

Performance Review 2015/2016

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:

- *Revamping Administration structure for efficiency*
- *Further expansion of Home Share*
- *Expansion of NACLWorks! through the addition of a half FTE*
- *Rezoning achieved on the Uplands Project*
- *Board policy review process completed*
- *Completion of Strategic Plan 2015 with a new Mission and Vision Statement*
- *Implementation of Casual Training Module*
- *Improved employee time management and payroll systems*
- *Continued implementation and customization of ShareVision*
- *Continued refinement of goal setting, measurement, and review process*
- *Established service contracts with MCFD - first contract signed for April 1, 2016*



Priorities for the coming year include:



- *30th anniversary – NACL hosted a full-day anniversary event*
- *Casual Training Modules will help maintain quality staff*
- *Key Human Resource initiatives will be addressed*
- *Taking ownership of Coco Café as part of a social enterprise*
- *Uplands Project: Letter of Intent has been sent to BC Housing; intake criteria for persons served to be established*
- *Carriage house at Jingle Pot*
- *Potentially purchase Serenity Lodge, a senior's center*
- *Purchase of a replacement home for Hammond Bay*
- *Establishing a second contract with MCFD*
- *Continued expansion of Home Share*
- *Partnership with the Nanaimo Child Development Centre (CDC) – a joint effort to develop a service map*
- *The Association being a key sponsor for the MBA Games at VIU*

Management Review 2015-2016

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:

- ❖ *Such a hugely needed service in our community! Not only to its clients but to employers and the community at large.*
- ❖ *Extremely pleased with this organization. It is current, forward thinking and does an amazing job at serving those with disabilities and their families!*
- ❖ *NACL provides important services and care to the most vulnerable members of our society. NACL dreams big and imagines wonderful lives for the individuals in care. Funding should be increased so that NACL can continue to expand the work they do.*



Our staff surveys showed the staff like what we do:

- ❖ *Wonderful Management team. In most programs, the full-time, part-time and casual staff should be given an opportunity to evaluate job performance of Senior Residential Workers (SRW's) as they are the eyes and ears of the program managers. This I suggest in the long run will positively impact on Person Centered Planning. Thank you!*
- ❖ *Happy! Happy! Love my job. I feel our hard work is recognized and appreciated regularly.*
- ❖ *NACL has created an inclusive family who I'm proud to be a part of.*



Survey Item	Result
NACL promotes community inclusion by recognizing and valuing the talents, abilities, and potential of persons served.	87% of staff either agree or strongly agree the Association is accomplishing its vision.
NACL respects the confidentiality of persons served and their families/caregivers.	87% of staff either agree or strongly agree.
NACL follows the Association Mission Statement.	88% of staff either agree or strongly agree



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

More training for new staff as it's is a safety concern for everyone when someone is under trained.

Survey Item	Result
Management understands the challenges I face in my job.	58% of staff either agree or strongly agree.
The Performance Evaluation provided me with a clear plan for development and growth	59% of staff either agree or strongly agree.
I'm satisfied with the recognition I receive for doing a good job?	52% of staff either agree or strongly agree

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	100% of the stakeholders either agreed or strongly agreed
NACL is known for its integrity and professional practices	100% of the stakeholders either agreed or strongly agreed
NACL respects the confidentiality of the persons served and their families/care providers	100% of the stakeholders either agreed or strongly agreed
NACL services are responsive to the needs of the persons served	100% of the stakeholders either agreed or strongly agreed

Program Review 2014-2015

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 responses:

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



- ✓ 94% of the people served gave "Thumbs Up" to "Actions programs are meeting my needs"
- ✓ 100% of people served gave "Thumbs Up" to "I am satisfied with what I'm learning at Life Long Learning"
- ✓ 100% of people served gave "Thumbs Up" to "I am satisfied with NACL Works"
- ✓ 94% of families and caregivers were satisfied with the services their family member receives



In the group homes and home share:

- ✓ 100% of persons served in Group Homes and 96% in Home Share gave "Thumbs Up" to "I am satisfied that my home is meeting all my needs"
- ✓ 67% of the Families and Caregivers were satisfied with the communication they received from their family members group home.
- ✓ 100% 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:



- *"Even though I am satisfied with my Home share, I feel that I eventually want to not be part of NACL anymore. I want to find my own place to rent this year. If NACL might help me with that then I would be grateful and happy."*
- *"Thank-you for supporting me."*
- *"I like that I'm supported to go out for lunch with my brother."*
- *"I like to go to NACL to see my friend there on Friday."*

From Families:

- *“Best program offered to date.”*
- *“Happy as always with the excellent care provided by a hardworking and dedicated bunch of people. Thanks!”*
- *“I feel that my family member is well cared for and happy in his home.”*
- *“My family member has been in the Home Share program for just over a month and is incredibly happy. We are all grateful for this program and how it benefits our entire family.”*



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:

- ✓ Over a third of the goals were about Personal Development, and the average progress was great at 81%!
- ✓ A quarter of the goals were social, and the average progress was 100%!
- ✓ Other goals helped with interpersonal relations and some helped with emotional well-being, both had average progress of 100%!



With the Group Homes and Home Share:

- ✓ Over half of the goals focused on social inclusion, and the average progress was 93%!
- ✓ Almost a fifth of the goals were about interpersonal relations, and the average progress was 80%!
- ✓ Goals that focused on physical well-being had an average progress of 78%!



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.

- ✓ Our Home Share Department continues to grow and we are now serving 99 individuals, including two youths through MCFD!
- ✓ The day programs and Employment Services are near capacity, and are currently serving a total of 55 individuals!
- ✓ Our group homes are at 100% capacity.



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

- ✓ 95% of referrals in the Home Share program have been placed.
- ✓ 100% of individuals referred to the day programs have been accommodated.



Conclusion



Based on these Performance Reviews each year, NACL looks at ways to improve, and these are noted in our Quality Improvement Plan. For 2016/2017 a key item includes improving how we document and track Essential Lifestyle Planning that helps people we support identify what they want to achieve in the programs or at home.

Generally, NACL is very excited about the future as we have several new projects on the go: the Uplands Housing project, the potential purchase of the senior’s center Serenity (Hecate) Lodge, 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.