



**Kootenay Society for Community Living**

**OUTCOMES  
MANAGEMENT  
REPORT**

**Sept 1/06-Sept 1/07**

## INTRODUCTION

The objective of Kootenay Society for Community Living (KSCL) is to provide support to individuals with developmental disabilities in their homes and community through monitoring of individualized goals and person centered care plans.

In our residential programs, our residents receive daily care based on their individual health care needs as well as their chosen goals. In our day programs, our participants participate in activities that are part of a group or one-on-one. All our programs are innovative and plan daily opportunities to participate in activities of choice either in their homes or in the community.

The focus of KSCL's goals are within five categories that the resident's and participant's goals fall under. The HOMES software program is used by the Senior Residential Worker (SRCW) to track & record goals for each individual in their program. Each individual chooses and words their own goals and through-out the year these goals are charted and tracked. Every 90 days the SRCW of the Program/Residence reviews the resident's/participant's goals with the individual. If the goal is still relevant, it is continued or re-worked depending on the success or maintenance of the goal.

Each residence/program has a pre-set target goal expectancy which is measured against actual results. Satisfaction surveys are reviewed to measure satisfaction with the services that KSCL provides.

The SRCW & Management collectively decided that at the end of 2006, from HOME was not fitting the agency as well as hoped. The SRCW were finding it hard to use & manipulate data in the reports. The Program Coordinators were also finding it cumbersome to get results from the reports and constantly complained that it was too generic for our agency & geared more towards school systems. Upon research of what other local/regional agencies were using, KSCL decided to switch to a web-based system called ShareVision.

ShareVision is designed around the needs of agencies who advocate for people with developmental disabilities and their families. ShareVision's aim is to simplify access to information for these organizations, while reducing the cost and complexity of maintaining it. It allows teams to work together on documents, develop plans, track outcomes, create surveys, and to share and manage critical information. It includes security features and management tools which are configured to conform to each agency's needs and specifications. It is designed for flexibility, ease of administration and content management. Designed to work seamlessly with Microsoft Office, ShareVision helps get more from the tools than we're already using — capitalizing on existing expertise and reducing the need for re-training.

ShareVision will be up & running by the end of 2007 for the Society.

## DEMOGRAPHICS OF KSCL

The KSCL receives for referrals from CLBC to serve people with disabilities in the Kootenay Region. All referred resident have an opportunity to see the program they'll be participating in. KSCL works with the resident, their families/caregivers, and other members of their support network to ensure the suitability of our programs for them. The following demographics are provided to increase awareness of the characteristics of the participants we serve.

Residential		Day (Adult/child) Programs	
Key Demographic Indicators	Barriers to meeting target Goal Expectancies	Key Demographic Indicators	Barriers to meeting target Goal Expectancies
<b>Age</b>	Increasing elderly population	<b>Age</b>	Need for transportation for programs
0-17 (0%)	Increasing medical needs	0-12 (17%)	Need for larger space for programs
18-25 (14%)	Overcrowding issue	13-17 (10%)	Develop activities that increase their social network – need changes to program
26-35 (10%)	Staff retention/recruitment	18-25 (11%)	Lack resources for career opportunities for clients
36-45 (24%)	Increasing need for housing	26-35 (27%)	Staff retention/recruitment
46-55 (29%)	Funder (CLBC) changes in housing models/structure	36-45 (10%)	Funder (CLBC) changes, ie. Individualized funding
56-65 (14%)		46-55 (16%)	
66 and up (10%)		56-65 (8%)	
<b>Gender</b>		<b>Gender</b>	
Female (29%)		Female (40%)	
Male (71%)		Male (60%)	
<b>Type of Disabilities</b>		<b>Type of Disabilities</b>	
Autism (19%)	Seizure Disorder (19%)	Autism (18%)	Seizure Disorder (3%)
Cerebral Palsy (14%)	Non-verbal (14%)	Cerebral Palsy (3%)	Non-Verbal (5%)
Down Syndrome (5%)	Semi Verbal (5%)	Down Syndrome (10%)	Semi Verbal (6%)
Epilepsy (10%)	Non-ambulatory (5%)	Epilepsy (6%)	Non-ambulatory (2%)
Head Injury (5%)	Wheelchair users (38%)	Head Injury (5%)	Wheelchair users (3%)
Hearing Impaired - n/a		Hearing Impaired (3%)	
Visually Impaired - n/a		Visually Impaired (2%)	
Mental Illness (5%)		Mental Illness (3%)	
Mental Retardation (52%)	<b>Total = 21 Residents</b>	Mental Retardation (45%)	<b>Total = 62 Participants</b>

*Nb. Some residents have dual diagnoses – total is # of residents.*

*Nb. Some participants have dual diagnoses- total is # of participants.*

## RESIDENTIAL PROGRAMS OBJECTIVES

Objective Domain	Objective (statement)	Indicator	Who Applied	Time	Data	Obtained	Target Goal	Actual Results
<i>Effectiveness</i>								
1)	Develop/maintain health & safety awareness	% of Residents who understand	All residents	90 days	HOMES/Chart	SRCW	80%	70%
2)	Maintains physical functioning						80%	65%
3)	Develop/maintain contact with family/friends & community						80%	100%
4)	To realize an individual goal						80%	64%
5)	Develop/maintain life & selfcare skills						80%	64%
<i>Efficiency</i>								
1)	Maintain full capacity in each residence	% of capacity	All Residences	90 days	HOMES/Chart	SRCW	100%	100%
<i>Access</i>								
1)	Access community & recreation activities	% attending events	All residents	90 days	HOMES/Chart	SRCW	80%	75%
2)	To expedite program services	% of new referrals	All referrals	Mthly	Referrals from CLBC	Res P.C.	100%	100%

## RESULTS

- Gr Forks – aging population with ongoing health needs increasing
- Silverbirch – One individual is declining with dementia, shuffling of staff & schedules to accommodate
- KC House – One individual died, another moved in from 29<sup>th</sup> Street house (over-crowding issue)
- 29<sup>th</sup> Street – Overcrowding solved by move, down to 4. Need a new van
- Prince – not much changes, ongoing issues with personalities & staff changes

## DAY PROGRAMS OBJECTIVES

Objective Domain	Objective (statement)	Indicator	Who Applied	Time	Data	Obtained	Target Goal	Actual Results
<i>Effectiveness</i>								
1)	Develop/maintain friends	% of Participants	All participants	90 days	HOMES/Chart	SRCW	80%	80%
2)	Develop/maintain community contacts						80%	80%
3)	To realize an individual goal						80%	85%
4)	Develop/maintain life & self-care skills						80%	85%
<i>Efficiency</i>								
1)	Attendance in each day program	% of capacity	All participants	90 days	HOMES/Chart	SRCW	100%	70%
<i>Access</i>								
1)	Access community & recreation activities	% attending events	All participants	90 days	HOMES/Chart	SRCW	80%	80%
2)	To expedite program services	% of new referrals	All referrals	Mthly	Referrals from CLBC	Day P.C.	100%	95%

## RESULTS

Both Day programs in Nelson & Castlegar have undergone some changes. In Nelson, a new building was purchased making accessibility & variation to the programs better. Attendance has fluctuated with 2 moves & 1 death, but new referrals are slow & continuous. In Castlegar there have been alterations to make the programs different and more input from the clients. Attendance has reduced as well with 3 aging & retiring from the program, 3 moves & 3 just no longer attending.

## SURVEY RESULTS

The feedback this year was more valuable to pin-point specific areas to improve upon. KSCL will make every effort to keep the current practices which make people happy; such as schedules, supporting people during crisis and positive attitudes towards everyone. The following is data collected from October 2006.

<i>Stakeholder Input/Satisfaction Measures</i>								
<b>Objective Domain</b>	<b>Objective (statement)</b>	<b>Indicator</b>	<b>Who Applied</b>	<b>Time</b>	<b>Data</b>	<b>Obtained</b>	<b>Target Goal</b>	<b>Actual Results</b>
1)	To maintain person served (Day & Residential) satisfaction levels	% of prg. Participants who report overall satisfaction	All d. prg & res. clients	Annually	Surveys	Admin Staff	80%	94%
2)	To maintain stakeholder (community/parent/friends) satisfaction levels	% of prg. stakeholders who report overall satisfaction	All stakeholders	Annually	Surveys	Admin staff	80%	67%
3)	To maintain employee satisfaction levels	% of prg. Employees who report overall satisfaction	All active employees	Annually	Surveys	Admin Staff	80%	89%
4)	To maintain Board satisfaction levels	% of prg. Board who report overall satisfaction	All Board of Directors	Annually	Surveys	Admin Staff	80%	87%

## FINDINGS & RECOMMENDATIONS

FINDINGS	RECOMMENDATIONS
<p><u>Effectiveness:</u></p> <ol style="list-style-type: none"> <li>1) Residential &amp; Day clients have more input on their goals – getting more/more input now.</li> <li>2) Residential &amp; Day clients want more information on rights as a client of KSCL.</li> <li>3) Residential clients are now involved in more cooking, chores list in the households.</li> <li>4) Identify different goals for the aging population of all programs as goals become non-relevant when physically there are limitations.</li> <li>5) Communication issues between programs/stakeholders. Wanting more information shared</li> <li>6) Day program in Nelson</li> </ol>	<p><u>Effectiveness:</u></p> <ol style="list-style-type: none"> <li>1) Finding more successful goals when more personalized. ShareVision helps accomplish the ability to let clients use their own words &amp; create in their words their goals.</li> <li>2) Continue to implement focus groups &amp; client meetings to review rights. Younger parents.</li> <li>3) Continue to identify chores that each person can participate in.</li> <li>4) Still struggling to be inventive for our aging population - re-work the goals with family &amp; client for more suitability</li> <li>5) ShareVision allows the ability for each resident to have their own website &amp; communication tool for friends/family.</li> <li>6) Purchased a building in Nelson – renovated &amp; moved into it March 31/2007.</li> </ol>
<p><u>Efficiency:</u></p> <ol style="list-style-type: none"> <li>1) CLBC &amp; KSCL work collectively together to fill vacancies all programs as they occur.</li> <li>2) The Prince Residential program – more settled now with new client / staffing requirements.</li> <li>3) KC House – death of a resident (Apr 29/07– resident from 29<sup>th</sup> moved into KC House – (Jun 30/07)</li> <li>4) 29<sup>th</sup> Street Van restricting transportation – breaking down – need a new van</li> <li>5) The Day Programs vacancies fluctuate depending on client’s schedules, illness, changes in the clients life, but for the most part there is a core of clients that attend the day program.</li> </ol>	<p><u>Efficiency:</u></p> <ol style="list-style-type: none"> <li>1) Ongoing working with shuffling/moving to accommodate changing needs.</li> <li>2) Continue to monitor staffing issues. Staff recruitment/retention is a continual challenge.</li> <li>3) KC House – rework staff schedules for lower needs new client – CO day prg needed staffing. Changes/move has been successful.</li> <li>4) Purchased a '07 Honda van – reliable &amp; dependable for the clients.</li> <li>5) Day Program –increase social networks have been requested – CO reworking changes in the program to meet this request.</li> </ol>

KSCL will continue using HOMES program to monitor & summarize charting results, but it has become evident that HOMES isn't able to provide the reporting that is needed. New software, ShareVision will be implemented at the end of 2007.