



2017 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 Association now has a new logo and new sign with the logo has been attached to the building.
- BRIDGES (Building Real Individualized Goals for Everyone’s Developmental Success) is now established in its location at the Head Office.
- A team building day was held for employees at BRIDGES
- Community Options is doing very well in its new location in Cloverdale with renovations completed.
- Family Services has a new program with the School District.
- Teen Vacations has been expanded to include City Escapes which offers day trips to Vancouver.
- The Association has successfully employed persons served at the Head Office in reception and admin assistant positions.
- SACL participated in the “Clovies”, the Business Improvement Association’s business awards.
- The upstairs wheelchair washroom is now complete
- Significant progress has been made in the development of Person Centered Planning goals and goal measurement forms in Sharevision.
- The training component and mobile application have been purchased for Sharevision.



Priorities for the coming year include:

- Establish a self-advocacy group who can provide a voice for persons served by the Association
- Develop competency training in Sharevision.
- Fully implement Sharevision customizations for program data input.
- Finalize the new constitution and bylaws to conform to new Society’s Act



Management Review 2016-2017



In reviewing the management of the Association, we surveyed the staff and members to get feedback on how we did. Members were asked what they liked about the Association and almost everyone who responded commented about the great work SACL does for the individuals and families. Members also liked the friendly atmosphere, how positive and supportive it is, and what a great resource for information SACL can be. All the members who responded to the membership survey indicated they read the newsletter and 88% rated it very good to excellent!



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.	<u>98%</u> of staff either agree or strongly agree the Association is accomplishing its vision.
I am respected by my coworkers	<u>100%</u> of staff either agree or strongly agree.
Employee Job Satisfaction	<u>98%</u> of staff rated their job satisfaction between 7 and 10.
I think the Association has a positive reputation in the community	<u>95%</u> of staff agree or strongly agree

SOME OF THE COMMENTS IN THE SURVEYS INCLUDED:

From People Served survey:

- ❖ *"Since I started BRIDGES I have found that it is a good program. I will probably retire when I am 65 years old."*
- ❖ *"I enjoy coming to the program"*
- ❖ *"My Job is fantastic and I'm loving it. It really made me have confidence in my job. I will be working for as long as I want."*
- ❖ *"They have my back, they support me"*

From Staff Survey:

- ❖ *"I enjoy working for SACL. I feel like we make a difference in the lives of those we support building a relationship and then working on goals in the community with the individual, I like that we work at the pace of the individual and reassess if we need to"*
- ❖ *"I'm happy at my work place. Every place needs improvement. SACL is always improving. Great team, good management"*

From our Members:

- ❖ *"The Assn is a good atmosphere and very friendly"*

From GOAL:

- ❖ *"Such an amazing program. One of our most successful yet."*



Program Review 2016-2017

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:

- ✓ 91% of the people served said they were satisfied with the programs
- ✓ 80% of families and caregivers said they were satisfied with the programs
- ✓ 72% of the persons served felt the programs were meeting their needs and 80% of their family members and caregivers felt the program was meeting their family member's needs.
- ✓ 83% of persons served felt the program helped them set their goals in key areas and 80% 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. 78% of the people in group homes and 90% of people in Home Share 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 and 83% of the teens in the STEP program expressed overall satisfaction with the program
- ✓ 100% of families in the STAR program expressed overall satisfaction with the program
- ✓ 80% of Respite families agreed the program benefits their whole family and 100% 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.





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:

- ✓ About a quarter of the **goals** were about personal development and the average progress was very good at 80%!
- ✓ A third of the **goals** were about doing things in the community and the average progress was 92%!
- ✓ Other goals focused on physical well-being and relationships and there was very good success in these areas too!



In Employment Services:

- ✓ 17 of 21 people in supported employment had work in 2016-2017!

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

GOAL/IAM:

- ✓ Over half the goals families chose focused on Health and Wellness and a quarter of the goals on Individualized Employment. Other goals were about Managing Finances and Independent Transportation. Goal progress in Health and Wellness was very good at 91% while Individualized Employment was a bit more challenging at 67% progress.

STEP:

- ✓ All areas of the goals had excellent progress at over 98% participation!
- ✓ STEP goals focused on transportation, resume building and interview skills, and job exploration.

STAR:

- ✓ The STAR program is doing very well with its goals of Life Skills, Community Integration and Self Enhancement at 100% participation on all three goal areas. Self Enhancement is the most common goal area.



RESPITE:

- ✓ In children's respite 77% of the time available to families was used and in adult respite 81% of the time was used.



HOLIDAY OPTIONS AND CITY RECREATION PROGRAMS:



- ✓ In Holiday Options, most everyone agreed that their child enjoyed their personal experiences, experienced inclusion in the community and made friends.
- ✓ The city recreation programs are very popular as kids get the support they need to participate



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.



- ✓ Home Share serves 39 people.
- ✓ The day programs and Employment Services are at or near capacity with 133 individuals served
- ✓ In Family Services GOAL was at capacity serving 42 families over two sessions in 2016-2017, STEP is at 100% capacity serving 27 over 3 sessions, STAR served 23 children in 9 daily spaces during the winter of 2016/2017.
- ✓ 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. Staff work to ensure all referrals begin receiving services as soon as possible but not all referrals carry through to service delivery.

