


Annual Summary Report – Community Integration Services

December 2019

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, Outreach Support, Homemaker, 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 YCS 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 75% (12 of 16 surveys returned).

How We Did

Program Effectiveness	
Efficiency	
Service Access	
Feedback/Satisfaction	

Summary/Recommendations:

The Community Integration Services programs met or exceeded all of its targets over the last year. We have added two categories of service including Homemaker and Outreach. Both of these programs provide one to one support, allowing individuals to live independently in their chosen communities.

As over the last two reporting periods, the Program Effectiveness Measure question: *Individuals will have a network of healthy, positive and stable peer/friend relationships* has been higher than anticipated. As a result, we will increase the target goal for next year from 60% to 75%.

One person funded for CI support had a delayed start as individual unexpectedly went to Kamloops for two weeks which hindered planning and implementation of service.

Manager and a Self-Advocate have continued to be members in good standing with the Thompson Cariboo Community Council and regularly attend meetings. In 2020, we will be participating in focus groups concentrating on greater community connectedness and belonging.

Nikki Vincent - CLS Program Manager