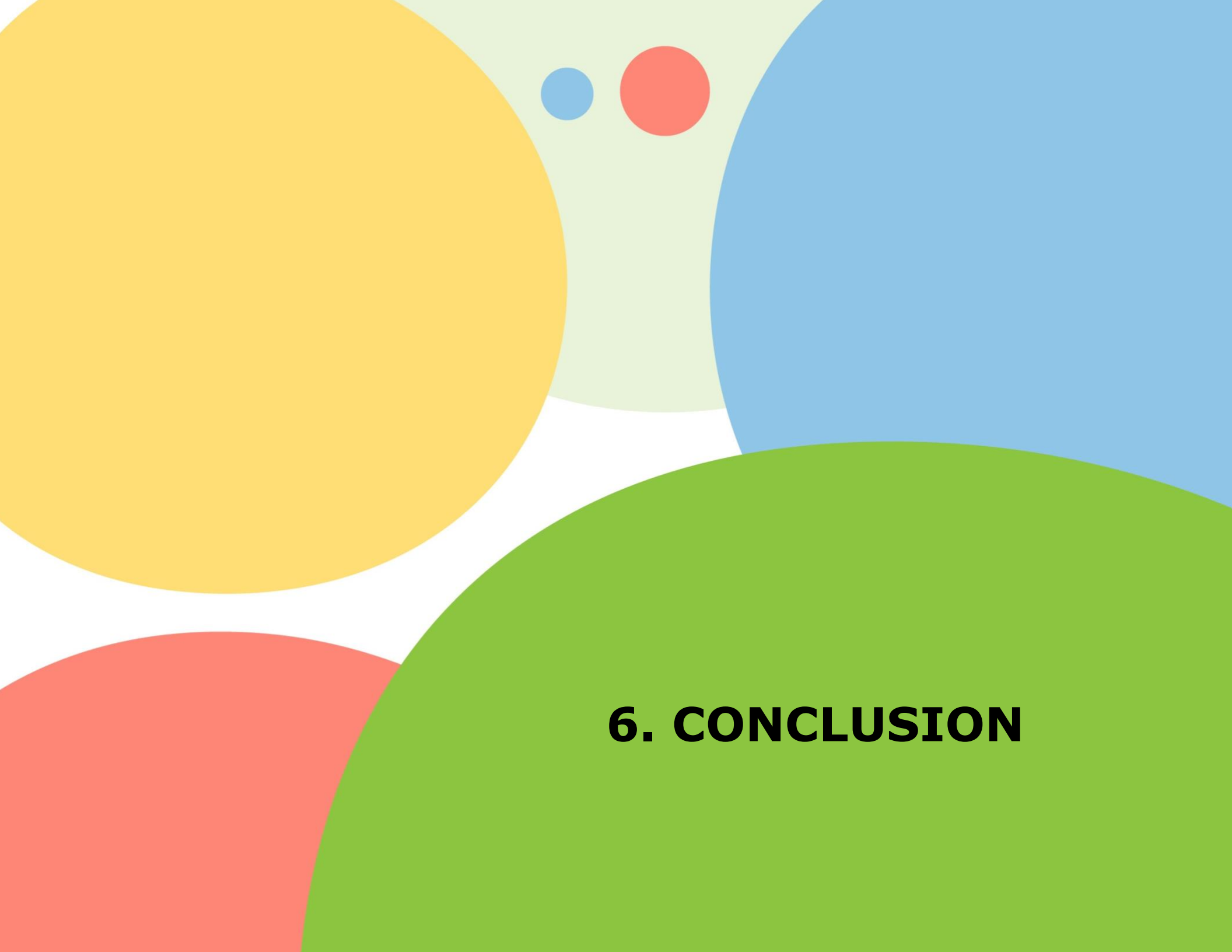
- The total number of Lost Time Accidents (LTAs) per 100 workers was 4.0, the same as the previous year.
- The largest contributor to lost time accidents was Aggression/Force at 1.7, while there were no Struck Against/By lost time accidents.
- The number of workdays lost increased from 305 in 2024 to 416 in 2025.
- Total claims costs were \$90,000. This is down from \$214,800 the previous year.

Interpretation of Results

- The stability in the (low) number of LTAs reflects the solid foundation we have built over the years in our OSH Program.
- The reduction in claims costs compared to the previous year is because two claims from 2024 are still open and accrue costs, with employees receiving ongoing wage loss benefits. These account for 80% of the total claims costs that year.
- For the 4th year running, we received a discount (28.4%) on the WorkSafeBC base premium rate in the community housing services category, as our claims history was better than the average amongst other organizations. Overall, the discount saved us over \$185,000 in our 2025 WorkSafeBC premiums. 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 92%. Continuing scores in the 90s year after year affirm our strong health and safety culture and the contributions of all our employees to make this happen.

Monitoring

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



6. CONCLUSION

6. CONCLUSION

The Outcomes Management Report provides an overview of the types of services we offer, the results obtained during FYE2026 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 served
- provide ongoing information about the organization's performance
- continually enhance service delivery and the organization
- provide proof of continuous service improvement

APPENDIX: PROGRAMS AND SERVICES: OUTCOMES DATA AND RESULTS

The following section provides detailed outcomes data and results for our services by service stream. For items where fewer than ten responses were received, results are not reported. We strive for at least a 25% survey response rate. As a low number of responses for an item does not allow us to draw reliable conclusions about overall consumer/family satisfaction, some items falling below target may not have responses/actions outlined. The following table provides response rates by service stream for the Person Served (Consumer) and Family Member Surveys in FYE2026.

Service Stream	Consumer Surveys Distributed	Consumer Surveys Received	Consumer Response Rate	Family Surveys Distributed	Family Surveys Received	Family Response Rate
Community Employment Services	65	10	15%	78	10	13%
Community Housing Program	99	84	85%	78	24	31%
Community Integration	122	87	71%	137	32	23%
Explore	19	6	32%	13	4	31%
Shared Living	105	45	43%	56	8	14%
Supported Living	82	57	70%	47	8	17%

A.1 Home Living Services

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

A.1.1 Shared Living Services

Program Overview:

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

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

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

Stakeholder Survey Results:**FYE2026: Shared Living Providers Survey****RESPONDENTS** 28 of 119 = **24%****SURVEY METHOD** Satisfaction Surveys were emailed to Shared Living Providers**OBJECTIVE** To increase positive responses in each domain each year.

Survey Item	2026 Response (agree + strongly agree)	2025 Response (agree + strongly agree)	2024 Response (agree + strongly agree)
1. I am treated with respect by my Coordinator.	91.0%	93.6%	100.0%
2. My Coordinator has knowledge to support me with problem solving.	92.0%	93.6%	96.4%
3. I get the support I need from my Coordinator when questions or concerns arise.	82.1%	93.6%	96.4%
4. My Coordinator communicates with me consistently.	92.6%	91.5%	96.4%
5. My Coordinator offers beneficial information about upcoming events and workshops/information sessions.	92.9%	91.5%	100.0%
6. The Shared Living Contractor Agreement is easy to understand.	88.9%	85.1%	85.7%
7. I am provided with sufficient information to support the matching and transition of a person into my home.	76.5%	78.3%	75.0%
8. My Coordinator facilitates meetings to support the person served to identify goals.	95.0%	85.1%	96.4%
9. My Coordinator provides guidance to the Shared Living provider to assist persons served to pursue their goals.	90.0%	85.1%	89.3%
10. My Coordinator provides me with information about opportunities for myself and the person I support.	88.0%	85.1%	92.6%
11. I have found Open Future Learning to be a helpful tool for me to do my job.	42.9%	60.9%	N/A
12. I know how to apply for POP insurance.	71.4%	73.9%	N/A
13. I know when I need to re-apply for POP insurance.	78.6%	63.0%	N/A
14. I know how to apply for the CLBC Home Sharing Property Support Program	43.8%	54.3%	N/A

Key Findings:

- In FYE2026, our Shared Living Contractor Survey response rate of 24% was a significant drop from FYE2025 when we saw our highest response rate ever of 64%. This unfortunately interrupted a steady upward trend that started in FYE2023.
- We continue to engage the Shared Living Team in supporting the distribution of surveys and we have also deployed multiple distribution methods including phone, in-person, and emailed surveys. This year was hopefully an anomaly and we will see a better response next year.
- Combined “agree” and “strongly agree” scores were above 90% for six of fourteen items on the survey and above 80% for nine of fourteen items.
- Scores falling below 80% in FYE2026 included:
 - 13. ‘I know when I need to apply for POP insurance,’ which scored 78.6%.
 - 7. ‘I am provided with sufficient information to support the matching and transition of a person into my home,’ which scored 76.5%.
 - 12. ‘I know how to apply for POP insurance,’ which scored 71.4%.
 - 14. ‘I know how to apply for the CLBC Home Sharing Property Support Program,’ which scored 43.8%.
 - 11. ‘I have found Open Future Learning to be a helpful tool for me to do my job,” which scored 42.9%.
- Each of the above items are potentially addressed via communication and training we can provide for our Shared Living contractors.

Follow-up and Proposed Action:

- The four new items added last year continued to show lower scores than other items; all below 80%. Shared Living Coordinators will continue to work with Shared Living Contractors to ensure they are enrolled in WorkSafe POP, Open Future Learning and understand the CLBC Property Support Program.
- Item 7 ‘I am provided with sufficient information to support the matching and transition of a person into my home’, is the other item scoring below 80%. The Shared Living Team will continue to work on improving and refining the process by which they match persons served with contractors in order to achieve strong matches and successful, long-term placements.

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 2026	Outcome 2025	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	0.1	0.1	✓
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	0.01	✓

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 2026	Outcome 2025	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	90%	35 83%	44 83%	✗
	# 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%	4 100%	N/A	✓

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 2026	Outcome 2025	Target Achieved
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%	43 100%	51 91%	✓
Encourage friendships, recreational opportunities, and privacy and comfort of a family home through service utilization	Number of persons receiving Shared Living Services	90 ⁵	131	133	✓

Service Access					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Maintain the length of time from referral to service initiation	% of referred persons for whom services were initiated within 30 working days of referral	85%	40%	69%	✗

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 2026	Outcome 2025	Target Achieved
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i>	95%	39 95%	52 95%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	6 100%	N/A	✓
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	38 93%	52 95%	✗
	# and % of families of persons served who report that staff members treat them with respect and courtesy	95%	5 100%	N/A	✓
Value and acknowledge each person's individuality	# and % of persons served who report that staff members at <i>posAbilities</i> listen to them	90%	40 95%	52 95%	✓

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	5 83%	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%	33 80%	38 72%	✗
	# and % of families who report that their family member gets along better with peers as a result of <i>posAbilities</i>	95%	4 100%	N/A	✓
Enhance community-based resilience	# and % of persons served who report that staff members tell them about other services they can get	80%	36 88%	40 82%	✓
Promote self-determination and abilities to make their own decisions	# and % of persons served who report they are able to make choices about their care	90%	41 93%	49 91%	✓
Provide Education on rights and responsibilities	# and % of persons served who report staff have reviewed rights and responsibilities with them in the past year	95%	33 80%	46 85%	✗
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	41 95%	50 91%	✓

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
	# and % of families of persons receiving Shared Living Services who report they are overall satisfied with the services received	95%	6 100%	N/A	✓

Key Findings:

- This year's survey results for Shared Living show we met three of four effectiveness targets for persons served. Although we fell slightly short on one of the targets, the score was above 80%.
- Our score for service access fell to 40% this year, well below our target of 85%.
- In the area of input, we met nine of thirteen targets. Of the four scores below target, none fell below 80%, however.

Follow-up and Proposed Action:

- Regarding the time frame between referral and service initiation, Leadership will continue to monitor referral and intake timelines and review caseload capacity regularly with CLBC. We will ensure required documentation is completed promptly to support service initiation within 30 working days of referral.
- Regarding persons served who report that they are generally able to do things they want to do when they want to do them being below target, we will continue to document and advocate for needs of person(s) served and continue to provide education to families/stakeholders on supporting persons served to make decisions for their lives; rather than families deciding for them. We will also examine how we may supporting/guide persons served who want to do more than they may physically, mentally, legally, be able to do; and support persons served to access mental health care as needed.
- As the item related to respect is only slightly below the 95% target at 93%, we will not take specific action but continue to monitor and ensure Coordinators continue to connect with persons served regularly.
- Regarding families who report that staff at posAbilities pay attention to what they say regarding their family member, there are some cases where families and persons served may not see eye-to-eye. We will support persons served to work towards their goals, rights, live in their own unique ways and with as much independence as possible in various areas of their lives. In line with this, we will encourage families to

"listen" and honor decisions made by persons served.

- In order to increase the number of persons served who report that they are more connected to people in their community, we will continue to educate Shared Living providers to be aware of and support persons served to access resources in the community and encourage them to seek out community resources based on the person served's interests.
- With respect to providing education on rights and responsibilities, we will continue annual rights reviews with persons served and emphasize the correspondence to the related item on the annual survey. It is likely some persons served who received the information did not make the connection.

A.1.2

Supported Living Network

Program Overview:

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

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

The program provides support in the following areas:

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

Outcomes Data and Results:

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

Key Monitoring Items					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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	0.02	0.00	✓
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 2026	Outcome 2025	Target Achieved
resolution process					

Key Findings:

- In FYE2026, we met both Key Monitoring targets.

Efficiency					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Deliver support in the areas of daily life and self-care skills, home maintenance, and social inclusion through Supported Living Network service utilization	Number of persons served in SLN programs	85	86	92	✓
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	20	15	✓

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.

Service Access					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Maintain the length of time between referral and service initiation	% of referred persons for whom services were initiated within 30 working days of referral	85%	80%	57%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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%	45 94%	32 94%	✓
	# 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%	4 100%	N/A	✓
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i>	95%	47 98%	34 100%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	7 100%	N/A	✓
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%	36 97%	32 100%	✓
Enhance overall wellbeing	# and % of persons served who report that their life is generally better since they started working with <i>posAbilities</i>	90%	31 89%	34 100%	✗
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%	95%	86%	✓

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 2026	Outcome 2025	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	48 96%	34 97%	✓
	# and % of families who report that staff members at <i>posAbilities</i> treat them with respect and courtesy	95%	6 100%	N/A	✓
Value and acknowledge each person's individuality	# and % of persons served who report that staff members at <i>posAbilities</i> listen to them	95%	48 94%	33 94%	✗
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	7 100%	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>	80%	38 86%	29 97%	✓
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%	2 100%	N/A	✓
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%	44 90%	32 94%	✓
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive	90%	6 86%	N/A	✗

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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%	41 91%	31 94%	✗
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	46 100%	33 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%	7 100%	N/A	✓

Key Findings:

- This year's survey results for Supported Living show we met our two efficiency targets.
- We fell short of our 85% target for service access but made a significant improvement over last year, going from 57% to 80%.
- We met six of seven targets for effectiveness but all but one of those was above 90%. The item below target missed the mark by only 1%.
- In the area of input, we met eight of eleven. Of the three scores below target, none fell below 80%, however.

Follow-up and Proposed Action:

- Regarding service access, SLN is typically able to respond to a referral within a few days for an initial introduction meeting. However, some potential delays for coordinating an initial meeting can be: coordinating schedules between person served, family, facilitator, SLN; awaiting contact numbers which may not be contained in profile info; or awaiting response from person served regarding intake information. There have also been delays in starting service for a person served based on their request for a preferred start date. One action we will take to continue to improve in this area is to ensure an acting Team Leader initiates referral contact and follow-up whenever the regular Team Leader is on an extended leave.

- With respect to the one effectiveness measure below target, persons served who report that their life is generally better since they started working with posAbilities, we will continue to monitor and maintain current support strategies as the score is high and only 1% below target.
- Similarly, with respect to persons served who report that staff members at posAbilities listen to them, the score was high at 94% and only 1% below target so we will continue to monitor and maintain current support strategies.
- Regarding families who report that their family member has the opportunity to provide input regarding the programs and services they receive, many persons served by SLN do not maintain a high level of family involvement. We will continue to indicate to families that persons served are adults that can make independent choices. We convey SLN informs them of risks involved and supports them to make decisions in their best interests. Additionally, the low response rate from family members must be taken into account with respect to any prescribed actions.
- Although still below target at 91%, we continue to score high in the area of persons served who report that staff have reviewed rights and responsibilities with them in the last year. We will ensure persons served receive ongoing education and support regarding their rights and responsibilities through regular reviews, accessible communication materials, and individualized discussions. We will also track completion of annual rights reviews, encourage persons served to ask questions and provide feedback, and ensure staff are knowledgeable in supporting individuals to understand their rights.

A.1.3

Community Housing

Program Overview:

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

Outcomes Data and Results:

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

Key Monitoring Items					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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	0	0	N/A
	# of persons served that move to a less independent living arrangement	N/A ⁴	10	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	2.73	1.67	✗
Minimize the number of validated complaints that are processed	# of validated complaints that are processed through the formal	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 2026	Outcome 2025	Target Achieved
through the formal complaint resolution process	complaint resolution process				
Minimize the number of medical/treatment errors	# of medical/treatment errors to # of persons served	0.90	1.36	1.87	✗

Efficiency					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Promote service utilization through provision of staffed homes	Number of persons served in CH programs	80 ⁹	112	104	✓
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	126	116	✗

Key Findings:

- In FYE2026, we continued to see a high number of aggressive incidents in Community Housing; with a reversal of a previous downward trend.
- The number of medication errors decreased in FYE2026 but also continues to be above our target.

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 2026	Outcome 2025	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%	41%	40%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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%	66 89%	52 93%	✗
	# 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%	15 88%	N/A	✗
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i>	95%	69 93%	62 98%	✗
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	21 91%	N/A	✓

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.

Effectiveness					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
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	80%	92%	82%	✓

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	74 99%	56 95%	✓
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	90%	23 100%	N/A	✓
Value and acknowledge each person's individuality	# and % of persons served who report that staff members at <i>posAbilities</i> listen to them	95%	71 95%	61 100%	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	21 88%	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%	53 93%	40 91%	✓

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
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%	11 92%	N/A	✓
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%	69 92%	61 97%	✓
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive	90%	14 88%	N/A	✗
Provide education on rights and responsibilities	# and % of persons served who report that staff have reviewed rights and responsibilities with them in the last year	95%	67 94%	59 97%	✗
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	68 96%	57 95%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i>	95%	20 91%	N/A	✗

Key Findings:

- In FYE2026, we again missed our target for service access.
- We met two of five effectiveness targets but of the three items scoring below target, all were well above 80% and only 1-2% below targets

of 90%+.

- In the area of input, we met seven of eleven targets. As with effectiveness, scores were nonetheless all well above 80%, missing targets by 4% or less.

Follow-up and Proposed Action:

- To address incidents of aggression, we will provide staff with ongoing training in de-escalation and trauma-informed approaches, review incidents promptly to identify trends and contributing factors, and use findings to implement preventive measures.
- We will monitor incident data regularly and discuss outcomes at team meetings to support continuous quality improvement and in some cases where necessary, deliver more customized person served/program-based intervention training.
- To aid in potential training customization, an organization-wide review of incidents will be conducted to examine patterns of type, time, place, context etc., of aggressive incidents.
- For medication errors, we will continue to strengthen administration practices by reinforcing adherence to established policies and procedures. We will continue providing staff with annual training and policy reviews, complete medication and documentation audits, and investigate all medication errors to identify root causes and implement corrective actions.
- We will continue to monitor error trends and share findings with staff during staff meetings to promote continuous quality improvement and reduce the occurrence of medication errors.
- MSAC-like audits will be completed by a TL or Coordinator on a quarterly basis.
- With respect to service access, Leadership will monitor referral and intake timelines and review caseload capacity more regularly with CLBC. Additionally, we will ensure required documentation is completed promptly to support service initiation within 30 working days of referral.
- For one effectiveness measure and two input measures for families that scored within 1-2% of target, we will monitor but do not propose any action. The scores are both high but the response rate was low and does not provide a robust indicator.
- For persons served who report that they can do the things they want to when they want to do them being below target, we intend to enhance person-centered support by actively involving families and persons served in care planning, goal setting, and regular service reviews. We will seek ongoing feedback from families regarding outcomes and satisfaction, identify and address barriers to achieving personal goals, and adjust support strategies as needed to improve the person's ability to participate in activities that are meaningful and important to them. We note the score in this area is 89%, only 1% below target.
- With respect to persons served who report feeling safe at posAbilities being below target, we will continue to promote a safe and supportive environment by continuously assessing and addressing safety risks, educating persons served on personal safety and reporting concerns, and ensuring staff follow established safety policies and procedures. We will encourage open communication about safety concerns with person served, review incidents and trends to identify opportunities for improvement, and implement corrective actions to

enhance the overall sense of safety for persons served. We note the score in this area is 93%, only 2% below target.

- Regarding persons served who report that staff have reviewed rights and responsibilities with them in the last year being below target, we will ensure persons served receive ongoing education and support regarding their rights and responsibilities through regular reviews, accessible communication materials, and, as necessary, via individualized discussions as opposed to a group setting. We will track completion of annual rights reviews, encourage persons served to ask questions and provide feedback, and ensure staff are knowledgeable in supporting individuals to understand their rights. We note the score in this area was 94%, only 1% below target.
- Finally, with respect to families who report that overall, they are satisfied with the programs and services their family member receives at posAbilities being below target, we plan to seek feedback from families regarding the quality and effectiveness of programs and services provided via multiple means including email, phone, and in-person on a more regular basis; either bi-annually or quarterly. We will also review satisfaction results and trends to identify areas for improvement, address concerns in a timely manner, and collaborate with persons served and families to ensure services continue to meet individual needs, preferences, and expectations. We note the score in this area was 91%, 4% below target.

A.2 Community Integration

Program Overview:

posAbilities Community Integration Programs offer a wide range of social, recreational and learning opportunities. Person served are encouraged to pursue their interests and explore different program options. In addition to the variety this approach offers, persons served have the opportunity to meet new people and to expand their social circles. Our programs offer a variety of opportunities including:

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

Outcomes Data and Results:

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

Key Monitoring Items					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Minimize the number of incidents involving verbal and physical aggression	# of aggressive incidents involving verbal and physical aggression to # of person served	0.40	0.28	0.34	✓
Minimize the number of validated complaints that are processed through the formal complaint resolution process	# of validated complaints that are processed through the formal complaint resolution process	1	0	0	✓
Minimize the number of medical/treatment errors	# of medical/treatment errors to # of persons served	0.05	0.02	0.01	✓

Key Findings:

- The file review revealed a decrease in aggressive incidents in FYE2026. This continues to demonstrate our efforts, including regular training in relational skills, via the Mandt System, and positive behaviour support through our Behaviour Leads, as well as the focus on creating a rich and engaging quality of life for our persons served.
- We have met targets in the other areas of key monitoring; minimizing complaints and minimizing medication errors.

Efficiency					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Promote service utilization through the provision of wide range of social, recreational and learning opportunities	Number of persons participating in Community Integration programs	186	250	238	✓
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)	64	65	✗

Service Access					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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%	73%	73%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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%	82 95%	81 96%	✓
	# 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%	23 96%	N/A	✓
Promote overall safety	# and % of persons served who report feeling safe at <i>posAbilities</i>	95%	84 98%	83 99%	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	27 96%	N/A	✓
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	80%	89%	81%	✓

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 FYE2026, although still below target, service access remained at the same level as the previous year at 73% of referred persons served having service initiated within 30 days.
- We met all five targets in the area of effectiveness.

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	83 95%	83 98%	✓
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	95%	28 97%	N/A	✓
Value and acknowledge each person's individuality	# and % of persons served who report that staff members at <i>posAbilities</i> listen to them	95%	84 97%	84 98%	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	28 93%	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%	74 95%	72 92%	✓
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%	21 95%	N/A	✓
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%	79 94%	80 96%	✓
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive	90%	26 96%	N/A	✓

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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%	79 96%	80 96%	✓
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	84 98%	82 99%	✓
	# and % of families who report that overall, they are satisfied with the programs and services their family member receives at <i>posAbilities</i>	95%	29 97%	N/A	✓

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

Key Findings:

- For FYE2026, we met or exceeded targets on two of three efficiency measures, two of five effectiveness measures, and three of seven input measures.
- We also fell slightly short of our measure for service access; although it should be noted the current target is 100%.

Follow-up and Proposed Actions:

- Regarding service access, Leadership will continue to monitor referral and intake timelines and review caseload capacity regularly with CLBC. We will ensure required documentation is completed promptly to support service initiation within 30 working days of referral.
- Although we have seen some improvement, we will continue to work as a group to examine avenues for increasing family member survey response rates.

A.3 Explore

Program Overview:

Explore is a dual-stream service that supports participants to explore who they are, discover what matters to them, and move toward a desired future. Through individual and group experiences, participants build confidence, autonomy, and connections to people, places, and opportunities in their communities. As of FYE2026, Explore offers two streams: Journey and Guides.

Explore Journey Stream:

Working with a Journey Facilitator, Explore participants co-design a journey through a process of:

- Deep Dive Discovery - participants reflect on who they are and what matter to them
- Action Plan - participants shape their journey by determining goals and developing a vision of their future selves
- Service/Platform Collaboration - participants connect with supports that match their goals, and a community of professionals develop around the participant to provide individualized supports. Examples of those services are Employment Services and Laurel Supports.
- Continued Check Ins - participants receive the support they need when they experience meaningful life changes, roadblocks or reimagining of goals.

Explore Guides Stream:

Working with a Guide, Explore participants are invited to taste test unique experiences out in community. Participants meet in a group to try out different types of experiences and reflecting on what they learn about themselves and the world. The four themes of Explore-Guides are:

- Story-building - exploring narratives of self and others.
- Nature - nurturing a relationship to the land.
- Place-making - finding your place in community.
- Skills - developing practical skills for everyday life.

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 2026	Outcome 2025	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 2026	Outcome 2025	Target Achieved
Promote Explore service utilization through provision of a wide range of social, recreational, and learning opportunities	Number of persons participating in Explore ¹³	40	48	46	✓
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	1	2	✗

¹³ 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.

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.

Service Access					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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%	74%	63%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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%	5 83%	N/A ¹⁵	✓
	# 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%	3 100%	N/A ¹⁶	✓
Promote overall safety	# and % of persons receiving services who report feeling safe at <i>posAbilities</i>	95%	6 100%	N/A ¹⁷	✓
	# and % of families who report that their family member is safe at <i>posAbilities</i>	90%	4 100%	N/A	✓

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	6 100%	N/A ¹⁸	✓

¹⁵ Due to a low response rate in FYE2025, this measure was not reported.

¹⁶ Due to a low response rate in FYE2025, this measure was not reported.

¹⁷ Due to a low response rate in FYE2025, this measure was not reported.

¹⁸ Due to a low response rate in FYE2025, this measure was not reported.

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
	# and % of family members who report that they are treated with respect and courtesy by <i>posAbilities</i> ' staff	95%	4 100%	N/A ¹⁹	✓
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%	6 100%	N/A ²⁰	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family members	90%	3 100%	N/A ²¹	✓
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%	5 83%	6 86%	✗
Enhance community-based Resilience	# and % of families who report that as a result of programs and services, their family member is better able to cope when things go wrong	80%	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%	6 100%	6 86%	✓
	# and % of families who report that their family member has the opportunity to provide input regarding the programs and services they receive	90%	3 100%	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	95%	6 100%	6 86%	✓
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	6 100%	6 100%	✓
	# and % of families who report that overall, they are	95%	3	N/A	✗

¹⁹ Due to a low response rate in FYE2025, this measure was not reported.

²⁰ Due to a low response rate in FYE2025, this measure was not reported.

²¹ Due to a low response rate in FYE2025, this measure was not reported.

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
	satisfied with the programs and services their family member receives at <i>posAbilities</i>		75%		

Follow-up and Proposed Action:

- For Explore, our focus in the coming year will be to increase our response rates for both persons served and families.
- The low response rate in both areas means we do not have sufficient data to inform actions.
- Regarding the time frame between referral and service initiation, we will continue to seek ways to improve our on-boarding process so services may be initiated as soon as possible after a referral is made.
- There are some situations, however, where a person served may delay confirming their choice. Other potential sources of delay out of our control include CLBC processes, staffing, and availability of the family. We will examine additional ways to collect input from persons served/families about the on-boarding process.

A.4 Employment Services

Program Overview:

posAbilities Employment Services assists individuals with developmental disabilities to prepare for, secure, and maintain competitive employment.

We offer job seekers:

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

Outcomes Data and Results:

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

Key Monitoring Items					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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 2026	Outcome 2025	Target Achieved
Provide assistance to prepare for, secure, and maintain competitive employment	Number of persons receiving employment services	200	347	401	✓

Efficiency					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
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	3.8	2.5	✗
Maximize staff retention	# of staff who held their position for more than 2 years at the same location (reduction of turnover compared to previous reporting period)	10% increase (compared to previous year) ²²	6	5	✓

Service Access					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Maintain the length of time from referral to service initiation	% of referred persons for whom services were initiated within 30 working days of referral	100%	93%	95%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
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	80%	9 82%	N/A	✓
	# and % of persons served who reported that they get training at their job	80%	9 82%	N/A	✓
	# and % of persons served who report that they have friends where they work	80%	6 60%	N/A	✗

²² Although the target for this measure is a 10% increase, we consider it a satisfactory result if there is no decrease from the previous year.

Effectiveness					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Increase the number of persons served who are employed	# of job placements secured	70	59	69	✗
	# of job placements sustained for 6 months or more	45	39	42	✗

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Treat persons served and families with respect	# and % of persons served who report that people at <i>posAbilities</i> respect them	95%	8 89%	N/A ²³	✗
	# and % of families who report that staff members treat them with respect and courtesy	95%	8 100%	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	95%	9 100%	N/A	✓
	# and % of families who report that staff at <i>posAbilities</i> pay attention to what they say regarding their family member	90%	7 78%	N/A	✗
Provide education on rights and responsibilities	# and % of persons served who report that staff have reviewed rights and responsibilities with them in the last year	95%	8 100%	N/A	✓
Maximize overall satisfaction with service	# and % of persons served who report they are happy with the services they get	95%	7 88%	N/A	✗
	# 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 80%	N/A	✗

Key Findings:

- Results obtained in FYE2026 should all be seen in the context of a very low response rate.

²³ Due to a low response rate in FYE2025, input measures were not reported.

- In FYE2026, *posAbilities* Employment Service met all of our targets for key monitoring and efficiency with the exception of staff retention.
- Although we did not meet the target this year, we continue to provide excellent service access as shown by our 95% score in this area, up by 2% from FYE2024, and the ambitious target of 100%.
- Response rates from persons served and families were very low this year for *posAbilities* Employment Service so we cannot draw conclusions from the results.

Follow-up and Proposed Action:

- For service access, Leadership will monitor referral and intake timelines and review caseload capacity more regularly with CLBC. Additionally, we will ensure required documentation is completed promptly to support service initiation within 30 working days of referral.
- As noted in FYE2025, we continue to consider whether our target of 100% is realistic.
- With respect to job placements, we intend to continue with several initiatives started last year including:
 - Promotion of our website and employer directed video with potential employers.
 - Looking into advertising campaigns similar to the one we promoted in Business in Vancouver Magazine targeting potential employers as well as a corresponding audio ad for radio.
 - Promotion of our service through municipal BIAs as we did in Maple Ridge.
- With respect to survey response, we will explore the option of alternate formats for surveying both Persons Served and Families such as telephone and paper surveys. We intend to send a preliminary message to Persons Served and Families to notify them of the upcoming survey. An incentive system is also being considered.
- For employers, we have developed an updated survey and re-organized the distribution process whereby the Assistant Manager will send employer surveys. The updated survey questions will also apply to a broader range of employers, allowing us to increase our survey sample size.

A.5 Laurel Supports

Program Overview:

Laurel Supports aims to empower individuals with Autism Spectrum Disorder, other developmental disabilities, and 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 2026	Outcome 2025	Target Achieved
Provide behaviour support services	Number of children (over 6 years old) served through MCFD funded services	400	412	408	✓
	Number of children (0-19 years old) served through private contracts	50	74	76	✓
	Number of adults (over 19 years old) served	350	493	406	✓
Provide Sexual Health Education	Number of individuals (all ages) provided with sexual health education through private and government contracts	10	12	7	✓
Refer families to the Director of Community Engagement for resource coordination as needed	# of families referred to the Director of Community Engagement	N/A	3	12	N/A

Key Monitoring Items					
Objective	Measure	Target	Outcome 2026	Outcome 2025	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 2026	Outcome 2025	Target Achieved
Provide direct service	% of total hours used towards direct service	70%	73%	66%	✓
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) ²⁴	10% increase	18	19	✗

Service Access					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Maintain the length of time between referral and service initiation	% of referred persons for whom services were initiated within 30 working days of referral	95%	94%	89%	✗

Effectiveness					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Maximize meeting or making progress towards goals	% of total goals which were reported as in progress, on maintenance, or achieved/mastered	75%	67%	68%	✗

²⁴ 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 2026	Outcome 2025	Target Achieved
Ensure behaviour plans address priorities identified by the family/team	% of stakeholders that report consultant created programs that were straightforward, age appropriate, and addressed their priorities	80%	98%	98%	✓
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%	93%	92%	✓

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Communication	% of stakeholders that report the consultant's communication skills (oral and written) met their needs	80%	98%	98%	✓
Reliability and accountability	% of stakeholders that report the consultant demonstrated reliability and accountability	80%	97%	97%	✓
Implementation Support	% of stakeholders that report the consultant provided sufficient training and hands-on demonstrations so that their team can successfully implement programs	80%	97%	98%	✓
Ethical and respectful behaviour	% of stakeholders that report the consultant displayed confidentiality, sound judgement, flexibility, empathy, and respect in all interactions	80%	98%	100%	✓

Key Findings:

- In FYE2026, Laurel Supports met all key monitoring targets.
- In the area of efficiency, direct service provision improved over last year and exceeded the target by 3%.
- Our result for service access also improved over last year falling only 1% short of the target of 95%.

- In the area of effectiveness, we exceeded two of three targets, those for ensuring behaviour plans address family/team priorities and maximizing behaviour plan outcomes. We missed our 75% target for maximizing or making progress towards goals by 8%.
- For stakeholder input, Laurel Supports continues to use a custom survey. In FYE2026, we scored above target on all survey items. The response rate was also good indicating feedback on our consultants remains excellent.
- Due to staffing gaps, we fell slightly short of our target in supporting individuals seeking sexual health education.

Follow-up and Proposed Action:

- We will continue to monitor service access but will not propose any action this year as the score was only 1% below target.
- With respect to meeting or making progress towards goals, Laurel Supports service is based on a mediator model. With this model, several factors impact outcomes such as parent/team capacity, complexity and history of challenging behaviours, service intensity and their availability to engage etc. We predict these factors combined with some staff changes contributed to the lower outcome this year. We will continue to monitor this area but will not make any significant changes to our clinical methodology at this time.

A.6 Laurel Supports - Training

Program Overview

Laurel Supports Training offers learning opportunities for parents and other professionals involved in supporting individuals diagnosed with Autism Spectrum Disorder 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 2026	Outcome 2025	Target Achieved
Obtain funding for delivery of PEERS and LINK training	Number of successful grants for PEERS and LINK training	2	0	1	✗
Provide Training	Number of group trainings (Triple P®) offered to parents	2	0	0	✗
	Number of trainings (Capacity Building) offered to professionals	12	19	24	✓
	Number of group trainings (PEERS) offered to adults	2	0	0	✗
	Number of group trainings (Connect with PEERS®) offered to children	2	0	0	✗
	Number of group trainings (LINK) offered to children or adults	4	1	0	✗

Service Access					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Maximize participants per training event	Average # of participants/capacity of session X 100%	80%	82%	80%	✓

Input					
Objective	Measure	Target	Outcome 2026	Outcome 2025	Target Achieved
Maximize satisfaction	% of participants reporting they were satisfied or very satisfied that the workshop met their expectations	90%	96%	97%	✓

Key Findings:

- Although Laurel Supports provided a wide variety of professional training in FYE2026, we fell short of targets for provision of training in four of five areas.
- Trainings Laurel Supports did provide were well attended and we exceeded our capacity target by 2%.

Follow up and Proposed Actions:

- In FYE2026, Laurel Supports did not explore any grants as there was opportunity to deliver Link and Peers training through global contracts in regions where there was contract capacity. This was the result of ongoing advocacy, highlighting the need for these services and current gaps to access them.
- We did however apply for 2 Negotiated Proposal Letters (previously known as Request for Proposals) and we were successful in both which led to an increase in 5 FTE and expansion of our adult services on Vancouver Island. We were also awarded additional funding and FTEs in two other regions for adult services. As such the focus of the program shifted from grants to ensuring we had adequate staff hired and trained to deliver on the contracts that had been awarded.
- With respect to missing targets for number of trainings delivered, all but one of the trainings set up for parents were cancelled due to low enrolment. These trainings require coordination with MCFD, and we are exploring better ways to reach families on the waitlist. A survey was sent out to review what is the most suitable time/topic and days for such trainings. This will inform our plan for FYE2027.

- With respect to LINK trainings, we will continue to explore grants in the coming year to offer these to youth and adults. There is no current funding allocated to promoting sexual health for adults. In children's services we are closely monitoring the upcoming changes to the Autism Funding Unit (AFU) and the Child and Youth with Special Needs (CYSN) funding model to understand what services will continue to be accessible through the funding families will receive.