

Annual Summary Report – Community Integration Services

December 2015

As part of Yellowhead Community Services performance measurement plan, annual surveys were distributed to all individuals participating in one or more components of the Community Integration Services programs. Components include the following; Community Inclusion – Group (Challengers Program), Community Inclusion –Individual Services, Supported Living and Job Skills programs. A three point scale was used for individuals receiving service. Individuals were given the option of completing surveys after a general participant meeting, individually on their own or with staff assistance, or to take home and have a parent/caregiver or friend assist. Participation was voluntary and individuals had the option of remaining anonymous. The survey return rate was 72%.

Summary/Recommendations:

The Community Integration Services programs met or exceeded all of its targets over the last year with the exception of our employment target which fell slightly short at an average of 100 hrs per individual with our target goal being 104. This number may be reflective of the seasonal nature of the work opportunities which are largely composed of outdoor, manual labour.

An additional question was added to measure client satisfaction, asking individuals if they are satisfied with the assistance they receive from YCS. The response was positive with 100% of respondents reporting satisfaction.

The Community Integration Services program has seen an increase in the number of individuals joining our Community Integration programs over the last year as new individuals move into the area or individuals already residing in the community are referred to our services.

To be include in the Outcomes Measurement for the following year, a question will be added to the annual survey asking for employer feedback. In 2016 we are looking at expanding our existing work contracts with the TNRD and we will be working with local businesses in the community to directly employ adults with disabilities with the support of our Job Skills Coach.

Nikki Vincent

CLS Program Manager

Annual Summary Report – Home Sharing

December 2015

As part of Yellowhead Community Services performance measurement plan, annual surveys were distributed in person to all home share providers and individuals residing in a home share living arrangement. A four point scale was used for home share providers and a three point scale was used for individuals receiving service. Individuals receiving service and providers were given the option of completing surveys during monitoring visit or to mail back at a later date. Addressed envelopes were provided. The survey return rate was 75% from home share providers and 100% from residents. One home share and two individuals were a recent transfer from CLBC to YCS in October 2015 and were not included in the survey due to limited contact prior to survey distribution in November 2015.

Summary/Recommendations:

The home share program has been stable over the last year, with two new home shares and three individuals added to our service contract. One pre-existing home share provider retired and there was a smooth, planned transition for the individual into an alternate living arrangement that will meet the ageing-related needs of this individual.

As the program manager, I will continue to assist providers and individuals with annual, meaningful goal planning to ensure that the best quality of life for individuals remains in the forefront of our service provision.

In the coming year, we will continue to look at creative ways to promote and recruit quality home share providers in our area for respite as well as full-time care. This has presented as a challenge in our area which may be due in part to rural living and small population size compared to larger areas such as Kamloops.

Nikki Vincent

CLS Program Manager

Annual Summary Report – Family Services

December 2015

As part of Yellowhead Community Services performance measurement plan, annual surveys were distributed to individuals/ families who were participating in the Family Services program regardless of the length of service. A four point scale was used to assess satisfaction regarding planning of services. Participation was voluntary and individuals had the option of remaining anonymous. Survey return rate was 93%. Strengths and Needs Assessments were also used to measure outcomes. Assessments were conducted by staff after the third appointment and again at six months or at exit from services.

Summary/Recommendations:

The outcomes measurement tool used is reflective of program data was collected from January 2015 to December 2015. The Family Services Program met or exceeded all of its target performance goals this year. We have seen a significant increase in the amount of direct services hours compared to the previous reporting period. This is likely due to increase of referrals and number of individuals accessing our services.

Recommendations for the upcoming year include the following:

- The client survey will be expanded to include youth satisfaction with regards to involvement in service planning.
- Survey will also be expanded to include at minimum a comment section to elicit further feedback with regards to client satisfaction with our services.

Nikki Vincent

Family Services Program Manager