

PATHWAYS ABILITIES SOCIETY

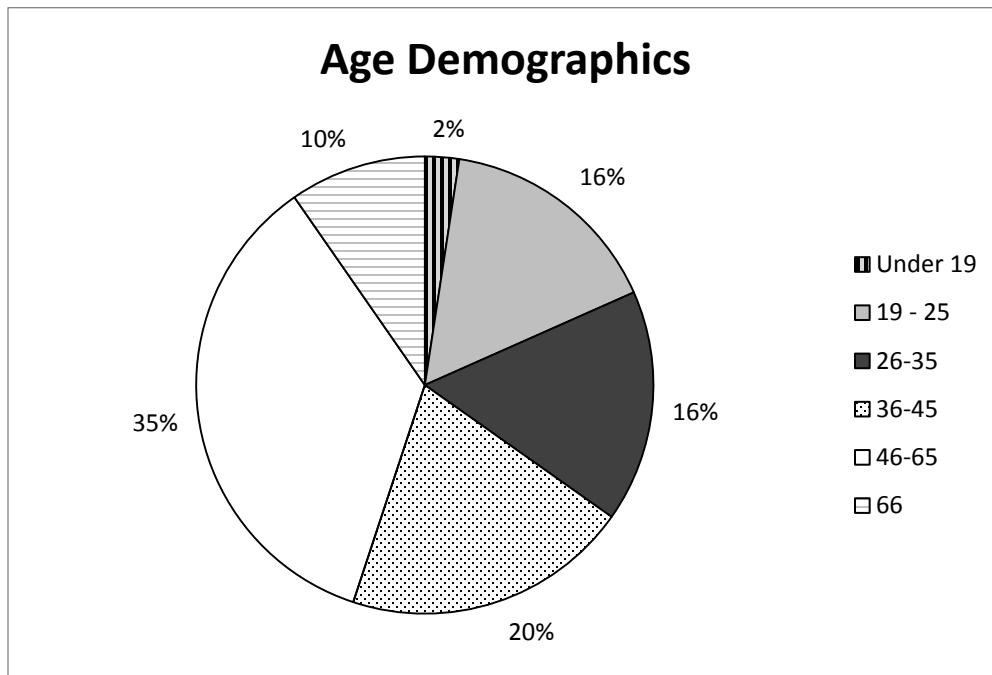
Quality Assurance Review and Analysis

April 1, 2018 – March 31, 2019

Demographics

Pathways Abilities Society served 207 people this year (not including nineteen people supported through the BC Housing rent subsidy program). The gender of the individuals served was 108 men and 99 women.

	Under 19	19 - 25	26-35	36-45	46-65	66	Totals
Men	3	22	17	24	36	6	108
Women	2	11	17	18	37	14	99
Totals	5	33	34	42	73	20	207
Percentage of Total Individuals	2%	16%	16%	20%	35%	10%	



Analysis and Review

The average age of individuals served decreased by one year compared to the previous year and was 43 years. Fifty-two percent of the population was male and forty-eight percent were female.

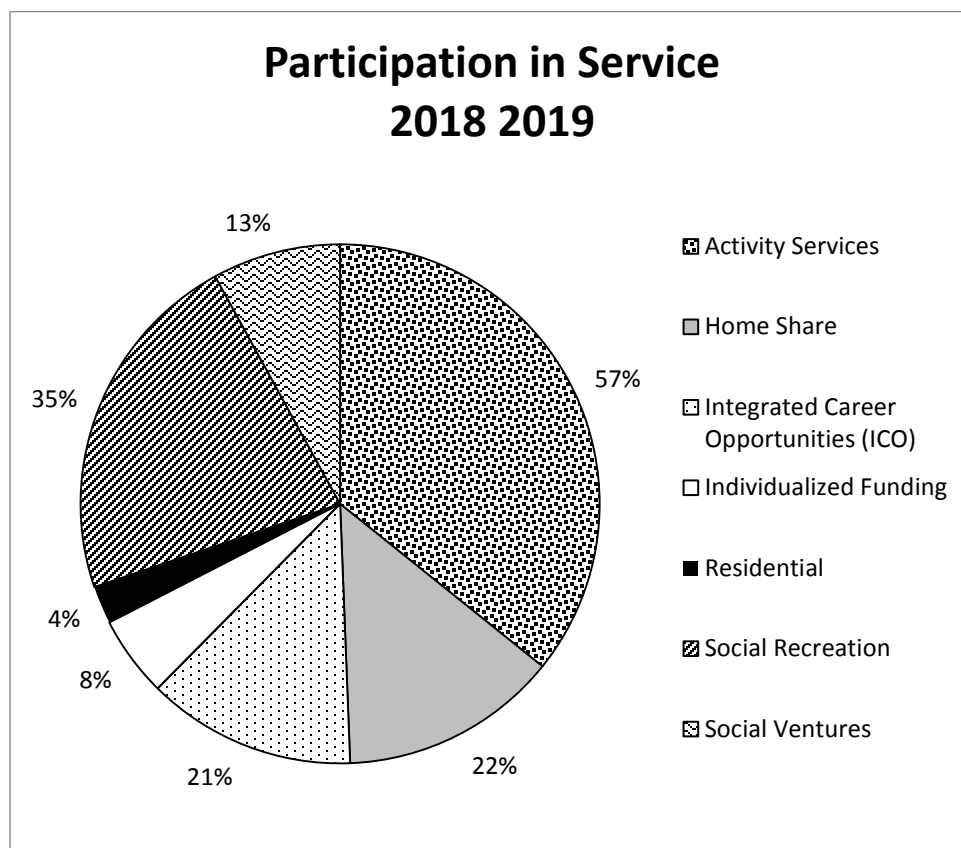
Age	2019/19	2017/18	Percentage of Change from previous year	Difference in number of individuals
Under 19	2%	1%	+1%	+3
19-25	16%	17%	-1%	-4
26-35	16%	19%	-3%	-6
36-45	20%	18%	+2%	+4
46-65	35%	34%	+1%	+1
66+	10%	11%	+1%	-4

We had six less people in our service this year compared to last year and the majority came from the 46-65 age group.

Participation in Services

Service Site	Individuals Participating	As a percentage of agency participation	Percentage of Change from previous year	Difference in number of individuals
Activity Services	118	57%	+3%	-3
Home Share	46	22%	+1%	+1
Integrated Career Opportunities (ICO)	44	21%	-6%	-13
Individualized Funding	17	8%	+1%	+3
Residential	8	4%	No Change	No Change
Social Recreation	75	35%	+4%	+10
Social Ventures	27	13%	-2%	-5

Please note that the numbers of individuals who participated in the services areas will not match the total number of individuals served by the agency. Many individuals are involved in multiple service areas throughout the year.



Analysis and Review

Activity Service remains our largest area of service with home share being second. The Residential Service area saw no growth again this year and we lost 13 individuals in Integrated Career Opportunities due to various reasons. See the Exit Analysis for explanation. The Social Recreation Service gained the most individuals overall with 10 people joining this service. Social Ventures Service area exited five individuals and Individualized Funding had three individuals enter our service.

Exits from Service

In the 2018-2019 fiscal year, we had 31 exits for the following reasons:

- Change in health: 2
- Irregular Attendance: 3
- Other: 3
- Not a good fit: 8
- Achieved goals: 7
- Deceased: 2
- Moved: 5
- Services from Other Provider: 1

Analysis and Review

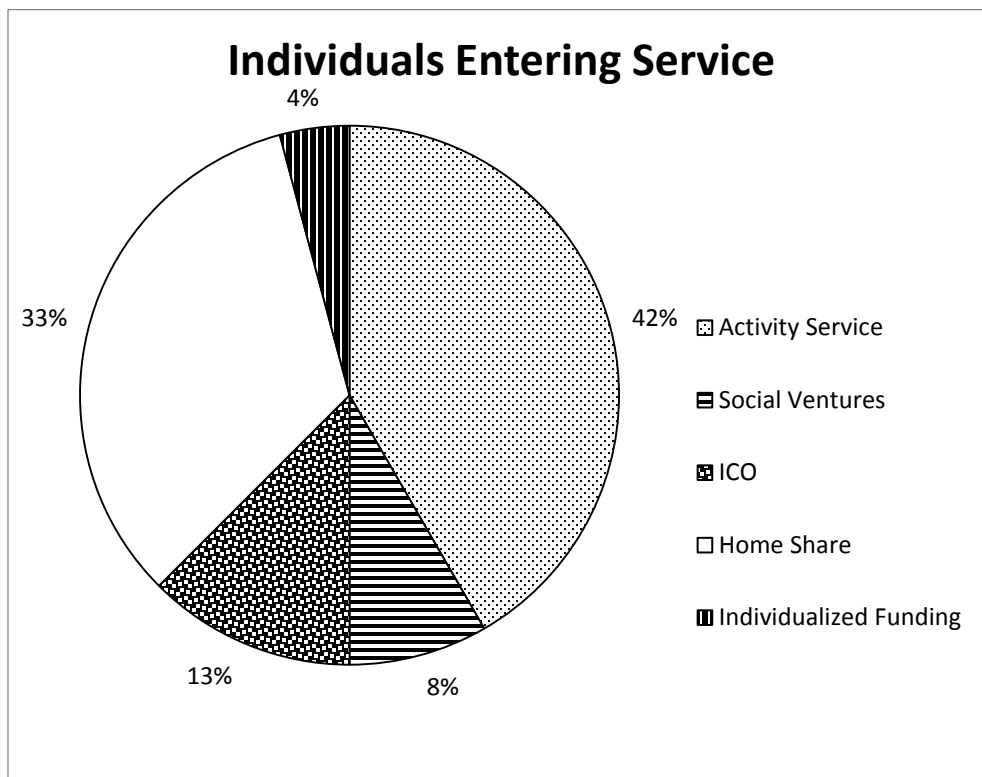
There were seven less exits this year than last year. **Moves** were the highest reason for exit and we had five more this year than last. **Change in health** and **deaths** unfortunately made up 13% of the exits with two individuals falling seriously ill and two others passing away. Happily, seven people left service because Pathways helped them to meet and **achieve their goals**. Three individuals left due to **irregular attendance**. In all three cases communication proved the problem and after several failed attempts to contact these individuals, their services were discontinued. Eight individuals decided that Pathways' services were **not a good fit**. Two individuals in Integrated Career Opportunities left Pathways to work for their relatives. One individual in Integrated Career Opportunities decided he did not want employment once the discovery process started. A fourth individual in Integrated Career Opportunities needed more support in employment than Pathways could provide. In Activity Service, a family member choose to remove an individual from our service because she did not like the activities provided the day of the week the individual was in service. Another individual who had attended service for five years decided to exit Pathways. The family was not sure why because he had stated in the past that he liked attending. Lastly, an individual in home share moved to a different home share that was with another agency. **Other** reasons that individuals left Pathways Services included two individuals who could not find a suitable home share within our agency due to their challenging behavior and another individual left to start school.

Exits per Service Area

Service Area	Exits
Activity Service	11
ICO	12
Social Ventures	1
ICO and Social Ventures	1
Home Share	4
Activity Service and Social Recreation	2

People Entering Services

Service Area	Entrance
Activity Service	10
Individualized Funding	1
Home Share	8
Integrated Career Opportunities	3
Social Ventures	2



Internal Requests for Service

Individuals attending CLBC funded services with Pathways must request a referral through CLBC to increase hours or enter other Pathways services.

Service Area	Total
Activity Service	21
Home Share	4
Integrated Career Opportunities	1
Total	26

Analysis and Review

Individuals Referred

Service Area	2018/19	2017/18	Difference
Activity Service	10	8	+2
ICO	3	20	-17
Home Share	8	9	-1
Individualized Funding	1	0	+1
Residential	0	0	No change
Social Ventures	2	0	+2
ICO/Home Share	0	1	-1

Staffing structure limits the number of referrals that Activity Services can accept. Activity services tracks vacancies and notifies Community Living BC when a space is available. Ten individuals entered Activity Services this year and eleven exited. Pathways only accepts home share referrals if a suitable home share provider can be found who is able to offer the amount of support the individual requires. Residential programs can only take referrals if space, staffing and funding is available therefore no growth or decline occurred.

Satisfaction Surveys

Service Recipient Satisfaction Survey 2018/19				
Distribution of 189 surveys to individuals occurred this year. The reason the number of sent surveys equals 303 is because many individuals attend multiple service areas. The following is a breakdown by area of people who responded to the survey and indicates satisfaction levels through their answers to questions asked. The surveys were not broken down by service area as it has been in previous years. We gave the same survey to individuals in Activity Service, Individualized Funding, Integrated Career Opportunities, Residential, Social Recreation and Social Ventures. People living in a home share supported by our agency received a separate survey. Some individuals did not answer all the questions in the survey.				
Service Area	Sent	Received	Return Rate	Satisfaction
Activity Service	108	47	44%	100%
Home Share	47	27	57%	96%
Individualized Funding	10	4	40%	100%
Integrated Career Opportunities	44	6	14%	100%
Residential	5	5	100%	100%
Social Recreation	63	13	21%	100%
Social Ventures	26	5	19%	100%
Totals			48%	98%

Service Recipient Satisfaction Survey 2018/19	Average
Are you happy with the support you receive from Pathways?	98%
Are you happy living in your home share? (Home Share only)	92%
Are you able to achieve your goals and advance to the level of independence you want?	97%
Are you encouraged and supported to make your own choices in your home? (Home Share only)	92%
Are you treated with respect and dignity? (Home Share only)	88%
Is your home a secure, safe environment? If not what can make the environment safer? (Home Share only)	96%
Do you get to do what you want to in your home? (Home Share only)	88%
Do you get enough support to do what you want in your community? (Home Share only)	100%
Are your cultural and diversity needs met in your home? (Home Share only)	96%
Are you kept informed of service options and receive regular communications from Pathways? (Home Share only)	100%
Are you learning new skills?	87%
If your home, job is supported by Pathways, do you feel safe and/or during Pathways services? If no which one and why?	98%
Do you feel the activities you do or at your job Pathways supports you with is important?	97%
Do the people at Pathways or your job treat you nicely?	100%

Do you have a favorite activity you like to do in activity service, Social Recreation or Individualized Funding? What is it?	77%
Do you get out to community events that interest you? If no please explain.	86%
Do you have someone you can ask for help at Pathways?	97%
If you live in a home supported by Pathways, do you like where you live?	100%
Are you encouraged to make your own choices?	98%
Is there any accessibility barriers at Pathways, facilities, in your home or job that Pathways supports you at? If so what are the barriers?	47%
If you do not like something do you have someone you can tell?	100%
Do you get to choose what you want to do daily?	98%
Do Pathways employees tell you about your rights and responsibilities?	98%

Analysis and Review

Individuals completed the surveys independently, with the help of their caregiver/family, or with the help of a volunteer.

We received 27 responses to our home share survey. If we remove one respondent's answers, the satisfaction for home share is 100%. It is obvious from analyzing the responses that two individuals were not happy in the home they were living in. These individuals contacted us and have since moved into different homes.

We had 64 responses to the combined service areas survey. The comments for the accessibility question indicate that at our Franklyn location stairs were a barrier as well as the elevator due mechanical issues. One of the individuals who resides at one of our residencies indicated they had trouble accessing their backyard. The comments regarding the question concerning the opportunity to get out to community events indicate that transportation was a barrier for some individuals.

Family Satisfaction Survey 2018/19				
Distribution of 107 surveys to family members of individuals we support occurred this year. The reason the number of sent surveys equals 136 is because many individuals attend multiple service areas. This year we combined the service areas into one survey with the exception of home share. The following is a breakdown by service area of the family members who responded to the survey depending on what service area(s) they checked off and indicates their satisfaction levels with the service Pathways provides. Most of the questions on the surveys used a five star rating, five being the highest level of satisfaction.				
Service Area	Sent	Received	Return Rate	Satisfaction
Activity Service	45	14	31%	83%
Home Share	18	5	28%	90%
Individualized Funding	7	3	43%	90%
Integrated Career Opportunities	21	5	24%	80%
Residential	6	1	17%	80%
Social Recreation	30	3	10%	90%
Social Ventures	9	2	22%	100%
Totals			25%	88%

Family Satisfaction Survey 2018/19	Average
How satisfied are you with the quality of services provided?	90%
Do you think your family is happy in their home?	76%
Your family member achieves their individual goals and advances to the level of independence they are seeking.	62%
Your family member is encouraged and supported in making his/her own choices at Pathways?	85%
Our services are offered with respect and dignity.	94%
Do our services offer a secure, safe environment?	100%
Our services offer competent, knowledgeable staff/home share managers.	90%
Our services offer flexibility and adapt to individual needs.	86%
Do you feel your family member has opportunities to form relationships and friendships?	98%
Are your family member's cultural and diversity needs met at Pathways?	100%
You are kept informed of service options and receive regular communications from Pathways.	72%
Are there any accessibility barriers at Pathways? If yes identify. Yes responses.	15%
Our services offer activities that are positive, meaningful and productive.	83%
Do you feel your family member receives enough support and assistance from Pathways to be successful at their job?	100%
Your family member is treated as a valued employee.	100%
Your family member is happy at their job at Pathways.	100%
Do you feel the activities in the Social Recreation Calendar are affordable?	100%

Does the Social Recreation calendar and registration work for you? If not explain how it could be better.	83%
Are there any new activities you would like to do through Social Recreation?	22%
Is transportation a barrier for your family member to participate in Social Rec activities?	25%

Analysis and Review

The question, “Your family member achieves their individual goals and advances to the level of independence they are seeking” had a score of 62%. The comments in this survey indicated that some family members did not think their family member supported by Pathways were capable of achieving any independence or achieving any goals regardless of the services we provided them. Some respondents stated the person’s diagnosis or their family member “was not capable of this”. There were no negative comments specific to Pathways’ services.

The average for the question, “Your family member is happy in their home” also had a low score of 76%. One of the very low responses in the home share survey had come from a family member who rated Pathways’ services very high but her family member had recently decided that he no longer wanted to live in that home share. In the combined survey, two respondents gave a low score to this question and one left a comment stating that their family member lives with the family. This indicates that the respondent did not understand the question and they should have chosen “Not Applicable” for the question. Removing their response and recalculating the data renders a score of 86%. In both surveys, two other respondents that chose a low score for this question but they did not leave a comment.

The question, “Your family member is encouraged and supported in making his/her own choices at Pathways” had three responses of 4-stars and one response with 5-stars. The comments left for this question were all positive.

One “Yes” response for the “accessibility barriers” question came from a respondent whose family member has since exited Pathways’ service. Even though this individual was happy with Pathways, her family member was extremely dissatisfied which was prevalent throughout all her answers on the survey. Another “Yes” response came from a family member who then stated in her comments that we had already addressed the issue.

Another lower score came for the question, “Our services offer activities that are positive, meaningful and productive”. One of our annual outcomes this year is to continue to increase our participation in activities and volunteerism out in the community. As we strive to increase our community involvement we believe our activities will also have even more meaning and value to the individuals we serve.

Other Stakeholder Satisfaction 2018/19

We combined the Community and Volunteer, Social Ventures Contractors, Community Employers, Community Living BC and Home Share Contractors into one survey. Instead of giving a different survey to each service area's caregiver, we combined them into one survey. We then sent a separate survey to the people who volunteer for Pathways. In total 196 surveys were sent. The following is a breakdown by area of stakeholders who responded to the survey and indicates satisfaction levels.

	Sent	Received	Response Rate	Satisfaction
Volunteers	30	8	27%	89%
Community Volunteer Sites	29	8	28%	93%
Community Employers	24	7	29%	90%
Community Living BC	10	1	10%	80%
Caregivers	66	13	20%	82%
Pathways Home Share Contractors	37	11	30%	95%
Totals	196	48	24%	91%

Review and Analysis

The overall satisfaction when you calculate it from the three surveys (Volunteers, Community Volunteer Sites/Community Employers/Community Living BC/Pathways' Home Share Contractors and Caregivers) is 91%. If you calculate the overall satisfaction breaking down the satisfaction for Community Volunteer Sites, Community Employers, Community Living BC and Pathways' Home Share Contractors the satisfaction drops to 88%. This is due to the extra weighting placed on the one Community Living BC response of 80% satisfaction.

Outcome Measures Results

Annually, Pathways develops outcomes objectives as targets to help Pathways achieve our mission statement and strategic goals. Pathways monitors these objectives regularly throughout the year with each service area to ensure that we are working effectively towards these goals. The Commission on Accreditation of Rehabilitation Facilities dictates that we must list an outcome for each service area that works towards a goal for Effectiveness, Efficiency, Service Access and Satisfaction.

RESIDENTIAL SERVICES			
Outcome Objective	Measure	Goal	Result
<i>Effectiveness</i> Self-determination will be encouraged and supported.	Number of times an employee supports an individual to visit with call a family member per month for 7 out of 8 individuals.	2 times per month.	Achieved for 5 out of 8 individuals.
<i>Efficiency</i> Promote an environment of safety for individuals and employees residing in the homes.	# of aggressive incidents in Old Meadows from one individual compared to number of aggressive incidences from previous year before behavioral plan was implemented.	Reduction of 10%	Not Achieved. 112% increase.
<i>Service Access</i> Increase access to exterior of home at Bouvette.	Construction of a patio and ramp to back yard at 2837 and a front door ramp and kitchen ramp at 2835 Bouvette.	Ramp and patio is constructed.	Not achieved.
<i>Satisfaction</i> Individuals will express that they like where they live.	Percent of individuals will express they are happy where they live.	100%	Achieved. 100%.

Review and Analysis

We achieved our goal of self-determination and satisfaction this year. Unfortunately, we fell sharply behind in our goal to decrease aggressive incidents in our Old Meadows residence. The reasons behind this are the new behavioral plan that implemented with one resident. In general, it is normal to see an increase in challenging behaviors with implementation of a new plan as the individual adjusts to the plan. Other reasons for the increase may be due to being unable to provide consistently the same staff. The behaviorist is still working with this individual and now that we have more consistent staffing we should see a decrease in incidents.

HOME SHARING			
Outcome Objective	Measure	Goal	Result
<i>Efficiency</i> Complete home studies in a timely manner.	Number of days to complete home study and recommendation (beginning after applicant submits all requirements).	21 working days.	Not Achieved. Average of 29 days.
<i>Effectiveness</i> Self-determination will be encouraged and supported.	Percent of individuals in Home Sharing that made choices about things that matter to them.	90%	Not Achieved. 85%
<i>Service Access</i> Home Share Providers will be responded to in an efficient, timely manner.	Percent of Home Share Providers indicating that their needs were responded to in a timely fashion by the agency.	90%	Achieved and surpassed. 96%.
<i>Satisfaction</i> Individuals supported in Home Sharing will experience their home as a shared living environment.	Percent of individuals reporting inclusion in family decision making.	95%	Not Achieved. 92%
<i>Satisfaction</i> Maintain a high level of satisfaction with service provided to individuals living in home share and/or receiving respite services expressed by stakeholders.	Percentage of stakeholders responding to satisfaction surveys who indicate that they are happy with the quality of services provided through Home Sharing and/or respite services.	95%	Achieved and surpassed. 96%.

Review and Analysis

We missed our outcome to complete home studies by eight days. Looking closer at the data, we would have achieved this goal if not for one home study that ran exceptionally long. Removing this home study from the data drops our average to 19 days.

ACTIVITY SERVICE AND INDIVIDUALIZED FUNDING			
Outcome Objective	Measure	Goal	Result
<i>Effectiveness</i> Encourage community inclusion and participation of the individuals we serve.	Percent of individuals who participate in activities offered in the community this year compared to previous year.	Increase participation of community based activities by 10%.	Not achieved. 1% increase.
<i>Efficiency</i> Increase in the opportunities for individuals to participate in community based activities.	Number of community based activities compared to number community based activities in previous year.	Increase in the number of activities offered by 10%.	Not achieved. 1% increase.
<i>Effectiveness</i> Individuals are informed of their rights and responsibilities.	Percentage of individuals that report on satisfaction surveys a right and/or responsibility that is important to them.	90%	Not achieved. 0% stated a right that was important to them.
<i>Efficiency</i> Maximize safety of individuals attending services.	Percentage of preventable falls per year.	Reduction of 20% over the 2017/2018 reporting period.	Not achieved. 9% reduction.
<i>Satisfaction</i> Maintain a high level of satisfaction with service provided to individuals attending Activity Service, and Individualized Funding expressed by their family members.	Percentage of family members responding to satisfaction surveys who indicate that they are happy with the quality of services provided at Activity Services and Individualized Funding.	90%	Not achieved. 88% If one respondents answers are not included the percentage is 93%.

Review and Analysis

Pathways continues to work towards our goal of maximum community inclusion. This year we did not meet our goal of increasing community access in activity services and are continuing with this goal this year. We did not meet the outcome to have an individual name a right or responsibility that is important to them however they did report 100% that staff spoke to them about rights and responsibilities.

INTEGRATED CAREER OPPORTUNITIES (ICO) AND SOCIAL VENTURES			
Outcome Objective	Measure	Goal	Result
<i>Effectiveness</i> Maximize the number of new employer contacts that result in job placements.	Percent of new employer contacts that result in job placements within six months of initial contact.	40%	Not achieved. 30%.
<i>Efficiency</i> Maximize the efficiency of staff resources in maintaining successful employment.	Average number of hours per individual from intake to first job placement.	60 hours.	Achieved. Average of 55 hours.
<i>Service Access</i> Individuals will receive service in a timely manner.	Percent of Individuals in active job search within 3 months of intake.	75%	Achieved. 75%
<i>Efficiency</i> Individuals entering ICO will secure lasting employment.	Percent of individuals that enter ICO that retain employment for a 6 month period	85%	Achieved. 88%
<i>Effectiveness</i> Individuals served will be able to name one right and responsibility that is important to them.	Percentage of individuals that report on satisfaction surveys a right and/or responsibility that is important to them.	90%	Not achieved. 0% stated a right that was important to them.
<i>Satisfaction</i> Maintain a high level of satisfaction with the quality of services provided by ICO and Social Ventures.	Percentage of family members responding to satisfaction surveys who indicate that they are happy with the quality of services provided by ICO and Social Ventures.	95%	Not achieved. 83%

Review and Analysis

As stated previously, we did not meet our goal to have an individual name a right on the satisfaction survey that was important. They did report 100% that staff spoke to them about rights and responsibilities.

AGENCY			
Outcome Objective	Measure	Goal	Result
<i>Efficiency</i> Retain, through employee recognition and support, existing employees.	Percentage of employees that leave Pathways' employment voluntarily excluding retirement or medical reasons compared to the previous year.	0%	Not achieved. 2% increase.
<i>Efficiency</i> Behavioral support plans for individuals who require them are completed in a timely manner.	Time it takes to have a behavioral plan in place for individuals who are identified as requiring one by incident reports, family and/or members and/or Leadership team.	3 months from the first date that a behavioral plan has been requested.	Not achieved. All behavior plans this fiscal period were required to be written by possibilities and the referral process was lengthy.
<i>Business Function</i> Reduce the amount of copy paper used.	Number of copies produced annually on agency photocopiers	20% reduction over previous year.	Not achieved. 15% reduction.
<i>Effectiveness</i> Reduce the number of Pathways preventable incidents.	Number of preventable incidents.	10% reduction over previous year.	Not achieved. 5% decrease.
<i>Efficiency</i> Promote an environment of safety for employees while supporting individuals.	Number of employees that are injured by individuals due to aggressive behavior.	30% reduction in employee injuries due to actions of individuals compared to previous year.	Achieved. 70% reduction.
<i>Efficiency</i> Reporting of incidents is conducted in a timely manner.	Percentage of incidents that are reported within the time defined by the Incident Report Policy and Procedure.	95% of incidents reported promptly.	Not Achieved. 94% of incidents reported promptly.

Review and Analysis

We came very close to meeting our goal of ensuring employees report incidents promptly and only fell short by 1%. For the third year in a row, we have decreased our paper use and although we fell short this year of reaching our 20% outcome, there was still a 5% decrease. We were very happy to see a 70% decrease in staff injuries due to aggressive behavior. We unfortunately did see a 2% increase in staff voluntarily leaving Pathways' employment. We have designed an action plan to address each question of the Staff Satisfaction survey where we scored low. Lastly, we were unable to meet the outcome of completing or attaining behavioral plans in a timely fashion. All the plans required a behaviorist from an outside agency and this agency has a lengthy waiting list.

Respectfully submitted by Helen Phelan, LPN, Activity Quality Assurance Manager