

PATHWAYS ABILITIES SOCIETY

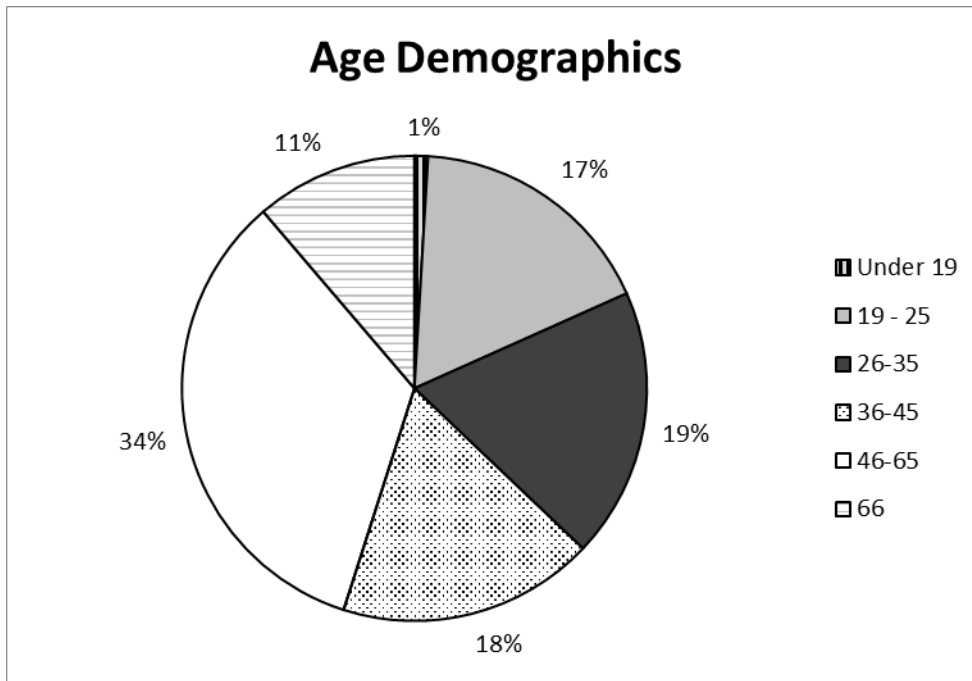
Quality Assurance Review and Analysis

April 1, 2017 – March 31, 2018

Demographics

Pathways Abilities Society served 213 people this year (not including nineteen people supported through the BC Housing rent subsidy program). 113 of these individuals were men, 100 were women.

	Under 19	19 - 25	26-35	36-45	46-65	66	Totals
Men	2	26	19	24	35	7	113
Women	0	11	21	14	37	17	100
Totals	2	37	40	38	72	24	213
% of Total Individuals	1%	17%	19%	18%	34%	11%	



Analysis and Review - Demographics

The average age of individuals served increased by 1 year compared to last year and was 44 years. 53% of the people served are men and 47% of the people served are women.

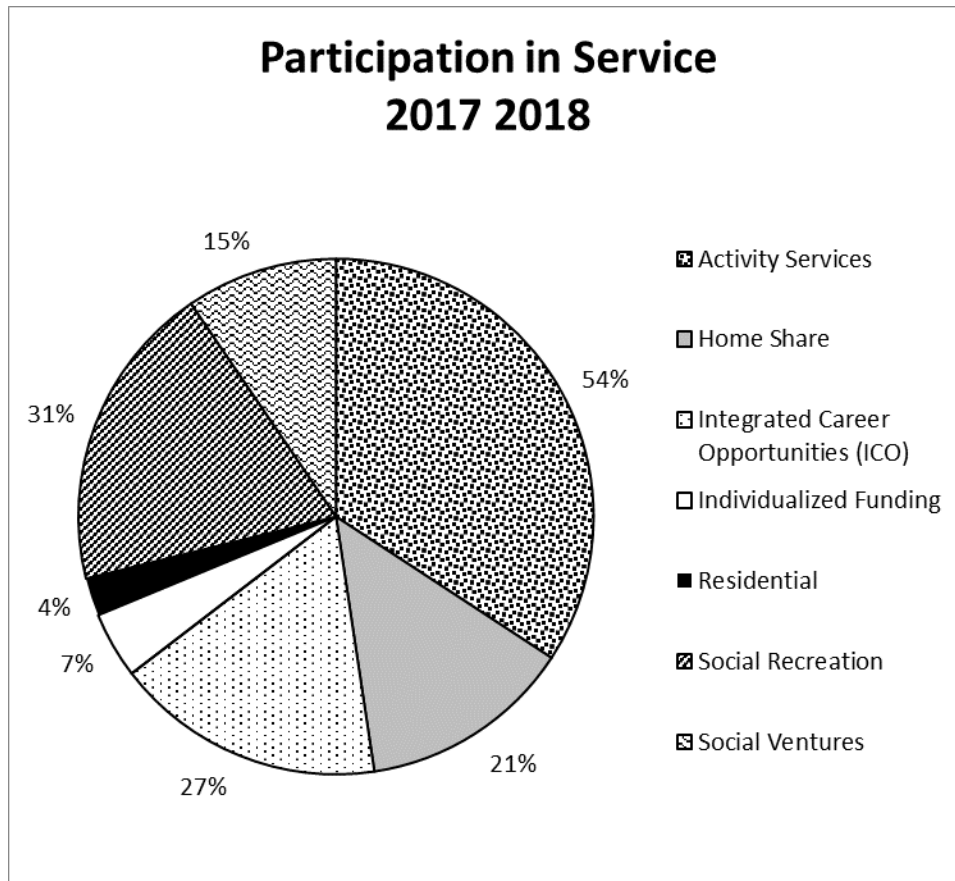
Age	2017/18	2016/17	Percentage of Change from previous year	Difference in number of individuals
Under 19	1%	0%	+1%	+2
19-25	17%	23%	-5%	-10
26-35	19%	17%	+2%	+4
36-45	18%	16%	+2%	+5
46-65	34%	37%	-3%	-4
66+	11%	8%	+2%	+8

We had 5 more people in our service this year compared to last year with the majority of the increase in the age group of 66+.

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	115	54%	-12%	-22
Home Share	45	21%	+4%	+9
Integrated Career Opportunities (ICO)	57	27%	+4%	+12
Individualized Funding	14	7%	+2%	+4
Residential	8	4%	No Change	No Change
Social Recreation	65	31%	+3%	+7
Social Ventures	32	15%	-7%	-13

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 10 more individuals enter into this service compared to last year. 22 individuals exited the activity services area but we saw an increase in Integrated Career Opportunities, Individualized Funding and Social Recreation of 23 people. Activity Services continues to be our largest service area and there was no growth in our Residential Service area as the same individuals from last year are still living at our two residences.

Exits from service

39 individuals exited from services for the following reasons:

Change in health: 3
Irregular Attendance: 18
Not A Good Fit: 3
Achieved Goals: 3
Deceased: 2
Moved: 2
Wanted Services from an Other Agency: 1
Other: 7

Analysis and review – Exit From Service

There were 11 more exits than last year. Exits due to **Moves** decreased from 7 to 2 this year. Three individuals exited their services because they felt they were **Not a good fit**. One of the individuals exited from employment but is now a part of our activity services. One individual chose to receive employment support **through a different agency**. **Irregular Attendance** occurred mostly in Integrated Community Employment and Social Ventures. In employment the majority of individuals that exited was due to their inability to commit to the discovery process or their employment hours. There were also several instances of mental health issues in Employment and in Activity Service. **Other** reasons for exiting two individual in Home Share needing different living arrangements, two individuals whose needs did not fit into Employment, one individual who continues to be employed but no longer requires support from Pathways and two individuals whose health declined and were no longer able to maintain employment.

Exits Per Service Area

Service Area	Exits
Activity Services	7
Home Share	5
ICO	21
Social Ventures	2
Activity Services and Social Ventures	1
ICO and Social Ventures	1
Activity Services and Individualized Funding	1
Activity Services and Home share	1

People entering services:

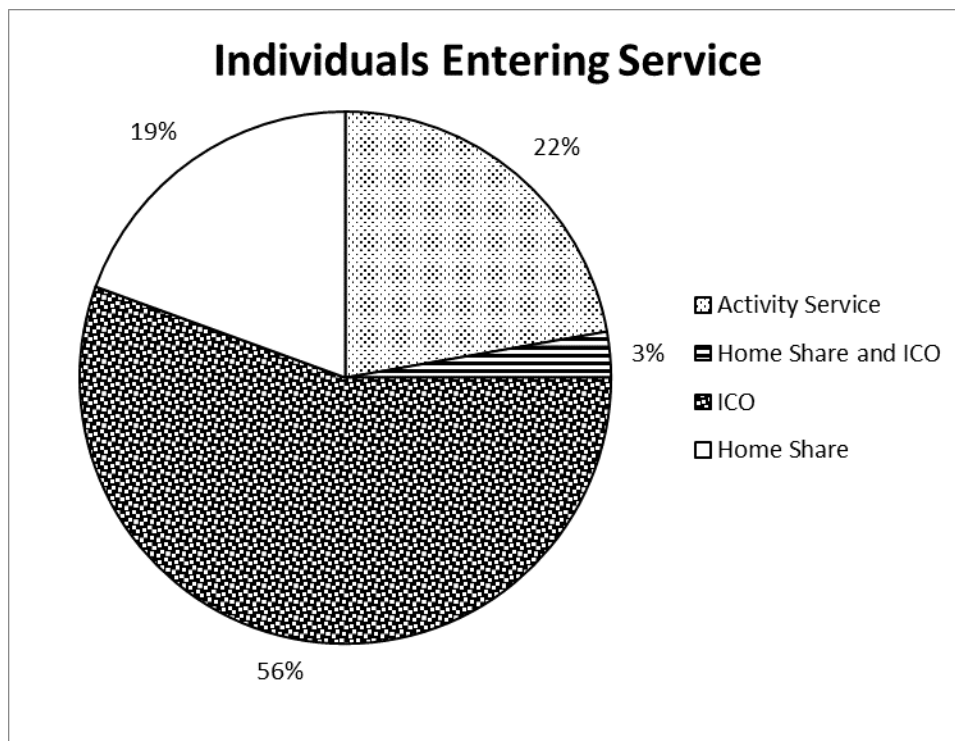
Thirty-five individuals entered services this year with five exiting the same year they entered.

Activity Service: 8

Home Share: 7

ICO: 20

ICO and Home Share: 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.

Twenty-four individuals requested increased or an additional service:

Activity Service: 16

ICO: 1

Home Share: 6

Individualized Funding: 1

Analysis and review – Entrance to Service

Individuals referred

Service Area	2017/18	2016/17	Difference
Activity Service	8	5	+3
Activity Service/Home Share	0	0	No Difference
ICO	20	20	0
Home Share	9	9	0
Individualized Funding	0	1	-1
Residential	0	0	No Difference
Social Recreation	0	0	No Difference
Social Ventures	0	1	-1
Activity Service/Social Rec	0	1	-1
ICO/Home Share	1	1	No Difference
Totals	38	39	-1

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. Eight individuals entered Activity Services this year and eight exited. Home Share referrals can only be accepted if a suitable home share provider can be found who is able to offer the amount of support the individual requires. 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.

Satisfaction Surveys

Individuals Attending Services Satisfaction 2018 2019				
Surveys were sent to individuals attending services for a total of 193 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	50	27	54%	100%
Home Share	39	15	38%	100%
Individualized Funding	8	5	63%	100%
Integrated Career Opportunities	41	2	5%	100%
Residential	6	4	66%	100%
Social Recreation	24	6	33%	100%
Social Ventures	25	9	36%	100%
Totals	193	68	35%	100%

Individuals Attending Services Satisfaction Survey 2017 2018	Average
Do you like going to Pathways? (Happy with support?)	100%
Do you feel good about yourself when you are there? (Activity Service, Social Ventures, Individualized Funding)	100%
Do people tell you when you are doing things well? (Activity Service, Social Ventures, Individualized Funding)	94%
Do you feel you are learning new skills, or learning about new things? (Activity Service, Social Ventures, Individualized Funding)	86%
Do you think what you are doing is important? (Activity Service, Social Ventures, Individualized Funding)	100%
Are you able to do things that you really enjoy doing?(Activity Service and Individualized Funding)	98%
When you are at Pathways do you have a favorite activity that happens away from the Pathways building? (Activity Service and Individualized Funding)	98%
Do you make new friends and spend time with old friends? (Activity Service, Individualized Funding and Social Recreation)	73%
Do people treat you nicely?	100%
Do you trust the people you are around? (Activity Service, Individualized Funding, Social Ventures)	99%
Do you have someone at Pathways to ask for help if you need help? (All except Home Share)	93%
If you don't like something at Pathways can you speak up or tell someone? (Activity Service, Individualized Funding, Residential, Social Ventures)	95%
Do you talk with Pathways staff about your rights and responsibilities? (Activity Service, ICO, Individualized Funding, Residential, Social Ventures)	81%
Do you get to choose the activity groups you want to be in at Pathways?	100%

(Activity Service, Individualized Funding)	
Do you feel safe at Pathways? If you don't feel safe please tell us what is not safe.	92%
Do you volunteer in the community? (Activity Services and Individualized Funding)	67%
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)	94%
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)	93%
So you get enough support to do what you want in your community? (Home Share)	100%
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)	67%
Do you feel you are encouraged to make your own decisions and choices about employment? (ICO, Social Ventures)	95%
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)	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)	33%
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)	40%

Analysis and review:

Once again this year the individuals we support expressed a high degree of satisfaction with the services that Pathways provides for them.

Family Satisfaction 2017 - 2018

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	80	8	10%	93%
Home Share	35	2	6%	70%
Individualized Funding	10	2	20%	80%
Integrated Career Opportunities	41	6	15%	77%
Residential	8	4	50%	85%
Social Recreation	10	1	10%	80%
Social Ventures	23	3	13%	86%
Totals	207	26	13%	82%

Family Satisfaction Surveys 2017 2018	Average
Are you happy with the quality of services provided?	82%
Do you feel your family member is happy coming to Pathways or living in their home or with their job?	81%
Do you feel your family member achieves their individual goals and advances to the level of independence they are seeking? (All except Social Recreation)	78%
Do you feel your family member is encouraged and supported in making his/her own choices at Pathways?	87%
Do our services offer respect and dignity?	92%
Do our services offer a secure, safe environment? If not what can make the environment safer?	100%
Do our services offer competent, knowledgeable staff?	83%
Do our services offer flexibility and adapt to individual needs? (All except Social Recreation)	80%
Do you feel your family member has opportunities to form friendships? If no why not?	67%
Are your family member's cultural and diversity needs met at Pathways?	99%
Are you are kept informed of service options and receive regular communications from Pathways. (All except Social Recreation)	78%
Do our services offer activities that are positive, meaningful and productive? If no why not? (Activity Service, Individualized Funding, Residential)	95%
Do you feel your family member receives enough support and assistance from Pathways to be successful at their job? (ICO)	67%

Do you feel your family member has established good working relationships with their employer and co-workers? (ICO and Social Ventures)	90%
Did the person served get the job they wanted? (ICO)	80%
Do you feel your family member is treated as a valued employee? (Social Ventures)	87%
Does the person receiving services meet up with friends to do activities that are not arranged through the Social Recreation calendar? (Social Recreation)	0%
Are activities affordable? (Social Recreation)	100%
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 available to get the person receiving services to Social Recreation Activities? If not please explain what type of transportation you use. (Social Recreation)	100%
Are there any accessibility barriers in your family member's home? (Home Share, Residential, ICO)	18%

Analysis and review:

Pathways continues to strive to solicit as much input from families as possible. To increase communication efficiency we offer to send our monthly newsletter in email.

Other Stakeholder Satisfaction 2017 - 2018				
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	15	4	27%	85%
Community Volunteer Sites	18	4	22%	87%
Social Ventures Contractors	10	3	30%	93%
Community Employers	41	8	20%	98%
Community Living BC	12	2	17%	80%
Caregivers	76	8	11%	85%
Pathways Home Share Contractors	23	6	26%	77%
Totals	195	35	18%	86%

Analysis and review:

A high rate of satisfaction was expressed by our stakeholders.

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> Self-determination will be encouraged and supported.	Number of preferred (identified in Preferred Activities Offered list in ShareVision) activities that are offered to individuals per week.	Average of three preferred activities per week are offered.	Not Achieved - 1.5 Activities per week
<i>Efficiency</i> Self - determination will be encouraged and supported.	Number of preferred activities per week that individuals choose to participate in.	Average of one activity per week per individual.	Achieved - 1.4 Activities per week
<i>Service Access</i> Individuals' accessibility needs related to health, mobility or transportation issues will be successfully accommodated.	% of accessibility issues successfully accommodated.	95%	Insufficient data - No requests were made last year.
<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 - 100% satisfaction for 4 out of 8 residents - Two of the residents declined to participate in the satisfaction survey.
<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.	95%	Achieved - 95% satisfaction
HOME SHARING			

Outcomes Objective	Measure	Goal	Result
<i>Effectiveness</i> Self-determination will be encouraged and supported.	% of individuals in Home Sharing that made choices about things that matter to them.	90%	Not Achieved - 65% made documented.
<i>Efficiency</i> Maintain balance of staff time spent with individuals, family members and care providers in relation to other activities.	% of staff time spent with individuals, family members, and home share providers, and potential home share providers.	65%	Not achieved - 22% of staff time spent.
<i>Service Access</i> Home Share Providers will be responded to in an efficient, timely manner.	% of Home Share Providers indicating that their needs were responded to in a timely fashion by the agency.	90%	Achieved - 90% satisfaction
<i>Satisfaction</i> Individuals supported in Home Sharing will experience their home as a shared living environment.	% of individuals reporting inclusion in family decision making.	95%	Not Achieved - 87% reported inclusion in family decision making.
<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 - 73% Satisfaction.
ACTIVITY SERVICE, BRANCH 55, INDIVIDUALIZED FUNDING			
Outcomes Objective	Measure	Goal	Result
<i>Effectiveness</i> Individuals will be supported to participate as full citizens and contribute to their communities.	% of individuals that are a part of or make a contribution to a community group including (groups that are not initiated and not maintained by Pathways) non-profit agencies, social and leisure groups.	80%	Not Achieved - 67% of individuals.

ACTIVITY SERVICE, BRANCH 55, INDIVIDUALIZED FUNDING (continued)			
Outcomes Objective	Measure	Goal	Result
<i>Efficiency</i> Maximize safety of individuals attending services.	Percentage of preventable falls per year.	Reduction of 20% over the 2016/2017 reporting period	Not Achieved - 7% reduction in preventable falls.
<i>Service Access</i> Maximize the accessibility of services for individuals who reside in West Kelowna.	Secure a suitable service site in West Kelowna for Activity Services.	A suitable location is secured.	Achieved
<i>Satisfaction</i> Individuals participate in community life in roles they and society value.	Percentage of individuals responding to satisfaction surveys who indicate that they think what you are doing at Activity Services is important.	95%	Achieved - 100% satisfaction
<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.	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.	95%	Not Achieved - 90% satisfaction.
INTEGRATED CAREER OPPORTUNITIES (ICO), SOCIAL VENTURES			
Outcomes Objective	Measure	Goal	Result
<i>Effectiveness</i> Maximize the number of new employer contacts that result in job placements.	% of new employer contacts that result in job placements within six months of initial contact.	75%	Not Achieved - 30% new employer contacts that resulted in job placements.
<i>Efficiency</i> Maximize the efficiency of staff resources in maintaining successful employment.	Average # of hours/individual from intake to first job placement.	60 Hours	Achieved - Average 33 hours

INTEGRATED CAREER OPPORTUNITIES (ICO), SOCIAL VENTURES (continued)			
Outcomes Objective	Measure	Goal	Result
Service Access Individuals will receive service in a timely manner.	% of Individuals in active job search within 3 months of intake.	75%	Achieved - 100% in active job search.
Satisfaction Employers will be satisfied with the training and support provided to meet their business needs.	% of employers who report satisfaction with the training and support provided to their business.	100%	Achieved - 100% satisfaction.
<i>Satisfaction</i> Individuals will report that they like their job.	Percentage of individuals responding to satisfaction surveys who indicate that they like their job.	95%	Achieved - 100% satisfaction.
<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 - 88% satisfaction.
AGENCY			
Outcomes Objective	Measure	Goal	Result
<i>Business Function</i> Reduce use of copy paper.	Number of copies produced annually on agency photocopiers.	20% reduction over previous year.	Achieved - 30% reduction.
<i>Business Function</i> Reduce casual staff turnover.	Number of casual staff that leave employment with Pathways.	20% reduction over previous year.	Not Achieved - 13% reduction.
<i>Business Function</i> Staff feel valued.	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.	80%	Not Achieved - 60% satisfaction.