

PATHWAYS ABILITIES SOCIETY

**QUALITY ASSURANCE REVIEW AND ANALYSIS**

**April 1, 2021 – March 31, 2022**

**Table of Contents**

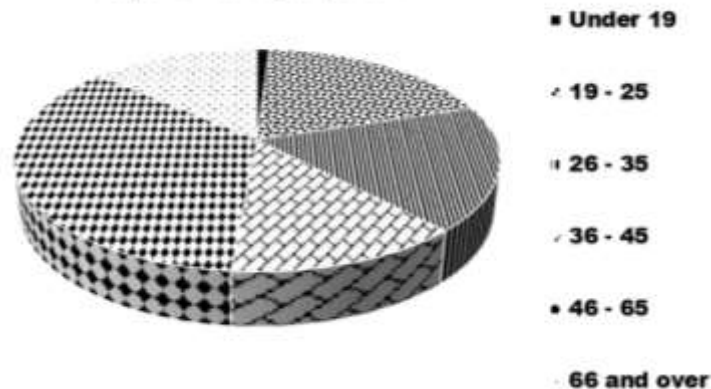
Demographics.....2  
    Review and Analysis .....2  
Participation in Service.....3  
    Review and Analysis .....3  
Exits from Service .....4  
    Review and Analysis .....5  
Entrances and Internal Requests for Service .....6  
    Entrances to Service .....6  
    Internal Requests for New/Increased Service.....6  
    Review and Analysis .....7  
Satisfaction Surveys .....7  
    Individuals Receiving Service.....8  
    Review and Analysis .....8  
Families .....9  
    Review and Analysis .....10  
Other Stakeholders .....11  
    Review and Analysis .....12  
Outcome Measures Results .....13  
    Agency.....13  
    Review and Analysis .....14  
    Activity Service and Individualized Funding.....15  
    Review and Analysis .....16  
Homes .....16  
    Review and Analysis .....17  
Home Share.....18  
    Review and Analysis .....19  
Integrated Career Opportunities and Social Ventures .....19  
    Review and Analysis .....20

## Demographics

As of March 31, 2022, Pathways Abilities Society was supporting 192 individuals in various service areas. This does not include the sixteen people that only receive apartment support through the BC Housing rent subsidy program. Of the one hundred ninety-two people supported, one hundred five were male and eighty-seven were female.

	<b>Under 19</b>	<b>19 - 25</b>	<b>26 - 35</b>	<b>36 - 45</b>	<b>46 - 65</b>	<b>66 and over</b>	<b>Totals</b>
<b>Men</b>	1	20	19	14	37	14	105
<b>Women</b>	0	8	16	28	28	7	87
<b>Totals</b>	1	28	35	42	65	21	192
<b>% Of Total Individuals</b>	1%	15%	18%	22%	34%	11%	

**Age Demographics**



## **Review and Analysis**

The average age of the individuals supported was forty-five years old, which is one year greater than last year. Fifty-five percent of the individuals were male, and forty-five percent were female. There were eighteen fewer individuals served this year compared to last year.

<b>Age</b>	<b>2020 – 2021</b>	<b>2021 – 2022</b>	<b>% Change from Previous Year</b>	<b>Difference in Number of Individuals</b>
Under 19	3%	1%	-66%	+1
19-25	12%	15%	+25%	0
26-35	19%	18%	-5%	-5
36-45	19%	22%	+16%	-1
46-65	36%	34%	-6%	-12
66 and over	10%	11%	+10%	-1

## Participation in Service

Service Site	Individuals Served	As a % of Agency Participation	% Change from Previous Year	Difference in Number of Individuals
Activity Service	115	60%	-8%	-11
Home Share	41	21%	-5%	-5
Integrated Career Opportunities	27	14%	8%	-1
Individualized Funding	13	7%	0%	-1
Homes	12	6%	0%	0
Social Recreation	97	51%	28%	+12
Social Ventures	18	9%	-44%	-14

Please note that the number 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 areas throughout the year. Percent change was calculated using the percent of agency participation from last year and this year.

### As a % of Agency Participation



### Review and Analysis

Activity Service remains our largest service area. The Social Recreation service area makes up our second largest service area, making up 51% of agency participation. Our Social Recreation service area began operating again in October 2021. We saw the

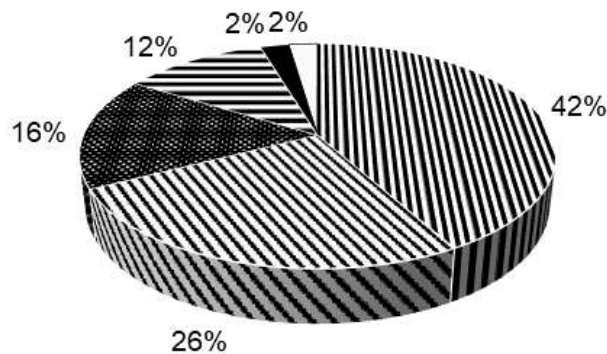
greatest decrease in the number of people served in our Integrated Career Opportunities service area as fourteen people left this service area last year.

**Exits from Service**

Service Area	Number of Exits	%
Activity Service	18	42%
Integrated Career Opportunities	11	26%
Home Share	7	16%
Social Ventures	5	12%
Individualized Funding	1	2%
Social Recreation	1	2%
<b>Total</b>	<b>43</b>	<b>100%</b>

Reason for Exit	
Change in Health	2
Achieved Goals	2
Deceased	3
Family/caregiver felt services provided were not a good fit	1
Individuals felt that the services provided were not a good fit	5
Irregular Attendance	8
Moved out of Service Area	2
Pathways felt that services were not a good fit for the individual	4
Will be receiving services from another agency	4
Other	9

**% Exits per Service Area**



- Activity Service
- Home Share
- Individualized Funding
- Integrated Career Opportunities
- Social Ventures
- Social Recreation

## Review and Analysis

There was a fourteen percent increase in exits this year compared to last year with the total number of individuals exiting increasing from thirty-five to forty. The total number of exits is equal to forty-three when broken down by service area because three people exited from multiple service areas at one time. Two people **achieved their goals** in Integrated Career Opportunities and no longer required employment support from Pathways. Two individuals level Pathways' services due to a **change in health**. Unfortunately, three people in Pathways' services **passed away** this year. One **family member no longer thought our Activity Service was a good fit** for their family member. They started in Activity Service in February 2011 but had not been attending Activity Services since March of 2020 because of the pandemic. The family did not think our service was a good fit because of differing ideologies between them and Pathways surrounding issues like the COVID-19 vaccine. This individual is still supported by our Home Share service. Eight individuals left service due to **irregular attendance**. Six individuals received services from Activity Services and the other three received services in Integrated Career Opportunities. The main reason for the irregular attendance in Activity Service was because of the pandemic. The three people who had irregular attendance in Integrated Career Opportunities either did not communicate with Pathways or follow through with their employment appointments. Six people **will be receiving services from another agency**. Four individuals went to another agency because we were unable to find them a suitable home share situation within our agency. Two individuals **moved out of our service area**. Finally, **Pathways felt that our services were not a good fit for the individual**. Two of these individuals lived in the same home share that Pathways oversaw. Pathways made attempts to find these individuals a new home share because the home share provider was aging and had proven in the past that they did not have values compatible with Pathways. The family did not want their family members to move so Pathways served the provider notice and they went with a different agency. Another individual lost their job in Social Ventures because they abandoned the position. Lastly, an individual in Integrated Career Opportunities was shown several different employment opportunities. They turned down every single one of them. Pathways decided that they should try another agency as we had exhausted all their options. Four **individuals felt that Pathways' services were not a good fit** for them. Reasons that individuals felt that Pathways was not a good fit included, the environment at our Franklyn location being too busy or loud for them, they were not interested in the activities provided for them, and they were unhappy with any mention of the COVID-19 vaccine. Nine individuals left Pathways services under the category of **other**. Four people retired from their position at Social Ventures. Two people were unable to work because of the health mandate requiring a COVID-19 vaccine. Two other individuals required one-to-one support to be successful in employment and were going to ask Community Living BC for one-to-one funding. Lastly, two people decided they did not need Pathways' support with employment as they already were receiving enough support from other agencies.

## Entrances and Internal Requests for Service

### Entrances to Service

% Entrance per Service Area

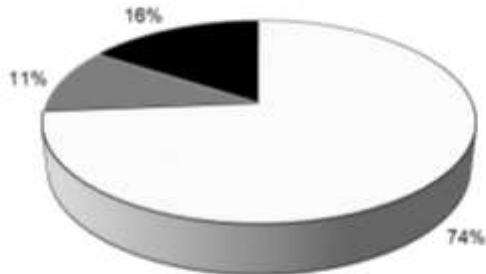


• Activity Service • Home Share • Integrated Career Opportunities

Service Area	Entrance
Activity Service	16
Home Share	6
Integrated Career Opportunities	9

### Internal Requests for New/Increased Service

% Increase per Service Area



■ Activity Service ■ Integrated Career Opportunities ■ Home Share

Service Area	Increase
Activity Service	14
Integrated Career Opportunities	2
Home Share	3

### Individuals Referred

Service Area	2020	2021	2021	2022	Difference
Activity Service		8		17	+9
Homes		3		0	-3
Home Share		4		9	+5
Integrated Career Opportunities		9		11	+2
Social Ventures		1		0	-1

## **Review and Analysis**

The chart above reflects new referrals and referrals to new service areas and does not include increases in service for individuals in their current service area. We had thirty people either enter Pathways service for the first time or already had service with Pathways and received additional funding from Community Living BC for an additional service. We had ten individuals leave one Pathways service but continue service in other Pathways' service areas. One person new to Pathways entered both our Activity and Integrated Career Opportunities service areas. Staffing limits the number of referrals that Activity Service can accept. Our Community Intake Developer works with the Activity Service supervisor to track and notify Community Living BC regarding available placements. Ten individuals new to Pathways entered our Franklyn Activity Service location while six entered our West Kelowna site. We had seven individuals leave our Home Share service, but these exits were offset by the entrance of nine individuals to our Home Share service. Community Living BC decided to give up all their direct Home Share contracts to other agencies and we are now managing six of these contracts. The number of contracts we can accept in Home Share is limited by the number of available home share situations. Currently, we have six home share situations available most of which are located in West Kelowna. We have found that even if the home share provider and individual are a good match, the location of the home can be undesirable to the individual. Accessibility can also limit an individual's choice. Eight people entered our Integrated Career Opportunity service area. Of these eight individuals, five are currently working while three of them were not successful in being able to attain employment for the reasons explained in the exit review and analysis above.

## **Satisfaction Surveys**

Pathways sent out three hundred sixty-two surveys this year through mail and email. Of these, we received one hundred six responses. We tried to keep the surveys shorter this year than we have in previous years in an attempt to increase our rate of return. Only the multiple-choice questions are listed in this analysis, but some of the comments from the open-ended questions are included in the review and analysis section following the surveys.

## Individuals Receiving Service

We sent one hundred eighty-one surveys to individuals served by Pathways, and we received fifty-one responses.

Service Area	Sent	Received	Return Rate	Satisfaction
Activity Service	88	28	32%	100%
Individualized Funding	8	2	25%	100%
Integrated Career Opportunities	25	7	28%	100%
Homes	7	3	43%	100%
Home Share	42	14	33%	100%
Social Recreation	70	3	4%	100%
Social Ventures	25	4	16%	100%
<b>Totals</b>			<b>26%</b>	<b>100%</b>

Survey Questions for Individuals in Home Share	Average
Are you happy with the quality of services provided by Pathways?	100%
Are you happy living in your home?	93%
Do you receive enough support to achieve your goals?	100%
Are you encouraged and supported to make your own choices at home?	93%
Are you treated with respect and dignity?	93%
Does your home provide a secure, safe environment?	100%
Do you receive enough communication from Pathways?	100%
Is it easy to get around your home?	100%

Survey Questions for Individuals in other Service Areas	Average
Are you happy with the quality of support you receive from Pathways?	100%
Does Pathways assist you to achieve your goals?	97%
Do you feel safe when you attend Pathways services?	100%
Do you feel Pathways' activities and/or your job is important?	100%
Do Pathways' employees treat you nicely?	100%
Do you have a favorite activity you like to do in Activity Service, Social Recreation, and/or Individualized Funding?	82%
Are you encouraged at Pathways to make your own choices?	100%
If you live in the New Meadows, Bouvette, or Guisachan home, do you like where you live?	67%
Are Pathways services accessible to you?	97%
If Pathways helped you get a job, do you like the job?	95%

## Review and Analysis

We struggled again this year to find a volunteer to help with the surveys, but our rate of return was three percent higher than last year. The total number of surveys received is higher than the number in the return result because many individuals attend more than one service. We had one negative response regarding a person living in a home share



answering no to the question if they are happy living in their home. The same respondent also answered no to the questions, “Are you encouraged to and supported to make your own choices at home,” and “Are you treated with respect and dignity?” From their comments, I am almost certain that I know the identity of the respondent and did go and speak to them for clarification. This individual would prefer to live independently and states there is nothing specifically wrong with their home share provider, but they would not live in home share if they did not have to due to their health and safety risks. The one person who answered that our services were not accessible named COVID-19 in the comments as to why they felt this way. The one person who answered no to, “Does Pathways assist you to achieve your goals?” did not indicate that they necessarily wanted Pathways’ help. The lower-than-expected rating for the question, “If you live at New Meadows, Bouvette, or Guisachan, do you like where you live?” can be attributed to the format of the survey sent. I had no responses from people who indicated that the only Pathways service they had was Integrated Career Opportunities. None of the individuals who live in Pathways homes have this as one of their service areas. For next year’s survey distribution, I am going to send out service area-specific surveys. I will combine Activity Service, Individualized Funding, and the Social Recreation into one survey and send a separate survey to Integrated Career Opportunities and Social Ventures. Individuals living in the homes and individuals living in home share will each get a separate survey.

## **Families**

Pathways sent one hundred forty surveys to the family members of individuals. Two different surveys were sent, one to the family members of individuals supported in home share, and a separate one was sent to the families who have individuals supported in the other service areas. We received twenty-two responses.

<b>Service Area</b>	<b>Sent</b>	<b>Received</b>	<b>Return Rate</b>	<b>Satisfaction</b>
Activity Service	66	14	21%	100%
Homes	18	3	17%	67%
Home Share	26	4	15%	75%
Individualized Funding	8	3	38%	100%
Integrated Career Opportunities	17	3	18%	67%
Social Recreation	87	5	6%	100%
Social Ventures	21	4	19%	100%
<b>Totals</b>			19%	87%

<b>Survey Questions for Family of Individuals Supported in Home Share</b>	<b>Average</b>
Are you happy with the quality of services provided by Pathways?	75%
Do you think your family member is happy with their home share situation?	100%
Is Pathways and the home share provider assisting your family member to achieve meaningful goals?	75%

<b>Survey Questions for Family of Individuals Supported in Home Share</b>	<b>Average</b>
Is your family member supported to make their own choices in the home?	100%
Is there anything Pathways and the home share provider should do differently?	25%
Do you receive enough communication from Pathways and or the home share provider?	67%

<b>Survey Questions for Families with Individuals Supported in Other Service Areas</b>	<b>Average</b>
Are you happy with the quality of services provided by Pathways?	88%
If your family member lives at Old Meadows, Bouvette, or Guisachan, do you think they are happy with their home?	67%
Is Pathways assisting your family member to achieve meaningful goals?	88%
Do you feel our services offer a secure, safe, respectful environment?	89%
Are our staff knowledgeable and competent?	94%
Do you feel your family member has opportunities to form relationships and friendships?	94%
Do you receive sufficient communication from Pathways?	89%
Are our services accessible to your family member?	94%
Does your family member receive enough assistance from Pathways to be successful at their job?	92%
Does your family member like the job that Pathways assisted them to get?	100%
Are there any new activities you would like to see on the Social Recreation calendar?	40%

**Review and Analysis**

Only four family members of individuals supported in home share responded to our survey. One of the four respondents replied no to the question, “Are you happy with the quality of services provided by Pathways?” The comment left by this respondent was, “85% yes. But some things are being dropped.” There was no further detail as to what was being dropped. This respondent also commented that the individual in home share would be moving out of the Kelowna area. None of our home share individuals have moved out of Kelowna since the survey came out. The same respondent answered yes to the question, “Is there anything Pathways and the home share provider should be doing differently?” The comment after their response was, “Hygiene care,” but they did not provide any more details. We are not sure which home share individual they could have been referring to. Unfortunately, the family member’s survey for individuals in other service areas left out the option to choose the Homes service area. To calculate the number of surveys received from family members of individuals living in our homes the responses to the question, “If your family member lives at Old Meadows, Bouvette, or Guisachan, do you think they are happy with their home?” was used. There were three responses other than not applicable. Next year more surveys will be created for specific service areas to avoid confusion as some family members may not be sure if a

specific question applies to them. For the question, “Do you feel our service offers a secure, safe respectful environment?” two respondents answered no. One respondent commented that ensuring people are wearing masks properly has been inconsistent. Pathways has enforced our masking policy by making sure that those individuals who can wear a mask are wearing them properly and if they need to be reminded more than three times in one week, their service in Activity Service will be suspended for five days. The other person who responded no to this question left a comment regarding excuses given for poor, untrained “HSPs”. We believe they meant human service providers, but they did not provide any other details. Lastly, for the question, “Are there any new activities you would like to see on the Social Recreation calendar?” the suggestions in the comments included activities such as workouts, volunteer work at home with people, attending sports venues, and activities where the individual can meet friends.

### **Other Stakeholders**

We sent a total of one hundred seventy-one surveys out to our other stakeholders, and we received thirty-three responses. The same survey was sent to our community volunteer sites, community employers, employers that contract with Pathways, Community Living BC, and our home share providers. A different survey was sent to our volunteers and a third different survey was sent to the caregivers of individuals in Pathways’ services.

<b>Stakeholder</b>	<b>Sent</b>	<b>Received</b>	<b>Response Rate</b>	<b>Satisfaction</b>
Volunteers	20	7	35%	100%
Community Volunteer Sites	25	5	20%	100%
Community Employers	18	5	28%	100%
Employer that Contracts with Pathways	3	1	33%	100%
Community Living BC	17	1	6%	100%
Caregivers	54	7	13%	86%
Pathways Home Share Contractors	34	7	21%	100%
<b>Totals</b>	<b>171</b>	<b>33</b>	<b>22%</b>	<b>98%</b>

<b>Survey Questions for Volunteers</b>	<b>Average</b>
Are you happy with the quality of services provided by Pathways?	100%
Are you satisfied with your volunteer experience at Pathways?	100%
Did you receive a sufficient orientation?	100%
Are Pathways’ employees friendly and helpful?	100%

<b>Survey Questions for Volunteers</b>	<b>Average</b>
Do you feel that your contribution as a volunteer is appreciated and valued?	100%
Do Pathways' employees treat individuals with diverse-abilities with dignity and respect?	100%
Does Pathways offer enough training opportunities?	100%

<b>Survey Questions for Caregivers</b>	<b>Average</b>
Are you happy with the quality of services provided by Pathways?	86%
Is Pathways assisting the individual you support to achieve meaningful goals?	100%
Do you feel our services offer a secure, safe, respectful environment?	100%
Are our staff knowledgeable and competent?	100%
Do you receive sufficient communication from Pathways?	100%
Are our services accessible to the person you support?	100%
Does the person you support receive enough assistance from Pathways to be successful at their job?	100%
Does the person you support like the job that Pathways assisted them to get?	100%
Are there any new activities you would like to see on the Social Recreation calendar?	25%

<b>Survey Questions for Contractors, Employers, Funders, and Volunteer Agency</b>	<b>Average</b>
Are you happy with the quality of services provided by Pathways?	100%
Do Pathways' employees treat you with respect and consideration?	100%
Do you receive sufficient communication from Pathways?	89%
Do Pathways' employees treat the individuals they support with respect and dignity?	100%
Do Pathways' services promote and support community inclusion?	100%
Are Pathways' services flexible and adaptive to the individual's needs?	100%

**Review and Analysis**

The level of satisfaction overall for our stakeholders was 98%. Only one caregiver responded no to the question, "Are you happy with the quality of services provided by Pathways?" The rest of their responses to the survey were positive. Their main frustration was voiced in the comments on the following questions. They are unable to secure increased hours for the individual's one-to-one funding. Pathways will advocate on behalf of the individual, caregiver, and family if one-to-one is desired. We have advocated for this particular individual but in the end, the decision to increase funding is up to Community Living BC. Two people answered no to the question, "Do you receive sufficient communication from Pathways," on the contractors, employers, funders, and volunteer agency survey. One respondent was a community employer, and the other

was an employer who contracts with Pathways. The community employer provided the feedback that Pathways employees do not always show up when the individual they should be supporting is there. The rest of the survey answers did not provide any insight into which employer this might be. The other respondent did not indicate why they felt we were not providing enough communication or how we could remedy the situation.

**Outcome Measures Results**

Annually, Pathways develops outcome objectives to help Pathways achieve its mission statement and strategic goals. These objectives are monitored regularly throughout the year. Our accrediting body, The Commission on Accreditation of Rehabilitation Facilities (CARF) dictates that we must list an outcome in each service area that works toward a goal for Effectiveness, Efficiency, Service Access, and Satisfaction. The CARF 2020 manual defines effectiveness, efficiency, and service access as:

**Effectiveness:** Results achieved, and outcomes observed for persons served. Can apply to different points in time (during, at the end of, or at points in time following services). Can apply to different domains (e.g., change in disability or impairment, function, participation in life’s activities, work, and many other domains relevant to the organization).

**Efficiency:** Relationship between resources used and results or outcomes obtained. Resources can include, for example, time, money, or staff/FTEs. Can apply at the level of the person served, program or groups of persons served, or at the level of the organization as a whole.

**Service access:** The organization’s capacity to provide services to those who desire or are in need of receiving it.

**Agency**

<b>Outcome Objectives</b>	<b>Measure</b>	<b>Goal</b>	<b>Results</b>	<b>Actions Taken</b>
<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 91%	Home share providers were given the policy and procedure in monthly updates. The review of policies and procedures by employees is tracked in ShareVision.

<b>Outcome Objectives</b>	<b>Measure</b>	<b>Goal</b>	<b>Results</b>	<b>Actions Taken</b>
<i>Efficiency</i> Pathways will look for access to additional sources of funding for special projects and/or capital needs	Application for grants for funding opportunities	3 or more grant(s) applied for during the 2021/2022 fiscal year	Achieved 4 grants applied during this period	This outcome has been carried over to this year's outcomes.
<i>Satisfaction</i> Employees will have a high amount of job satisfaction	Percentage of employees who state that their level of job satisfaction is high	80%	Achieved 83%	See Satisfaction Action Plan for actions.
<i>Satisfaction</i> Maintain a high level of satisfaction with service	Percent of all stakeholders responding to satisfaction surveys who indicate that they are happy with the quality of services provided by Pathways	85%	Achieved 93%	See Satisfaction Action Plan for Actions.
<i>Business Function</i> Develop an inventory system that accurately tracks the purchase and use of specific items.	Policy and procedure are developed that can efficiently and effectively track specific items.	A policy and procedure are developed	Achieved A policy and procedure were developed	The executive director and finance manager worked together to develop an inventory tracking system. A position was created to record and track inventory.

### **Review and Analysis**

We almost achieved our outcome for incidents being reported in a timely manner. Out of all the service areas, home share continues to struggle with this outcome. We continue to remind our home share providers that it is important to report incidents as soon as possible. We developed a flow chart to make it easier for them to determine who to call depending on if it is a weekend or holiday or a regular workday. We achieved our outcome of applying for grants and have once again carried this outcome forward to this year's outcomes. We achieved our agency's satisfaction outcomes. These outcomes have also been carried forward to next year's outcomes. Lastly, we achieved our outcome of developing a tracking system for inventory.

## Activity Service and Individualized Funding

<b>Outcome Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Results</b>	<b>Actions Taken</b>
<i>Satisfaction</i> Maintain a high level of satisfaction with service provided to individuals attending Activity Service and Individualized Funding expressed by their support network	Percent of individuals support network responding to satisfaction surveys who indicate that they are happy with the quality of services provided at Activity Services and Individualized Funding	95%	Not Achieved 88%	See Satisfaction Action Plan.
<i>Effectiveness</i> Provide opportunities for individuals receiving service to safely participate in the community during the pandemic	Percentage of individuals who participate in community activities versus in-house activities	60% of the activities are in the community	Achieved 64%	The scheduling committee met regularly to come up with a schedule that would include more community activities than in-house activities.
<i>Efficiency</i> Individuals will safely have their medication administered by staff adhering to the Pathways Medication Administration policy and procedure	Number of incident reports identifying breach in the Medication administration policy or procedure	Less than or equal to no more than 4 medication errors	Not Achieved 5 medication errors	Medication retraining was given to any employee that had a medication error. Medication changes were posted on ShareVision.
<i>Satisfaction</i> Staff will work as a team towards a common goal and objective	Percent of employees who state that they have a positive working relationship with their fellow co-workers	80%	Achieved 100%	See Satisfaction Action plan.

<b>Outcome Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Results</b>	<b>Actions Taken</b>
<i>Service Access</i> Individuals will have a chance to participate in activities either in person or virtually	The number of individuals in our Activity Service that have a chance to return to Pathways, have staff go to their homes to take them out in the community, or participate in activities virtually	85%	Achieved 88%	Virtual activities were scheduled. Staff visited the homes of individuals who had not returned to Activity Service due to the pandemic.

### **Review and Analysis**

Attendance in the Activity Service has almost returned to pre-pandemic levels. With restrictions easing, it was safer to get individuals out into the community. Employee satisfaction increased from last year. We lost ten employees due to the COVID-19 vaccine mandate. It was noted by employees that employee morale had improved. We did not achieve our outcome for satisfaction with Pathways' services for individuals' support network. As stated above, the low rate of return for our surveys affected our satisfaction levels as just one or two negative responses brought the rating down. Pathways' Quality Assurance Manager will be creating separate surveys next year that cater to specific service areas. We continue to brainstorm ideas to prevent medication errors. Employees receive a medication orientation upon hire and are tested on the medication administration policy annually. All the medication errors in Activity Service were due to missed medications. Thankfully, none of the individuals were adversely affected.

### **Homes**

<b>Outcome Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Results</b>	<b>Action Taken</b>
<i>Effectiveness</i> Residents will have the right to social inclusion	Individuals who wish to will have the chance to travel away from their home for two or more nights, providing this is within current pandemic regulations	8 out of 12 individuals living in Pathways homes	Not Achieved 7 out of 12 individuals	Because travel restrictions due to the pandemic lifted, Pathways was able to have our annual Camp Owaissi trip. The Homes supervisor also planned an overnight trip to Sparkling Hills for three of the individuals.



<b>Outcome Objective</b>	<b>Measure</b>	<b>Goal</b>	<b>Results</b>	<b>Action Taken</b>
<i>Efficiency</i> Individuals will have their medication administered safely	Number of medication error incident reports recorded in ShareVision	25% decrease from the 2020/21 reporting period	Achieved 30% decrease	Medication orientations were provided on hire. Medication audits were also completed to ensure compliance with the medication administration procedure. All employees involved in medication errors are given another orientation and a medication audit.
<i>Satisfaction</i> Families of individuals supported are happy with the services provided by Pathways	Number of family members who express that they are happy with the quality of services provided by Pathways	90%	Not Achieved 67%	See Satisfaction Action Plan.
<i>Service Access</i> Individuals at New Meadows have the capability to enter their home at all points of entry	A ramp will be constructed at the front access point at New Meadows	Visual Inspection	Achieved Ramp was built	A contractor was hired, and a ramp was built.

### **Review and Analysis**

The outcome set for travel was not met due to the changing health status and mobility of some of the individuals. We have carried this outcome over to this year's outcomes and have already booked a trip to Mexico for the individuals who wish to partake in the trip. We continue to strive to increase the safety of medication administration and were able to decrease medication errors in the homes by 30% over the previous year. This outcome is also being carried over to this year's outcomes. As stated previously in this review, only three family members answered the question, "If your family member lives at New Meadows, Bouvette, or Guisachan, do you think they are happy with their home?" One family member answered no, and this dropped our results. It is unclear if this was an actual family member of an individual living in the home, or if someone misunderstood the question. Next year, a separate survey will be sent to the family of individuals living in our home.

## Home Share

<b>Outcome Objectives</b>	<b>Measure</b>	<b>Goal</b>	<b>Results</b>	<b>Action Taken</b>
<i>Efficiency</i> Home share providers should have the ability to take periodically a reprieve as contractors by having access to respite	Percent of home share providers who have one or more respite provider	80%	Achieved 87%	We posted a blurb in our newsletter requesting that anyone interested in doing respite could give us their contact information to pass on to home share providers looking for respite.
<i>Efficiency</i> Home share providers will report critical incidents in a timely manner	Percentage of incidents that are reported within the time defined by the Incident Report Policy and Procedure	95%	Not Achieved 78%	During monitoring, home share managers reviewed the Incident policy and procedure. We also created an easy spreadsheet to follow for what number to call depending on the day of the week. The information was also included in monthly updates.
Service Access Home share managers will respond to home share providers and individuals in home share in a timely manner	Percent of home share providers and individuals who express their needs were responded to in a timely fashion by home share managers	95%	Achieved 100%	Home Share Managers responded to providers during the same business day.
<i>Effectiveness</i> Individuals in home share, like where they live	Percent of individuals in home share who express they like living in their home	95%	Not Achieved 93%	Communicate with individuals two times per year to see if they like where they live and if they wish to find a different home, Home Share managers look for a different home.

## Review and Analysis

There were fifty-one incidents in home share last fiscal year. Of those, forty-one were reported promptly. The percent increase for incidents being reported in home share was up by fifty-five percent which could be due to the extra education given to the home share providers regarding what a reportable incident looks like. The Home Share Managers continue to provide education about what constitutes an incident, when to report it and who to report it to. We achieved our outcome that home share providers will have at least one person to do respite. Obtaining respite continues to be a challenge for home share providers. We did manage to get the contact information for two people who want to provide respite. We are also meeting with other agencies to get strategies for finding respite. We did not meet our outcome for individuals liking where they live. As explained in the satisfaction portion of this review and analysis, out of the fourteen responses, only one person stated they did not like living in their home share. This was because this individual would prefer to live independently.

## Integrated Career Opportunities and Social Ventures

<b>Outcome Objectives</b>	<b>Measure</b>	<b>Goal</b>	<b>Results</b>	<b>Action Taken</b>
<i>Service Access</i> There will be a wide variety of options for individuals who have barriers to being employed to choose from	Number of customized community employment options for individuals to choose from	At least 3 community employers to choose from	Achieved 3	It is this service area's policy to always give individuals looking for employment opportunities three choices.
<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%	Achieved 85%	An extensive employment discovery is completed with each individual that specifically looks at what that person's skill set is and then their employment position is customized so they will be successful in their employment.

<b>Outcome Objectives</b>	<b>Measure</b>	<b>Goal</b>	<b>Results</b>	<b>Action Taken</b>
<i>Effectiveness</i> Maximize career enhancements for employed individuals	Percent of individuals that receive a job or career enhancement (promotion, raise, extra responsibilities)	35%	Achieved 50%	Pathways has a graduated pay scale that increases individuals' wages in Social Ventures based on their years of service.
<i>Efficiency</i> Maximize the efficiency of staff resources in securing employment opportunities	The number of employment placements secured by Pathways employees	10 Placements per staff per year	Not Achieved 15 placements in total	Pathways' employees try to connect with many different employers to see if individuals may be a good fit for their organizations.
<i>Efficiency</i> Individuals entering ICO secure lasting employment	Percent of individuals that enter ICO that retain employment for a 6-month period	50%	Achieved 95%	An in-depth discovery process is done to ensure that the individual is suitable for the job and that they like their job.
<i>Satisfaction</i> Individuals will have a high level of satisfaction with their employment	Percent of individuals who report that they like their job	95%	Achieved 95%	As stated previously, an in-depth discovery is completed to ensure the individual will be successful at their job.
Satisfaction Maintain a high level of satisfaction with the quality of services provided by ICO and Social Ventures	Percent of family members responding to satisfaction surveys who indicate that they are happy with the quality of services provided by ICO and Social Ventures	80%	Achieved 86%	Family members that are involved with an individual are consulted throughout the process to ensure they know what is going on with their job progress.

### **Review and Analysis**

Pathways once again achieved the outcome to present at least three different employment opportunities to individuals looking for employment. This has been consistently achieved for the past three years and is now normal practice. Three options

will continue to be presented to individuals, but this outcome has been discontinued in our new Outcome Objectives. We achieved our outcome for gaining new employer contacts that resulted in new employment for individuals and our outcome for individuals currently employed to receive a promotion or raise. We, unfortunately, did not meet our outcome to have Pathways staff in Integrated Career Opportunities to have ten new placements per staff per year. The Employment Manager states that there were not very many choices for employment, especially at the beginning of our fiscal year because of the pandemic. We met both of our satisfaction outcomes for Integrated Career Opportunities and Social Ventures. Lastly, we were very successful in meeting our goal for individuals to retain employment for at least six months.