

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 second phase of development at Uplands is progressing with the sale of one of the houses after the property was subdivided into three lots. The blue house on the property is now being used as an Actions Day Program satellite site. Planning development funds have been received for the apartment complex and a development consultant is assisting with the project.*
- ✓ *The South Wellington farm that was purchased has now been named Evanmorr Acres, and work has been underway to develop the farm for growing and cultivating food crops. Currently summer work students and volunteers are planting a vegetable garden. The home on the property has been renovated and four individuals will be moving in with supports provided by NACL's Community Support Workers.*
- ✓ *Outreach Services has expanded to include apartments in Parksville and on Seafield Crescent. This was made possible by NACL's partnership with Ballenas Housing.*
- ✓ *There are now two individuals living at the Coombs Home with support services in place. This home also serves as the base for the Parksville Outreach team.*
- ✓ *The Actions Day Program has a new satellite site at Uplands in the blue house where services are provided. This has provided another location and a smaller group setting. The new program is called the Actions Blue House.*
- ✓ *Regular communications continue at NACL on social media. Facebook, Twitter, Instagram, and LinkedIn are the platforms used. There continues to be growth in followers on all social media channels.*
- ✓ *The Association successfully passed the CoR external audit in February 2024; this extends the CoR Certification for another three years.*
- ✓ *The Joint Occupational Health and Safety Committee continues to have a dedicated membership and consistent monthly meetings. Health and Safety Month was held in October 2023 with weekly informational bulletins, social media posts, committee members attending staff meetings, and NACL's participation in the Community Social Services Safety Association's industry outreach sessions in Nanaimo and Victoria.*
- ✓ *NACL participated in Community Living'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.*



- ✓ *The PCP Committee has been meeting regularly over the past year, with initiatives including the development of a PowerPoint presentation that was converted into posters that could be displayed in programs and homes. The committee has also been actively in training and supporting staff in the Person Centered Planning process.*
- ✓ *The Indigenous Relations Team has established a lending library, developed an Inclusion Speaks video for training purposes, and developed their Terms of Reference.*
- ✓ *NACL has achieved success on the housing element and the sustainability aspect of the Strategic Plan.*
- ✓ *Work on the new technology project has been progressing very well with Charvar Networks' support. Students from both the Computing Science Department and the MBA program from Vancouver Island University (VIU) have been employed through co-op work terms and internships to assist with the project.*
- ✓ *NACL continues to provide staffed home services for children and youth, with a second home called Long Lake Home opening in early 2024.*
- ✓ *The Management Team's organizational structure was finalized, and a new organizational chart is now in place. Integrated Services Manager and Director positions are now formalized in the chart.*
- ✓ *The Staff Appreciation event was a great success, with staff and their families in attendance for an afternoon of games, fun, and dinner. And later on, staff enjoyed a live band and danced the night away!*
- ✓ *The agency picnic was also a great success with an excellent turnout and good burgers, hot dogs, and salads for everyone.*
- ✓ *The Inclusion BC Conference was held in Nanaimo this past year and was co-hosted by NACL.*



Priorities for the coming year include:

- ✓ *Ongoing Person Centered Training sessions to educate staff on the process and ensure they understand and are engaged in planning when working in the programs and homes.*
- ✓ *Implementation of a Person Centered Planning information system with effective documentation tools for planning, goal setting, and goal progress tracking.*
- ✓ *Development of Evanmorr Acres to provide a local food hub, employment, and training opportunities. Engaging in partnerships with Community Farming and food co-ops, including further Memorandums of Understanding (MoUs) with Growing Opportunities Farm Community Co-operative.*
- ✓ *Continued work to finalize the proposal for Uplands Phase 2 and begin development of the project.*
- ✓ *The ongoing partnership with Ballenas Housing Society and the development of Outreach Services will continue in 2024-2025.*





- ✓ *Development of long-term care services for people with diversabilities in partnership with Ballenas.*
- ✓ *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.*
- ✓ *Acquiring additional funding for the technology and continued development of the information management system.*
- ✓ *Establishing and implementing a successionship plan for the Occupational Health and Safety Committee, to ensure worker members are available to participate and employer representatives are able to maintain the excellent work of the committee.*
- ✓ *Recruit and train additional internal WorkSafeBC CoR auditors to assist with the internal audits that occur in year two and three of the certification.*

Management Review 2023-2024

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:

- ✓ *100% of members who responded agreed that NACL communications, like the quarterly "What's Happening" Bulletin, keeps them well informed.*
- ✓ *87% of respondents indicated they would be interested in attending NACL community events.*
- ✓ *Members identified social events, information fairs, and workshops as preferred events.*
- ✓ *92% indicated the NACL website provides them with the information they need.*



The responses showed us that:

- ✓ *The rate of return of surveys from members has been increasing over the last few years, with 24 members responding this year. The more who respond, the more representative the opinions are of the entire membership.*
- ✓ *Social media followers have remained steady over the last few years, with 60-64% of respondents indicating they follow us on social media. The 17% of respondents who do not follow social media is the lowest percentage yet. So social media exposure is important but regardless, NACL still needs to ensure members are reached through a variety of means.*
- ✓ *Over half of the members who responded said they regularly attend the AGM and 17% as much as possible, so this is an excellent result and shows the commitment of members to this important meeting.*

how are we doing?



Staff surveys showed most staff have high job satisfaction, feel valued, and see NACL as an inclusive and diverse workplace:



- ✓ *85% of those who responded rated their job satisfaction as 7 or higher on a scale of 1 to 10; this is typical for the last several years, and indicative of a high level of job satisfaction at NACL.*
- ✓ *83% of respondents agreed they feel valued as an NACL employee, and 91% are proud to work at NACL.*
- ✓ *With increased focus on health and safety in the past few years, 82% of respondents agreed they work in a safe environment.*
- ✓ *95% of respondents agreed that NACL is an inclusive and diverse workplace.*

SURVEY ITEM	RESULT
I know how to connect person-centered plans to meaningful goals.	81% of respondents agreed.
I seek genuine friendships and connections for people served.	86% of respondents agreed.
I am proud to work at NACL.	91% of respondents agreed.
Job Satisfaction Rating	85% between 7 and 10 on a scale of 1-10.

Person Centered Planning

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

Staffed Homes:	
✓ <i>I am supported to plan and do the things I want to do in my life (My PCP Goals).</i>	<i>88% Agree</i>
Home Share:	
✓ <i>I feel heard and respected for my life choices (my PCP Goals).</i>	<i>89% Agree</i>
Outreach:	
✓ <i>I feel heard and respected for my life choices (my PCP Goals).</i>	<i>86% Agree</i>
Actions Day Program:	
✓ <i>Staff help me plan my program activities.</i>	<i>100% Agree</i>
NACL Employment Services:	
✓ <i>I was well supported in choosing my employment goals.</i>	<i>97% Agree</i>





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.
NACL communicates necessary information to me in a timely and effective manner.	100% of the stakeholders agreed.
Does our website provide adequate information?	100% of the stakeholders agreed.

Program Review 2023-2024

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 are 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 64 people in 2023-2024.

NACL Employment Services supported 36 people in 2023-2024 and had 24 employer partners. 17 individuals in the program have secure employment, while the others are in various stages of the job discovery process on the way to employment.

The 2023-2024 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:



- ✓ ***96%** of people served at Actions responded they were satisfied with the program. **96%** agreed that they enjoy being at the program, with no-one disagreeing with this. **96%** agreed that "my program activities meet my needs."*
- ✓ *This year **91%** of family/caregivers of Actions participants responded they were satisfied that the program is meeting the needs of the person served, while 9% disagreed with this statement. NACL continues to work with those families to ensure any concerns are addressed.*
- ✓ *Everyone served by Employment Services was satisfied this year, with **100%** responding that they were satisfied with the program, while **96%** agreeing they are well supported in their job search, and **100%** agreeing they are well supported once they have a job!*



- ✓ **93%** of family/caregivers of people served by Employment Services responded they were satisfied with the program and that it was meeting the needs of the person served.
- ✓ **100%** 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

NACL served 40 adults and children/youth in ten **Staffed Homes** in 2023-2024. 134 people were served in **Home Share** and 46 people served in **Outreach**. A total of **220 people** were served in home-based services in 2023-2024. The following survey results show varying levels of satisfaction; however, all the targets for satisfaction were reached, so most people are happy with the services. Some people indicated dissatisfaction through the surveys, and NACL ensures that any concerns are addressed.

- ✓ **88%** of people served in Staffed Homes and **86%** of people served in Home Share agreed with the survey statement “I’m well cared for in my home.” While no-one disagreed with this in Staffed Homes, 11% disagreed in Home Share, indicating some people aren’t happy with their living arrangement.
- ✓ **76%** of people served in Outreach agreed that they are well supported in their home, while 5% disagreed with this statement.
- ✓ **94%** of people served in Staffed Homes agreed with the statement “I like living in my home.”
- ✓ **86%** of people served in Home Share are happy where they live, with the same 11% disagreeing with this statement.
- ✓ **81%** of those supported by Outreach Services like the space they live in.
- ✓ **94%** of those in Staffed Homes and **82%** of those in Home Share agreed that they get along with the people they live with.
- ✓ **88%** of people served in Staffed Homes feel supported to plan and do the things they want to do in life. **89%** of people served in Home Share and **86%** of people in Outreach feel supported and respected for their life choices.
- ✓ **83%** of family members indicated they were satisfied that the home is meeting the needs of their family member, and the same **83%** agreed with “I trust the people who support my family member.”
- ✓ **100%** of family members agreed that their family is safe and secure in their environment.
- ✓ **88%** of family members agreed that their family member is well supported with their hobbies and interests.





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

- ✓ *"I can be with all my friends, and I like going to the church every Wednesday."*
- ✓ *"I like the karaoke; I like the music."*
- ✓ *"I get to take a computer course with staff."*
- ✓ *"I like weaving – it helps me be with people I like and make things like blankets and colourful things."*
- ✓ *"Staff help me make my choices and I can change it if I'm not happy."*
- ✓ *"I feel confident in my job search because I have a wonderful person who helps me."*
- ✓ *"I like being helped getting my driver's license; then I can work anywhere."*
- ✓ *"Staff are friendly to me and help me with my job."*
- ✓ *"I can choose what I want."*

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

- ✓ *"I have what I need and want in my life."*
- ✓ *"I like doing things with my friends."*
- ✓ *"They value my wants and needs and also try to find answers for what I can't say."*
- ✓ *"I'm happy and I'm treated with respect."*
- ✓ *"I love where I am when I'm enjoying it and do not wanna move."*
- ✓ *"He taught me a lot of life skills and I got freedom do whatever I like."*
- ✓ *"It is a very beautiful place to be yes, it is very beautiful. I am really enjoy."*
- ✓ *"I like the check-ins and support to help clean if needed."*
- ✓ *"I normally don't need help taking care of my home anymore, but I feel like I can get help if I need it."*
- ✓ *"I really love where I live, I don't want to ever move."*
- ✓ *"The neighbours are friendly and often talk to me."*
- ✓ *"If I have difficulties, I feel like I can get help if I need it."*
- ✓ *"Living with other people is really bad for my mental health, I'm so relieved I can live independently."*





Person Centered PLANNING GOALS

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>Service</i>	<i>Quality of Life Domain</i>	<i>% Goals in Domain</i>	<i>% Goal Progress Rated at Excellent and Satisfactory</i>	<i>% Goals Achieved</i>	<i>Met Target? (70% Rated Excellent and Satisfactory)</i>
<i>Actions Day Program</i>	<i>Personal Development</i>	33%	72%	39%	Yes
	<i>Self Determination</i>	30%	75%	38%	Yes
	<i>Emotional Well Being</i>	14%	87%	40%	Yes
	<i>Social Inclusion</i>	9%	80%	50%	Yes
	<i>Physical Well-Being</i>	6%	57%	43%	No
	<i>Material Well Being</i>	4%	100%	75%	Yes
	<i>Interpersonal Relations</i>	3%	100%	67%	Yes
	<i>Rights</i>	1%	100%	0%	N/A

living my best life



Employment Services had mixed results on the goals, with most focusing on Material Well-Being and Personal Development as people get jobs and earn a living:

<i>Service</i>	<i>Quality of Life Domain</i>	<i>% Goals in Domain</i>	<i>% Goal Progress Rated at Excellent and Satisfactory</i>	<i>% Goals Achieved</i>	<i>Met Target? (70% Rated Excellent and Satisfactory)</i>
<i>Employment Services</i>	<i>Material Well Being</i>	37%	67%	41%	No
	<i>Personal Development</i>	25%	50%	39%	No
	<i>Self Determination</i>	15%	73%	45%	Yes
	<i>Social Inclusion</i>	11%	100%	50%	Yes
	<i>Emotional Well Being</i>	8%	83%	67%	Yes
	<i>Interpersonal Relations</i>	3%	50%	50%	No
	<i>Physical Well-Being</i>	1%	100%	100%	Yes
	<i>Rights</i>	0%	N/A	N/A	N/A

For people living in **NACL Staffed Homes**, progress was good but just missed targets in most areas, with Interpersonal Relations, Emotional Well-Being, Physical Well-Being, and Personal Development being the areas they focused on the most:

<i>Service</i>	<i>Quality of Life Domain</i>	<i>% Goals in Domain</i>	<i>% Goal Progress Rated at Excellent and Satisfactory</i>	<i>% Goals Achieved</i>	<i>Met Target? (70% Rated Excellent and Satisfactory)</i>
<i>Staffed Homes</i>	<i>Interpersonal Relations</i>	21%	76%	8%	Yes
	<i>Emotional Well Being</i>	19%	64%	27%	No
	<i>Physical Well-Being</i>	19%	64%	14%	No
	<i>Personal Development</i>	15%	39%	6%	No
	<i>Social Inclusion</i>	14%	56%	25%	No
	<i>Self Determination</i>	9%	64%	27%	No
	<i>Material Well Being</i>	2%	50%	0%	No
	<i>Rights</i>	2%	100%	50%	Yes



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

<i>Service</i>	<i>Quality of Life Domain</i>	<i>% Goals in Domain</i>	<i>% Goal Progress Rated at Excellent and Satisfactory</i>	<i>% Goals Achieved</i>	<i>Met Target? (70% Rated Excellent and Satisfactory)</i>
<i>Staffed Homes</i>	<i>Personal Development</i>	18%	88%	58%	Yes
	<i>Self Determination</i>	18%	79%	58%	Yes
	<i>Material Well Being</i>	16%	90%	67%	Yes
	<i>Social Inclusion</i>	14%	95%	74%	Yes
	<i>Physical Well-Being</i>	13%	76%	35%	Yes
	<i>Emotional Well Being</i>	10%	85%	38%	Yes
	<i>Interpersonal Relations</i>	8%	64%	35%	No
	<i>Rights</i>	2%	0%	0%	No

People supported by **Outreach** tend to focus on Self Determination and Physical Well-Being, with excellent progress in Self Determination but more of a challenge with Physical Well-Being goals:

<i>Service</i>	<i>Quality of Life Domain</i>	<i>% Goals in Domain</i>	<i>% Goal Progress Rated at Excellent and Satisfactory</i>	<i>% Goals Achieved</i>	<i>Met Target? (70% Rated Excellent and Satisfactory)</i>
	<i>Self Determination</i>	41%	100%	30%	Yes
	<i>Physical Well-Being</i>	31%	50%	40%	No
	<i>Personal Development</i>	13%	100%	50%	Yes
	<i>Social Inclusion</i>	9%	67%	67%	No
	<i>Material Well Being</i>	3%	100%	N/A	Yes
	<i>Rights</i>	3%	100%	0%	Yes
	<i>Emotional Well Being</i>	0%	N/A	N/A	N/A
	<i>Interpersonal Relations</i>	0%	N/A	N/A	N/A

IT'S ALL ABOUT *Quality of Life*



Efficiency

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** served 134 people and is one of the most efficient ways to provide homes for people.
- ✓ The **Actions Day Program** served 64 people at two different locations in 2023-2024. This is the highest number since the pandemic.
- ✓ **NACL Employment Services** served 36 people in 2023-2024, which is the largest group they have served since the program began.
- ✓ NACL's **Staffed Homes** served 40 people over 2023-2024, including children and youth who live or stay at Westwood Lake Home and Long Lake Home.
- ✓ **Outreach Services** has expanded from the two inaugural sites at Uplands and Prideaux, and now includes services at Seafield and Parksville, with 46 people served over 2023-2024.

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



The key to NACL's success has always been about incremental improvement. As identified through this performance analysis document, our Quality Improvement Process serves to identify not only areas of weakness, but also the action plans required to improve in those areas. This ensures that we never lose sight of ultimate goals as we are constantly reviewing our progress.