



*SHUSWAP ASSOCIATION
FOR COMMUNITY LIVING*

2009/2010
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 2009/2010 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.

Each year results in change in our services. This year we were able to hire another Employment Specialist to provide employment services to individuals with intellectual disabilities who want to work in the community – “real work for real pay.”

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 2009 and program information at December 31st, 2009 and March 31, 2010.

THE BOARD EXECUTIVE consists of the following people:

Joan Sturdy – Board Chair

Liz Foster – Acting Vice Chair

Carol Swank – Secretary/Treasurer

- Bob Wilkins

Directors at large are:

- Ivan Idzan

- Tanja Carlson

Consumer Council Representative – Marcus Purdaby

REPORT FROM THE CHAIR OF THE BOARD OF DIRECTORS

Thank you everyone for coming out this evening.

Once again, I stand before you **SO** proud of our Association and what we have accomplished this year. These are **extremely** difficult times for non-profits in British Columbia.

Changes to programs, program re-structuring, expanding capacity, and uncertainty about the future have made the job of the Executive Director more challenging than ever, and the Board of Directors is grateful to Jo-Anne for her good management through these unpredictable waters.

Last year in my report I spoke with enthusiasm about what the future might hold for Individuals we support. Moving away from block funded day programs such as the wood shop and recycling to individualized funding opens up new possibilities for our

people to become more **a part of** their community. In balance, it also opens up the potential for them to be come more isolated, alone and under-served. The old way of doing things provided a good safety net for our Individuals. We had social workers then ... remember them? Now that safety net is gone and in its place is loosely defined opportunity.

Letting go of the familiar and safe is difficult, especially since there seems to be no definitive structure to pass "to"; we are told that there is a new way of doing business and yet we're uncertain of the outcomes of these new directions. "Letting go" is not something we do easily at the best of times!

I am not going to stand before you and tell you to trust the government or its Agency ~ that there is a caring and compassionate over arching structure that will not let anyone fall through the cracks. We know that to be untrue. We see it in every direction we look these days. The world is changing **so** quickly and few of us like what we see. To some degree we have lost our trust.

Does this mean that we should give up? No of course not. We can't. It means that we need to be more diligent and vigilant than ever. We cannot change the directive that CLBC has given us. But we can make the proverbial lemonade.

But what does that look like? To assist us in figuring that out, the Board of Directors hired Christine Armstrong to lead us in developing a strategic plan for the Association.

As of this moment, the SACL Board of Directors has set some long term outcomes, recognizing that creativity is one of the keys to survival in this climate, and that flexibility is demanded in order to survive...

Here's what we envision:

- the creation of a staffed drop-in centre downtown maybe in a house..., where people can come to socialize, get organized and network over coffee.
- our present community employment office through which we find and support real jobs for our population will be separate from the drop-in centre
- and we see ourselves continuing provide Host Agency services in which we are helping parents and caregivers manage the individualized funding contracts.

This is pretty much the model that CLBC is funding right now. The vision of Community Living BC, the Authority that runs community living, is that friends and community networks will pick up where funded services left off; instead of segregated workspaces subsidized by the government, the business community will provide employment and we'll provide supports. We are moving away from the notion that our consumers can only push brooms, pick up garbage and re-cycle.

CLBC has made substantial changes in the residential services as well; pretty much revolutionizing the way Individuals with developmental disabilities live their lives. Our tri-plex at 5th and 5th continues to have its growing pains, like any landlord/tenant situation does, but the bottom line is that 6 people have lived in their own homes for 3 years.

At some point in the near future, we will have to make a decision about the property on Salmon River road. The foundation of the main building is cracked, and the wood shop equipment is getting old. At present, that program is only operating 1 day per week. CLBC will not continue to fund it. Its only hope for survival is someone stepping forward to create a "social enterprise", wherein the Individuals would work for their own company perhaps making the furniture we are famous for. The same is true for the bike shop which also had to close.

We are in the middle of a paradigm shift, and it has implications for all of us...for the Individuals we love and care for whose lives are in transition; for the community as a whole as it evolves to fully include them in a normalized society; and to each one of us in our roles as advocates, servants, trustees, teachers, families, caregivers and friends.

It was in 2002, 8 years ago, that the government tasked the Ministry for Children and Family Development to "help define the transition **from government to community based governance** for community living services".

Community based governance or Policy Governance refers to the development of Policies by which the Agency is run. It comes to us from south of the border, as does CARF, the Commission on Accreditation of Rehabilitation Facilities. (10) These two standardized regulatory systems work hand in hand.

Becoming an accredited agency is a condition of funding. Every community living agency and then some has had to conform to CARF standards. A team from CARF comes to the Association and ensures that all of our operational procedures are congruent, comprehensive and cohesive. One of our 3 yr CARF accreditation recommendations was to better define board/staff relations, which is another way of

saying “make the move to Policy Governance”. To this end, we have been given a grant to educate our Board of Directors on this Governance model.

Governance is defined by outcomes management, as are the Individual Plans of the people we support. The Board steers the Association by way of its policies; we develop strategic outcomes or “Ends” policies. Jo-Anne’s monthly reports to the Board consist entirely of reporting her progress towards her “reasonable interpretation” of the Strategic outcomes. She also reports on items that are of informational significance or interest to the Board. It takes away any direct involvement in the day-to-day operations of the Association, which we delegate to Jo-Anne. According to John Carver, who introduces the Carver Policy Governance system on his website, we community boards are notoriously quirky and capricious. To this end, there are standards of board conduct and board-staff relations identified, monitored and expected.

According to the Carver Governance website:

“The board exists (usually on someone else’s behalf) to **be accountable** that its organization works. The board is where all authority resides until some is given away (delegated) to others. This simple **total authority-total accountability** (within the law or other external authorities) is true of all boards that truly have governing authority. (John Carver on www.carvergovernance.com)

Sounds a little scary, doesn’t it? So while the CARF accreditation system monitors the day-to-day operations of the Programs and the Association Management, Governance monitors the operation of Boards of Directors. Concurrent with this, is a re-write of the Societies Act.

There is a group of agencies to which we are linked through our participation in the Shuswap Community Resources Co-op and its membership in the United Social Services Co-operative. In their response to the Minister, they have urged the government to do less regulation within the Boards, saying that Societies are overstressed due to “substantially increased regulation and compliance that is all form and no substance”, (chiefly in the form of paperwork, I’m told). The response also notes that the “... (not for profit) sector organizations stretch every dollar as far as possible but the needs they serve vastly outstrip their capacity to provide desired services.”

The shifts in community living are world-wide. We are following in the footsteps of Alberta, the US, and Australia in making this shift. While no one can argue that the values of individual determination and dignity of risk which drive the shift are valid, the process has been flawed by under-funding, unclear direction and untested waters. While it has tidied every thing up very nicely, it has been slow to respond to concerns of parents and caregivers who are frustrated by the service re-design and fears of what an uncertain future will bring.

Thank you for attending the Annual General Meeting and I hope I have helped you to gain a larger context for what is going on in our Association. The move to Governance is a good one. It keeps the Board accountable and conducting itself in a professional manner. Any of you who have had experience on a Board that does not behave itself can take heart. If, after all of this, you'd like to contribute in some way to this process, and to the shift occurring in the field of community living, there is room for you on the occasional ad-hoc committee. If this interests you, please see me after the meeting.

As a Board we desire to be accessible and open to your comments and feedback on these new directions. You, along with the rest of the Shuswap community, are our "owners" ... our moral leadership. It is on your behalf that we provide programs and services to optimize the potential of individuals with developmental disabilities.

Again from the Governance website:

"The Policy Governance model requires that boards become far more enlightened and more competent as groups than they have been. Sometimes that means losing some board members as the composition of boards goes through change. The Policy Governance model is not designed to please today's board members or today's managers. It is designed to give organizations' true owners competent servant-leaders to govern on their behalf."

Joan Sturdy, Board Chair

EXECUTIVE DIRECTOR'S REPORT

Thank-you for attending our AGM. I would like to acknowledge and thank the staff and board of SACL for their dedication during this last fiscal year. A special thank-you to our Board Chair Joan Sturdy who has been a great support dedicating countless hours to champion the work of the Association. A special mention of appreciation to our staff who volunteered many unpaid hours to ensure our individuals attended numerous events such as the Roots & Blues, the Fall Fair, Trackshoes, Camping and Disneyland. In this last year our staff, volunteers, management and members of our Board have donated a total of 1098 hours to create opportunities and provide support to optimize the potential of individuals with intellectual disabilities. In average wages this has meant a donation of approximately \$20,000.00.

I would like to acknowledge and publicly thank 2 local businesses that have donated their service to SACL. These donations enable us to designate the savings to pay for service in other areas.

- Sun Country Cablevision has donated internet services to the Association for many years.

- Denise Chapman of Prima Design donated the creation of our Website and for the past 5 years the maintenance fees. To date she has donated \$2,600.00 of her time to our Association.

I would also like to thank

- Dr. Gittins who donated the framed photograph of “My Pal Joey” and Wayne Gretsky.

Here are a few of the 2009 - 2010 hi-lights:

- Shuswap Association for Community Living managed 12 Host Agency or Individualized Funding contracts, the Customized Employment Program and the traditional Self Help Skills contract that supports Environmental Solutions Program (recycling), the Recreation Program and the Wood Shop.
- The generous donation of \$7,300.00 from the Rotary Club of Salmon Arm Shuswap provided us with the funds to purchase secure storage bins, bags and stands which will ultimately enhance our recycling program and enable us to provide service to a greater number of businesses thus increasing our earning capacity.
- The grant we received from the Shuswap Community Foundation of \$3,000.00 enabled us to build a roof over the access ramp to our Wood Working building and to repair the ramp itself.
- The Day Break Rotary Club generous donation of \$1,150.00 which made it possible to purchase a new computer and monitor.
- The \$1,800.00 City of Salmon Arm Grants-In-Aid we received went towards our Water, Sewer and Garbage utility costs.
- An OPEN HOUSE was held October 2nd to celebrate “Community Living Month.” The event featured information on the Customized Employment Program and was well attended. A Barbeque lunch was served by the Board & management while staff visited with the parents and caregivers in attendance.
- The Self Advocates Leadership Conference held in Vernon was attended by 4 individuals.

Community Support and Customized Employment Report

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.

- Our 5th Street Tri-Plex continues to provide affordable housing for 5 individuals we support to live semi-independently.
- 12 individuals were supported in one to one community involvement and independent living.
- The Customized Employment Program supported 38 individuals to gain employment

Individualized and Employment support make up approximately 60% of SACL’s revenue.

Community Inclusion Activities Program Report (Day Programs)

Overall, the numbers of consumers attending all of SACL’s day services has decreased this past year. Partly due to individuals deciding that they wanted to pursue interests away from

SACL, a couple of individuals retired, and several individuals have found part-time employment in the community.

The name "Employment Initiatives" no longer accurately reflected the services that this program provides as it is now strictly a recycling and confidential paper shredding service. A name change competition was held and this program is now called "Environmental Solutions". In spring of 2009, the Columbia Shuswap Regional District (CSR D) decided that they were going to change how they were handling recycling in the district. For the past several years SACL has been able to piggy back our paper with the CSR D's paper going to Kamloops thereby incurring no transportation costs. Because of the changes at the CSR D, we were no longer able to do this and subsequently needed to re-evaluate how we were handling the recyclables that we collect. We were eventually able to implement a viable system that also meant we no longer needed to thoroughly sort paper before shipping. We no longer needed the large, main building as a work space. As a result, Environmental Solutions was downsized from 15 to 10 consumers per day and moved into the same building as the Wood shop. In January 2010, SACL purchased a much needed 2005 Ford 350 diesel crew cab truck for the recycling crew.

At the same time that our recycling program was renamed, our recreation program had a change of name to state more clearly what this program is about. It is now simply the Recreation Program. Because of the change in consumer numbers at Environmental Solutions, there was a slight increase in daily numbers at the Recreation Program. The Recreation Program benefited from a move into the larger, main building. There are now more separate spaces to move into smaller groups or for individuals to get away when they need some quiet time. Everyone seems much happier in the larger building. The Helen Webb Centre (modular trailer) is currently being put to use for even more separation and privacy for activities such as yoga, music therapy, and our theatre group.

Despite a tough economic year, we were able to keep the Wood shop open throughout this year. However, it is no longer practical to do so. Machinery is aging and costing more to repair. Lumber costs have sky rocketed. The consumers who are capable of doing this work are aging and no longer able to participate five days per week. Younger individuals who would be capable of doing this work are choosing to pursue employment in the community. We are therefore currently in the process of closing the Wood shop down.

We continue to directly support groups of individuals to volunteer their time at the Churches of Salmon Arm Thrift Store as well as the Salvation Army Food bank. In October 2009, we were able to provide support for an additional five individuals to help out at the Thrift Store increasing the numbers there to three days with five consumers each day. At the Food bank we support three individuals on two days. SACL also provides indirect monitoring and support to several other individuals who volunteer their time more independently at other non-profit locations in Salmon Arm – Bastion Place, Little Gecko's Day Care, and Shuswap Day Care.

Travel Club Annual Report

This was a very busy year for the Travel Club. The most challenging part of the Travel Club is being able to get the members together at one time as all of their schedules vary. We are now inviting whoever is at the program on Travel Club meeting day to attend, and changing the days of the meeting in hopes of reaching more individuals.

This year the only fundraising TC did was the Halloween dance. Many of our other social clubs also fundraise so we do not want to be competing with them, and are taking turns with the

events. We are planning to hold a couple of barbeques this summer and have some other ideas in the works.

In June 2009 we were not able to go to Trackshoes as we never got off of the waiting list due to a lack of volunteers at TS.

In September of 2009, 20 consumers were able to go to Sunnybrae Bible camp for 2 nights/3 days and had a great time.

At the end of September 2009, a group of 9 consumers, 2 staff and 1 volunteer went down to Disneyland for a week. Everyone had a blast.

Our plans for this fiscal year include Trackshoes in June, we were accepted, camping in September and maybe a cruise in the fall.

Financial Contributions:

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

- City of Salmon Arm Grants-in-Aid - \$1,800.00
- Salmon Arm Firefighters - \$100.00
- Rotary Club of Salmon Arm Shuswap - \$7,300.00
- Daybreak Rotary Club - \$1,150.00
- Hall 2 Salmon Arm Firefighter's – \$250.00
- Shuswap Community Foundation - \$3,000.00
- Tri-Crown – \$383.60
- Brian and Shaun Scott - \$100.00
- TELUS, TELUS employees & retirees 2008 Employee Charitable Giving Program - \$200.00
- The Kilbys - \$25.00
- Stuart McIlmoyle - \$194.00
- Sun Country Cablevision – internet services
- Prima Design – Website Maintenance fees
- Salmon Arm Observer – free advertising for Murder Mystery Theatre Fundraiser
- EZ Rock - free advertising for Murder Mystery Theatre Fundraiser
-

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

- Event Cards - \$510.00
- Murder Mystery Theatre Dinner & Dance - \$1049.00
- Askew Gift Cards - \$350.00

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

Jo-Anne Crawford, Executive Director

DEMOGRAPHICS

<p>Number of People being served on March 31, 2007</p> <ul style="list-style-type: none"> • 56 	<p>Number of People being served on March 31, 2008</p> <ul style="list-style-type: none"> • 59 	<p>Number of People being served on March 31, 2009</p> <ul style="list-style-type: none"> • 58 	<p>Number of People being served on March 31, 2010</p> <ul style="list-style-type: none"> • 59
<p>Primary Disability of People Served</p> <ul style="list-style-type: none"> • Intellectual Disability – 73% • Downs Syndrome – 15% • Other – 12% 	<p>Primary Disability of People Served</p> <ul style="list-style-type: none"> • Intellectual Disability – 73% • Downs Syndrome – 22% • Other – 5% 	<p>Primary Disability of People Served</p> <ul style="list-style-type: none"> • Intellectual Disability – 75% • Downs Syndrome – 20% • Other - 5% 	<p>Primary Disability of People Served</p> <ul style="list-style-type: none"> • Intellectual Disability – 66% • Downs Syndrome – 19% • Other - 15%
<p>Ethnicity of People Served</p> <ul style="list-style-type: none"> • Caucasian – 91% • First nations – 7% • Eurasian – 2% 	<p>Ethnicity of People Served</p> <ul style="list-style-type: none"> • Caucasian – 91% • First nations – 7% • Eurasian – 2% 	<p>Ethnicity of People Served</p> <ul style="list-style-type: none"> • Caucasian – 91% • First nations – 7% • Eurasian – 1% 	<p>Ethnicity of People Served</p> <ul style="list-style-type: none"> • Caucasian – 91% • First nations – 5% • Eurasian – 1% • Ukrainian – 3%
<p>Ages of People Served</p> <ul style="list-style-type: none"> • 19 to 30 – 19 (34%) • 31 to 40 – 9 (16%) • 41 to 50 – 20 (36%) • 51 to 60 – 3 (5%) • 61 to 70 – 4 (7%) • 71+ - 1 (2%) 	<p>Ages of People Served</p> <ul style="list-style-type: none"> • <18(1%) • 19 to 30 – 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%) 	<p>Ages of People Served</p> <ul style="list-style-type: none"> • 19 to 30 – 20 (34%) • 31 to 40 – 7 (12%) • 41 to 50 – 18 (31%) • 51 to 60 – 9 (15%) • 61 to 70 – 3 (6%) • 71+ - 1 (2%) 	<p>Ages of People Served</p> <ul style="list-style-type: none"> • 19 to 30 – 23 (39%) • 31 to 40 – 8 (13.5%) • 41 to 50 – 16 (27%) • 51 to 60 – 8 (13.5%) • 61 to 70 – 3 (5%) • 71+ - 1 (2%)
<p>Gender of People Served</p> <ul style="list-style-type: none"> • Females – 46% • Males - 54% 	<p>Gender of People Served</p> <ul style="list-style-type: none"> • Females – 49% • Males -51% 	<p>Gender of People Served</p> <ul style="list-style-type: none"> • Females – 43% • Males – 57% 	<p>Gender of People Served</p> <ul style="list-style-type: none"> • Females – 42% • Males – 58%
<p>Where do People we support live?</p> <ul style="list-style-type: none"> • Group Home – 32% • Proprietary (family model) care – 29% • Independent – 	<p>Where do People we support live?</p> <ul style="list-style-type: none"> • Group Home – 24% • Proprietary (family model) care – 34% • Independent – 	<p>Where do People we support live?</p> <ul style="list-style-type: none"> • Group Home – 22% • Proprietary (family model) care – 34% • Independent – 	<p>Where do People we support live?</p> <ul style="list-style-type: none"> • Group Home – 12% • Proprietary (family model) care – 30% • Independent –

1% <ul style="list-style-type: none"> • With Family – 29% • Supported Living – 9% 	3% <ul style="list-style-type: none"> • With Family – 29% • Supported Living – 10% 	7% <ul style="list-style-type: none"> • With Family – 28% • Supported Living – 9% 	10% <ul style="list-style-type: none"> • With Family – 36% • Supported Living – 12%
Waitlist as of March 31, 2007 <ul style="list-style-type: none"> • 8 people or 5 FTE positions 	Waitlist as of March 31, 2008 <ul style="list-style-type: none"> • Unknown (now is kept by CLBC) 	Waitlist as of March 31, 2009 <ul style="list-style-type: none"> • Unknown (now is kept by CLBC) 	Waitlist as of March 31, 2010 <ul style="list-style-type: none"> • Unknown (now is kept by CLBC)

FINANCIAL INFORMATION

2008/2009

Revenue - \$1,408,921

Expenditures - \$1,381,439

Amortization - \$40,077

Excess (deficiency) of revenue over expenditures - \$27,482

2009/2010

Revenue – \$1,378,135

Expenditures - \$1,401,572

Amortization - \$40,125

Excess (deficiency) of revenue over expenditures - \$(23,437)

HUMAN RESOURCES

April 1, 2010 – 31 total staff and 20 FTE (Full Time Equivalent)

Less than 1 year – 2

6+ years to 9 years – 2

1 year to 3 years – 10

9+ years to 12 years – 3

3+ years to 6 years – 10

12+ years – 4

61 % of staff has been with SACL longer than 3 years.

SACL COMMUNITY SERVICES

Service Effectiveness

Individuals receiving service make choices about the support they require along with the deliverables required by CLBC to meet their needs.

100% of Consumers have a current Individual Service Plan in place. Many opportunities exist for individuals to provide input into the support they receive through daily input, regular meetings and satisfaction surveys.

Community Individuals are involved in meaningful activities.

75% of individuals served in the community said they always enjoyed being involved in the community/supported work program, while the other 25% stated sometimes.

77% believe they are making progress towards their goals (skill and personal development, progress towards goals or outcomes), 11% said sometimes and 11% felt they did not know.

Community Individuals interact with members of their community while involved in social activities and when contributing to the community

83% of individuals stated they have the opportunity to be involved in social activities other than SACL (activities in the community or with co-workers), 16% said they did not. The activities they stated they are involved with are Canoe School, swimming, shopping, Church, and Friendship Club.

38% of supported individuals stated they were interested in working or to work more in the community, 5% said sometimes, 50% said no and 5% said they did not know.

Community Individuals' health and safety is safeguarded at all times

83% feel safe with the support they receive (i.e. staff operating vehicles in a safe manner, assistance with safety), 5% felt that sometimes and 5% said they didn't know.

Community Individuals experience increased opportunities to exercise self-determination

88% of individuals stated that they have a say/input into what they would like to do during their support hours, 11% felt that was true sometimes.

Self Advocates

SACL continues to support the Shuswap Self Advocates who have really struggled this year to find a constant spokesperson. The volunteer coordinator that was in place resigned. There is an individual willing to be the new coordinator but due to everyone's work and program schedules it is very difficult for the self advocates to get together.

CLBC held a Self Advocates Leadership Conference in Vernon in October - 4 individuals attended. The networking was very beneficial. We discovered that most coordinators are actually paid staff.

We also have some individuals that do not go to programs that are becoming SA's. The hope is that they will be role models for the SA's that go to the programs.

For the upcoming fiscal year we have already planned to attend some workshops and have a Self Advocate Coordinator come to Salmon Arm and help to give us some direction.

Customized Employment

21 local employers are providing jobs to 17 individuals. 10 individuals are presently looking for work. At work our consumers have proven to be proficient in several varying tasks. Several jobs involve light janitorial duties including cleaning and sweeping. We have one who sets up and takes down tables and two who bus tables and wash dishes at local restaurants. Delicious onion rings at A&W are the result of our expert onion ringer. Street sweepers, light gardeners, snow shovelers, grocery baggers & product facers, produce stockers, and cheese flippers make up the rest. Our consumers take great pride in all they undertake. They are cheerful, willing workers who get the job done.

Presently the following businesses/agencies have hired through the program:

- Salmon Arm Safeway Store #171
- East Side Mario's
- BC Hydro
- Shuswap Children's' Association
- Child Care Resource and Referral
- Gorts Gouda
- Buckerfields
- Downtown Improvement Association
- Columbia Shuswap Regional District
- Canadian Tire
- Parkview Place
- A & W
- Askews
- Andover Holding Inc.
- Weight Watchers
- DeMilles
- Honda/Ford Jacobsen
- IMAAC Holdings
- Senior Centre
- McGuire Place
- Goshen

Some of the comments from the Employers:

- "It is a pleasure to have this group every week in the shop"
- "It provides my team with experience dealing with people with disabilities when they would not have any opportunity to do so. My team has also benefited by having to use patience and more self control when have G. in the shop"
- "It is a pleasure having K. work for us. Her friendly demeanor brightens everyone's day.
- J. is a very independent employee; she seems to be self directed, also takes any direction very well. She is very appreciated her and loves her work environment.

Employer & Employee Survey Results

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.						
Ten (10) full time and part time equivalent job placements will be developed and maintained for individuals Annually until maximum capacity of 50 individuals is reached.	Persons Served	Annually	Quarterly Reports	Admin	10 FTE/PT	17
Individuals will be hired and paid by the employer.	Persons Served	Annually	Quarterly Reports	Admin	10 FTE/PT	17
Individuals will report that the process of acquiring and being supported in employment meets their personal needs.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	94%
Individuals will report that the process of acquiring and being supported in employment is respectful.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	94%

Individuals report that they know who they need to contact when issues arise.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	100%
Employers report that they know who they need to contact when issues arise.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	73%
Individuals report that employees are involved in social activities outside of the work place - or with co-workers.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	83%
Employers report that employees are involved in social activities outside of the work place with co-workers.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	5%
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%	91%
Employers will report that having a supported individual in their employ it is beneficial to their workplace and business.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	100%

SACL DAY PROGRAMS

OUTCOMES

Service Effectiveness

Consumers make choices about the programs and activities in which they participate

100% of Consumers have a current Individual Service Plan in place. Consumers choose their schedules based on their wants and needs.

Many opportunities exist for Consumers to provide input into what they are doing while at SACL: monthly meetings, satisfaction surveys, Consumer Council meetings and programs hold monthly meetings to discuss current issues as well as plans for the future activities.

SACL continues to track requests from consumers requesting internal transfers to other programs. There are 5 current requests for transfers.

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%	95% - yes 2.5% - sometimes 0% - no 2.5% - don't know

Consumers are involved in meaningful activities.

98% of Consumers stated that they enjoy coming to SACL. 79% of Consumers reported making progress towards their desired outcomes. 8% reported that they had made some progress towards their desired outcomes and 10% reported that they didn't know if they were making progress towards their desired outcomes. 2% reported no progress towards goals. Other stakeholders, i.e. Professionals, caregivers and family members reported that desired outcomes were appropriate, relevant, and meaningful.

Service Effectiveness						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
Consumers are involved in meaningful activities.						
% of consumers who identified that they enjoy coming to SACL	All Consumers	Annual	Satisfaction Survey	Admin	100%	98% - yes 2% -sometimes 0% - no 0% - don't know
% of Environmental Solutions(ES) consumers involved in monthly meetings	ES Consumers	Annual	ES Monthly meeting checklist/meeting minutes	Admin	100%	100%
% of Recreation Program(RP) consumers involved in monthly planning meetings	RP consumers	Annual	RP 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%
Increase Employment opportunities for the people we support.						
# of Consumers who are Employed	All consumers	Annually	ISP's/Quarterly Reports	Admin	25%	19% of Consumers are employed.

Consumers interact with members of their community while involved in social activities and when contributing to the community

55% of Consumers participated in volunteer activities that are supported by SACL. Examples include:

- Bastion Place Extended Care Facility
- Salvation Army Food Bank
- Churches of Salmon Arm Thrift Store
- Shuswap Daycare
- Ladybug Daycare
- Roots and Blues Festival
- Salmon Arm Fall Fair

85% of Consumers, who attend SACL, participate in community based social activities through the recreation programs. Individuals in the Recreation Program are to be offered between 2 and 3 community based activities per program day and were offered an average of 2.24 community based activities per program day from January 1, 2009 to December 31, 2009.

Service Effectiveness						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
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	Recreation Program 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 – 61.9% Somewhat – 14.3% No – 4.8% Don't know – 4.8% Not Applicable – 14.5%

Consumers experience increased opportunities to exercise self-determination

95% 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.

A Consumer Group meeting is held on a monthly basis.

Service Effectiveness						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
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 involved in SACL's review/renewal of its vision & mission	All Consumers	Annual	Meeting Attendance	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%	77% - yes 23% - somewhat 0% - no 0% - don't know

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 17 critical incidents to Community Living BC in from April 1, 2009 to March 31, 2010.

Incidents are broken down as follows:

- Other Injury – 2
- Unexpected illness – 3
- Biohazard – 1
- Aggressive/unusual behaviour – 7
- Suspected Neglect – 2
- Missing/Wandering – 2

SACL staff reported 138 Non Reportable Incidents between April 1, 2009 and March 31, 2010 in the following categories:

- Falls – 21
- Choking – 2
- Other Injury – 6
- Unexpected Illness – 22
- Unusual Behaviour – 78
- Incontinence – 9

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 re-occurrences, where possible.

Service Effectiveness						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
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	17
# of non reportable incidents	All consumers	Annual	Non Reportable Incident Reports	Admin	0	138
% of consumers who indicated they feel safe during day-time activities	All Consumers	Annual	Satisfaction Surveys	Admin	100%	87% - yes 10% - sometimes 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 – 70.2% Somewhat – 5.2% Don't Know – 18.2% Not applicable – 6.4%

EFFICIENCY

SACL Day Program maximum capacity – the equivalent of 34 full-time consumers

At March 31st, 2010 SACL was operating at 89% capacity or 30.2 Consumers being served per day.

Consumers who have varied support requirements receive service through SACL

66% of Consumers have an intellectual disability. 19% of Consumers have Down syndrome.

69% of Consumers also have secondary disabilities such as:

Mental Health Issues – 6

Physical Disability – 6

Cerebral Palsy – 6

Visual Disability – 3

Epilepsy – 11

Autism – 2

Hearing Impaired – 6

25 Consumers have more than 2 diagnosed disabilities.

18 Consumers do not have a diagnosed secondary disability.

SACL EFFICIENCY						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
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	6 new Consumers out of 8 have both a primary and secondary disability.

SACL Maximizes Individual Service Plan Completion

Individualized/Host Agency 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 EFFICIENCY						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
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%

ASSOCIATION 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 Service Provider/Caregiver Network Meeting.

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	Stakeholder Survey	Admin	100%	37%
# of caregivers that participate in SACL organizational planning	Caregivers	Annual	Stakeholder Survey	Admin	100%	28%
# of Professionals that participate in SACL organizational planning	Professionals	Annual	Stakeholder Survey	Admin	100%	20%

SACL Fundraising, Donations and Grants

Fundraising, donations and grants for 2007/2008 - \$10,020.54, 2008/2009 - \$12,682.00, **2009/2010 - \$16,411.60**

Access						
Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
SACL maximizes fundraising dollars						
Dollars raised through fundraising and grant proposals	SACL finances	Annual	Financial records	Admin	\$7,000	\$16,411.60

SHUSWAP COMMUNITY RESOURCES COOPERATIVE (SCRC)



Shuswap Community Resources Cooperative incorporated on November 27th, 2008. We held our second AGM on January 27th of 2010.

The 7 Member Agencies of the SCRC are:

- 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

www.shuswapcrc.ca

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.

What We Have Accomplished To Date

1. Create media announcements. Initiate branding design
2. Consider a “launch” and invite partners
3. Initiate contact list
4. Join United Services Co-op and BC Cooperative Association
5. Ensure clear messages to employees of Co-op members
6. Website
7. Enabling resolutions from Board – executive, , draft policies
8. Establish banking arrangements
9. Acquire Membership Share Certificates
10. Research Insurance issues
11. Computer Communications : train members and upgrade
12. Finance – what can be done to consolidate some financial activities – (In progress)
13. Transportation – co-op fleet, consumers, regional travel – (In progress)
14. Technology – IT plan / contractor
15. Establish a readiness committee
16. Make Co-op visible- engage with partners, funders, and stakeholders – (In progress)
17. Staff Training – (Done & on going)
18. Board Development – (Done & on going)
19. Administrative Assistant – (In progress)

Long Term / Strategic Goals – 3 to 5 years

1. Put in place a social enterprise that will ensure the sustainability of the Co-op and its mission. We hope that these enterprises will grow out of initiatives developed in the short and medium term.
2. Have in place a client support system that will include a single point of entry and full information services
3. Begin the co-location of some services provided by the Members as the need for new or additional program or admin.
4. Develop a vehicle pool supported by a transportation policy
5. Review membership – add new members to become more inclusive and collaborative in the delivery of services in the region.

Intermediate Goals – 18 months to 3 years

1. Establish a fund raising strategy that will involve and benefit all members. This could consist of a “signature” annual event to raise money and/or contracting a grant writer to be based within the Co-op to write proposals for all members.
2. Establish a “Volunteer Bank” which will identify volunteers, provide training, and place volunteers by matching their skills to the requirements of members.
3. Create the protocols for staff sharing among members: initiate work on a comprehensive HR policy
4. Create (buy, borrow, develop) sets of training programs that can be used in both professional and board development. These, and the facilitators trained to deliver them should be “exportable” and may become a social enterprise.
5. Assist members to coordinate the use of vehicles used to transport consumers. Examine the feasibility of a future in which the Co-op might own and operate vehicles.
6. Build effective networks regionally and provincially in order to promote effective collaboration in the development, funding, and delivery of services. There will include other community services co-ops, social planning councils, municipalities, and provincial ministries.