





Annual Summary Report – Community Integration Services

December 2016

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%.

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. In 2015, we fell slightly short of our employment target at an average of 100 hrs per individual with our target goal being 104. This year we exceeded our target goal as a result of increased employment opportunities including one individual expanding their self-employment business with the assistance of a job coach.

Recommendations from last year included adding an additional annual Employer survey asking for employer feedback as we move towards community based employment. At the time of this report, we did not have anyone actively employed in a local business and as a result a survey was not distributed. We are continuing to work on actively engaging employers in the community and are optimistic as new businesses move into the community and there is increased economic growth.

Last year, an additional question asking individuals if they are satisfied with the assistance they receive from YCS was added to measure client satisfaction. Unfortunately the question was unintentionally excluded on the survey handed out this year and will be included next year.

Nikki Vincent - CLS Program Manager