




# Annual Summary Report – Community Integration Services

December 2017

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 92% (12 of 13 surveys returned).

## How We Did

<b>Program Effectiveness</b>	
<b>Efficiency</b>	
<b>Service Access</b>	
<b>Feedback/Satisfaction</b>	

### Summary/Recommendations:

The Community Integration Services programs met or exceeded all of its targets over the last year with the exception of the Efficiency measure. There was a service request for a one to one Community Inclusion support worker that was funded effective July 1/17 but could not be accommodated within the 30 day target. The wildfire situation, preapproved staff annual vacation and the need for staff recruitment resulted in a delayed service start date of September 5/17.

The satisfaction question that was missed last year asking individuals if they are satisfied with the assistance they receive from YCS was added to the survey this year.

While surveys provide us with a way to measure the effectiveness of our programs, as manager I am going to investigate alternate ways of administering the survey as opposed to front-line community support workers assisting as a way to ensure accuracy of the information being obtained. Manager will discuss and ask for suggestions from individual's accessing our services at an upcoming Participant Meeting.

**Nikki Vincent - CLS Program Manager**