



2016 PERFORMANCE REVIEW

Each year, as part of our quality assurance process, we review how well we did in managing the Association and providing services and programs.

In the past year the Association has achieved success in the following areas:



- The Head Office renovation is now complete
- The CARF survey was completed and was one of the most successful surveys to date
- Clover Valley has been renamed to BRIDGES (Building Real Individualized Goals for Everyone's Developmental Success) and has now moved to the newly renovated head office.
- Community Options has relocated to a better, more affordable space in Cloverdale
- Leisure Days and Employment Services are successfully co-located at Surrey Center
- A new strategic plan was developed for 2016-2018 with good progress already being achieved
- The Accessibility Plan has achieved over 90% progress thanks to many of the accessibility issues being resolved by the Head Office renovation and the Clover Valley building sale.
- Sharevision is now implemented as the client information, program and human resources database.



Priorities for the coming year include:

- Implementation of City Escapes, another option from the Holiday Options program, offering day trips to Vancouver for teens.
- Hold open house for our newly renovated head office
- Develop person centered planning, goals and goal measurement input forms in Sharevision
- Hold a team building day for the day programs
- Draft new constitution and bylaws to conform to new Society's Act



Management Review 2015-2016



In reviewing the management of the Association we surveyed the staff and members to get feedback on how we did.

Our membership survey told us that 94% of the members were satisfied or very satisfied with the services and programs offered by the Association and 85% were satisfied with the changes to buildings and programs. We think everyone will be satisfied once they visit our open house! We were very pleased to hear that 100% who responded indicated they read the SACL Updater Newsletter!



Our staff surveys showed that the staff like working for the Association, but not as many agreed they receive the training they want so we will hold a team building day this fall for the programs:

SURVEY ITEM	RESULT
I like working for SACL, it's a good place to work with good people.	94% of staff either agree or strongly agree the Association is accomplishing its vision.
I am respected in the workplace and treated fairly.	91% of staff either agree or strongly agree.
Employee Job Satisfaction	90% of staff rated their job satisfaction between 8 and 10.
My staff team receives the professional development needed to work effectively supporting people served	85% of staff agree or strongly agree

SOME OF THE COMMENTS IN THE SURVEYS INCLUDED:

From People Served survey:

- ❖ *"I could not imagine a better place for my brother to be cared for"*
- ❖ *"I enjoy coming here and like all the staff"*
- ❖ *"I would like to find a job"*
- ❖ *"The staff help me get a job and I'm very grateful"*

From Staff Survey:

- ❖ *"Very happy with the new direction of our association I am looking forward to being part of this process"*
- ❖ *"If given more funding from our funders we could provide even better services"*

From Respite:

- ❖ *"Surrey Association has been a positive influence in my daughter's life for many years and we are grateful for the helping people, programs and general support we have received."*
- ❖ *"Although very grateful for the respite we receive, I think we would all benefit from more hours"*

From GOAL:

- ❖ *"My proof for the continued success of this program and the worker chosen to work with my daughter is her eagerness to go out with the worker and her satisfied feeling when she comes back. She always looks forward to these meetings and tells us of the many things they experience. These are good indications to me because my daughter is often not willing or nervous to participate in planned activities. We are very pleased with this progress and match"*



Program Review 2015-2016

In the programs we looked at four things to help us figure out how we're doing:



- How happy people are with our services
- How well we served everyone and met their goals or needs
- How good we are at serving as many people as we can in our programs
- When people were referred how many of them were we able to serve



To see how happy people are with our services we surveyed them and asked them some questions, like how satisfied they are with the program. This year we got the following responses:

In the day programs and Employment Services:

- ✓ 90% of the people served said they were satisfied with the programs
- ✓ 89% of families and caregivers said they were satisfied with the programs
- ✓ 80% of the persons served felt the program was meeting their needs and 89% of their family members and caregivers felt the program was meeting their family member's needs.
- ✓ 88% of persons served felt the program helped them learn new things and 89% of their family members and caregivers felt the program provided opportunities to learn and improve skills.

In the group homes and home share:



- ✓ Families of people served in the group homes were called and they said they were satisfied with the care of their family member.
- ✓ 100% of people served in Home Share and the Group Homes said they feel safe, and are cared for in their home. 88% said they like the people they live with.
- ✓ 90% of the Home Share providers said they were satisfied with the support they receive from the Home Share Coordinator



In Family Services:

- ✓ 100% of families in Goal or IAM expressed overall satisfaction with the program
- ✓ 100% of families in the STEP program expressed overall satisfaction with the program
- ✓ 100% of families in the STAR program expressed overall satisfaction with the program
- ✓ 95% of Respite families agreed the program benefits their whole family and 95% agreed their family member enjoys their time with his/her caregiver.
- ✓ 100% of families surveyed in Holiday Options programs said they satisfied with the staff who supported their child.
- ✓ 100% of families in Surrey Parks and Recreation programs said their child enjoyed their experience in the swim, skate and/or Fun for Kids programs .





The Association was able to figure out how well they served people by the progress made on Person Centered Planning goals, placement stats in Employment Services, and program usage in respite.

The day programs had great success in meeting Person Centered Planning Goals:

- ✓ A third of the **goals** were about personal development and the average progress was great at 90!
- ✓ Another third of the **goals** were about doing things in the community and the average progress was 93!
- ✓ The rest of the goals were about a variety of different things and all of them did very well, meeting our expectations!



In Employment Services:

- ✓ 15 people got employment in fiscal 2015-2016!



In Family Services, the GOAL/IAM, STEP and STAR programs have person centered plans with the following goals and success:

GOAL/IAM:

- ✓ About half the goals families chose were about Health and Wellness and a quarter of the goals were about Independent Transportation. Other goals were about Managing Finances and Individualized Employment. Goal progress in the top two areas was very good with 90% in Health and Wellness and 2.6 in Independent Transportation.

STEP:

- ✓ All areas of the goals had excellent progress at 100% participation!
- ✓ This year was particularly successful for the program as 3 teens got jobs, one at Dairy Queen, one at Browns Restaurant, and one at Fresh Street Market.

STAR:

- ✓ The STAR program is doing very well on progress towards its goals of Life Skills, Community Integration and Self Enhancement at over 97% on all three goal areas.



RESPITE:

- ✓ In children's respite 77% of the time available to families was used and in adult respite 84% of the time was used.



HOLIDAY OPTIONS AND CITY RECREATION PROGRAMS:



- ✓ In both of these programs most everyone agreed in the surveys that their child enjoyed their personal experiences, experienced inclusion in the community and made friends.



The Association tried to be as efficient as it could by serving as many people as it can in each program. In other words making sure each program reached capacity.

- ✓ A fourth person has moved into Bakerview Court bringing that program to capacity. Home Share remains steady at 44 people served.
- ✓ The day programs and Employment Services are at or near capacity and we are currently serving a total of 127 individuals!
- ✓ In Family Services GOAL was at capacity serving 21 of 20 possible families, STEP is at 95% capacity, STAR served 17 children in 9 daily spaces during the winter of 2015/2016.
- ✓ The Partnership Recreation Programs with Surrey Parks Recreation and Culture, Sasamat Outdoor Center and the YMCA have many spaces available and families can register directly through our partners. These programs are supported in part by SACL staff and are very popular every year.



The Association tries to accommodate all those who are referred to the programs and services by CLBC and MCFD in the past year. Staff work to ensure all referrals begin receiving services as soon as possible but as indicated below not all referrals carry through to service delivery.

- ✓ The Children's Respite program had 99% of 72 families use the program while the Adult Respite program had 93% of 28 families use the program.
- ✓ 98% of referrals in the Home Share program have been placed.
- ✓ 95% of individuals referred to the day programs have been accommodated.

