

PATHWAYS ABILITIES SOCIETY

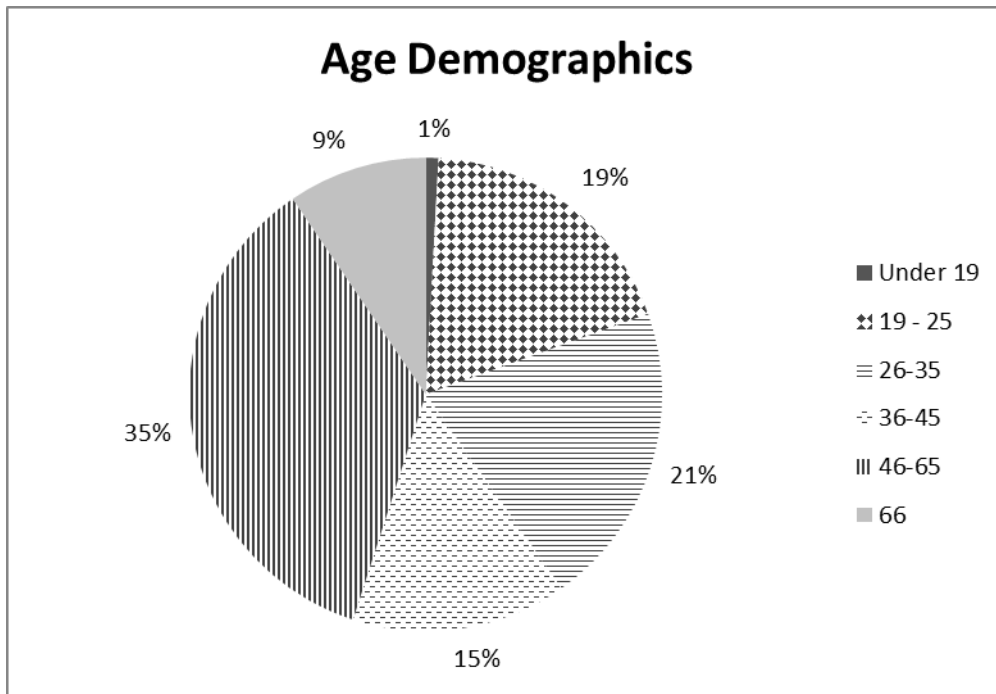
Quality Assurance Review and Analysis

April 1, 2016 – March 31, 2017

Demographics

Pathways Abilities Society served 231 people this year (not including nineteen people supported through the BC Housing rent subsidy program). 127 of these individuals were men, 104 were women.

	Under 19	19 - 25	26-35	36-45	46-65	66	Totals
Men	1	31	27	22	41	5	127
Women	1	12	21	12	41	17	104
Totals	2	43	48	34	82	22	231
% of Total Individuals	1%	19%	21%	15%	35%	9%	



Analysis and Review - Demographics

The average age of individuals served remained the same as last year at 43 years. 54% of the people served are men and 46% of the people served are women.

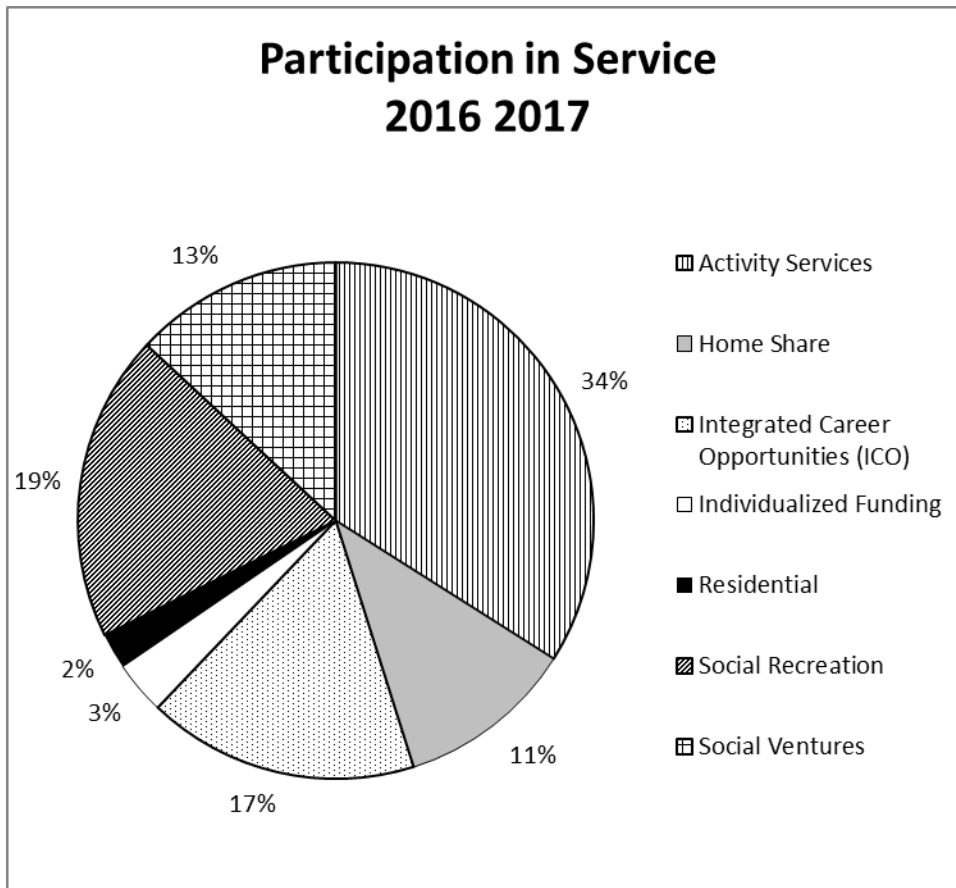
Age	2015/16	2016/17	Percentage of Change from previous year	Difference in number of individuals
Under 19	0%	1%	+1%	+2
19-25	22%	19%	-3%	-4
26-35	17%	21%	+4%	+12
36-45	16%	15%	-1%	+1
46-65	37%	35%	-2%	+6
66+	8%	9%	+1%	+6

We had 23 more people in our service this year compared to last year with the majority of the increase in the age group of 26-35.

Participation in Services

Service Site	Individuals Participating	As a percentage of agency participation	Percentage of Change from previous year	Difference in number of individuals
Activity Services	122	34%	-10%	-15
Home Share	40	11%	+3%	+14
Integrated Career Opportunities (ICO)	61	17%	+3%	+16
Individualized Funding	12	3%	+2%	+2
Residential	8	2%	No Change	No Change
Social Recreation	69	19%	+1%	+11
Social Ventures	47	13%	-1%	+2

Please note that the numbers of individuals who participated in the services areas will not match the total number of individuals served by the agency. Many individuals are involved in multiple service areas throughout the year.



Analysis and Review – Participation in Service

Home Share continues to be an area of growth and we had 14 more individuals enter into this service compared to last year. 15 individuals exited the activity services area but this number is off set by the entrance of 16 individuals in ICO, 11 in Social Recreation and 2 in Individualized Funding and Social Ventures. Activity Services continues to be our largest service area. There was no growth in our Residential Service area as we have the same individuals residing with us as we did last year.

Exits from service

27 individuals exited from services for the following reasons:

- Deceased: 1
- Change in Health: 1
- Irregular Attendance: 6
- Family/Caregiver felt services were not a good fit: 3
- Wanted Service from an Other Agency: 3
- Moved: 7
- Other: 6

Analysis and review – Exit From Service

There were 17 more exits than last year. Exits due to **Moves** increased from 1 to 7 this year. **Family/Caregivers** exited 3 of our service recipients because they felt the service we provided was not a good fit. Two of these exits were a married couple who enjoyed Pathways' services but no longer had transportation to Pathways. Three individuals chose to get **service through different agencies**. Two individuals moved into home shares run by a different agency, and the other chose to find employment with a different agency. **Irregular Attendance** occurred mostly in Integrated Community Employment and Social Ventures. The reasons varied from not continuing after job discovery was complete, wanting to attend Activity Service instead of ICO, and not showing up for shifts after employment was attained. The two exits from activity service involved one individual who would not get in the car with family to come to Pathways, and the other did not enjoy her time in Activity Service. **Other** reasons for exiting include an elderly individual who wanted to retire, 2 individuals who only attended for spring break during their school closure, 1 who did not like their home share. One person did not want to sign our employment agreement and another who once obtained employment wanted to find a different job without our help.

Exits Per Service Area

Service Area	Exits
Activity Services	14
Home Share	4
ICO	6
Social Ventures	3

People entering services:

Thirty-four individuals entered services this year with five exiting the same year they entered.

Activity Service: 5

Activity Service and Social Recreation: 1

Home Share: 10

ICO: 20

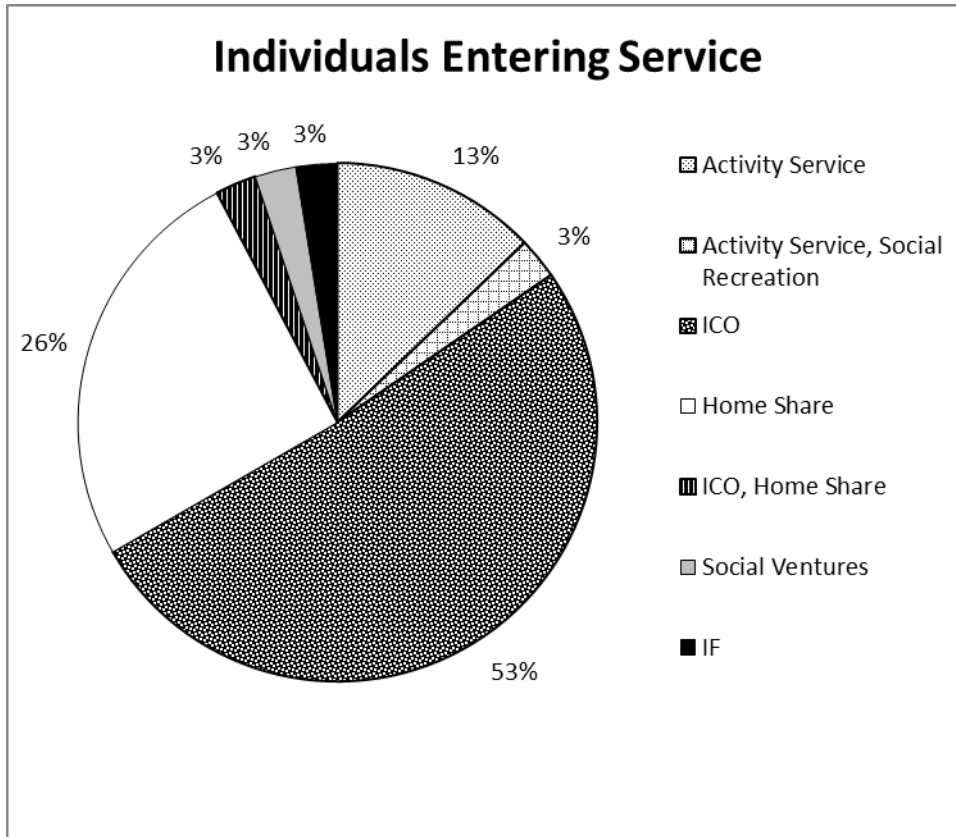
ICO and Home Share: 1

Individualized Funding: 1

Residential: 0

Social Recreation: 0

Social Ventures: 1



Internal requests for service

Individuals attending CLBC funded services with Pathways must request, through CLBC referral, an increase in hours or entrance in other Pathways services.

Four individuals requested increased or an additional service:

Activity Service: 2

Home Share and Activity Services: 0

ICO: 1

Home Share: 1

Individualized Funding: 0

Residential: 0

Social Recreation: 0

Social Ventures: 0

Analysis and review – Entrance to Service

Individuals referred

Service Area	2015/16	2016/17	Difference
Activity Service	7	5	-2
Activity Service/Home Share	1	0	-1
ICO	6	20	+14
ICO and Social Ventures	0	0	No Difference
Home Share	3	10	+7
Individualized Funding	0	1	+1
Residential	0	0	No Difference
Social Recreation	2	0	-2
Social Ventures	1	1	No Difference
Activity Service/Social Rec	0	1	+1
ICO/Home Share	0	1	+1
Totals	20	39	+19

The number of referrals that Activity Services can accept is limited by the staffing structure. Vacancies in Activity Services are tracked and when a space is available Community Living BC is notified. Fourteen individuals exited from Activity Services this year and six entered. **Staffing levels remained the same.**? Residential programs can only take referrals if space is available therefore no growth or decline occurred. **All spaces were filled in this period?** The greatest growth we saw this year was in Home Share and ICO. Combined exits in these two service areas equaled 10 individuals while 31 individuals entered.

Satisfaction Surveys

Individuals Attending Services Satisfaction 2016 2017				
Surveys were sent to individuals attending services for a total of 183 surveys. The following is a breakdown by area of people who responded to the survey and indicates satisfaction levels through their answers to questions asked. Some surveys contained more than one answer to a question, some questions were not answered.				
Service Area	Sent	Received	Return Rate	Satisfaction
Activity Service	68	37	54%	100%
Home Share	26	96	35%	89%
Individualized Funding	7	5	71%	100%
Integrated Career Opportunities	35	5	14%	100%
Residential	6	5	83%	100%
Social Recreation	19	8	42%	100%
Social Ventures	22	5	23%	100%
Totals	183	74	42%	

Individuals Attending Services Satisfaction Survey 2016 2017	Average
Do you like going to Pathways? (Happy with support?)	98%
Do you feel good about yourself when you are there?	100%
Do people tell you when you are doing things well?	100%
Do you feel you are learning new skills, or learning about new things?	99%
Do you think what you are doing is important?	100%
When you are at Pathways do you have a favorite activity that happens away from the Pathways building?	88%
Do people treat you nicely?	100%
Do you trust the people you are around?	90%
Do you have someone at Pathways to ask for help if you need help?	100%
If you don't like something at Pathways can you speak up or tell someone?	99%
Do you talk with Pathways staff about your rights and responsibilities?	87%
Do you get to choose the activity groups you want to be in at Pathways?	97%
Do you feel safe at Pathways? If you don't feel safe please tell us what is not safe.	93%
Do you volunteer in the community? (Activity Services and Individualized Funding)	46%
Are you able to achieve your goals and advance to the level of independence you want? (Home Share)	100%
Are you encouraged and supported to make your own choices in your home? (Home Share, Residential)	100%
Do you get to do what you want to in your home? (Home Share)	100%
Are your cultural and diversity needs met in your home? (Home Share)	89%
So you get enough support to do what you want in your community? (Home	

Share)	
Are you kept informed of service options and receive regular communications from Pathways? (Home Share)	100%
Do you get out of the house enough? If not please tell us what events would you like to go to. (Residential)	80%
Do you feel you are encouraged to make your own decisions and choices about employment? (ICO, Social Ventures)	
Are you happy with the job you have? If you are not happy please tell us what you are unhappy about. (ICO, Social Ventures)	100%
Did you get the job you wanted? (ICO)	100%
Are you working the amount of hours you want to work? (ICO)	100%
Are your concerns or problems taken care of at Pathways? (ICO)	
Are you happy with how Pathways helped you get a job? If not tell us why. (ICO)	100%
Do you get along with Pathways support staff who works with your crew? (Social Ventures)	100%
Do our hours of service meet your needs? (Social Recreation)	
Do you have chances to make new friends, and spend time with old friends? (Social Recreation)	100%
Are activities affordable? (Social Recreation)	100%
Do you meet up with friends to do activities that are not arranged through the Social Recreation calendar? (Social Recreation)	38%
Does the Social Recreation calendar and registration work for you? If not explain how it could be better. (Social Recreation)	100%
Do you have transportation to get to Social Recreation activities? If not please explain what type of transportation you use. (Social Recreation)	43%

Analysis and review:

Family Satisfaction 2016 - 2017

Surveys were sent to family members of people who attend each of Pathways areas of service for a total of 102 surveys. The following is a breakdown by area of caregivers who responded to the survey and indicates satisfaction levels through their answers to questions asked.

Service Area	Sent	Received	Return Rate	Satisfaction
Activity Service	41	11	27%	89%
Home Share	8	2	25%	70%
Individualized Funding	8	4	50%	90%
Integrated Career Opportunities	18	3	17%	80%
Residential	7	3	43%	100%
Social Recreation	5	1	20%	100%
Social Ventures	15	9	60%	84%
Totals	102	33	32%	

Family Satisfaction Surveys 2016 2017

	Average
1. Are you happy with the quality of services provided?	88%
2. Do you feel your family member is happy coming to Pathways?	87%
3. Do you feel your family member achieves their individual goals and advances to the level of independence they are seeking?	78%
4. Do you feel your family member is encouraged and supported in making his/her own choices at Pathways?	87%
5. Do our services offer respect and dignity?	95%
6. Do our services offer a secure, safe environment? If not what can make the environment safer?	100%
7. Do our services offer competent, knowledgeable staff?	88%
8. Do our services offer flexibility and adapt to individual needs?	87%
9. Do you feel your family member has opportunities to form friendships? If no why not?	90%
10. Do our services offer activities that are positive, meaningful and productive? If no why not?	98%
11. Are the individual's cultural and diversity needs met at Pathways?	99%
12. Are you kept informed of service options and receive regular communications from Pathways?	80%
13. Do you feel your family member receives enough support and assistance from Pathways to be successful at their job? (ICO)	70%
14. Do you feel your family member has established good working relationships with their employer and co-workers? (ICO and Social Ventures)	75%

15. Did the person served get the job they wanted? (ICO)	50%
16. Do you feel your family member is treated as a valued employee? (Social Ventures)	87%
17. Does the person receiving services meet up with friends to do activities that are not arranged through the Social Recreation calendar? (Social Recreation)	0%
18. Are activities affordable? (Social Recreation)	100%
19. Does the Social Recreation calendar and registration work for you? If not explain how it could be better. (Social Recreation)	100%
20. Do you have transportation available to get the person receiving services to Social Recreation Activities? If not please explain what type of transportation you use. (Social Recreation)	100%

Analysis and review:

Other Stakeholder Satisfaction 2016 - 2017				
Surveys were sent to caregivers, Pathways home share contractors, volunteers, funders, customers, volunteer sites and employers in each of Pathways areas of service to a total of 190 surveys. The following is a breakdown by area of stakeholders who responded to the survey and indicates satisfaction levels.				
	Sent	Received	Response Rate	Satisfaction
Volunteers	7	3	43%	93%
Community Volunteer Sites	23	4	17%	100%
Social Ventures Contractors	11	2	18%	100%
Community Employers	34	10	29%	79%
Community Living BC	11	1	9%	80%
Caregivers	78	19	24%	83%
Pathways Home Share Contractors	24	4	17%	85%

Analysis and review:

Outcome Measure Results

Outcome objectives are targets. Achieving the target is not the most important thing. Progress towards accomplishing the agency mission is the desired end result. Objectives are set in order to ensure progress is ongoing.

RESIDENTIAL SERVICES			
Outcomes Objective	Measure	Goal	Result
<i>Effectiveness</i> Maximize the ability of individuals to determine how they spend their time.	Number of activities that individuals participate in that they choose.	Average of one activity per week per individual.	Not Achieved. Average of 0.77 activity per week per individual
<i>Efficiency</i> Maximize access to required information for staff working in residential services.	Percentage of residential staff attending ShareVision orientation sessions at staff meetings.	80%	Achieved. 80% of residential staff attended ShareVision orientation sessions at staff meetings.
<i>Access</i> Individuals have living accommodations that meet their needs.	Relocate individuals living at Old Meadows Road to a house that meets their needs.	New residence secured and remodeled to accommodate needs.	Achieved. The individuals who lived at Old Meadows Road moved into the renovated Old Meadows property in August 2016.
<i>Satisfaction</i> Maintain a high level of satisfaction with service for those individuals who live in the homes on Bouvette Street and Old Meadows Road.	Number of residents responding to satisfaction surveys who indicate that they are happy with the supports that they receive in their home.	Five out of eight residents.	Achieved. Five residents responded to the satisfaction survey. All five respondents were happy with the supports they receive in their home.
<i>Satisfaction</i> Maintain a high level of satisfaction with the quality of service provided to residents of Bouvette Street and Old Meadows Road expressed by their family members.	Percentage of family members responding to satisfaction surveys who indicate that they are happy with the quality of services provided at Bouvette Street and Old Meadows Road.	95%	Achieved. 100% of family members responding to satisfaction surveys indicated that they are happy with the quality of services provided at Bouvette and Old Meadows.

HOME SHARING			
Outcomes Objective	Measure	Goal	Result
<i>Effectiveness</i> Maximize the number of qualified home share providers to respond to service requests.	Number of new home share providers recruited.	10 new home share providers recruited.	Achieved. Fourteen new home share providers recruited.
<i>Efficiency</i> Maximize the ability of home share and respite providers to assist individuals who reside with them to resolve conflicts.	Percentage of home share and respite providers that have received Mandt training.	100% of new and 25% of existing home share and respite providers have received Mandt training.	38% of new and 28% of existing home share providers received Mandt training during the year.
<i>Access</i> Maximize access to information available to home share and respite providers.	Percentage of home share providers and respite home share providers who have an account on the Pathways ShareVision site and have been trained to access the site.	100% of new and 25% of existing home share and respite providers, have an account on the ShareVision site and have been trained to access and use the site.	54% of new and 61% of existing home share providers have an account on the ShareVision site.
<i>Satisfaction</i> Maintain a high level of satisfaction with service for those individuals who live in home share and/or respite services coordinated through Pathways.	Percentage of individuals responding to satisfaction surveys who indicate that they are satisfied with the services they receive through Home Share and/ or respite services.	95%	Achieved. 100% of respondents indicate they are happy with the services they receive from Pathways Home Share.

<i>Satisfaction</i> Maintain a high level of satisfaction with service provided to individuals living in home share and/or receiving respite services expressed by stakeholders.	Percentage of stakeholders responding to satisfaction surveys who indicate that they are happy with the quality of services provided through Home Sharing and/or respite services.	95%	Not Achieved. 78% of family members and home share providers indicated that they are happy with the quality of services provided.
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ACTIVITY SERVICE, BRANCH 55, INDIVIDUALIZED FUNDING			
Outcomes Objective	Measure	Goal	Results
<i>Effectiveness</i> Maximize information available to individuals to enable them to make informed decisions regarding their health.	Number of educational sessions provided regarding medication uses, indications and side effects.	6 sessions for individuals. 3 sessions open to parents, caregivers and staff.	Achieved. The target number of sessions were offered.
<i>Efficiency</i> Maximize individualization of service delivery.	Percentage of individuals attending Activity Services who have an identified key worker.	80%	Achieved. 100% of individuals attending Activity Services had an identified key worker at March 31, 2017
<i>Effectiveness</i> Maximize the number of staff cross trained at volunteer placements.	Minimally 2 staff oriented at each volunteer placement.	80% of volunteer sites have 2 staff oriented.	Achieved. 100%. All volunteer sites have two staff oriented.
<i>Effectiveness</i> Increase the ability of activity services to provide employment options to individuals supported.	Guidelines and procedures to ensure good job match, fading of support and sustainable employment placements.	Completed plan by September 16, 2016.	Achieved. Individuals who are in Activity Services who have an employment goal work with ICO staff to complete discovery and for marketing. Staff support for on-the-job training and follow-up maintenance is supplied by Activity Services.

<p><i>Effectiveness</i> Increase the ability of activity services to provide employment options to individuals supported.</p>	<p>Number of individuals who have secured employment.</p>	<p>2 Individuals</p>	<p>Achieved. Two individuals achieved employment through Activity Services and Individualized Funding.</p>
<p><i>Access</i> Maximize the accessibility of services for individuals who reside in West Kelowna.</p>	<p>Secure a suitable service site in West Kelowna for Activity Services.</p>	<p>A suitable location is secured.</p>	<p>Not achieved. The building project for 555 Fuller was approved and providing accommodation for the employment services became a priority. The strategic plan goal of securing a suitable service site in West Kelowna is ongoing.</p>
<p><i>Satisfaction</i> Maintain a high level of satisfaction with service for those individuals who attend Activity Services, Branch 55, and Individualized Funding.</p>	<p>Percentage of individuals responding to satisfaction surveys who indicate that they are satisfied with the services they receive at Activity Services, Branch 55 and Individualized Funding.</p>	<p>95%</p>	<p>Achieved. 100% of respondents indicate they are happy with the services they receive at Activity Services, Branch 55 and Individualized Funding.</p>
<p><i>Satisfaction</i> Maintain a high level of satisfaction with service provided to individuals attending Activity Service, Branch 55 and Individualized Funding expressed by their family members.</p>	<p>Percentage of family members responding to satisfaction surveys who indicate that they are happy with the quality of services provided at Activity Services, Branch 55 and Individualized Funding.</p>	<p>95%</p>	<p>Not Achieved. 89% of family members responding to satisfaction surveys indicated that they are happy with the quality of services.</p>

INTEGRATED CAREER OPPORTUNITIES (ICO), SOCIAL VENTURES			
Outcomes Objective	Measure	Goal	Results
<i>Effectiveness</i> Maximize the opportunities for individuals to contribute to community through securing paid employment.	Percentage of new individuals referred to ICO that receive a thorough and complete discovery assessment.	80%	100% all new individuals referred to OCO received a Discovery assessment.
<i>Efficiency</i> Maximize the opportunities for individuals to contribute to community through securing paid employment.	Percentage of individuals who secure employment through the use of customized employment best practice methods.	80%	100% all individuals secured employment through the use of customized employment best practices.
<i>Business Function</i> Increase product donations to social enterprises through improved signage and marketing.	Percentage of growth in donations measured by number of bicycles and totes of refundable containers at Columbia Bottle Depots.	15%	Achieved. Increase in bicycles donations over the previous year by 262%. Note: A consistent count of donated refundable containers was not kept. Donations and containers gathered from the University and College campuses were counted together. Overall the amount of refundable containers sorted by the Social Ventures crew increased by 137% over the previous year.

<i>Satisfaction</i> Maximize employment satisfaction.	Percentage of individuals responding to satisfaction surveys who indicate that they are satisfied with the quality of services provided by ICO and Social Ventures.	95%	Achieved. All survey respondents indicated they were satisfied with the quality of services provided by ICO and Social Ventures.
<i>Satisfaction</i> Maintain a high level of satisfaction with the quality of services provided by ICO and Social Ventures.	Percentage of family members responding to satisfaction surveys who indicate that they are happy with the quality of services provided by ICO and Social Ventures.	95%	Not Achieved. 82% of family members responding to satisfaction surveys indicated that they are happy with the quality of services provided.

AGENCY			
Outcomes Objective	Measure	Goal	Results
<i>Business Function</i> Increase staff access to current information regarding the field of community living and values discussions.	Number of presentations watched and commented on using the Conversations That Matter site.	Each management and bargaining unit employee will watch and comment on 12 videos a year.	Not Achieved. Nine staff did not watch the minimum of 12 videos. Several staff, fourteen, exceeded the minimum requirement.
<i>Business Function</i> Increase the profile of Pathways Abilities Society in the Central Okanagan.	Number of corporate partners that support the work of Pathways through donations of goods and services and/or sponsorship.	15	Achieved. This year 21 partners supported the work of Pathways through donations of goods, services or sponsorships. Eleven of these new partners are restaurants involved in Dine For Diversity. Century 21 sponsored the Heros Gala. Stutters has become a major donor.

<p><i>Business Function</i> Staff feel valued.</p>	<p>Percentage of staff responding to employee satisfaction survey that indicates they have received recognition or praise for doing good work in the prior 7 days.</p>	<p>80%</p>	<p>Not Achieved. 69% of staff respondents indicated that they had received recognition or praise for doing good work in the previous 7 days.</p>
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