

# OKANAGAN INCLUSION OUTCOMES MANAGEMENT REPORT 2023



## **Mission Statement**

We support adults with developmental disabilities to participate meaningfully in all aspects of community life.

## **Vision**

Okanagan Inclusion envisions a community in which all individuals are included, accepted and valued.

## **Communicating and Understanding the Report**

This report is on our Outcomes Management Report for Okanagan Inclusion. This is a summary of our quality improvement system and the results. This includes objectives we are working on in each program area as well as the organization's business functions. The report outlines how we are doing in meeting our objectives and what areas need improvement.

This report is available to stakeholders upon request and will be shared on the organization website. It is also available in both program offices for perusal.

If you are reading this report and having difficulty understanding, ask a friend, parent, or support worker or feel free to call the Okanagan Inclusion office at 236 422-0055 for assistance.

## **Where We are Now**

OI is a person-centred organization, we strive to provide excellent services to those we support. We seek input from the people we provide support to, staff, caregivers, and other stakeholders on a regular basis. This input is assessed and used to help improve the quality of our services.

2023 was a busy year for the organization, we had many new referrals in our Community Inclusion programs, Shared Living program and began supporting an individual in the Outreach (Supported Living) program. There were no changes within Employment or our Contracted Respite contract.

We also had some staffing changes in 2023 – the Keremeos Community Options program staff both retired and were replaced by new staff. We received funding from CLBC for a 3<sup>rd</sup> staff person 3 days per week in this program as well and have hired for this position. The Penticton Community Inclusion program had some flux in staff, some leaving and some new hires. In addition, another staff person was trained as a part-time Program Coordinator.

Things we focused on for 2023:

- In-person supports
- Update to our Strategic Plan
- Recruitment and retention
- Increasing public awareness of Okanagan Inclusion and services provided
- Increasing capacity in Penticton CI program
- Increasing capacity in Keremeos Community Options program
- Increasing capacity in Shared Living program
- Growth of our Supported Living Program

### Characteristics of the Individuals We Support

This section summarizes the demographics of the individuals supported through Okanagan Inclusion and the programs seeking accreditation as of December 31, 2023. OI provides services to adults with developmental disabilities ages 19+ years.

Age of Individuals Served	# of Individuals	Percentage of Individuals
19 – 25 years	10	16%
26 - 35 years	26	41%
36 – 45 years	12	19%
46 – 55 years	3	5%
56 – 65 years	7	11%
66 and over	5	8%

Gender of Individuals	# of Individuals	Percentage of Individuals
Male	31	49%
Female	32	51%
Other	n/a	0%

Ethnic Background	Caucasian	Indigenous	South Asian	Other
Not everyone is designated as a certain ethnic background;	50	10	2	1

caucasian is a wide ranging group.				

### **Programs Accessed by Persons Served**

(some individuals may access more than 1 of our programs, will be counted in each program they receive services in)

<b>Program</b>	<b># of individuals served</b>
Community Inclusion Group Day	7
Community Inclusion 1:1 Penticton	21
Community Inclusion 1:1 Keremeos	2
Shared Living	32
Supported employment	1
Supported Living	1

### **Program Exits in 2023**

Okanagan Inclusion had 1 exit of services in 2023. The exit was for the reason as listed below:

Shared Living had 2 exits:

- 1 individual moved into staffed residential
- 1 individual moved to another region with their home share caregiver

Community Inclusion Group had 1 exit:

- Individual moved to another community

1:1 Day had 2 exits

- 1 individual moved to another community
- 1 individual decided to no longer access our services.

Supported employment had 0 exits.

Supported living had 0 exits.

## **Employees**

Okanagan Inclusion's leadership consists of:

- a Chief Executive Officer
- Director of Shared Living & p/t Shared Living Coordinator
- Community Inclusion Coordinator & 2 p/t Program Coordinators

The leadership team works both full and part-time depending on role

**Employee Turnover: (All employees are part-time)**

**Total of 20 employees in the Penticton Community Inclusion/Supported Living Programs**

**1 employee in Employment program (also counts as CSW);** 1 employee exit – was terminated with cause

6 exits in Penticton CI Program; 3 moved, 1 changed field of employment, 1 death, 1 laid off after no vaccination (had been on extended leave)

**Total of 7 employees in Keremeos CI group and 1:1 program**

2 exits in Keremeos CI program due to retirement.

**No employee exits in Shared Living Program.**

**Analysis:**

A trends of employee exits due to moves, all were due to a change in personal relationship status.

**Hiring**

There were 6 new employees hired in the Penticton CI program

There were 3 new employees hired in the Keremeos CI program

For all programs, including leadership, 95% of employees are female, 5% (2) male.

**Analysis:** In the past couple of years, Okanagan Inclusion has had difficulty recruiting and retaining quality, skilled employees. The organization is constantly looking for new ways to recruit. The CEO and Shared Living Coordinator participated in a Job Fair sponsored by the City of Penticton to attempt to recruit new employees as well as Home share providers.

OI should continue to work on hiring more male support staff to diversify the staff team.

## **Satisfaction Surveys**

In the fall of 2023, satisfaction surveys were sent out to persons served, employees, Home share caregivers and other stakeholders.

### **Home share caregivers:**

79% return rate of surveys: 100% of caregivers who responded being satisfied/very satisfied;

Reasons for dissatisfaction:

- 1 felt their skills and abilities not put to good use doing HS
- 1 felt that diversity not respected
- 1 felt they didn't understand role, complaint procedure and rights

### **Analysis:**

- OI staff will continue to discuss roles, explain complaint procedure and individual rights when speaking with Home share providers
- OI will strive to ensure diversity is respected within the organization

### **Persons Served in Home Share:**

100% return rate: 100% being satisfied/somewhat satisfied.

**Analysis:** OI staff make every effort to involve individuals in decision-making regarding their home and/or choice of goals. We will continue to work toward ensuing inclusivity and advocate for individual's voice to be heard.

### **Persons Served in Community Inclusion:**

70% return rate of surveys with 100% being satisfied/somewhat satisfied with high quality supports.

Reason given for dissatisfaction in one area:

- lights and noise within program

**Analysis:** OI staff try to ensure a quiet space available for individuals who need a less stimulating environment.

### **Persons Served in Employment:**

100% return rate: or 100% being satisfied.

**Analysis:** Only 1 individual in employment program, not a large enough sample to report on

### **Supported Living:**

100% return rate: or 100% being satisfied.

**Analysis:** Only 1 individual in program, not a large enough sample to report on

**Other Stakeholders:**

80% return rate of surveys: 100% of stakeholders being satisfied.

**Analysis:** OI staff strive to provide excellent services, including prompt communication with funders, parents and other stakeholders. We will continue to provide this excellent customer service.

**Program Outcome Results/Recommendations:**

**Penticton Community Inclusion:**

1. Increase Monthly Attendance Rate: Goal of 90%, only met the goal in the 3rd quarter of 2023. Difficult to attain due to individual's illnesses, appointments, vacations, etc.
2. Clients will choose and meet a minimum of at least two personal goals annually: Goal achieved.
3. Maximize satisfaction of all clients: Goal 90%; Fully met this goal.
4. Individuals will access services within 30 days of referral by organization. Met this goal in quarters 3 & 4, no new referrals in quarter 2. Quarter 1 individual did not return intake package in a timely manner therefore delaying supports in place.

**Action Plan:**

- Will continue to work on this goal in next reporting period, look at creative ways to alter schedules, improve attendance.
- Will increase goal percentage expectation for next reporting period.
- Will maintain goal target to ensure meeting expectations for individual satisfaction within CI program.
- Will work on ways to support individuals with intake package.

**Keremeos Community Inclusion:**

1. Increase Monthly Attendance Rate: Goal met in Quarters 3&4.
2. Clients will choose and meet a minimum of at least two personal goals annually: Goal not met.
3. Maximize satisfaction of all clients: Goal met.

4. Individuals will access services within 30 days of referral by organization: No new referrals to this program: Goal met in Quarter 1, no new referrals to this program in Quarters 2&3. Quarter 4, 2 new individuals however had some challenges with getting accurate referral information to be able to begin supports.

**Action Plan:**

- Maintain goal until able to consistently maintain attendance, find creative ways to ensure service level hours utilized.
- Additional training for staff on goal success; communicating goals to individuals and revising as necessary
- Will maintain goal target to ensure meeting expectations for individual satisfaction within CI program.
- Continue with goal, advocate for accurate referral information in a timely manner.

**Home Sharing:**

1. Goal not met – only recruited and screened 3 new providers.
2. To ensure all home share providers have completed CLBC Standards Training – goal met.
3. Quality of Life Reports received in timely manner – Goal not met.
4. Maximize satisfaction of all clients: Goal met.
5. Hire and train new back up Homeshare Coordinator – goal met.

**Action Plan:**

- Find new methods of recruitment – currently using Facebook page, Penticton Hiring, word of mouth, participated in Job Fair in Spring 2023.
- CLBC Standards Training has ceased so looking at Open Future's training options for HSP's.
- Will maintain goal target to ensure meeting expectations for individual satisfaction within HS program.

**Employment:**

1. Maintain paid employment for 3 months or more. Goal 100%; Goal met.
2. A successful goal for employment individuals. Goal 100%; Goal met.
3. Maximize satisfaction of all clients. Goal 100%; Goal met.
4. Increase # of businesses to hire. Goal not met due to no new referrals to program, current individual stable in employment.



**Action Plan:**

- Continue to assist individual with job stabilization.
- Continue to assist individual with employment goal(s).
- Continue to assess satisfaction.
- Continue with this goal in preparation for new referrals as they may come.

**Business Functions:**

1. Difference in amount funded vs received; Goal met in Quarter 1 & 2; not met in Q3 & 4.
2. Employees will have up-to-date performance evaluation; Goal met.
3. Employees will be fully trained in Health & Safety procedures; Goal met.
4. Increase presence on social media platforms; goal not met.
5. Maximize satisfaction of all stakeholders; goal met.
6. Maintain/improve current employee turnover rate. Goal met.
7. Review onboarding process & completeness of employee files. Goal met.
8. Provide CPI training to all staff. Goal met.
9. Improve employee satisfaction. Goal met.

**Action Plan:**

- Continue to monitor invoicing vs revenue received, increase bill review.
- Goal met.
- Goal met.
- Continue working on social media; Look at having someone besides CEO dedicated to maintaining and posting.
- Goal met. Will continue with goal to ensure ongoing satisfaction of Okanagan Inclusion stakeholders.
- Goal met, will continue with this goal as turnover is still problematic for the organization.
- Goal met, will continue with goal to ensure personnel files current.
- Goal met.
- Goal met, will continue with this goal to ensure ongoing satisfaction of Okanagan Inclusion employees.