

# Performance Review 2016/2017

Each year, as part of our quality assurance process, we review how well we did in managing the Association and providing services and programs.

In the past year, Nanaimo Association for Community Living has achieved success in the following areas:

- *Uplands housing project now ready for construction in the fall.*
- *Maxey Road site purchased and new home under construction to replace Hammond Bay.*
- *Carriage house at Jingle Pot has been completed.*
- *The Association continues to work with MCFD, and is now supporting two youths.*
- *NACL was the title sponsor of the 2016 BC MBA Games, increasing the agency's community presence and expanding employment opportunities for persons served.*
- *The Association provided a scholarship fund to Vancouver Island University for "Aboriginal Women who Face Challenges."*
- *NACL's social enterprise, the "Clothing Drop Bin Program" moved 67,000 pounds of clothing and housewares, providing jobs, work experiences, and funds for new opportunities for persons served.*
- *The Association's 30<sup>th</sup> anniversary was celebrated at John Barsby High School, and was very successful.*
- *NACL continues to support COCO Café.*
- *Review of Serenity Lodge purchase determined that it was not a viable option.*
- *Home Share department continues to expand with three Home Share Managers and a new Senior Home Share Manager serving over 100 people.*
- *A revamped staff hiring and orientation process (Casual Training Module) has improved the quality of new employees.*
- *Key HR tasks have been re-assigned to senior management staff with support from John McNeil, HR Manager.*
- *Continued refinement of goal setting, measurement, and review process.*
- *Revamping of Association's policies and procedures.*



Priorities for the coming year include:



- *Begin construction of the Uplands housing project.*
- *Complete construction of the new Maxey Road Home.*
- *Continue partnership with COCO Café.*
- *Establish permanent residential accommodation for youth.*
- *Improved outcomes measurement system that will help us determine how we are improving the lives of persons served.*
- *Updating OH&S committee responsibilities and serious incident investigations to conform with new regulations.*
- *Updating and improving the Competency Training modules in ShareVision.*
- *Ongoing community relations and partnership projects including:*
  - *Continued collaboration with the Victoria Crescent Neighborhood Association to increase safety for the public and people served in the downtown core.*
  - *Developing a partnership with the Nanaimo Child Development Centre and working on an inclusive “signature park” on the Nanaimo waterfront that is accessible to people of all ages and abilities.*

## Management Review 2016-2017

In reviewing the management of the Association, we surveyed the staff, stakeholders, and members to get feedback on how we did.

Our membership gave us the following comments:

- ❖ *Our family experience has been very positive - this is a creative, forward thinking organization which is person centered and clearly true to its mission.*
- ❖ *Overall the quality of the programs offered is hands down out front other organizations - there is creativity and an appetite to adapt to our changing world which at the end of the day benefits the participants!*
- ❖ *I enjoyed my association with NACL in the past and am impressed with the ways in which the agency continues to evolve as it provides vital supports to the social life of our community.*



Our staff surveys showed the staff like what we do:

- ❖ *NACL is like a second family to me - it's an extremely rewarding place to work. I love what our Mission and Vision stand for in our never-ending quest to promote the best lives possible for persons served, and it has been very exciting to be part of NACL over the past 10+ years as it's grown and evolved.*
- ❖ *NACL is an agency I am so proud to work for. Our reputation in the community and with service providers is a testament to our work. I am supported in all sorts of ways to learn and grow. NACL is where I want to be!*
- ❖ *I enjoy working with NACL and all its staff/coworkers as well with (most of) the people I serve, I trust my program manager as my first contact when I have a question/ concern. All in all I like working at NACL very much!*
- ❖ *I feel welcome and appreciated working for NACL. I feel it is satisfying work that has provided me with excellent learning opportunities and meaningful relationships with coworkers and residents.*



Survey Item	Result
NACL promotes community inclusion by recognizing and valuing the talents, abilities, and potential of persons served.	<b>100%</b> of staff agreed the Association is accomplishing its vision.
I like working for NACL, it's a good place to work with good people.	<b>98%</b> of staff agree.
I think the Association has a positive reputation in the community.	<b>96%</b> of staff agree.



However, the staff survey results also showed there is room for improvement:

*More of an extended training for new staff, lessening the feeling of separation between management and staff, and more support from the SRW was identified.*

Survey Item	Result
Staff are supported to improve their department, program or residence.	<b>83%</b> of staff agreed.
The Performance Evaluation provided me with a clear plan for development and growth.	<b>74%</b> of staff agreed.

Our stakeholder survey showed us that stakeholders are pleased with what we are doing:

Survey Item	Result
I would recommend NACL services to others in the community.	<b>100%</b> of the stakeholders either agreed or strongly agreed.
I feel that NACL appreciates and is responsive to input I provide.	<b>100%</b> of the stakeholders either agreed or strongly agreed.
NACL respects the confidentiality of the persons served and their families/care providers.	<b>100%</b> of the stakeholders either agreed or strongly agreed.
NACL services are responsive to the needs of the persons served.	<b>100%</b> of the stakeholders either agreed or strongly agreed.

### Program Review 2016-2017

In the programs, we looked at four things to help us figure out how we're doing:



1. *How happy people are with our services.*
2. *How well we served everyone and met their goals or needs.*
3. *How good we are at serving as many people as we can in our programs.*
4. *When people were referred how many of them were we able to serve.*

To see how happy people are with our services, we surveyed them and asked them some questions – like how satisfied they are with the program. This year, we got the following results from those who responded...

In Actions, Life Long Learning, and NACL Works!:



- ✓ 91% of the people served at Actions and 100% of the people served at Life Long Learning said "Yes" to "I enjoy being at the program."
- ✓ 81% of the people served at Actions and 86% of the people served at Lifelong Learning said "Yes" to "I am satisfied with the program."
- ✓ 100% of people served in NACL Works! were very satisfied with the program.
- ✓ 79% of Actions families and caregivers and 100% of Life Long Learning families and caregivers were satisfied that the program was meeting their family member needs.



In the group homes and home share:

- ✓ 100% of persons served in Home Share and 93% in the Group Homes said "Yes" to "Are you cared for in your home?"
- ✓ 100% of Persons Served in the Group Homes and 96% of persons served in Home Share like the people they live with.
- ✓ 91% of the Home Share providers said they were satisfied with the support they receive from the Home Share Manager.



Some of the comments in the surveys from people served included:



- "I enjoy my home and the home share routines."
- "Dinner out - I do happy things here."
- "I am very happy here."
- "I love the place I live in."





The Association was able to figure out how well they served people by the progress made on Person Centered Planning goals.

Actions, Life Long Learning and NACL Works! had great success in meeting Person Centered Planning Goals:

- ✓ *Actions worked on goals in the areas of emotional and physical well-being, personal development and friendships. Progress on the goals varied based on everyone’s needs.*
- ✓ *NACL Works! focuses mainly on goals related to getting a job, and they did well this year with very satisfactory progress.*
- ✓ *Life Long Learning focuses on skill development goals in maintaining a home, planning and preparing meals, and social responsibilities. Progress in these areas is going great as people are motivated to learn!*



With the Group Homes and Home Share:

- ✓ *In the group homes, over half of the goals focused on physical well-being and social inclusion. Progress on the goals was satisfactory to excellent!*
- ✓ *Other goals helped people make decisions about important things in their lives or focused on relationships. People did very well in these areas too!*
- ✓ *In Home Share people tended to focus on material well-being and personal development goals. Progress in these areas was also satisfactory to excellent!*





The Association tried to be as efficient as it could by serving as many people as it can in each program. In other words, making sure each program reached capacity.

- ✓ *Home Share services is one of the most efficient ways to provide residential services and NACL is committed to this service with over 100 individuals served.*
- ✓ *Actions, Life Long Learning and NACL Works are near capacity, and currently have 85 spaces filled across all three programs*
- ✓ *Our group homes remain at 100% capacity.*

The Association tries to accommodate all those who are referred to the programs and services by CLBC and MCFD in the past year:

- ✓ *We have accommodated two youths residentially in the past year. One lives in a staffed resource, the other in home share.*
- ✓ *100% of individuals referred to the day programs have been accommodated.*
- ✓ *Home Share continues to accommodate a large number of referrals with over 100 served now.*



## Conclusion



Based on these Performance Reviews each year, NACL looks at ways to improve; and these are noted in our Quality Improvement Plan. For 2017/2018, a key item includes improving how we document and track Essential Lifestyle Planning and progress on individual goals, which helps determine the quality of life for the people we support.

Generally, NACL is very excited about the future, as we have several projects on the go: the Uplands Housing project, the Maxey Road project, and our partnerships with COCO Café and the Child Development Centre. These are a few examples of our commitment to providing a wide range of services and opportunities for the people we support, their families, and staff.