





Annual Summary Report – Community Integration Services

December 2020

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. Of seventeen individuals, two were not given surveys as they have not been attending services for the preceding 9 months due to the Covid-19 pandemic. Two individuals started service less than 60 days prior to survey distribution and as a result were not included. Of the remaining 13 individuals who received surveys, 11 were returned. The survey return rate used 85%.

How We Did

Program Effectiveness	
Efficiency	
Service Access	
Feedback/Satisfaction	

Summary/Recommendations:

The Community Integration Services programs did not meet target goals related to participation in community groups and employment this year. The current Covid-19 pandemic and resulting health orders has had a significant impact on community connectedness and employment due to health orders, closures and restricting activities individuals can participate in.

In the upcoming year, there will be a focus in re-engaging individuals in the community through volunteer, participation in community activities and events as well as employment.

The Program Effectiveness Measure question: *Individuals will have a network of healthy, positive and stable peer/friend relationships* has been increased from 60% to 75%. As per the recommendation from 2019.

Nikki Vincent - CLS Program Manager