

# PATHWAYS ABILITIES SOCIETY

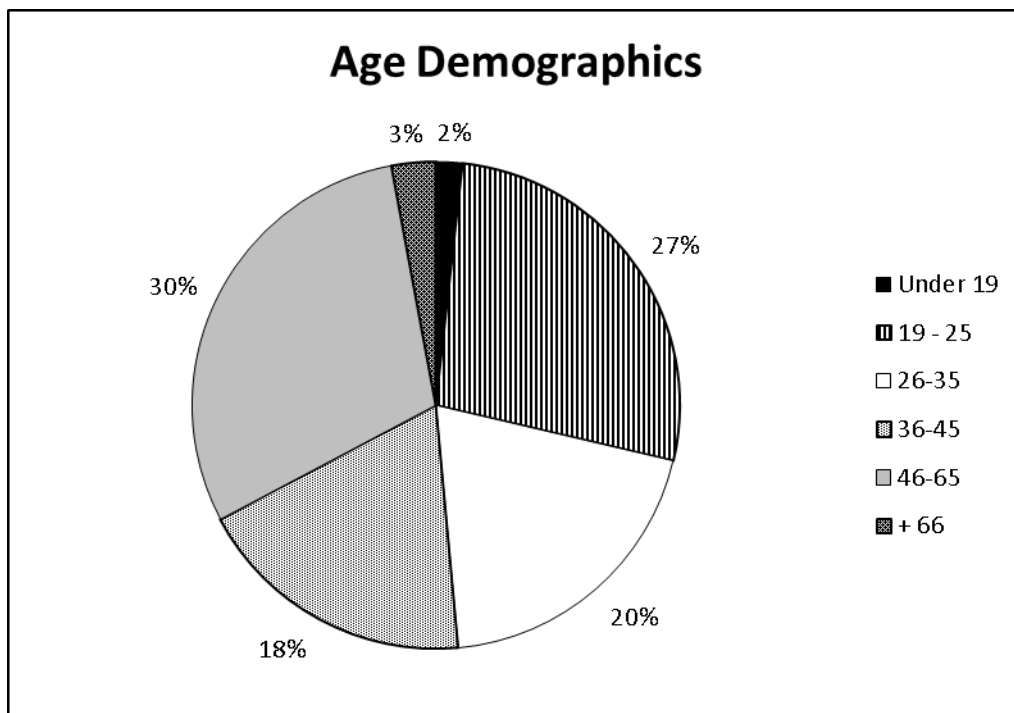
## Quality Assurance Review and Analysis

April 1, 2014 – March 31, 2015

### Demographics

Pathways served 171 people this year (not including nineteen people supported through the BC Housing rent subsidy program). 101 of these individuals were men, 70 were women.

2014	Under 19	19 - 25	26-35	36-45	46-65	+ 66	Totals
Men	2	33	22	18	24	2	101
Women	1	13	12	14	27	3	70
Totals	3	46	34	32	51	5	171
Percentage of Total Individuals	2%	27%	20%	18%	30%	3%	



## **Analysis and Review** - Demographics

The following is a table comparing the numbers of individuals served under the age of twenty-five years over five consecutive years.

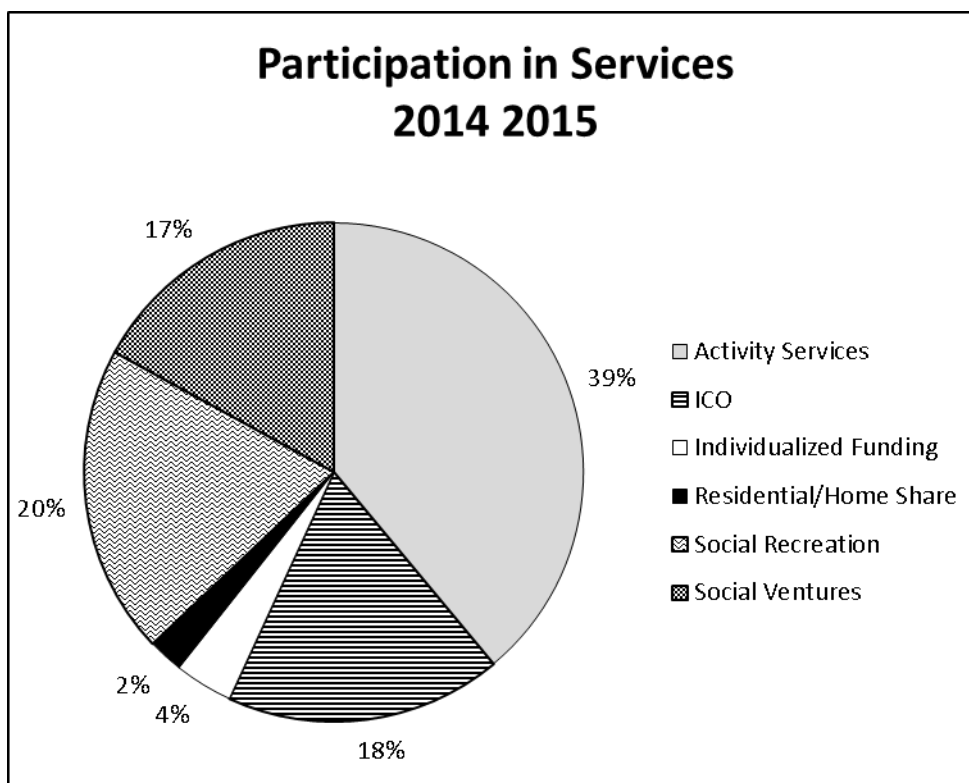
Year	Individuals under 25 years	Individuals under 25 years of age as a percentage of total individuals served
2010/11	11	9%
2011/12	9	6%
2012/13	22	13%
2013/14	37	21%
2014/15	49	29%

As noted in the previous year the number of people we are serving under the age of 25 years is growing steadily. Employment remains a focus for this age group: 39% are already employed. 28% of individuals under the age of 25 want employment, with 73% of this group already looking for work with support from Pathways staff. Four individuals would like to have employment and are waiting for support. There are 15 individuals in this group that are not interested in employment at this time. Pathways is doing well supporting this group to find employment and must stay vigilant in ensuring resources are available to help this age group to find work.

## **Participation in Services**

Service Site	Number of People Participating throughout the year	As a percentage of agency participation
Activity Services	103	39%
Integrated Career Opportunities (ICO)	46	18%
Individualized Funding	10	4%
Residential/Home Share	6	2%
Social Recreation	53 (2 down)	20%
Social Ventures	45 (6 up)	17%

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

The levels of participation in Social Recreation, Residential, and Individualized Funding remain almost identical to the previous year. There appears to be a significant decrease the numbers of individuals participating in ICO – and yet one must remember that 16 individuals were exited when the Foundations for Employment project ended. Activity Services continues to have by far the largest participation. Social Ventures increased participation slightly over the previous year.

### **Exits from service**

11 individuals exited from services for the following reasons:

Health/age: 2

Irregular attendance: 2

Moved: 1

Individual felt that services provided were not a good fit: 2

Services no longer required: 2

Dissatisfaction with services: 2

## **Analysis and review** – Exits From Service

Two individuals exited due to experiencing mental health issues that made it difficult for them to attend services. Two other individuals attended only sporadically. One individual moved out of province. Two felt that the services were not a good fit for them, and two other felt that they no longer required supports. This year two individuals exited services because they were dissatisfied with services. Both situations were investigated by Pathways leadership staff. One instance resulted in review and enforcement of documentation procedures, the other resulted in coaching and monitoring of the staff involved.

## **Waitlists**

As of June 15, 2010 Community Living B.C. (CLBC) has been managing waitlists for all agencies.

## **People entering services:**

Twenty-one individuals entered services this year:

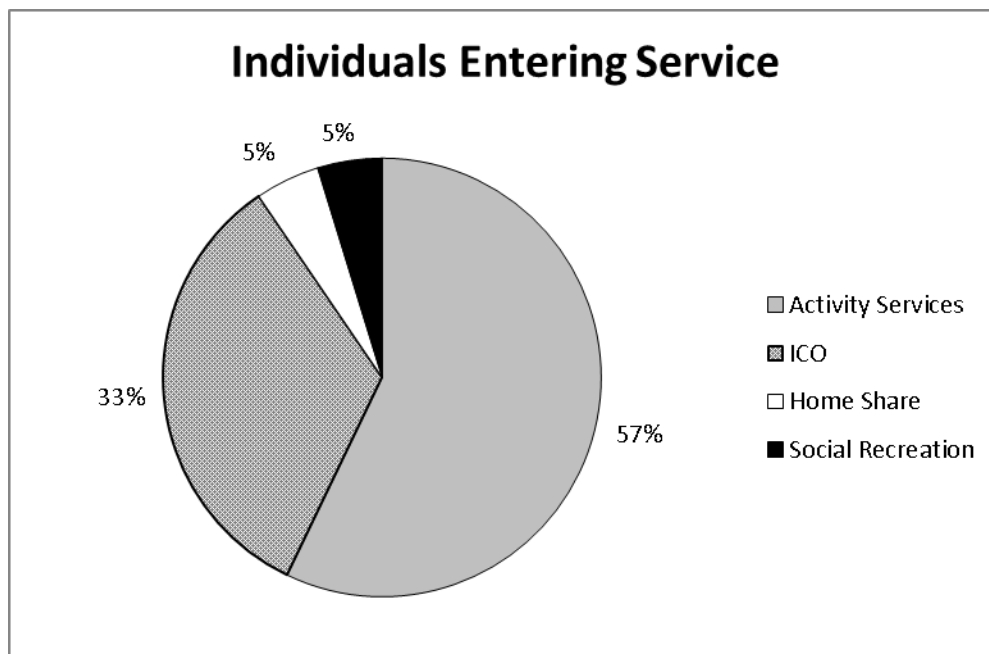
Activity Services: 12

ICO: 7

Individualized Funding: 0

Social Recreation: 1

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. This year there were four requests for increase in service from individuals already attending Activity Services. One individual receiving services in Activity Services was also referred to ICO.

## Analysis and review – Entrance to Service

The numbers of people entering services over the last five years has averaged 20 per year. This year there were 21 new referrals to service. There is a continued increase in entrance to Activity Services and this year there were 12 new individuals. The number of referrals to ICO remained in the same range as the previous year. There were no new referrals to Individualized Funding this year, but one contract increased significantly in the number of hours provided to one individual. There was one new home share situation coordinated this year.

## Satisfaction Surveys

<b>Individuals Attending Services - Satisfaction Survey 2014 - 2015</b>							
Surveys were sent to individuals attending services in each of Pathways areas of service for a total of 137 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.							
	Activity Service	ICO	Social Rec	Social Ventures	Bouvette	I.F.	Total
Sent	57	32	19	17	5	7	137
Received	24	4	11	11	5	4	59
% Returned	42%	13%	58%	65%	100%	57%	43%
% Satisfied	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%

<b>Individuals Attending Services Satisfaction Surveys 2014 - 2015</b>	Average
Are you happy with the support you receive from Pathways?	99%
Do you make new friends and spend time with old friends?	89%
Do Pathways staff treat you nicely?	100%
Do Pathways staff listen to your questions and concerns?	89%
Are your concerns or problems taken care of at Pathways? If not what can we do to help?	92%
Do staff ask you what your goals are or what you would like to do at Pathways?	86%
Does Pathways help you go to enough community events? If not please tell us what events would you like to go to. (Activity Services, I.F.)	80%
Do you know your rights and responsibilities?	97%
Do Pathways staff talk to you about your rights and responsibilities?	91%

Do you feel you are encouraged to make your own choices at Pathways?	93%
Do you feel safe at Pathways? If you don't feel safe please tell us what is not safe.	94%
Do you have a computer?	38%
Do you use our website?	24%
Do our hours of service meet your needs?	98%
If Pathways helped you get a job are you happy with the job you have? If you are not happy please tell us what you are unhappy about. (Activity Services, ICO)	89%
Are you happy with how Pathways helped you get a job? If not tell us why. (Activity Services, ICO)	100%
Did you get the job you wanted? (Activity Services, ICO)	100%
Are you working the amount of hours you want to work? ( Activity Services, I.F., ICO)	92%
Does your job make your life better? If yes, tell us how the job makes your life better? (Activity Service, ICO, Social Ventures)	98%
Do you like the activities you do when you are at Pathways? (Activity Service, I.F.)	85%
Are your cultural and diversity needs met at Pathways?	91%
Do you get along with Pathways staff who works with your crew? (Social Ventures)	100%
You currently work for Pathways under the supervision of Pathways staff. If you had the chance to work for another employer in the community would you? If not, why? (Social Ventures)	82%
Are activities affordable? (Social Rec)	100%
Does the Social Recreation calendar and registration work for you? If not explain how it could be better. (Social Rec)	100%
Do you have transportation to get to Social Recreation activities? If not please explain what type of transportation you use. (Social Rec)	91%
Do you meet up with friends to do activities that are not arranged through the Social Recreation calendar?	73%

### **Analysis and review** – Satisfaction Surveys – Individuals Attending Services

Satisfaction surveys were completed in the month of March. Individuals in services completed satisfaction surveys on their own or through an interview with a volunteer.

This year respondents to surveys indicated a high level of satisfaction with services. For the coming year the objective is to maintain high levels of satisfaction of individuals using all Pathways services.

In the 2013-14 year only 79% of respondents attending Activity Service said that staff spoke with them about their rights and responsibilities. An outcome objective was created to increase the satisfaction with this item, and throughout the year staff ensured that they were speaking with individuals about this topic. Ninety-one percent of individuals responding to the 2014-15 surveys indicated that staff spoke to them about their rights and responsibilities.

Increasing satisfaction with the amount of hours worked was an outcome objective for ICO in the 2014-2015 year. This year all individuals completing satisfaction surveys were satisfied with the amount of hours they were working.

### Family Satisfaction Surveys 2014 - 2015

Surveys were sent to family members of people who attend each of Pathways areas of service for a total of 107 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.

	Activity Service	ICO	Social Rec	Social Ventures	Bouvette	I.F.	Totals
Sent	46	17	10	17	9	8	107
Received	6	5	1	9	4	4	29
Return rate	13.0%	29.4%	10.0%	52.9%	44.4%	50.0%	27.1%
% Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Family Satisfaction Surveys 2014- 2015	Average
Are you happy with the quality of services provided?	100%
Do you feel the person receiving service is happy coming to Pathways?	100%
Do you feel the person receiving service achieves their individual goals and advances to the level of independence they are seeking?	91%
Do you feel the person receiving service is encouraged and supported in making his/her own choices at Pathways?	100%
Do our services offer respect and dignity?	100%
Do our services offer a secure, safe environment? If not what can make the environment safer?	100%
Do our services offer competent, knowledgeable staff?	96%
Do our services offer flexibility and adapt to individual needs?	97%
Do you have a computer?	72%
Do you use our website?	32%
Do you understand the agency purpose?	91%
If the person receiving services has found employment through Activity Services do you feel this has been a positive experience for them?	100%
If the person receiving services does not have employment are you in favor of them finding employment through Activity Services?	67%
Do you feel the person receiving service has opportunities to form friendships?	71%
Do our services offer activities that are positive, meaningful and productive?	100%
Are the individual's cultural and diversity needs met at Pathways?	94%
Are you kept informed of service options and receive regular communications from Pathways?	97%
Do you understand how ICO helps people get jobs? (ICO)	60%
Do you feel the person receiving service receives enough support and assistance from Pathways to be successful at their job? (ICO)	100%
Do you feel the person receiving service has established good working relationships with employer and co-workers? (ICO and Social Ventures)	100%
Did the person served get the job they wanted? (ICO)	75%

Does the person receiving service meet up with friends to do activities that are not arranged through the Social Recreation calendar? (Social Rec)	0%
Do our services offer activities that are positive, meaningful and encourage community inclusion? (Social Rec)	100%
Are activities affordable? (Social Rec)	100%
Does the Social Recreation calendar and registration work for you? (Social Rec)	100%
Do you have transportation available to get the person receiving services to Social Recreation Activities? (Social Rec)	0%
Do you feel the person receiving service is treated as a valued employee? (Social Ventures)	100%
Your family member currently works for Pathways under the supervision of Pathways staff. If they had the chance to work for another employer in the community would they? If not, why? (Social Ventures)	63%

### **Analysis and review** – Satisfaction Surveys - Families

Generally families are satisfied with the service Pathways is providing for their family member.

Understanding the job seeking and employment support processes that ICO uses: the 60% satisfaction rating (up 10% from the previous year) in this area requires that Pathways continues to inform family about how job development occurs and to include and encourage family to be an active member of the process.

Family responding to surveys indicate that outside of the Social Recreation services offered by Pathways their family members do not meet up with friends to socialize. Very few family responded to the Social Recreation survey so it cannot be suggested that this is the reality for all individuals that Pathways serves. When reviewing the survey responses from individuals supported, it appears that 73% of the eleven individuals completing the Social Recreation survey meet up with friends outside of the Social Recreation activities. One of the objectives of the Social Recreation service is to encourage relationships between participants.



**Satisfaction Survey 2014 - 2015****Other Stakeholders: Caregivers, funders, customers, employers**

Surveys were sent to caregivers, 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.

	Activity Service	ICO	Social Rec	Social Ventures	Individualized Funding	All areas	Totals
Sent	83	38	14	25	6	24	190
Received	27	10	2	13	1	6	59
Response Rate	33%	26%	14%	52%	17%	25%	31%
Satisfaction	98%	100%	100%	95%	100%	83%	96%

**Analysis and review** – Satisfaction Surveys – Other Stakeholders.

Caregivers, funders, customers, and employers express high levels of general satisfaction. This year we expanded the scope of stakeholders by surveying the volunteer sites where the individuals we support through Activity Services volunteer.

### **Outcome Objectives Results**

Outcome objectives are targets. Reaching the actual 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.

<b>RESIDENTIAL SERVICES</b>			
<b>Outcomes Objectives</b>	<b>Measures</b>	<b>Goal</b>	<b>Progress to March 31, 2015</b>
<i>Effectiveness</i> Maximize the opportunities individuals have to develop friendships/relationships with non-paid persons.	Number of acquaintances that individuals meet up with on a social basis with the intent of forming friendships. (Social connections can be in the home, at the home of the acquaintance, or in the community, and are 30 minutes or longer. This is not a paid staff or family member.)	Three new acquaintances for each of the individuals for 3 of the 5 people living at Bouvette.	Objective exceeded. Each individual living at Bouvette met 12 or 13 new acquaintances. Significantly most of these new acquaintances are neighbours.
<i>Efficiency</i> Maximize the accuracy of menu plans documented for Community Care Licensing.	Percentage of changes from the established menu plan documented per month.	100% of changes from the established menu plan are recorded on the ShareVision list.	100% of changes were recorded. Objective achieved.
<i>Access</i> Maximize the ability of services to accommodate the needs of individuals who reside at Bouvette St.	Percentage of accommodation needs and requests identified which are acted on.	80%	Objective exceeded. 100% of accommodation requests acted on.

<b>Outcomes Objectives</b>	<b>Measures</b>	<b>Goal</b>	<b>Progress to March 31, 2015</b>
<i>Satisfaction</i> Maintain a high level of satisfaction with service for those individuals who live in the home on Bouvette St.	Number of residents responding to satisfaction surveys who indicate that they are happy with the supports that they receive in their home.	Three out of five residents.	Objective achieved. 100% of residents responding were happy living at Bouvette.
<i>Satisfaction</i> Maintain a high level of satisfaction with the quality of service provided to residents of Bouvette St. 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%	Objective exceeded. 100% of family members responding to satisfaction surveys indicate they are happy with the quality of services provided at Bouvette.

**Analysis and Review** –Bouvette

Maximizing opportunities to develop personal relationships: This outcome was again met and exceeded this year. Most of the new acquaintances were neighbours. Individuals living at Bouvette and their families express a high level of satisfaction with services.

<b>ACTIVITY SERVICE, INDIVIDUALIZED FUNDING</b>			
<b>Outcomes Objectives</b>	<b>Measures</b>	<b>Goal</b>	<b>Progress to March 31, 2015</b>
<i>Efficiency</i> Maximize staff time spent in supporting individuals to contribute to their communities through volunteerism.	Percentage of staff time devoted to volunteer placements.	60%	Objective not met. 37% of staff time was devoted to volunteer placements throughout the year.

<b>Outcomes Objectives</b>	<b>Measures</b>	<b>Goal</b>	<b>Progress to March 31, 2015</b>
<i>Effectiveness</i> Maximize opportunities for individuals to contribute to the community through employment.	Percentage of individuals employed by community employers who are working a minimum of 4 hours per week.	50%	Objective not achieved. 42% of individuals working for community employers through Activity Services are working a minimum of 4 hours per week.
<i>Access</i> Maximize self determination regarding which activities to participate in at Activity Services.	Number of individuals who participate in their preferred activities (first choice as indicated on Activity Registration Forms).	80%	Objective achieved. 84% of individuals participated in their preferred activities.
<i>Satisfaction</i> Maximize satisfaction with the amount of information provided regarding rights and responsibilities.	Percentage of individuals responding to satisfaction surveys who indicate that they are satisfied with the amount of information they are provided by Pathways staff regarding rights and responsibilities.	85%	93.5%. Objective exceeded.
<i>Satisfaction</i> Maintain a high level of satisfaction with service provided to individuals attending Activity Service 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 and Individualized Funding.	95%	100%

**Analysis and Review** – Activity Services and Individualized Funding

Staff working in Activity Services and Individualized Funding continue to work towards assisting individuals to engage in community volunteerism and employment. Over the last few years staff involved in scheduling staff and activities for Activity Services have learned what range of employment and volunteer activities can be achieved within a globally funded group based service. This year the objective for staff time spent in assisting individuals to volunteer will be 40%. Employment continues to be supported.

<b>INTEGRATED CAREER OPPORTUNITIES (ICO), SOCIAL VENTURES</b>			
<b>Outcomes Objectives</b>	<b>Measures</b>	<b>Goal</b>	<b>Progress to March 31, 2015</b>
<i>Effectiveness</i> Maximize the capacity of the community to directly employ people who have disabilities.	Number of the employers, that hire individuals through ICO and have not been involved with ICO or Pathways in the past.	10 new employers.	Objective exceeded. 14 new employers.
<i>Efficiency</i> Maximize the efficiency of staff resources in obtaining employment placements.	Number of individuals that completed their goal to find employment paid by the hour for each Employment Developer	Number of Full Time Equivalents X 7 individuals.	Objective achieved. There were 2.57 full time equivalents for the year. Objective was met by 18 individuals obtaining employment paid by the hour. Twenty-six positions were obtained for these 18 individuals.

<b>Outcomes Objectives</b>	<b>Measures</b>	<b>Goal</b>	<b>Progress to March 31, 2015</b>
<i>Business Function</i> Maximize the participation of social enterprise employees in the operation of social enterprises.	Number of staff meetings per year for employees of social enterprises.	Two staff meetings per year for each social enterprise.	Objective achieved. There were crew meetings for all employees in September and March.
<i>Satisfaction</i> Maximize employment satisfaction.	Percentage of individuals responding to satisfaction surveys who indicate that they are satisfied with the number of hours they are working at their jobs with community employers.	85%	100% Objective exceeded.
<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%	100% Objective exceeded.
<i>Access</i> Maximize access to employment that matches strengths, skills and interests.	Percentage of job placements that correlate to the ideal conditions of employment outlined in discovery.	80%	100%. Objective exceeded. Employment placements of those that have been through the discovery process correlate to their ideal conditions of employment.

**Analysis and Review:** - Integrated Career Opportunities (ICO) and Social Ventures

In 2014-15 there was an objective to have two “crew” meetings in Social Ventures for all individuals who are employed by Pathways social enterprises. There were meetings in September and March that were well attended. The meetings focused on safety education and offered time to socialize as well. These meetings will become a standard feature of Social Ventures operations.

Employment services through ICO continue to develop networks within the business community of the Central Okanagan. These networks and the work of ICO staff enabled outcome objectives to be achieved in the past year.

<b>AGENCY</b>			
<b>Outcomes Objectives</b>	<b>Measures</b>	<b>Goal</b>	<b>Progress to March 31, 2015</b>
<i>Business Function</i> Increase the number of people who receive Pathways correspondence by email.	Percentage of increase in the number of people and organizations on email lists for the Pathways Newsletter and the Monthly Updates.	20%	Objective exceeded. The number of people and organizations on the email list increased by 57%.
<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.	10	Objective exceeded. 14 Corporate partners supported the work of Pathways.
<i>Business Function</i> Staff feel that they are a team working together to accomplish a shared goal.	Percentage of staff responding to employee satisfaction survey that indicate that they feel that they are a team working together to accomplish a shared goal.	80%	61%. Objective not met.

**Analysis and Review:** - Agency

Pathways has a large list of individuals and organizations that receive the agency’s quarterly newsletter. This year the number of those who receive the newsletter and other updates by email grew by 57%.

Pathways continues to increase the number of corporate partners that assist the agency through donations of time, services or goods.

The objective of increasing the number of staff that feel they are a team working together to accomplish a shared goal was not met. Staff are Pathways largest and most important resource. Staff feel that the work they do is important (88%), and that their supervisors care about them (88%). If leadership and staff can work together to focus energies so that all employees feel they are working together to accomplish common goals Pathways will accomplish a lot of work towards accomplishing our mission.

Respectfully submitted by Leslie Munro, Activity Quality Assurance Manager