

PATHWAYS ABILITIES SOCIETY

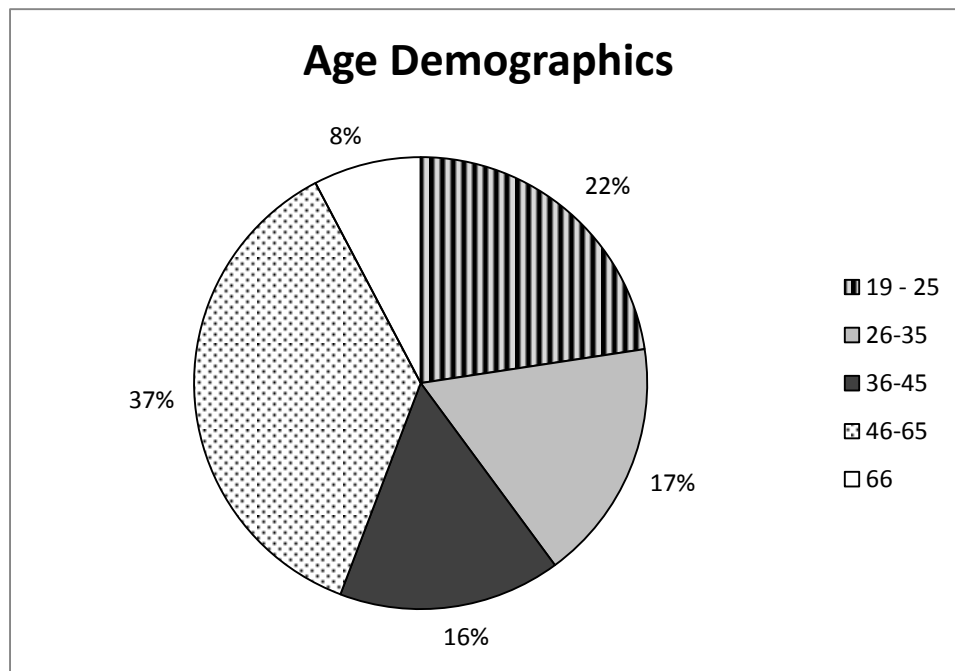
**Quality Assurance Review and Analysis**

**April 1, 2015 – March 31, 2016**

**Demographics**

Pathways Abilities Society served 208 people this year (not including nineteen people supported through the BC Housing rent subsidy program). 115 of these individuals were men, 93 were women.

	<b>Under 19</b>	<b>19 - 25</b>	<b>26-35</b>	<b>36-45</b>	<b>46-65</b>	<b>66</b>	<b>Totals</b>
Men	0	34	22	21	34	4	115
Women	0	13	14	12	42	12	93
Totals	0	47	36	33	76	16	208
Percentage of Total Individuals		22%	17%	16%	37%	8%	



### **Analysis and Review** - Demographics

April 1, 2015 Kelowna Community Development Society (KCDS) merged with Pathways. Thirty-nine individuals in service at KCDS entered Pathways services. Three of the individuals from KCDS were under the age of 35, ten were over the age of 66, with the majority being between the ages of 46 and 65.

The average age of individuals served increased from 38 the previous year to 43 this year.

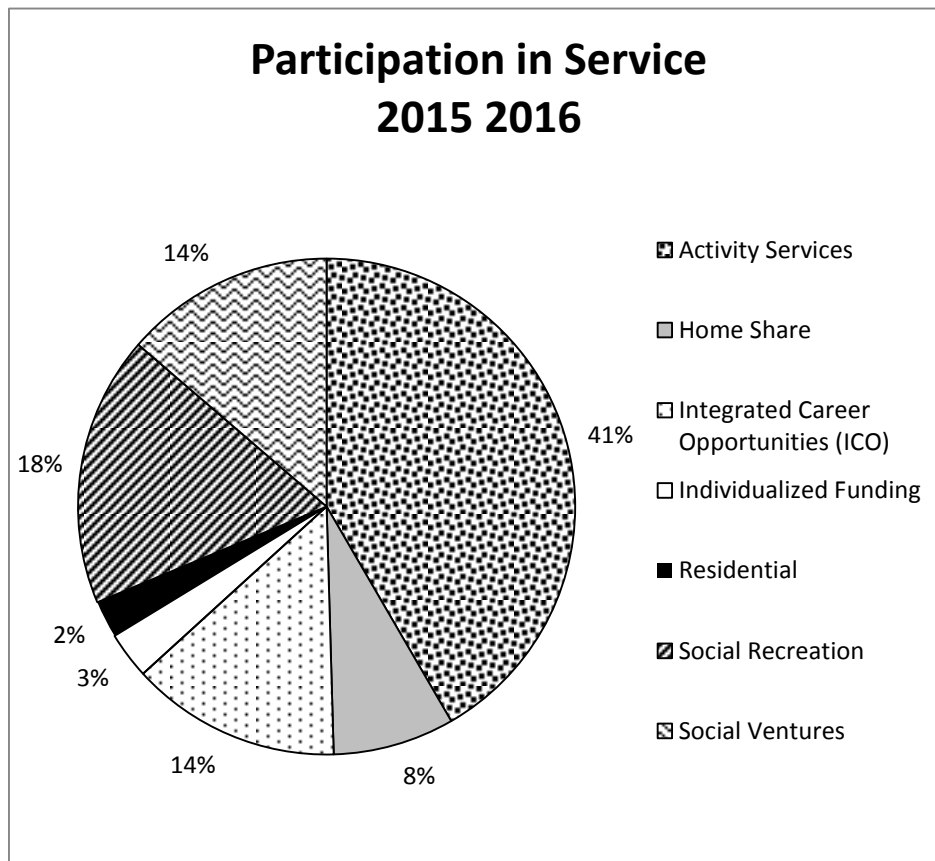
Age	2014/15	2015/16	Percentage of Change from previous year	Difference in number of individuals
19-25	27%	22%	-3%	+1
26-35	20%	17%	-3%	+2
36-45	18%	16%	-2%	+1
46-65	30%	37%	+7%	+25
66+	3%	8%	+5%	+11

There has been a slight increase in the number of individuals served who are under the age of 46. The large influx of individuals from KCDS over the age of 46 has impacted the average age of individuals served. Pathways must still continue to strive to provide services relevant to the younger age groups.

### **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	137	41%	+3%	+34
Home Share	26	8%	+99%	+25
Integrated Career Opportunities (ICO)	45	14%	-4%	-1
Individualized Funding	10	3%	-1%	No Increase
Residential	8	2%	No Change	+3
Social Recreation	58	18%	-2%	+5
Social Ventures	45	14%	-3%	-1

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

Two service areas where number of individuals participating increased significantly this year are Activity Services and Home Share. These increases are accounted for by the entrance to services of individuals from Kelowna Community Development Society. Activity Services remains the largest service area. Employment services participation decreased, and there was no growth in Individualized Funding. Social Recreation maintained participation and grew by 5 individuals.

**Exits from service**

10 individuals exited from services for the following reasons:

- Health/age: 1
- Irregular attendance: 1
- Moved: 1
- Distance to service: 2
- Services no longer required: 4
- Never attended: 1

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

There was one more exit this year in comparison with the previous year. Exits due to health and age decreased by 1 over the previous year. Exits due to irregular attendance decreased by 1. There was an increase of 2 in the number of exits due to services no longer being required (one individual became involved in generic services, one individual obtained her own funding through a micro-board, there was one individual who was receiving the same service through another agency, and one individual decided he would prefer to spend his time visiting with his family). A new category was created: "Distance to Service". Two individuals who live in West Kelowna decided that the trip to Rutland was too great a distance. Pathways has been aware of this inconvenience for some time and the need for service in West Kelowna is addressed in the Strategic Plan. Another new category is "Never Attended". There was 1 individual who was referred for services, completed intake, and then never attended.

### **Waitlists**

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

### **People entering services:**

Fifty individuals entered services this year

Activity Service: 25 (\*18 from KCDS)

Home Share and Activity Services: 6 (\*5 from KCDS)

ICO: 6

Home Share: 9 (\*6 from KCDS)

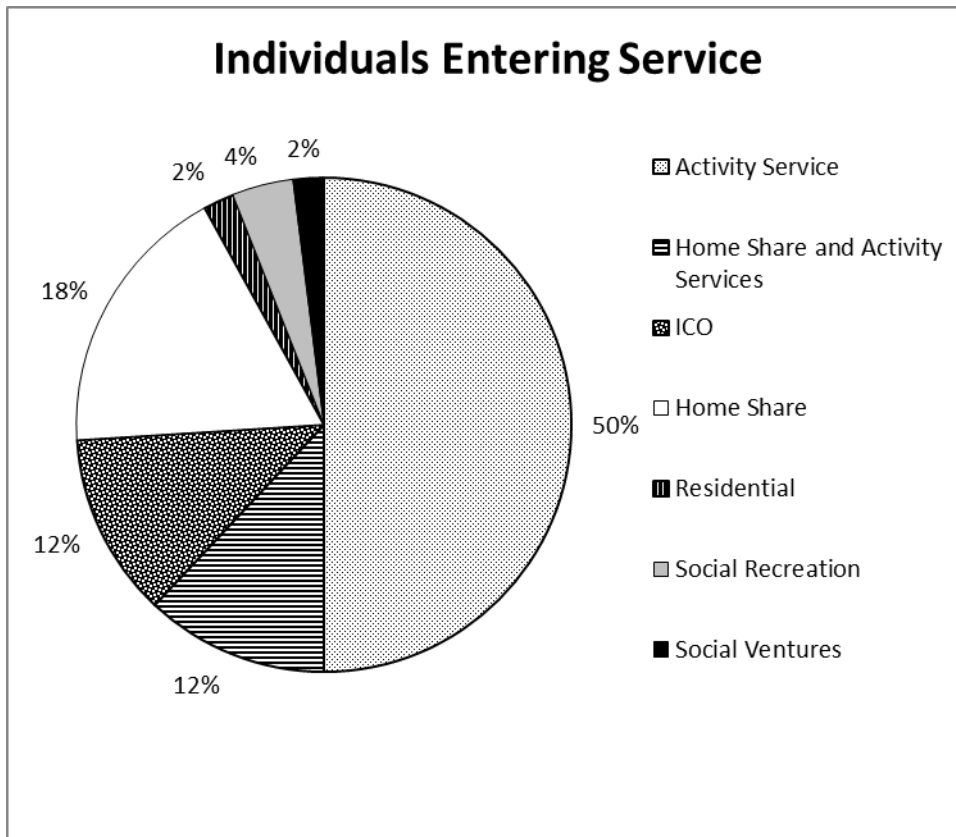
Individualized Funding: 0

Residential: 1 (\*from KCDS)

Social Recreation: 2

Social Ventures: 1

\*April 1, 2015 Kelowna Community Development Society (KCDS) merged with Pathways. Thirty-nine individuals in service at KCDS entered Pathways services; thirty of those individuals were new to Pathways services.



**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. Nine individuals who transferred from KCDS were already involved with Pathways services; we have accounted for their entry to service as an “internal increase in service”.

Fourteen individual requested increased services:

- Activity Service: 4 (\*3 from KCDS)
- Home Share and Activity Services: 1 (from KCDS)
- ICO: 1
- Home Share: 5(\*4 from KCDS)
- Individualized Funding: 0
- Residential: 2 (\*1 from KCDS)
- Social Recreation: 0
- Social Ventures: 1

### **Analysis and review** – Entrance to Service

The merge of Kelowna Community Development Society has been previously mentioned in this document. The table below compares entrance to service, minus individuals entering from KCDS. This allows analysis of referrals from Community Living BC and other sources.

#### Individuals referred

<b>Service Area</b>	<b>2014/15</b>	<b>2015/16</b>	<b>Difference</b>
Activity Service	12	7	-5
Activity Service/Home Share	0	1	+1
ICO	7	6	-1
Home Share	1	3	+2
Individualized Funding	0	0	No Difference
Residential	0	0	No Difference
Social Recreation	1	2	+1
Social Ventures	0	1	+1
<b>Totals</b>	<b>21</b>	<b>20</b>	<b>-1</b>

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. Six individuals exited from Activity Services this year and seven entered. Staffing levels remained the same. Residential programs can only take referrals if space is available. All spaces were filled in this period.

Flat growth in referrals to other service areas is a concern. This is an area to watch over the next year.

## Satisfaction Surveys

<b>Individuals Attending Services Satisfaction Survey 2015 2016</b>								
Surveys were sent to individuals attending services for a total of 96 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.								
	<b>Activity Service</b>	<b>Home Share</b>	<b>ICO</b>	<b>I.F.</b>	<b>Residential</b>	<b>Social Ventures</b>	<b>Social Rec</b>	<b>Total</b>
<b>Sent</b>	24	10	29	4	6	11	12	96
<b>Received</b>	22	8	3	4	5	2	10	54
<b>% Returned</b>	92%	80%	10%	100%	83%	18%	83%	56%
<b>% Satisfied</b>	100%	100%	100%	100%	100%	100%	100%	100%

<b>Service Recipient Satisfaction Surveys 2014 - 2015</b>	<b>Average</b>
Do you like going to Pathways? (Happy with support?)	100%
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?	98%
Do you think what you are doing is important?	100%
Are you able to do things that you really enjoy doing?	100%
When you are at Pathways do you have a favorite activity that happens away from the Pathways building? What is it?	64%
Do people treat you nicely?	99%
Do you trust the people you are around?	99%
Do you have someone at Pathways to ask for help if you need help?	99%
If you don't like something at Pathways can you speak up or tell someone?	95%
Do you talk with Pathways staff about your rights and responsibilities?	82%
Do you get to choose the activity groups you want to be in at Pathways?	91%
Do you feel safe at Pathways? If you don't feel safe please tell us what is not safe.	99%
Do you volunteer in the community?	59%
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)	88%
Are your cultural and diversity needs met in your home? (Home Share)	100%
Are you kept informed of service options and receive regular communications from Pathways? (Home Share)	100%
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)	50%
Are you working the amount of hours you want to work? (ICO)	50%

Are you happy with how Pathways helped you get a job? If not tell us why. (ICO)	50%
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 get along with Pathways support staff who works with your crew? (Social Ventures)	100%
Do you have chances to make new friends, and spend time with old friends? (Social Recreation, Residential)	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)	44%
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)	88%

**Analysis and review** – Satisfaction Surveys – Individuals Attending Services  
Satisfaction surveys were completed in the month of February. Individuals in services completed satisfaction surveys on their own or through an interview with a volunteer. Surveys indicated a high level of satisfaction with services.

Getting desired employment and desired number of hours is an area of dissatisfaction. Employment services continue to work with individuals to assess marketable skills and to work towards fulfilling the number of hours of employment individuals are seeking.

Meeting up with friends and acquaintances outside of scheduled service events is a perennially low percentage rate. In the coming year Social Recreation staff will continue to assist individuals to connect outside of service hours.



**Family Satisfaction Survey 2015 - 2016**

Surveys were sent to family members of people who attend each of Pathways areas of service for a total of 111 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	I.F.	ICO	Residential	Social Recreation	Social Ventures	Totals
Sent	45	7	16	17	12	14	111
Received	8	4	4	5	4	4	29
Return rate	18%	57%	25%	29%	33%	29%	26%
% Satisfied	100%	100%	75%	100%	100%	100%	96%

<b>Family Satisfaction Surveys 2015 2016</b>	<b>Average</b>
1. Are you happy with the quality of services provided?	96%
2. Do you feel your family member is happy coming to Pathways?	89%
3. Do you feel your family member achieves their individual goals and advances to the level of independence they are seeking?	73%
4. Do you feel your family member is encouraged and supported in making his/her own choices at Pathways?	94%
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?	96%
7. Do our services offer competent, knowledgeable staff?	96%
8. Do our services offer flexibility and adapt to individual needs?	96%
9. Do you feel your family member has opportunities to form friendships? If no why not?	81%
10. Do our services offer activities that are positive, meaningful and productive? If no why not?	100%
11. Are the individual's cultural and diversity needs met at Pathways?	93%
12. Are you kept informed of service options and receive regular communications from Pathways?	95%
15. Do you feel your family member has established good working relationships with their employer and co-workers? (ICO and Social Ventures)	67%
16. Did the person served get the job they wanted? (ICO)	33%
17. Do you feel your family member is treated as a valued employee? (Social Ventures)	100%
18. Do you think your loved one might receive more individualized support and attention if they lived in a Pathways co-ordinated home share setting? (Residential)	25%

19. Does the person receiving services meet up with friends to do activities that are not arranged through the Social Recreation calendar? (Social Recreation)	50%
20. Are activities affordable? (Social Recreation)	75%
21. Does the Social Recreation calendar and registration work for you? If not explain how it could be better. (Social Recreation)	75%
22. 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** – Satisfaction Surveys - Families

Family satisfaction in services remains high. One area that satisfaction decreased was in families' perception of whether individuals in service are achieving personal goals. Satisfaction in this area for individuals attending Activity Services and Individualized Funding was higher than in the employment services of ICO and Social Ventures.

<b>Satisfaction Survey 2015 - 2016</b>								
<b>Other Stakeholders: Caregivers, volunteers, funders, customers, employers</b>								
Surveys were sent to caregivers, volunteers, funders, customers, volunteer sites and employers in each of Pathways areas of service to a total of 158 surveys. The following is a breakdown by area of stakeholders who responded to the survey and indicates satisfaction levels.								
	Activity Service	Home Share	I.F.	ICO	Social Rec	Social Ventures	All areas	Totals
Sent	65	16	4	31	4	17	21	158
Received	23	4	0	4	2	4	3	40
Response Rate	35%	25%	0%	13%	50%	24%	14%	25%
Satisfaction	100%	100%		100%	100%	100%	100%	

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

Caregivers, funders, customers, and employers express high levels of general satisfaction.

## Outcome Measure 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 Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Result</b>
<i>Efficiency</i> Maximize the opportunities individuals have to develop friendships and 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. 3 of the 5 people living at Bouvette.	<b>Objective exceeded.</b> All individuals living at Bouvette had five or more new acquaintances.
<i>Effectiveness</i> Maximize the opportunities individuals have to develop friendships/relationships with non-paid persons.	Number of events hosted at the Bouvette Home that are attended by neighbours who also live on Bouvette St.	Two events hosted at Bouvette attended by neighbours who live on Bouvette St.	<b>Objective met.</b>
<i>Satisfaction</i> Maintain a high level of satisfaction with service for those individuals who live in the homes on Bouvette Street and Highland Drive.	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.	<b>Objective met.</b> Five individuals responded to the survey. All were satisfied with the supports they receive in their homes.

<b>RESIDENTIAL SERVICES (continued)</b>			
<b>Outcomes Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Result</b>
<i>Satisfaction</i> Maintain a high level of satisfaction with the quality of service provided to residents of Bouvette Street and Highland Drive 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 Highland Drive.	95%	<b>Objective met.</b> 100% of respondents were satisfied with the quality of services provided.

**Analysis and Review** – Residential

Maximizing the opportunities of meeting new people and developing relationships remains a priority for individuals living in residential services. Staff ensure that individuals have opportunities to socialize and meet people who have common interests. Creating relationships with neighbors increases connections as well as enlarging the safety net of individuals living in residential care.

<b>HOME SHARING</b>			
<b>Outcomes Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Result</b>
<i>Effectiveness</i> Maximize the number of qualified home share providers to respond to service requests.	Number of new home share providers recruited.	5 new home share providers recruited.	<b>Objective exceeded.</b> Six 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.	<b>Objective not met.</b> No home share or respite providers received Mandt training.

<b>HOME SHARING (continued)</b>			
<b>Outcomes Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Result</b>
<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.	<b>Objective not met.</b> Accounts were set up for five home share providers but training has not happened yet.
<i>Satisfaction</i> <i>Maintain a high level of satisfaction with service for those individuals who live in home share and/or respite services coordinated through Pathways.</i>	Percentage of individuals responding to satisfaction surveys who indicate that they are satisfied with the services they receive through Home Sharing.	95%	<b>Objective exceeded.</b> 100% of individuals responding to satisfaction surveys indicated they were satisfied with services they receive.
<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 their family members.	Percentage of family members responding to satisfaction surveys who indicate that they are happy with the quality of services provided through Home Sharing.	95%	<b>Objective not met.</b> Contact information for families of individuals who live in home share was not available.

**Analysis and Review** – Home Share

Pathways will continue to make Mandt Relational training available for home share providers. During this reporting period the objective of having home share providers complete Mandt training was not realized. This objective will continue into the next quality assurance year. ShareVision is the agency’s web-based information management system. By creating a ShareVision page for home share providers information distribution and access can be centralized. This objective will continue into the next year. Individuals served through home share reported satisfaction with

the service. The lack of contact information for family members prevented the surveying of family members. Contact information must be compiled.

<b>ACTIVITY SERVICE, INDIVIDUALIZED FUNDING</b>			
<b>Outcomes Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Result</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.	40%	<b>Objective almost met.</b> Average percentage of staff time devoted to volunteer placements was 38.84%.
Effectiveness Increase the opportunities for individuals in the Seniors Program to access new activities within Pathways, as well as generic community services.	Number of new activities and/or new generic community services accessed by individuals in Seniors Program.	Each new individual in Seniors Program accessing at least one new activity and or service.	<b>Objective exceeded.</b> Each senior in the Seniors Program accessed at least one new activity.
<i>Satisfaction</i> Maintain a high level of satisfaction with service for those individuals who attend Activity Services, Branch 55, and Individualized Funding.	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.	95%	<b>Objective met.</b> 100% of respondents are satisfied with the services they receive.
<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%	<b>Objective met.</b> 100% of respondents are satisfied with the services they receive.

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

Many of the individuals Pathways supports choose to contribute to the community through volunteering at non-profit agencies. Activity Services strives to ensure that individuals who want to volunteer are supported to do so. The goal of 40% of staff time being devoted to volunteerism was almost achieved this year. Pathways supports individuals to have lifelong access to new experiences. The objective of supporting seniors in the Activity Services to explore at least one new activity per year was accomplished.

<b>INTEGRATED CAREER OPPORTUNITIES (ICO), SOCIAL VENTURES</b>			
<b>Outcomes Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Result</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.	15 new employers.	<b>Objective not met.</b> Eleven new employers hired individuals.
<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.	<b>Objective not met.</b> Goal was 30 individuals finding employment. 31 positions were found for 20 individuals.
<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.	90%	<b>100%. Objective exceeded.</b> Employment placements of those that have been through the discovery process correlate to their ideal conditions of employment.
<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%	<b>100%. Objective exceeded.</b>

<b>ICO AND SOCIAL VENTURES (continued)</b>			
<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%	<b>87.5% Objective not met.</b>

**Analysis and Review:** - Integrated Career Opportunities (ICO) and Social Ventures During the 2014/15 year ICO staff exceeded their objective to create employment with 10 employers that had not previously been involved with the agency. The objective for the 2015/16 year was increased to 15 new employers. This objective was not realized, but the number of new employers was higher than the previous year. Ensuring that the marketable skills of individuals supported are matched with the needs of the businesses hiring increases the likelihood that the employment match will be sustainable and long term. Assessment and discovery of marketable skills is the foundation of this process. The objective of finding employment that matches the individuals' ideal conditions of employment was exceeded. Finding sustainable employment is the goal of Pathways employment services. The efficiency objective of employment for seven individuals per full time equivalent staff position ensures that the agency strives to serve as many people as possible. Individuals served through the employment services expressed 100% satisfaction with their experience. Satisfaction surveys were sent to the family contacts for individuals using the ICO service, but only four families chose to respond. Three of those respondents were satisfied with services. One was not. When return rates are low one dissatisfied respondent results in only a 75% satisfaction rate for that service. Family satisfaction with the Social Ventures service was 100%. In the next quality assurance year we will strive to increase the number of family members responding.

<b>AGENCY</b>			
<b>Outcomes Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Result</b>
<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 one video per month.	<b>Objective not met.</b> 27% of employees watched 12 videos during the year. The average number of videos watched per employee was 8.



<b>AGENCY (continued)</b>			
<b>Outcomes Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Result</b>
<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%	<b>Objective met.</b> 80% of staff indicate that they feel they are a team working together to meet a common goal.
<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	<b>Objective met.</b>

**Analysis and Review:** - Agency

Pathways' most valuable resource is its staff. The agency's quality improvement objectives for the past year focused on creating an environment where staff feel that they are a team working together to accomplish a shared goal. This objective was accomplished. "Conversations That Matter" is an online service that gives staff access to values based presentations by leaders in the field of community living . The objective of each staff watching one presentation per month was not accomplished. This objective will be carried into the next year.

Respectfully submitted by Leslie Munro, Activity Quality Assurance Manager