

PATHWAYS ABILITIES SOCIETY

QUALITY ASSURANCE REVIEW AND ANALYSIS

April 1, 2022 – March 31, 2023

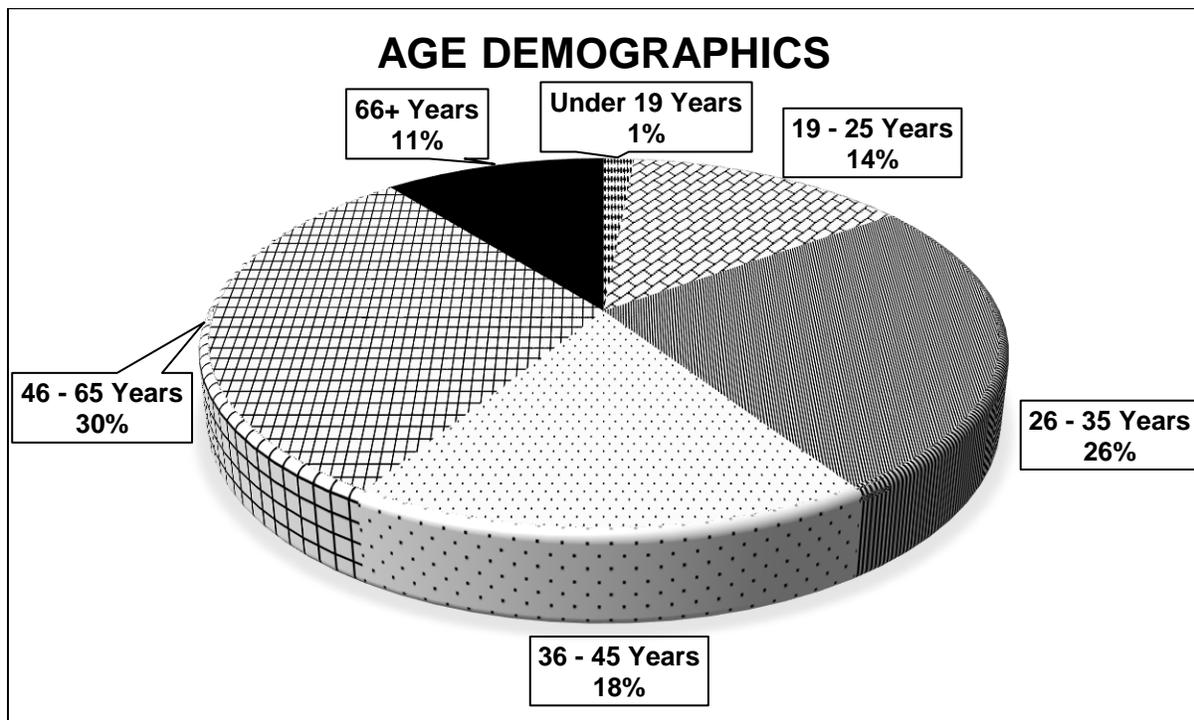
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Demographics

As of March 31, 2023, Pathways Abilities Society supported 206 individuals. This excludes the eighteen individuals who only have apartment support through the BC housing rent subsidy program. Of the two hundred-six individuals supported, one hundred twenty-one were male, eighty-four were female, and one identified as gender diverse.

	Under 19	19 - 25	26 - 35	36 - 45	46 - 65	66+	Totals
Male	2	21	32	24	33	9	121
Female	1	6	21	13	30	13	84
Gender Diverse	0	1	0	0	0	0	1
Totals	3	28	53	37	63	22	206
% of Total Individuals	1%	14%	26%	18%	30%	11%	



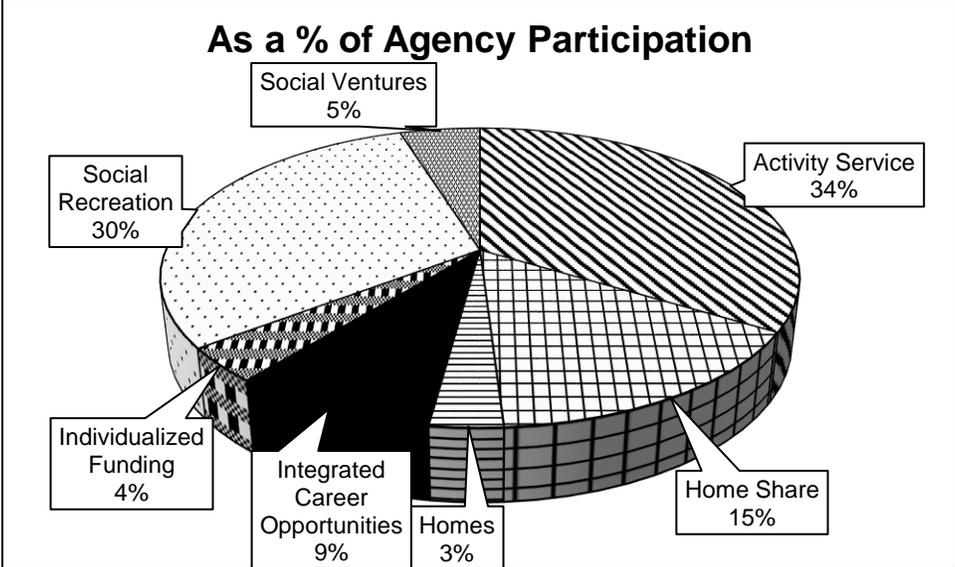
Review and Analysis

The average age of individuals supported was forty-four, one year younger than last year. There were eighteen more individuals served in March 2023 than in March 2022. Fifty-nine percent were male, forty-one were female, and less than one percent identified as gender diverse.

Age	2021 2022	2022 2023	% Change From Previous Year	The Difference in the Number of Individuals
Under 19	1%	1%	0%	0
19 – 25	15%	14%	-1%	0
26 – 35	18%	26%	+8%	+18
36 – 45	22%	18%	+4%	-5
46 – 65	34%	30%	-4%	+2
66 and over	11%	11%	0%	+1

Participation in Service

Service Site	Individuals Served	As a % of Agency Participation	% Change From Previous Year	The Difference in the Number of Individuals
Activity Service	118	57%	-3%	+3
Home Share	54	26%	+5%	+13
Integrated Career Opportunities	31	15%	+1%	+4
Individualized Funding	13	6%	-1%	0
Homes	11	5%	-1%	-1
Social Recreation	107	52%	+1%	+10
Social Ventures	17	8%	-1%	-1



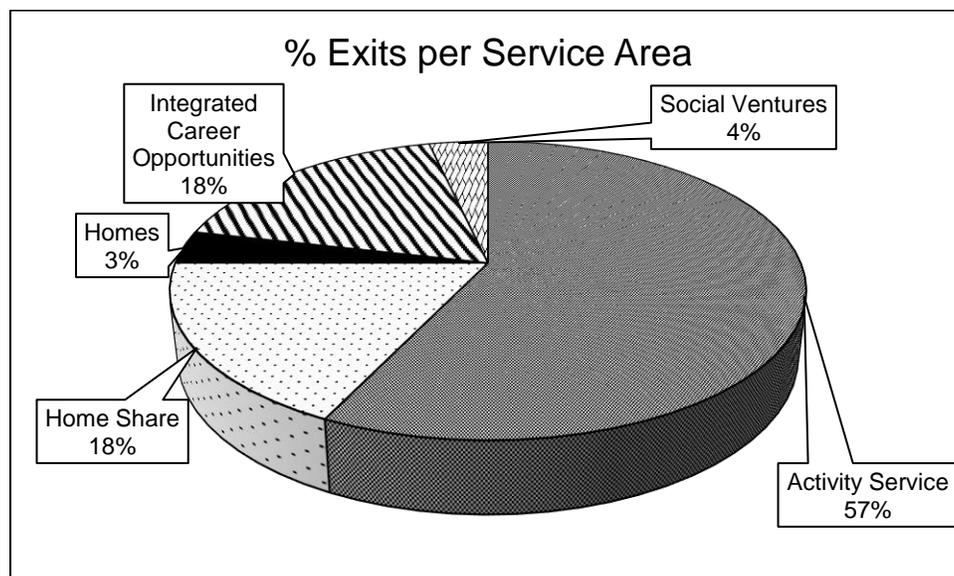
Review and Analysis

Please note that the number of individuals who participated in the service areas will not match the total number of individuals served by the agency. Many individuals are involved in multiple service areas. Percent change was calculated using the percentage of agency participation from last year and this year. Activity Service, as always, is our largest service area, with Social Recreation being a close second in size. We saw the most significant growth in our Home Share service area, with an increase of 5%, an addition of thirteen more individuals. This influx was due to Community Living BC (CLBC) giving away their direct contracted home shares. Sadly, at the end of March, an individual passed away in one of our homes. They had been in our services for thirty-eight years.

Exits From Service

Service Area	Number of Exits	%
Activity Service	16	57%
Integrated Career Opportunities	5	18%
Home Share	5	18%
Homes	1	3%
Social Ventures	1	4%
Total	28	100%

Reasons for Exit	
Achieved Goals	3
Change in Health	3
Death	3
Individual felt that services provided were not a good fit	1
Irregular Attendance	11
Moved out of Service Area	2
Pathways felt that services were not a good fit for the individual	2
Will be receiving services from another agency	1



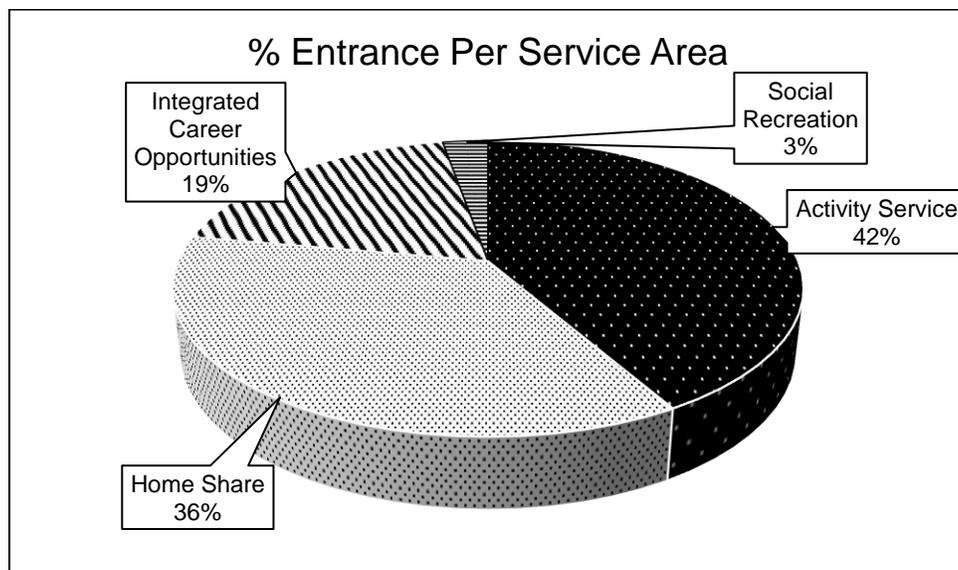
Review and Analysis

There were twenty-eight exits, with two individuals leaving two separate service areas, a 35% decrease over last year's exits. Three people left Pathways' services because they had **achieved their goals**. One individual moved out of their home share and is now living independently. Another individual is employed and no longer requires our support. The third individual left Activity Service because they are also employed. Three individuals needed to leave our services because of a **change in health**. Unfortunately, three individuals **passed away** this year. As mentioned before, one person lived in one of our homes. The other two were in our Home Share service, with one individual who had also been attending our Activity Service. Three people were not **a good fit for our services**. One individual in Home Share decided to move out of their home share. The other two left Activity Service. **Irregular attendance** was the biggest reason that people exited Pathways. Many had not returned since the start of the pandemic. Two individuals **moved out of our service area**, and one person who attended Activity Service decided to **receive services from another agency**.

Entrances and Internal Requests for Service

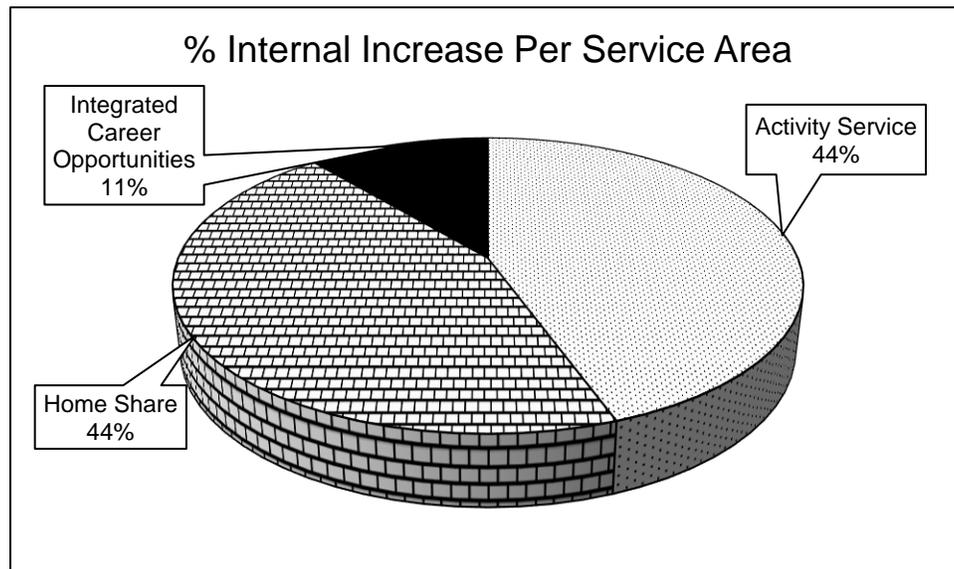
Entrances to Service

Service Area	Entrance
Activity Service	15
Home Share	13
Integrated Career Opportunities	7
Social Recreation	1



Internal Requests for New / Increased Service

Service Area	Increase
Activity Service	4
Home Share	4
Integrated Career Opportunities	1



Review and Analysis

The internal increase per service area does not include individuals who increased their service in an area they were already attending. Thirty-six individuals entered Pathways, and nine individuals increased their services with Pathways. New people entering Pathways services increased by sixteen percent over last year. Our Community Intake Developer (CPD) works with the Activity Service supervisor to track and notify CLBC regarding available placements in Activity Service. Seven people entered our Integrated Career Opportunity service (ICO) area. One person did exit after gaining employment, as they no longer needed our support. One person who exited ICO entered the same service area again two months later. Five of the seven individuals are still active in this service area.

Satisfaction Surveys

Pathways sent surveys or links to the surveys to five hundred thirty-two people. We received one hundred twenty-one responses, a fourteen percent increase over last year. We sent out more surveys specific to the service site this year so people would better be able to answer the questions more appropriately. I divided the surveys so that a separate survey would go to stakeholders in Activity Service, Individualized Funding and Social Recreation; another survey would go to stakeholders in employment; another survey

would go to stakeholders associated with our homes; and another survey would go to stakeholders in Home Share.

Individuals Receiving Service

We sent out one hundred eighty surveys to individuals in our services. We received fifty-one responses.

Service Area	Sent	Received	Return Rate	Satisfaction
Activity Service (AS)	67	22	33%	95%
Individualized Funding (IF)	8	2	25%	95%
Integrated Career Opportunities (ICO)	22	4	18%	100%
Homes (H)	8	7	88%	100%
Home Share (HS)	50	13	25%	100%
Social Recreation (SR)	45	5	11%	95%
Social Ventures (SV)	15	5	33%	100%
Totals			33%	98%

Service Recipient Satisfaction Survey	AS IF SR	ICO SV	Homes	Home Share	Average
Are you happy with Pathways services?	95%	100%	100%	100%	98%
Are you happy living in your home?	-	-	100%	100%	100%
Do you have enough help with your goals?	95%	-	100%	92%	95%
Do you make your own choices at home or at Pathways?	83%	100%	100%	100%	96%
Does your home share provider or Pathways staff treat you nicely?	-	100%	100%	100%	100%
Is your home or services that Pathways provides safe?	100%	100%	86%	100%	97%
Do you get to talk to your home share manager from Pathways enough?	-	-	-	92%	92%
Is it easy to get around your home or Pathways?	100%	100%	100%	100%	100%
Are the activities/job you do at Pathways important?	96%	100%	-	-	98%
Do you have a favourite activity you like to do at Pathways?	91%	-	-	-	91%
Do you like the job that Pathways' workers help you get?	-	100%	-	-	100%
Do you have enough work hours with the job Pathways helped you get?	-	86%	-	-	86%
Does Pathways respond to you quickly enough?	-	100%	-	-	100%

Service Areas: AS – Activity, IF – Individualized Funding, SR – Social Recreation, ICO – Integrated Career Opportunities, SV – Social Ventures

Review and Analysis

Satisfaction was down by two percent due to one response this year. That individual also stated they were in Activity, Individualized Funding, and Social Recreation. We only have one individual in all three of these service areas, and the responses in the survey indicate that this individual did not fill out this survey stating they were unsatisfied with our service. We had a volunteer go to the homes to complete the surveys with those living there. Only one person declined to complete the survey. For the question, “Does Pathways help you meet your goals,” one person said no. In the comments, they answered, “Because I just don’t.” When asked if they could make their own choices, they said yes, and the comment stated, “I want to be at Pathways.” One person in Home Share and one in Activity Service answered no to the question, “Does Pathways help you meet your goals?” The response in Activity Services was from the same person who responded that they were unhappy with our services. The person who responded to the Home Share survey did not comment to elaborate on why they responded that way. One person in one of our homes answered that they did not feel safe in their home. The comments referred to a fight between them and their roommate. One individual responded that they did not have enough hours of work with the job that Pathways helped them get, but they did not leave a comment.

Families

Pathways sent out one hundred and sixty-one surveys to individuals’ family members. Four different surveys were sent out. We received thirty-six responses.

Service Area	Sent	Received	Return Rate	Satisfaction
Activity Service	67	13	19%	100%
Individualized Funding	7	2	29%	100%
Integrated Career Opportunities	8	3	38%	100%
Homes	24	9	38%	100%
Home Share	29	9	31%	100%
Social Recreation	35	4	11%	100%
Social Ventures	8	1	13%	100%
Totals			26%	100%

Family Satisfaction Survey	AS IF SR	ICO SV	Homes	Home Share	Average
Are you happy with Pathways services?	100%	100%	100%	100%	100%
Do you think your family member is happy where they are living?	-	-	100%	100%	100%
Do you feel our services offer a secure, safe, respectful environment?	100%	100%	100%	100%	100%
Are our staff knowledgeable and competent?	100%	100%	100%	-	100%

Family Satisfaction Survey	AS IF SR	ICO SV	Homes	Home Share	Average
Do you feel your family member has opportunities to form relationships and friendships?	100%	100%	100%	-	100%
Do you receive sufficient communication from Pathways?	100%	100%	86%	88%	94%
Are our services accessible to your family member?	100%	100%	89%	-	96%
Does your family member receive enough assistance from Pathways to be successful at their job?	-	100%	-	-	100%
Does your family member like the job that Pathways assisted them in getting?	-	100%	-	-	100%
Do you want to see any new activities on the Social Recreation calendar?	27%	-	-	-	27%
Is your family member supported to make their own choices in their home?	-	-	-	100%	100%
Is there anything Pathways or the home share provider should be doing differently?	-	-	-	25%	25%
Do you feel that issues/concerns related to your family member are dealt with in a timely manner?	-	-	-	100%	100%

Service Areas: AS – Activity, IF – Individualized Funding, SR – Social Recreation, ICO – Integrated Career Opportunities, SV – Social Ventures

Review and Analysis

There was a sixty-four percent increase in the number of respondents compared to last year, with fourteen more family members responding. For the question asking if family members are receiving enough communication, two people responded no in the homes survey and home share survey. The family member from the homes was upset with the lack of communication surrounding the expense of an individual’s vacation. From the respondent’s answers, it is impossible to tell who the person might be. They also answered yes to whether we should be doing anything differently. Their comment indicated that the home share provider should monitor their family member’s hygiene more. The other Home Share family member who responded yes to this question did not leave a comment; no additional comments were left on any other questions. The question regarding new activities generated a few comments, such as cross-country skiing and Grey Cup or playoff parties.

Other Stakeholders

A total of one hundred ninety-one surveys were sent out to volunteers, community employers, employers that contract with Pathways, caregivers, and home share contractors. We had thirty-four responses.

Stakeholder	Sent	Received	Response Rate	Satisfaction
Volunteers	24	5	21%	100%
Community Volunteer Sites	26	6	23%	100%
Community Employers	27	4	15%	100%
An Employer that Contracts with Pathways	3	1	33%	100%
Community Living BC	15	0	0%	-
Caregivers	55	4	7%	100%
Pathways Home Share Contractors	41	14	34%	100%
Totals			19%	

Stakeholder Satisfaction Survey	Caregiver	Other	Volunteer	Average
Are you happy with the quality of services provided by Pathways?	100%	100%	100%	100%
Are you satisfied with your volunteer experience at Pathways?	-	-	100%	100%
Did you receive a sufficient orientation?	-	-	100%	100%
Are Pathways' employees friendly and helpful?	-	-	100%	100%
Do you feel that your contribution as a volunteer is appreciated and valued?	-	-	100%	100%
Do Pathways' employees treat you and individuals with diverse abilities with dignity and respect?	-	100%	100%	100%
Does Pathways offer enough training opportunities?	-	-	100%	100%
Do Pathways' employees ask you for your input?	-	-	100%	100%
Do you receive sufficient communication from Pathways?	100%	100%	-	100%
Do Pathways' services promote and support community inclusion?	-	100%	-	100%
Is Pathways assisting the individual you support to achieve meaningful goals?	100%	-	-	100%

Stakeholder Satisfaction Survey	Caregiver	Other	Volunteer	Average
Do you feel our services offer a secure, safe, respectful environment?	100%	-	-	100%
Are our staff knowledgeable and competent?	100%	-	-	100%
Are our services accessible to the person you support?	100%	-	-	100%

Review and Analysis

We sent out two different surveys to caregivers, one for Activity Service, Individualized Funding, and Social Recreation and one for Social Ventures and Integrated Career Opportunities. We received zero responses for the Social Ventures and Integrated Career Opportunities survey. The responses from the other stakeholders were highly positive.

Outcome Objective 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 2022 manual defines effectiveness, efficiency, and service access as follows:

Effectiveness: Results achieved and outcomes observed for persons served. This can apply to different points in time (during, at the end of, or at points in time following services). It 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. It 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 need them.

Agency

Outcome Objective #1: *Effectiveness* – Reduce the number of preventable incidents.

Measure: Number of preventable incidents.

Goal: 90% or greater were not preventable.

Result: Not Achieved – 86% of incidents were not preventable.

Actions Taken to Achieve Goal: Fifty percent of the preventable incidents were medication errors. Every time a medication error occurs, a medication re-orientation is completed along with a medication audit to ensure that the medication policy and procedure are followed.

Comparative Data/Trends: There were 342 incidents this fiscal year. Last fiscal year, there were 302 incidents, and 83% were not preventable. The year before, there were 298 incidents, and 78% were not preventable.

Extenuating/Influencing Factors: There were forty-eight preventable incidents. Over half were due to medication errors. Nine preventable incidents occurred when staff did not follow individuals' behavioural plans correctly. Two motor vehicle accidents involving seven individuals contributed to the number of preventable incidents this year.

Outcome Objective #2: *Effectiveness* – Staff will use the on-call number when appropriate.

Measure: Number of appropriate calls made to the on-call phone.

Goal: 85% or greater.

Result: Achieved – 85% of the calls were appropriate.

Actions Taken to Achieve Goal: The On-Call policy and procedure were revised to clarify to staff when it is appropriate to call the on-call phone. Staff phone numbers were made accessible to the non-leadership on-call staff so that the senior support workers in the home could fill shifts when needed.

Comparative Data/Trends: This is the first year we recorded whether a call to the on-call phone was appropriate.

Extenuating/Influencing Factors: During the year, we reworded our policy and procedure to clarify the instructions on when to call the on-call number. We informed the employees at staff meetings that they could contact the other homes for help and should first contact the senior support worker on shift for help in problem-solving situations.

Outcome Objective #3: *Efficiency* – Reporting of incidents is conducted in a timely manner.

Measure: Percentage of incidents reported within the time defined by the Incident Report Policy and Procedure.

Goal: 95% of incidents were reported promptly.

Result: Not Achieved – 92% of incidents were reported promptly.

Comparative Data/Trends: Last year, 91% of the incidents were reported promptly, and the year before that, 93% were reported promptly.

Extenuating/Influencing Factors: Thirty percent of the incidents not reported promptly occurred in Activity Service. We have a three-step process for processing incidents to ensure that they are accurately written and grammatically correct. The last step includes deciding if the incident needs to be reported to an outside agency. That is why incidents must be reported promptly.

Outcome Objective #4: Efficiency

Pathways will access additional sources of funding for special projects and/or capital needs.

Measure: Application for grants for funding opportunities.

Goal: 3 or more grant(s) applied for during the 2022/2023 fiscal year

Result: Achieved – 3 grants were applied for.

Comparative Data/Trends: This has been a long-standing outcome for Pathways, which we consistently meet. Even though we have discontinued this as a formal outcome, we will still apply for grants in the next fiscal year.

Extenuating/Influencing Factors: We applied for a grant to build an additional bathroom at our West Kelowna location. This grant was secured. We also applied for a technology grant and a grant from Open Futures Learning.

Outcome Objective #5: Satisfaction – Employees will have high job satisfaction.

Measure: Percent of employees who state that their level of job satisfaction is high.

Goal: 80% satisfaction.

Result: Achieved – 90% satisfaction.

Comparative Data/Trends: We had 83% job satisfaction in 2022 and 80% in 2021. We had 30 employees respond in 2021, and two chose not to answer this question. In 2022, we had twelve employees respond to the survey, and we had thirty-eight employees respond this year.

Extenuating/Influencing Factors: The People and Culture Manager sent out reminders to the Supervisors regarding posting notes of appreciation for staff. The People and Culture Manager has also chosen staff to highlight on ShareVision throughout the year.

Outcome Objective #6: Satisfaction – Maintain a high level of satisfaction with service.

Measure: Percent of all stakeholders responding to satisfaction surveys which indicate they are happy with the quality of services Pathways provides.

Goal: 85% satisfaction.

Results: Achieved – 100% satisfaction.

Comparative Data/Trends: The responses from all the surveys were very positive this year. In 2022 the result for this outcome was 93%. In 2021 the result for this outcome was 90

Extenuating/Influencing Factors: We only had one individual say they were unhappy with our services. They later commented on the survey and stated they wanted to be at Pathways. There were 121 responses in total from all the surveys.

Outcome Objective #7: Business Function – Develop a more efficient scheduling system.

Measure: Use a new technology system to schedule employees.

Goal: A new scheduling system is developed.

Result: Not Achieved – A new scheduling system has not been developed.

Comparative Data/Trends: The schedule has gone from being recorded on paper and in a spreadsheet which is inaccessible to most staff. A few years ago, we went from this to also recording the home's staff schedule on ShareVision.

Extenuating/Influencing Factors: We are working with a new CalendarWiz program. Setting up this program is time-consuming, but we hope the scheduling process will be more streamlined once it is complete.

Outcome Objective #8: *Business Function* – Update the strategic plan.

Measure: With input from all stakeholders, Pathways' Strategic Plan is revised and updated.

Goal: A new strategic plan is created.

Results: Achieved – A new strategic plan was developed.

Comparative Data/Trends: Usually, Pathways develops a strategic plan every three years. The last strategic plan was created in 2018. The delay in developing our new strategic plan was because of the pandemic.

Extenuating/Influencing Factors: We hired an external company, Resilience Planning, to assist us in developing our new plan. Lisa Moffatt and Alix Krahn met with various stakeholders to ask them what they felt needed improvement with Pathways. Unfortunately, they could not recruit as many responses as they would have liked.

Outcome Objective #9: *Efficiency* – New employees will be oriented efficiently and effectively.

Measure: Orientation time with Human Resource Manager is reduced to 3 days, and more time is spent on the floor orientating

Goal: Orientation with the People and Culture Manager is three days in length.

Results: Not achieved – Only the agency orientation is three days in length.

Comparative Data/Trends: Orientation is very time-consuming and costly, especially if the employee leaves their employment shortly after being orientated.

Extenuating/Influencing Factors: The information presented to new employees in orientation could not be delivered in three days. We managed to shorten the agency orientation to three days, but employees must continue orienting to other areas of our organization.

Outcome Objective #10: *Effectiveness* – Employees will have outstanding requirements submitted in a timely fashion.

Measure: Percent of employees who submit requirements within 30 days excluding class 4 driver's licence.

Goal: 90% of the employees who submit requirements within 30 days, excluding attaining a class 4 driver's license.

Result: Not Achieved – 82%.

Comparative Data/Trends: The results of this outcome fluctuated throughout the year. In October, the requirements attained were 92%. In December, this dropped to 78%. In February, we were at 100% requirements submitted. The number of employees hired

during the year was 8 in the month of May, 10 in June, 6 in July, 6 in August, 5 in September, 3 in October, 7 in November, 1 in December, 3 in January, 4 in February, and 1 in March.

Extenuating/Influencing Factors: Of the 55 staff hired this year, 37 remain employed at Pathways. The one employee hired in December left on medical leave, so they cannot attain their first aid requirement. We have also hired some employees with very little availability and are having difficulty getting their requirements. One employee is waiting for their criminal record check, which is out of our control. We have been providing employees extra time to get their requirements while working shifts where they do not have to support individuals.

Activity Service and Individualized Funding

Outcome Objective #1: *Effectiveness* – Individuals will be supported to achieve their goals.

Measure: The number of goals that have been completed that are achieved.

Goal: 75% of the goals are achieved.

Result: Achieved – 77% of the goals completed were achieved.

Comparative Data/Trends: In the 2021-2022 fiscal year, 51% of the goals were achieved. In the 2020-2021 fiscal year, 54% of the goals were achieved.

Extenuating/Influencing Factors: The low achievement rate of individuals' goals in the 2021-2022 and 2020-2021 fiscal years was due to the pandemic restrictions and the low attendance rate of our Activity and Individualized Funding services.

Outcome Objective #2: *Efficiency* – Individuals will safely have their medication administered by staff adhering to the Pathways' Medication Administration policy and procedure.

Measure: Number of incident reports identifying breaches in the Medication administration policy or procedure.

Goal: Less than or equal to no more than three medication errors.

Result: Not achieved – 4 medication errors.

Comparative Data/Trends: Five medication errors occurred in the 2021-2022 fiscal year. There was only one medication error in the 2020-2021 fiscal year.

Extenuating/Influencing Factors: During the 2020 2021 fiscal year, attendance in our Activity Service and Individualized funding was very low, and we only had one individual attending that we were supporting with medication administration. Medication errors are lower this year than last, and we are back at pre-pandemic attendance levels.

Outcome Objective #3: *Satisfaction* – Staff will have high satisfaction with their jobs.

Measure: Percentage of employees who state they like their job at Pathways.

Goal: 90% Satisfaction.

Result: Achieved – 100%.

Comparative Data/Trends: In 2020, employee satisfaction with their job was 72%. In 2021, satisfaction was reported at 76%. In 2022, employee satisfaction was reported at 83%.

Extenuating/Influencing Factors: During the pandemic, employee satisfaction dropped due to the restrictions and the virus's unknown elements. Another factor in the higher rate of satisfaction is due to the actions of the satisfaction action plan and the increase in the number of employees we have in those service areas.

Outcome Objective #4: *Service Access* – Individuals will have opportunities to participate in activities in the community.

Measure: The number of people deemed by the Activity Supervisors that currently have limited access to the community are supported by Pathways staff to consistently join activities in the community.

Goal: 4 times per month.

Result: Achieved – Average four times per month.

Comparative Data/Trends: There is no comparative data for this outcome. This is the first time we have had an outcome of this nature.

Extenuating/Influencing Factors: Irregular attendance of 4 out of the 12 individuals chosen for the outcome impacted the results. One of the individuals did not attend Pathways at all and exited our services in October 2022. Documentation was vital in being able to calculate the result. Staff were told how they should be documented, but sometimes, the Notable needed to be changed.

Outcome Objective #5: *Satisfaction* – Maintain a high level of satisfaction with the service provided to individuals attending Activity Service and Individualized Funding expressed by their support network.

Measure: Percent of individuals' support network responding to satisfaction surveys indicating they are happy with the quality of services provided at Activity Services and Individualized Funding.

Goal: 95% satisfaction.

Result: Achieved – 100% satisfaction.

Comparative Data/Trends: Previous satisfaction ratings were in 2022; the rating was 88%. In 2021 the rating was 84%. In 2020 the rating was 86%.

Extenuating/Influencing Factors: The Activity Supervisors were shown an easy way to ensure that the key workers for activity service were updated.

The Homes

Outcome Objective #1: *Effectiveness* – Individuals in the home will have the right to social inclusion.

Measure: Individuals living in the home 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.

Goal: 7 out of 12 individuals living in our homes can travel.

Result: Not achieved – 6 out of 12 Individuals were able to travel.

Comparative Data/Trends: Pre-pandemic, the individuals would go camping yearly, except for two individuals living in Guisachan.

Extenuating/Influencing Factors: The restrictions of the pandemic eased this year, allowing us to travel with individuals safely. We did plan to have another individual go on our Mexico trip; however, he fell and broke his hip shortly before he was going to travel.

Outcome Objective #2: *Efficiency* – Individuals living in the homes will have their medication administered safely.

Measure: Number of medication error incidents reported that are recorded in ShareVision.

Goal: 20% decrease over the 2021/2022 reporting period.

Result: Not achieved – 11% increase.

Comparative Data/Trends: Medication errors have decreased in the previous three years. There were 19 errors last year and 21 this year.

Extenuating/Influencing Factors: Most medication errors occurred because the medications were missed. After each error was discovered, the pharmacist was consulted. A medication re-orientation was completed with the staff involved, and a medication audit was completed.

Outcome Objective #3: *Satisfaction* – Employees will like where they work.

Measure: Percentage of people who like working in the homes.

Goal: 80% satisfaction.

Result: Achieved – 88% satisfaction.

Comparative Data/Trends: We had nine responses from employees working in the homes. Last year satisfaction from 3 employees was 100%. The year before, satisfaction was reported at 78% from 9 employees and 56% from 8 employees the previous year.

Extenuating/Influencing Factors: Only one employee reported that they were dissatisfied. That was enough to drop the satisfaction by 12 percentage points.

Outcome Objective #4: *Service Access* – Individuals will have the appropriate living arrangements to meet their needs.

Measure: Individuals living in our homes will have the option to move to a Home Share living arrangement.

Goal: 1 person moves into a Home Share living arrangement.

Results: Not achieved – No one moved into a Home Share living arrangement.

Comparative Data/Trends: We have not had a goal in the past of this nature in the past and therefore do not.

Extenuating/Influencing Factors: Home Share provider recruitment has proven challenging. Community Living BC has provided us with funding to help with recruitment.

Integrated Career Opportunities (ICO) and Social Ventures

Outcome Objective #1: *Effectiveness* – Maximize the number of new employer contacts that result in job placements.

Measure: Percent of new employer contacts that result in job placements within six months of initial contact.

Goal: 25%.

Result: Achieved – 75%.

Comparative Data/Trends: The result for this outcome for the 2021-2022 fiscal year was 85%. The result for the 2020-2021 fiscal year was 20%, and for the 2019 2020 fiscal year, it was 50%.

Extenuating/Influencing Factors: We had seven referrals this year, five of which resulted in employment. Two individuals had to leave employment due to health issues.

Outcome Objective #2: *Effectiveness* – Maximize career enhancements for employed individuals.

Measure: Percent of individuals that receive a job or career enhancement (promotion, raise, extra responsibilities).

Goal: 20%.

Result: Achieved – 100%.

Comparative Data/Trends: During the 2020-2021 fiscal year, 10% of the individuals received career enhancements. Last fiscal year, that number rose to 50%.

Extenuating/Influencing Factors: This year, everyone received a raise in their income. Seven individuals in Social Ventures were given additional hours of employment.

Outcome Objective #3: *Service Access* – Provide supported training opportunities for individuals.

Measure: A minimum of 10% of employed individuals with divers-abilities will be supported with training opportunities.

Goal: 10%.

Result: Achieved – 40%.

Comparative Data/Trends: This was the first time we tracked the training of individuals in employment. As a rule, if individuals required any employment training, they were supported by Pathways' employees.

Extenuating/Influencing Factors: WHIMS training was completed with Social Venture employees last fiscal year. This year, we supported some Social Venture employees to get online first aid training.

Outcome Objective #4: *Efficiency* – Individuals entering ICO secure lasting employment.

Measure: Percent of individuals that enter ICO that retain employment for a 6-month period.

Goal: 50%.

Result: Achieved – 100%.

Comparative Data/Trends: In the past three fiscal years, only one individual did not retain employment for a six-month period. This individual could not commit to her work schedule and consistently called in sick.

Extenuating/Influencing Factors: We did not include all the individuals referred to ICO in the data. Once referred to ICO by CLBC, that individual must be able to get to appointments and work without support from Pathways employees. This can be a barrier for many individuals. Also, during the discovery process, the individual must be reliable in attending the appointments.

Outcome #5: Satisfaction – Individuals will have a high level of satisfaction with their employment.

Satisfaction

Individuals will have a high level of satisfaction with their employment.

Measure: Percent of individuals who report that they like their job.

Goal: 95% satisfaction.

Result: Achieved – 100% satisfaction.

Comparative Data/Trends: Last fiscal year's result was 95% satisfaction. The year before, it was 100%, and the year before, it was 95%. We had nine individuals respond to the satisfaction survey this year. Seven individuals supported by either ICO or Social Ventures services responded in 2022, and eight responded in 2021.

Extenuating/Influencing Factors: Low responses can drastically affect the results. If one individual had reported that they did not like their job, the result would have dropped by twelve percentage points. The comprehensive discovery process that allows the individual to secure employment aids in the overall job satisfaction reported by individuals.

Home Share

Outcome Objective #1: Efficiency – Home share providers will report critical incidents in a timely manner.

Measure: Percentage of incidents reported within the time defined by the Incident Report policy and procedure.

Goal: 95% of the incidents are reported promptly.

Results: Not achieved – 90% of the incidents were reported promptly.

Comparative Data/Trends: This year, there were sixty incidents reported. This was a 54% increase over last year. Last year we only had 74% of our incidents reported within the timeframe set by our policy.

Extenuating/Influencing Factors: We have been educating our home share provider on our Incident and Critical Incident Reporting policy and procedure during home visits and through our monthly updates to home share providers. This has helped to improve the timeframe on which the providers are reporting incidents. We also have educated

them on what constitutes a reportable incident, contributing to the number of incidents reported this year.

Outcome Objective #2: *Service Access* – Pathways will have options for different home share situations for individuals entering our Home Share Services.

Measure: Number of new home share situations procured and retained during the fiscal year.

Goal: Obtain six new Home Share situations over the fiscal year.

Result: Achieved – 10 new Home Share Situations.

Comparative Data/Trends: There was a 70% increase in our home share contracts from last fiscal year. We had three home share providers who support their family members start contracting with Pathways.

Extenuating/Influencing Factors: We currently have five home share situations available. However, many new people applied to become home share providers and now support one or two individuals. One home share provider moved to a new home so he could provide support to an additional individual.

Outcome Objective #3: *Service Access* – Individuals will have access to community activities.

Measure: Number of times individuals in Home Share participate in our Social Recreation service.

Goal: An average of 4 individuals per month participate in our Social Recreation service.

Results: Achieved – An average of 21 Home Share individuals attended Social Recreation activities per month.

Comparative Data/Trends: We have not tracked the attendance of individuals in home share in the past. The Social Recreation service area started up again in November 2021 after being shut down because of the pandemic.

Extenuating/Influencing Factors: Although we achieved this outcome, we did not achieve the reason for setting this outcome. We wanted to attract more individuals in home share to join the social recreation service area. At the end of the fiscal year, we had 56 individuals living in home share. Of the 56 individuals, only 13 individuals living in home share participated in Social Recreation activities or 23%.

Outcome Objective #4: *Effectiveness* – Individuals in home share like where they live.

Measure: Percent of individuals in home share who express they like living in their home.

Goal: 95% satisfaction.

Result: Achieved – 100% satisfaction.

Comparative Data/Trends: This was the highest satisfaction rating for individuals living in home share in three years. Last year, the satisfaction was at 93%, and the year before, the satisfaction rating was 94%. There were 13 respondents to the survey this year and 18 respondents the year before.

Extenuating/Influencing Factors: Home Share Managers met privately with each individual living in home share twice this year, per policy and procedure. At each meeting, they asked if the individual was happy living in their home share.

Outcome Objective #5: *Efficiency* – Home Share providers will have requirements submitted in a timely manner.

Measure: Home share providers will submit requirements within 14 days of being requested.

Goal: 14 days or less.

Results: Achieved – 14 days.

Comparative Data/Trends: We have not tracked the number of days, on average, it took to get requirements in from home share providers before this year.

Extenuating/Influencing Factors: We developed a spreadsheet to track this outcome. Unfortunately, we did forget to put all the entries into the spreadsheet, so the result may not be accurate. We are going to continue to use the spreadsheet to track this.

Outcome Objective #6: *Satisfaction* – Maintain a high level of satisfaction with the service provided to home share providers.

Measure: Percent of home share providers who express they are happy with the quality of services provided through home share.

Goal: 90% satisfaction.

Results: 100% satisfaction.

Comparative Data/Trends: We had a satisfaction rating of 100% last fiscal year, up 12% from the previous fiscal year. Fourteen home share providers responded to our survey this year, double the responses we received the year before. We received twelve responses the year before that.

Extenuating/Influencing Factors: We had a barbecue for our home share providers this year, but it was not well attended due to the weather. We also sent out Christmas cards that contained a gift card for our home share providers. We sent out a mini survey mid-year to check on how the home share providers felt about our service, and the results were positive.