



*SHUSWAP ASSOCIATION
FOR COMMUNITY LIVING*

2008/2009 ANNUAL
REPORT

VISION

We envision a caring and supportive community where all people are valued.

MISSION

Shuswap Association for Community Living creates opportunities and provides support to optimize the potential of individuals with intellectual disabilities.

INTRODUCTION

We are pleased to provide you with our annual report for the 2008/2009 fiscal year. We are privileged to be part of a team and association dedicated to making a difference in the lives of adults with intellectual disabilities.

This has been another year of growth and change. SACL now provides services to ten Individualized Funding or Host Agency contracts.

SACL continues to strive to be the best service provider in British Columbia and the first choice of people choosing services in the Shuswap area.

This report is based on stakeholder satisfaction surveys from the fall of 2008 and program information at December 31st, 2008 and March 31, 2009.

PRESIDENT'S REPORT

The board executive consists of the following people:

Joan Sturdy – President

Carol Swank – Secretary/Treasurer

Rita Greggor – Vice President

Directors at large are:

- Ernie Nelson

- Michael Rabe

- Liz Foster

- Consumer Council Rep – Brad

- Ida Bourassa

McDonald/Patty Hartman

I'd like to start out by thanking everyone for the privilege of presiding over the Association for the past two years... I continue to be rewarded by the warm smiles and greetings from the individuals we support, by the dedication of my fellow Board members, the excellence of our staff, and the growing Community support we are gathering.

The Association has been hailed as one of the more progressive in the province, in terms of embracing the values and principles set out by Community Living BC. Who could argue with principles of self-determination, personal responsibility, shared resources, and inclusion?

A couple of years ago we built the tri-plex at 5th and 5th so that 3 of our folks can put down roots and call it their home, though roommates may come and go. This is a dramatic shift from the old "foster home" type placement from years back and greatly increases the dignity and responsibility of the people who live there, though there have been many challenges.

So too during the day, work environments are changing. Individuals are being paid directly by employers, some are doing contracts with varying degrees of administration or bookkeeping support from SACL. The emerging area of social enterprise holds exciting potential to set people up in their own businesses doing work which needs to be done, whether it be a hot dog stand, a cleaning service,

While young people are transitioning from school quite used to fitting into the mainstream of school-life with necessary supports, many of the people at SACL have never experienced this

world without the cushioning of their peer friendships and traditional support systems. As exciting as the future is, it can be a frightening notion for some of the people who we support, and for some of us as well.

Traditional support systems are disappearing. One of the first changes CLBC made they took the reins, was to move social workers out of their positions supporting individuals, families and caregivers, and shift them to the role of facilitators, who help individuals make up these person-centred plans. Individuals can become their own case managers and through programs such as Individualized-funding they are creating systems of support to achieve their personal goals. Micro-boards and other community support models are being created to fit the need.

In the future, CLBC will continue to shift funding from the older buildings and big day programs such as where we currently do our paper re-cycling and confidential shredding and the Woodshop, to preferably individualized contracts with individualized supports. They are downsizing those programs and encouraging Associations and Communities to create social enterprises in which Individuals who require extra support utilize their strengths and abilities to own the businesses in which they work... So there is exciting opportunity right now for creative ideas to come forth along with the people to implement them. Bare in mind, however, that Community Living wants this shift to happen but it wants it to happen with no new money.

Like any good idea, the risks are real and possible... the terrible what-ifs... what if we can't find suitable roommates to move into the tri-plex? What if one of our folks loses a job or needs to leave it? Where does he spend the days while investigating new possibilities? Does responsibility fall back on the caregivers?

There are some people too, for whom the possibility of working outside of a sheltered environment is slight ... some people will always need a place to go where they can feel safe and where trained and skilled staff can assist them to manage their challenges. SACL will always be needed to maintain a place for those folks.

The way into this new vision has been land-mined with learning experiences gained from pioneering a new way of delivering services. We lost one of our long-term staff members this year because the world is just changing so rapidly! We have now, what we call our Community Programs, such as the supported employment program called "Made to Order", the roommate program, and the co-ordination of host agency contracts and individual community contract.

Within this framework of rapid change and growth in all directions, this Association and this Community needs to watch out for our folks. We need to take a pro-active role in designing person-centred plans that can shepherd us all through the changing landscape. They are vulnerable at this time. There are no more social workers in community living, and if we are not careful not only in our daily support roles, but also as bystanders or parts of an informal support network, there is the potential for harm.

We as a community need to accept the hand-off from the centralized government and come together to design the fabric of the social safety net that needs to exist for vulnerable populations in our community.

Good fiscal governance is of paramount importance in a social-service agency in this day and age, as is excellence in day -to-day administration. We've been very fortunate to bring Jo-Anne Crawford on as Executive Director... she hit the floor running managing to hold on to

our 3 year accredited status, while carrying the vision of the future and dealing with funding formulas that are just too low.

Jo-Anne and I met with Grant Huffman this morning. He is a regional administrator with CLBC, and as such is responsible for administering our funding from the Province, and we have indications that the funding formulas which were used to draw up our pioneering contracts was off, and that we need additional dollars to take us where we need to go.

At this critical time of shift we need interested people from the Community to "step up" to the proverbial plate and make this shift happen in the best possible way at this crucial time. We are faced with big decisions on what to do with the land out on SR Road, where and what kinds of services and programs to set up in town, how the young people will want to interface in the community.

We need to create the future for the organization by creating a future for the Individuals we support now and the ones coming up.

Joan Sturdy, President

Shuswap Community Resources Cooperative (SCRC)



- For the last few years several of the social service/non-profit associations have been meeting to talk about collaborative practice. How can we, as service providers partner and be more effective in our delivery of service. Through many hours of work from all of our organizations, in 2009 we formally incorporated as a cooperative association. We held our first AGM on February 24th of 2009.

SCRC's Vision

Shuswap Community Resources Cooperative will support member agencies in the development and delivery of inclusive, appropriate and timely social services to the communities of the Shuswap.

7 Member Agencies of the SCRC

- CMHA – Shuswap/Revelstoke Branch
- Eagle Valley Community Support Service
- Shuswap Association for Community Living
- Shuswap Children's Association
- SAFE Society
- Shuswap Family Resource and Referral Society
- Salmon Arm Partners in Community Leadership

EXECUTIVE DIRECTOR'S REPORT

Thank-you for attending our AGM today. I would like to acknowledge and thank the staff and board of SACL for their support during this last fiscal year. In particular I would like to acknowledge the many hours of volunteer work done by the Board of Directors, Staff, Management and members of the Salmon Arm community. 554.5 hours were donated to fundraising events such as hot dog sales, the sale of Raffle tickets at our booth at the Fall Fair, the Garage Sale, the Murder Mystery Dinner and Dance, and, events for our individuals such as the float for the Fall Fair Parade, camping at Sorrento and the Art Club.

- Shuswap Association for Community Living manages 10 Host Agency or Individualized Funding contracts, the Supported Work – “Made to Order” Community Employment Contract and the traditional Self Help Skills contract that supports our staff at the Employment Initiatives Program, the Helen Webb Centre and the Wood Shop.
- Due to the generosity of the Rotary Club of Salmon Arm – Shuswap we were able to purchase a High Capacity Shredder in May of 2008.
- With the grant we received from The Shuswap Community Foundation we purchased a new furnace and water heater for the building that houses our Employment Initiatives programs.
- In June 2008 CARF announced that Shuswap Association for Community Living (SACL) has been awarded a three-year term of accreditation. This latest accreditation is the second time that CARF accreditation has been awarded to SACL. In 2005 SACL was accredited for Community Services: Community Integration. This recent successful survey means that they are now accredited for two additional Community Services: Respite and Supported Living Services, and for three Community Employment Services: Job Development, Job Supports and Job-Site Training Services.

I would like to acknowledge the following groups or individuals who have contributed to SACL in the last year:

- Margaret and Uli Schoene - \$100.00
- City of Salmon Arm Grants-in-Aid - \$2,000.00
- Churches of Saint John the Evangelist - \$300.00
- Shuswap Rotary Club – \$11,170.00
- Hall 2 Broadview Firefighter's – \$250.00
- Salmon Arm Firefighters - \$100.00
- Shuswap Community Foundation - \$5,000.00
- Salmon Arm Masonic Lodge - \$190.48
- Tri-Crown – \$351.49
- Miscellaneous Cash Donations - \$116.98
- Askews - Murder Mystery Theatre Dinner & Dance \$150.00
- Salmon Arm Credit Union – Bronze sponsorship for Murder Mystery Dinner & Dance - \$150.00

In addition to donations from community members and groups, SACL also raised:

- Joint BBQ Fundraiser with NOTRA – \$237.00
- Garage Sale - \$1,022.24
- Event Cards - \$350.00
- Raffle - \$1184.00

The Association also provided the following items to other non-profit fundraisers

- Daybreak Rotary Club – a bench valued at \$225.00
- Shuswap Rotary Club – a bench valued at \$225.00
- North Okanagan Therapeutic Riding Assoc. – a bench valued at \$225.00

Jo-Anne Crawford, Executive Director

COMMUNITY INCLUSION ACTIVITIES PROGRAM (DAY SERVICES) REPORT

The Helen Webb Center (HWC) and the Personal Enrichment Program (PEP) officially amalgamated at the beginning of April 2008 allowing the HWC to be open 5 days a week instead of the previous 3. The *new* HWC continued to exist in its previous location and to be called the Helen Webb Center. A name change contest went on for consumers and their families to provide input into a change of name. The final decision was to keep the name the same as everyone felt it was important to honor the wonderful lady who donated the monies to provide the center in the first place. Over the year the HWC has provided many opportunities both in house and out in the community for the consumers to participate in, and even provided some “evening programming” which is always a huge success.

The Employment Initiatives (EI) program received funds to purchase a new industrial shredder. SACL has been advertising to both existing recycling customers and potential new ones, promoting a new quicker and efficient shred/pick up service. With the efficiency of the new shredder, we were able to justify cutting our costs and came up with some very competitive pricing. With this, our customer base has more than doubled.

Due to economic conditions, Woodshop sales declined this past year. Stake sales dramatically decreased, as did furniture orders. The Woodshop has also been affected by the loss of substantial contract work for a major local company that closed. The BiSACLe Shop program was very popular with the consumers, but unfortunately it had to be closed in March 2009 as after 5 years of operation it still was not able to sustain itself and make it profitable for the consumers. Additionally, the BiSACLe Shop also subsidized their work through the slower times of the year with a project called “The Versatile Clippie”; but this project was discontinued due to the current economy.

Operation Trackshoes supports people with intellectual disabilities in a positive, integrated, sporting environment. This event is for people between the ages of 6 and 80, regardless of their level of skills and abilities. The events include activities in Fun, Recreational and Competitive categories. The weekend event encourages inclusion through participating, and a chance to meet people from around the province. The event for 2008 was June 13-16 in Victoria. 9 individuals and 3 support staff attended.

Overall the Travel Club was quiet this past year - SACL staff were really the only active volunteers involved in planning and running fundraising events as well as trips. Due to other obligations, parents and caregivers have been finding it more and more difficult to participate.

The Travel Club provided an opportunity for many consumers from SACL to go camping at Sorrento Center from September 8th -10th. This site was excellent as it was wheelchair

accessible which made it possible for those with limited mobility to attend. There were 50 campers who were kept busy swimming, preparing masks for a Masquerade Ball, making posters, playing a variety of sports, walks on the beach, flying kites, and the list went on!!!! 7 staff assisted.

Jennifer Udy Community Inclusion Activities Program Director

PERSONAL ENRICHMENT PROGRAM

Community Based Programs and Customized Employment

The Association strives to be progressive, approachable, responsive and innovative. We have continued to shift towards more community involvement, Individualized Funding and Customized Employment support.

- 5th Street supports 5 individuals to live semi-independently.
- 14 individuals were supported in one to one community involvement and independent living.
- “Made to Order” Employment Program supported 11 individuals to gain employment.

Individualized contracts make up approximately 47% of SACL’s contracted Income.

Michele Weber Community Based Programs Director

DEMOGRAPHICS

Number of People being served on March 31, 2006	Number of People being served on March 31, 2007	Number of People being served on March 31, 2008	Number of People being served on March 31, 2009
<ul style="list-style-type: none"> • 58 	<ul style="list-style-type: none"> • 56 	<ul style="list-style-type: none"> • 59 	<ul style="list-style-type: none"> • 58
Primary Disability of People Served	Primary Disability of People Served	Primary Disability of People Served	Primary Disability of People Served
<ul style="list-style-type: none"> • Intellectual Disability – 78% • Downs Syndrome – 22% 	<ul style="list-style-type: none"> • Intellectual Disability – 73% • Downs Syndrome – 15% • Other – 12% 	<ul style="list-style-type: none"> • Intellectual Disability – 73% • Downs Syndrome – 22% • Other – 5% 	<ul style="list-style-type: none"> • Intellectual Disability – 75% • Downs Syndrome – 20% • Other - 5%
Ethnicity of People Served	Ethnicity of People Served	Ethnicity of People Served	Ethnicity of People Served
<ul style="list-style-type: none"> • Caucasian – 93% • First nations – 7% 	<ul style="list-style-type: none"> • Caucasian – 91% • First nations – 7% • Eurasian – 2% 	<ul style="list-style-type: none"> • Caucasian – 91% • First nations – 7% • Eurasian – 2% 	<ul style="list-style-type: none"> • Caucasian – 91% • First nations – 7% • Eurasian – 1%
Ages of People Served	Ages of People Served	Ages of People Served	Ages of People Served
<ul style="list-style-type: none"> • 19 to 30 – 18 (31%) 	<ul style="list-style-type: none"> • 19 to 30 – 19 (34%) 	<ul style="list-style-type: none"> • <18(1%) • 19 to 30 – 	<ul style="list-style-type: none"> • 19 to 30 – 20 (34%)

<ul style="list-style-type: none"> • 31 to 40 – 10 (17%) • 41 to 50 – 20 (34%) • 51 to 60 – 5 (9%) • 61 to 70 – 4 (7%) • 71+ - 1 (2%) 	<ul style="list-style-type: none"> • 31 to 40 – 9 (16%) • 41 to 50 – 20 (36%) • 51 to 60 – 3 (5%) • 61 to 70 – 4 (7%) • 71+ - 1 (2%) 	<ul style="list-style-type: none"> • 20 (34%) • 31 to 40 – 11 (19%) • 41 to 50 – 16 (28%) • 51 to 60 – 7 (12%) • 61 to 70 – 3 (5%) • 71+ - 1 (1%) 	<ul style="list-style-type: none"> • 31 to 40 – 7 (12%) • 41 to 50 – 18 (31%) • 51 to 60 – 9 (15%) • 61 to 70 – 3 (6%) • 71+ - 1 (2%)
<p>Sex of People Served</p> <ul style="list-style-type: none"> • Females – 50% • Males - 50% 	<p>Sex of People Served</p> <ul style="list-style-type: none"> • Females – 46% • Males - 54% 	<p>Sex of People Served</p> <ul style="list-style-type: none"> • Females – 49% • Males -51% 	<p>Sex of People Served</p> <ul style="list-style-type: none"> • Females – 43% • Males – 57%
<p>Where do People we support live?</p> <ul style="list-style-type: none"> • Group Home – 33% • Proprietary (family model) care – 33% • Independent – 4% • With Family – 30% 	<p>Where do People we support live?</p> <ul style="list-style-type: none"> • Group Home – 32% • Proprietary (family model) care – 29% • Independent – 1% • With Family – 29% • Supported Living – 9% 	<p>Where do People we support live?</p> <ul style="list-style-type: none"> • Group Home – 24% • Proprietary (family model) care – 34% • Independent – 3% • With Family – 29% • Supported Living – 10% 	<p>Where do People we support live?</p> <ul style="list-style-type: none"> • Group Home – 22% • Proprietary (family model) care – 34% • Independent – 7% • With Family – 28% • Supported Living – 9%
<p>Waitlist as of March 31, 2006</p> <ul style="list-style-type: none"> • 12 or 8.1 FTE 	<p>Waitlist as of March 31, 2007</p> <ul style="list-style-type: none"> • 8 people or 5 FTE positions 	<p>Waitlist as of March 31, 2008</p> <p>Unknown (now is kept by CLBC)</p>	<p>Waitlist as of March 31, 2009</p> <p>Unknown (now is kept by CLBC)</p>

FINANCIAL INFORMATION

2006/2007

Revenue – \$ 1,010,992

Expenditures – \$ 957,335

Excess of revenue over expenses - \$ 10,908

2007/2008

Revenue – \$ 1,273,734

At the beginning of April 2008, the Helen Webb Center and the Personal Enrichment Program amalgamated programs which now currently exists as the Helen Webb Center. Consumers are offered between 2 and 3 community based activities per day, with an average of 2.62 community based activities per program day since the amalgamation of the programs up to the end of the 2008 year.

Consumers experience increased opportunities to exercise self-determination

88% of Consumers indicated that they get a say in what they do at SACL. 1 Consumer from the Consumer Council belongs to the SACL Board of Directors, 6 Consumers participate in the Consumer Council. SACL continues to support the Shuswap Self Advocates.

Consumers' health and safety is safeguarded at all times

SACL consumer's safety is of paramount importance. Safety issues are discussed at monthly program meetings and the programs facilitate evacuation drills every day for a week, once a month, using different scenarios such as earthquakes, gas leaks and fires. Issues arising, are identified, discussed and dealt with.

SACL reported 16 critical incidents to Community Living BC in from April 1, 2008 to March 31, 2009. 6 of the incidents had more than one type of incident noted. Incidents are broken down as follows:

Incidents are broken down as follows:

- Other Injury – 2
- Falls – 1
- Aggressive/unusual behaviour – 8
- Motor Vehicle Injury – 1
- Missing/Wandering – 6
- Emergency Restraint – 4
- Choking – 1

SACL staff reported 494 Non Reportable Incidents between April 1, 2008 and March 31, 2009 in the following categories:

- Falls – 53
- Choking – 10
- Other Injury – 56
- Unexpected Illness – 49
- Unusual Behaviour – 303
- Incontinence – 35

All Incidents are reviewed by the reporting team, i.e., the program where the incident occurred. Recommendations are made and the report is reviewed by the entire staff team. This is done to identify trends and to prevent reoccurrences, where possible.

SACL EFFECTIVENESS

External stakeholder input into SACL services is sought and responded to

Stakeholders have a number of ways in which to provide input to SACL. Annual satisfaction surveys are sent to all stakeholders. The Complaint policy is in place to address concerns on a formal basis. The Executive Director participates in a quarterly Caregiver/Service Providers Network Meeting.

SACL EFFICIENCY

SACL increases the number of consumers served to match maximum capacity – the equivalent of 38 full-time consumers

At March 31st, 2009 SACL was operating at 90% capacity or 34.1 Consumers being served per day. Over the course of this fiscal year we continued to adjust to meet the vision and mandate

of Community Living BC. This has meant that we have not filled vacancies to allow a shift to free up resources to provide supported employment program.

Consumers who have varied support requirements receive service through SACL

76% of Consumers have an intellectual disability. 19% of Consumers have Down syndrome. 67% of Consumers also have secondary disabilities such as:

- Mental Health Issues – 11
- Cerebral Palsy – 7
- Epilepsy – 11
- Hearing Impaired – 6
- Physical Disability – 6
- Visual Disability – 2
- Autism – 2

25 Consumers have more than 2 diagnosed disabilities.
19 Consumers do not have a diagnosed secondary disability.

SACL maximizes Individual Service Plan completion

New Consumers can expect to have an Individualized Service Plan (ISP) in place within three months of starting at SACL. All other Consumers should have a current ISP in place at all times. 100% of Consumers have an up to date ISP in place.

SACL ACCESS

SACL maximizes fundraising dollars

Donations and grants for 2002/03 - \$3,746.00, 2003/04 - \$11,215.00 for 2004/05 - \$22,370.23, 2005/06 - \$12,103.67, 2006/2007 - \$19,092.00, 2007/2008 - \$10,020.54, 2008/2009 - \$19,000.6

Appendix #1

Service Effectiveness						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
Consumers make choices about the programs and activities in which they participate.						
% of consumers who participated in an annual individual planning process.	All consumers	Annual	ISP's	Key Workers	100%	100%
% of consumers who indicated that they are provided with opportunities to make choices about programs and activities	All Consumers	Annual	Satisfaction Survey	Admin	100%	88% - yes 9% - somewhat 0% - no 3% - don't know
Consumers are involved in meaningful activities.						
% of consumers who reported making progress toward or have attained their individual goals	All Consumers	Annual	Satisfaction Survey	Admin	100%	65% - yes 9% - somewhat 0% - no 26% - Don't know
% of consumers who identified that they like enjoy coming to SACL	All Consumers	Annual	Satisfaction Survey	Admin	100%	97% - yes 4% - somewhat 0% - no
% of EI consumers involved in monthly meetings	EI Consumers	Annual	EI Monthly meeting checklist/meeting minutes	Admin	100%	100%
% of PEP consumers involved in monthly planning meetings	PEP consumers	Annual	PEP Monthly meeting checklist/meeting minutes	Admin	100%	100%
% of HWC consumers involved in monthly planning meetings	HWC consumers	Annual	HWC Monthly meeting checklist/meeting minutes	Admin	100%	100%
% of WS consumers involved in monthly planning meetings	WS consumers	Annual	WS Monthly meeting checklist/meeting minutes	Admin	100%	100%
% of biSACLe Shop consumers	biSACLe	Annual	biSACLe Shop meeting	Admin	100%	100%

involved in monthly planning meetings	Shop consumers		checklist/ minutes			
Consumers interact with members of their community while involved in social activities and when contributing to the community						
% of consumers who interact with members of the community through volunteer activities.	All Consumers	Annual	Program schedules	Admin	50%	55%
% of consumers who are involved in community activities	All Consumers involved in the Recreation Programs	Annual	Helen Webb Centre Activity Calendars/Daily Logs	Admin	100%	100%
% of Primary Caregivers/Family members/Professionals who indicated that Consumers have learned new skills through their involvement in day-time activities	All Consumers	Annual	Satisfaction Surveys	Admin	100%	Yes – 57.2% Somewhat – 19% No – 9.5% Don't know – 14.3% Not Applicable – 0%
Consumers experience increased opportunities to exercise self-determination						
There is consumer representation on the SACL Board of Directors	All Consumers	Annual	Board Minutes	Admin	1	1
Consumers are represented by a 6 member Consumer Council	All Consumers	Annual	Council Minutes	Admin	6	6
% of consumers who indicated that staff listen to them when they have something to say	All Consumers	Annual	Group and program meeting attendance	Admin	100%	82% - yes 15% - somewhat 0% - no 3% - don't know
% of Consumers who participate in organizational planning (PATH) meetings	All Consumers	Bi-Annual	PATH attendance sheets	Admin	100% - invited	Done in May 2008
Consumers' health and safety is safeguarded at all times						
% of consumers participated in health and safety orientations and/or training sessions	All consumers	Annual	Program schedules	Admin	100%	100%
# of reportable critical incidents	All consumers	Annual	Critical Incident Reports	Admin	0	16
# of non reportable incidents	All consumers	Annual	Non Reportable Incident Reports	Admin	0	494
% of consumers who indicated they feel safe during day-time activities	All Consumers	Annual	Satisfaction Surveys	Admin	100%	91% - yes 6% - somewhat 0% - no 3% - don't know
% of primary caregivers/family/professionals members who are satisfied with SACL's health and safety precautions	All Family members/caregivers	Annual	Satisfaction Surveys	Admin	100%	Yes – 68.2% Somewhat – 4.6% Don't Know – 18.2% Not applicable – 9.1%
SACL EFFECTIVENESS						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
External stakeholder input into SACL services is sought and responded to						
# of family members that participate in SACL organizational planning	All families	Annual	PATH attendance sheets	Admin	100% invited	Done May 2008
# of caregivers that participate in SACL organizational planning	Caregivers	Annual	PATH attendance sheets	Admin	100% invited	Done May 2008
# of Professionals that participate in SACL organizational planning	Professionals	Annual	PATH attendance sheets	Admin	100% invited	Done May 2008
Increase volunteering and employment opportunities for the people we support.						
# of Consumers who are placed in new employment or volunteer	All consumers	Annually	ISP's/Quarterly Reports	Admin	25%	41% of Consumers

opportunities						are participating in employment and/or volunteering.
SACL EFFICIENCY						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
SACL increases the number of consumers served to match maximum capacity – the equivalent of 44 full-time consumers						
average # of consumers attending SACL programs in a given week; excluding weeks on which statutory holidays fall	All Consumers	Annual (last week of March)	Program Schedules	Admin	100%	90% at March 31, 2009
Consumers who have varied support requirements receive service through SACL						
# of consumers that have entered service over the past 12 months who have both a primary and secondary disability	New Consumers	Annual	Intake Forms/Database	Admin	Dependant on intake	4 new Consumers out of 4 have both a primary and secondary disability.
SACL maximizes ISP completion						
% of consumers who have an ISP completed within 30 days of presentation at SACL staff day.	All Consumers	Annual	Completed ISP's	Admin	100%	95%
Access						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
SACL maximizes fundraising dollars						
Dollars raised through donations/fundraising and grant proposals	SACL finances	Annual	Financial records	Admin	\$16,000	\$22,672.19

Supported Employment

Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
Consumers who wish to will be supported to obtain and maintain community based employment.						
Five (5) full time equivalent job placements will be developed and maintained for individuals Annually until maximum capacity (20 total Individuals) is reached.	Persons Served	Annually	Quarterly Reports	Admin	5 FTE	4 FTE
Individuals will be hired and paid by the employer.	Persons Served	Annually	Quarterly Reports	Admin	5 FTE	4 FTE
Individuals will report that the process of acquiring and being supported in employment is respectful and meets personal needs.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	80 %
Individuals and employer report that they know who they need to contact when issues arise.	Persons Served	Annually	Individual Satisfaction Surveys/ Employer Satisfaction Survey	Admin	100%	86%
Individuals and employers report that employees are involved in social activities outside of the work place with co-workers.	Persons Served	Annually	Individual Satisfaction Surveys/ Employer Satisfaction Survey	Admin	100%	27%
Employers will report that they are getting the supports that they require to maintain an individual in their workplace.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	80 %
Employers will report that having a supported individual in their employ is beneficial to their workplace and business.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	80 %