

Each year, as part of Nanaimo Association for Community Living (NACL)'s quality assurance process, we review how well we did in managing the Association and providing services and programs.



In the past year, NACL has achieved success in the following areas:

- ✓ *The property next door to Uplands has now been subdivided into three parcels and we are selling one of the parcels with a house and keeping the second house on a separate parcel, with plans to develop the third parcel into a 40-unit apartment building. This will also be an outreach model.*
- ✓ *NACL has now expanded Outreach Services beyond Uplands to include partnerships with Ballenas Housing Society and Woodgrove Senior Citizens Housing Society. These partnerships resulted in an additional 35 apartments between Nanaimo and Parksville.*
- ✓ *With the support of CLBC we have purchased a new home in Coombs, which will house up to three people in an outreach model.*
- ✓ *The redesign of Actions Day Program has been successful with the implementation of vocational-related supports for person served and efforts to engage people in various initiatives being implemented by our community partners.*
 - ✓ *Regular communications continue at NACL via constant social media posts on Facebook, Twitter (now X), Instagram, and LinkedIn – sometimes multiple times daily. There continues to be growth in followers on all social media channels over the past year.*
 - ✓ *NACL's Policy and Procedures were reviewed and updated to maintain compliance with CARF Standards and the WorkSafeBC Certificate of Recognition (CoR) standards.*
 - ✓ *The Association successfully passed the CoR internal audit in January 2023 to continue its CoR Certification. The next audit will be the recertification done by an external auditor.*
 - ✓ *The CARF Survey occurred in June 2023 and NACL achieved another three-year accreditation.*
- ✓ *The Joint Occupational Health and Safety Committee continues to have a dedicated membership and consistent monthly meetings. Health and Safety Month will be held in October 2023.*
- ✓ *NACL continues to support people served through the Person-Centered Planning (PCP) process. A review was conducted in 2022 by an external consultant who interviewed staff and reviewed processes. Recommendations for improvement were made and a PCP Committee was struck to follow through on these recommendations and strategize implementation. This past winter an intern student researched and reported to the Committee on PCP documentation in staffed homes.*





This will inform the committee on areas needing improvement. The Director of Person Centered Practices/Employment Services has been working with Program Supervisors and staff teams to ensure a meaningful planning process, and reliable documentation of information.

- ✓ *Further to the Indigenous Relations Framework developed by a Vancouver Island University (VIU) intern, NACL initiated an Indigenous Relations Team comprised of various staff and external elder guidance. The Team has now developed its Terms of Reference.*
- ✓ *NACL continues to implement the current Strategic Plan with the Vision, Mission, and Goals that guide the Association's direction. Measurable deliverables were developed in June 2022 and revised in May 2023.*
- ✓ *NACL has made very good progress with the development of a new technology platform in Microsoft 365. We have received funding from BC Housing to help pay for the project. Two VIU Computing Science students were hired through the Co-op Program to provide technical expertise, and Charvar Networks continues to support the coordination of the project.*
- ✓ *NACL continues to provide staffed home services for youth, and in June 2023 had a successful survey under the CARF Child and Youth Services (CYS) standards.*
- ✓ *NACL's Communicable Disease Plan is now in play and replaces the COVID-19 Pandemic Plan. NACL is now well positioned to weather another pandemic, with both a pandemic plan and a communicable disease plan in place.*
- ✓ *NACL conducted a review of the Management structure and reorganized positions to reflect a more integrated style of management. This included the establishment of Integrated Services Managers and Directors of Departments. The successorship plan was also updated by the HR Consultant and is included in the Human Resources Report for the year.*



Priorities for the coming year include:

- ✓ *Further refinement of the Person Centered Planning process to ensure meaningful supports for people served and the collection of information that helps determine the effectiveness of services in contributing to quality of life.*
- ✓ *A farm called Sunny Slopes in South Wellington has been purchased and plans are in the works to provide services, develop a local food hub, employment, and training opportunities.*
- ✓ *Uplands Phase 2 – NACL will be working to finish the rezoning process and complete the request for proposal for a 40-unit apartment building from BC Housing.*
 - ✓ *The expansion of Outreach Services in Nanaimo and Oceanside, in partnership with the Ballenas Housing Society.*
 - ✓ *The development of a new type of home service based in Coombs on a newly-purchased NACL property.*
 - ✓ *Continued reduction of NACL's environmental footprint through various sustainability initiatives, such as updating homes to be more energy efficient along with local food sourcing and production.*
 - ✓ *Upgrading the information management system, replacing aging hardware, and expanding the use of cloud-based services.*
- ✓ *Participating in Community Living BC's IncludeMe! Campaign, involving persons served interviewing their peers on quality of life domains. The information derived from the provincial surveys will be used internally to improve our own service delivery.*
- ✓ *NACL's Occupational Health and Safety Committee plans to hold another Health and Safety month in October.*





- ✓ *NACL will be preparing for the next WorkSafeBC Certificate of Recognition external audit of our Occupational Health and Safety system. We will be looking to maintain our excellent standing.*
- ✓ *Ongoing efforts to address the recommendations of the VIU CBAIR (Community-Based Applied Interdisciplinary Research) report to help reduce barriers to employing people with diversabilities.*
- ✓ *Continued efforts to develop housing options both independently and through our partnerships with entities such as Ballenas Housing Society (BHS) and Woodgrove Senior Citizens Housing Society (WSCHS).*
- ✓ *Engaging in partnerships with Community Farming and Food Co-ops, including further Memorandums of Understanding (MoUs) with Growing Opportunities Farm Community Co-operative.*
- ✓ *The Indigenous Relations Team will be working on moving its objectives forward – including agency-wide education and engagement.*
- ✓ *The return of in-person staff appreciation and employer recognition events.*

Management Review 2022-2023

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

Our **membership** gave us the following feedback:

- ✓ *95% of members who responded agreed that NACL communications, like the quarterly “What’s Happening” Bulletin, keeps them well informed.*
- ✓ *95% of respondents indicated they would be interested in attending NACL community events.*
- ✓ *Once again members identified workshops, fundraising, and peer support as preferred events.*
- ✓ *70% indicated the NACL website provides them with the information they need.*



The responses showed us that:

- ✓ *Social media followers continue to increase, with 85% indicating they follow us on social media while 20% of respondents do not follow social media. This is trending in the right direction; but regardless, NACL still needs to ensure members are reached through a variety of means.*
- ✓ *35% said they regularly attend the AGM, and 45% as much as possible. One member responded that the online meetings on Zoom would help them attend.*

Staff surveys showed most staff have high job satisfaction and feel valued:

- ✓ *81% of those who responded rated their job satisfaction as 7 or higher on a scale of 1 to 10; this is a 4-point decrease over last year after increases over the last several years. However, NACL is still doing very well at creating a workplace that fosters job satisfaction.*
- ✓ *67% of respondents agreed they feel valued as an NACL employee, and 84% are proud to work at NACL.*
- ✓ *With increased focus on health and safety in the past few years, 79% of respondents agreed they work in a safe environment.*





SURVEY ITEM	RESULT
I understand how Person-Centered Planning leads to meaningful goals for people served.	92% of respondents agreed.
I know and understand the elements of NACL’s Health and Safety system.	84% of respondents agreed.
I appreciate these surveys and try to provide honest and constructive input.	84% of respondents agreed.
I would recommend employment at NACL to my friends.	81% of respondents agreed.

Person Centered Planning

Surveys for people served included questions about NACL’s Person Centered Planning process:

Staffed Homes:

- ✓ *I am supported to plan and do the things I want to do in my life (My PCP Goals).* **86% Agree**

Home Share:

- ✓ *I feel heard and respected for my life choices (my PCP Goals).* **91% Agree**

Actions Day Program:

- ✓ *Staff help me plan my program activities.* **94% Agree**

NACL Employment Services:

- ✓ *I was well supported in choosing my employment goals.* **100% Agree**



Our **stakeholder survey** showed us that they think we’re doing a good job:

SURVEY ITEM	RESULT
NACL staff are professional and courteous.	100% of the stakeholders agreed.
Issues and concerns are dealt with in an effective and efficient manner.	100% of the stakeholders agreed.
Does our website provide adequate information?	100% of the stakeholders agreed.

how are we doing?



Program Review 2022-2023

In the programs and staffed homes, 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 are we able to serve.*



Actions and NACL Employment Services

Actions Day Program continues to focus on personal growth and community inclusion with activities such as volunteering, vocational training, creative expression, and the STEP component which focuses on academic and practical skill development. Actions served 57 people in 2022-2023.

NACL Employment Services supported 36 people in 2022-2023, with 79% of those served being employed. Many of those people were able to return to their jobs after long absences during the height of the pandemic.

The 2022-2023 Actions and Employment Services surveys were conducted via Google. Where needed, staff supported participants to respond. Family/caregivers or employers had easy access to the surveys online, and we received an excellent number of surveys returned, so most people got a chance to provide feedback. The following are a sample of responses from those surveys:

**SURVEY
RESULTS ARE IN!**



- ✓ ***91%** of people served at Actions responded they were satisfied with the program. **94%** agreed that they enjoy being at the program, with no-one disagreeing with this. **94%** agreed that “my program activities meet my needs.”*
- ✓ *This year **94%** of family/caregivers of Actions participants responded they were satisfied that the program is meeting the needs of the person served, which is down from 100% last year, but with no-one disagreeing.*
- ✓ *Everyone served by Employment Services was satisfied this year, with **100%** responding that they were satisfied with the program, **100%** agreeing they are well supported in their job search, and **100%** agreeing they are well supported once they have a job!*
- ✓ ***100%** of family/caregivers of people served by Employment Services responded they were satisfied the program was meeting the needs of the person served.*
- ✓ ***92%** of employers agreed with “I’m happy with the person working at my business,” and **100%** were satisfied with the work of Employment Services staff.*

NACL Employment Services partners with employers from Nanaimo who run a variety of businesses.



Staffed Homes, Home Share, and Outreach Services

- ✓ **100%** of people served in Staffed Homes and **94%** of people served in Home Share agreed with the survey statement “I’m well cared for in my home.”
- ✓ **89%** of people served in Staffed Homes agreed with the statement “I like living in my home.”
- ✓ **97%** of people served in Home Share are happy where they live.
- ✓ **85%** of people served in Staffed Homes feel supported to plan and do the things they want to do in life. **91%** of people served in Home Share feel supported and respected for their life choices.
- ✓ **100%** of family members indicated they were satisfied that the home is meeting the needs of their family member.
- ✓ **100%** of family members agreed with “I trust the people who support my family member.”
- ✓ **94%** of Home Share Providers agreed that “I am supported by the Home Share Manager in providing service to the person(s) I share my home with.”



...from people served at the **Day Program** and **Employment Services** on what NACL does well:

- ✓ “Staff have done research about participants and know what to do.”
- ✓ “My favourite staff help me.”
- ✓ “I like swimming, bowling, weaving, yoga, and walks in the community.”
- ✓ “I like learning about dinosaurs, fishes, insects, lizards, and other creatures.”
- ✓ “I really like the fact that they stay with you until you feel like you can do the job on your own, but are here for us if we need them to come back to help with some new task or job.”
- ✓ “Staff make me feel awesome.”
- ✓ “They listen to what I like and do not like. Then found a job that was what I like doing.”
- ✓ “I like what Works gives me.”
- ✓ “Favourite job of all time!”



...and from the people served in **Staffed Homes** and **Home Share**:

- ✓ *“My staff have fun with me every day.”*
- ✓ *“Staff help me clean my room and provide awesome meals.”*
- ✓ *“My choices are always heard.”*
- ✓ *“I have a bath and shower every day. I eat my yogurt and cheese and hummus and strawberries. Then I have a piece of cake.”*
- ✓ *“Most days are good; I do like the people I live with.”*



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

Everyone chooses their own personal goals, and the PCP Goals are grouped by Quality of Life Domains to help us understand what area of a person’s life their goals focus on. Goal Progress is reviewed and determined to be either no progress, minimal progress, satisfactory progress, or excellent progress.

Below we show the percentage of everyone’s goals that are in each domain (sorted by most goals in that category to least), and how well they did with the percentage of both satisfactory and excellent progress.



Actions Day Program focused on Personal Development, Self Determination and Emotional Well-being goals, with good results in those areas:

<i>Program</i>	<i>Quality of Life Domain</i>	<i>% Goals in Domain</i>	<i>% Goal Progress Rated at Excellent and Satisfactory</i>
<i>Actions Day Program</i>	<i>Personal Development</i>	<i>45%</i>	<i>74%</i>
	<i>Self Determination</i>	<i>20%</i>	<i>76%</i>
	<i>Emotional Well-Being</i>	<i>12%</i>	<i>90%</i>
	<i>Physical Well-Being</i>	<i>8%</i>	<i>71%</i>
	<i>Social Inclusion</i>	<i>8%</i>	<i>86%</i>
	<i>Material Well-Being</i>	<i>6%</i>	<i>80%</i>
	<i>Interpersonal Relations</i>	<i>1%</i>	<i>100%</i>
	<i>Rights</i>	<i>0%</i>	<i>N/A</i>

living my best life



Employment Services indicated very good progress on all goals, with most focused on Material Well-Being and Personal Development as people get jobs and earn a living:

Program	Quality of Life Domain	% Goals in Domain	% Goal Progress Rated at Excellent and Satisfactory
<i>NACL Employment Services</i>	<i>Material Well-Being</i>	43%	76%
	<i>Personal Development</i>	17%	80%
	<i>Social Inclusion</i>	16%	89%
	<i>Self Determination</i>	12%	86%
	<i>Emotional Well-Being</i>	9%	80%
	<i>Interpersonal Relations</i>	2%	100%
	<i>Rights</i>	2%	100%
	<i>Physical Well-Being</i>	0%	N/A

For those living in **NACL Staffed Homes**, progress went well in most areas, with Emotional Well-Being, Physical Well-Being, Interpersonal Relations and Personal Development being the areas they focused on the most:

Program	Quality of Life Domain	% Goals in Domain	% Goal Progress Rated at Excellent and Satisfactory
<i>Staffed Homes</i>	<i>Interpersonal Relations</i>	24%	65%
	<i>Physical Well-Being</i>	20%	62%
	<i>Personal Development</i>	18%	57%
	<i>Emotional Well-Being</i>	16%	90%
	<i>Self Determination</i>	9%	58%
	<i>Social Inclusion</i>	9%	64%
	<i>Material Well-Being</i>	3%	25%
	<i>Rights</i>	1%	0%

Those living in **Home Share** tend to focus on Personal Development, Material Well-Being, and Self Determination, with good progress in all three areas:

Program	Quality of Life Domain	% Goals in Domain	% Goal Progress Rated at Excellent and Satisfactory
<i>Home Share</i>	<i>Personal Development</i>	24%	75%
	<i>Material Well Being</i>	19%	79%
	<i>Self Determination</i>	14%	79%
	<i>Social Inclusion</i>	12%	75%
	<i>Physical Well-Being</i>	10%	60%
	<i>Emotional Well Being</i>	10%	70%
	<i>Interpersonal Relations</i>	7%	43%
	<i>Rights</i>	3%	33%

IT'S ALL ABOUT





This year, **Outreach** services focused on Physical Well-Being and Self Determination. The Self-Determination results were very good, but indicated further development is needed in the Physical Well-Being domain:

Program	Quality of Life Domain	% Goals in Domain	% Goal Progress Rated at Excellent and Satisfactory
Outreach	Self Determination	53%	94%
	Physical Well-Being	23%	43%
	Personal Development	10%	67%
	Social Inclusion	7%	50%
	Material Well-Being	3%	100%
	Interpersonal Relations	3%	100%
	Emotional Well-Being	0%	N/A
	Rights	0%	N/A



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

- ✓ **Home Share** now serves over 139 people, and is one of the most efficient ways to provide housing.
- ✓ The **Actions Day Program** has bounced back from the pandemic, and served 57 people in 2022-2023.
- ✓ While **NACL Employment Services** is now serving 36 people, which is 6 more than last year; the largest group they have served so far.
- ✓ NACL’s **Staffed Homes** served 39 people over 2022-2023, including children and youth who have respite stays at Westwood Lake Home.
- ✓ **Outreach Services** has expanded from the two inaugural sites at Uplands and Prideaux, and now includes services in Parksville, with 27 people served over 2022-2023.

The Association tries to accommodate all those who are referred to our programs and services by Community Living BC (CLBC) and the Ministry of Children and Family Development (MCFD). Once a referral is received, NACL makes every effort to serve the person as soon as possible; however, many circumstances affect the start date for that person such as transportation to the program, transition timing to new homes, personal circumstances, and/or finding a suitable Home Share.

Conclusion



NACL continues to focus on achieving its strategic outcomes, despite the many systemic challenges facing all social service sectors. Regardless of these challenges, NACL continues to objectively demonstrate our commitment to continuous quality improvement as indicated through the above report and our recent CARF survey.

The coming year will bring new challenges that will impact our ability to fulfill our mission, but we are confident in our ability to meet these challenges and excited to face a new year.