



Quality Report – 2017

BeConnected Support Service's VISION...

BeConnected Support Service's Vision is to provide the supports you need for the life you want. For individuals, families, and the agency to Be Connected in the community.

1. Characteristics of the people we support:

Knowing the characteristics of the people we support helps us to support people better!



BSS supported **157** individuals in 2017, from teenagers to seniors. That's a **27%** increase! **35** people live full-time in one of BSS's **11** group homes. We support **9** people through Respite Services – all children or youth. We also started supporting individuals in PSI services – so far we support 6 individuals in PSI Home Share or Community Inclusion. Our greatest increase in persons supported occurred in our Network of Home Living (NHL) program, which increased from 59 in 2016, to **69** in 2017.

How do we identify these characteristics?

Annually we update our demographics through a demographic survey! Updating the survey annually allows us to capture any changes that may have occurred for an individual in the past year.

Some interesting facts:

- The individuals supported by BSS are pretty young. 68% of persons served are under 40 years old; and 46% are under the age of 30!
- BSS likes to work with people who sometimes need help with their behavior. About 22% of persons served have a Behaviour Support Plan. For this reason, we provide SIVA training for staff, and make it available to contractors. SIVA stands for Supporting Individuals through Valued Attachments.
- Nearly 80% of individuals supported have a mental health diagnosis like depression, bi-polar disorder, or PTSD.
- This year we did not see an increase in persons supported with paid work. Only 11% of individuals self-identified as being employed this year. Although BSS does not currently provide Employment Services, real work for real pay and supporting



individuals who want to work, with work, is a value of ours. However, the number of persons who are unemployed remains a concern to the agency.

- 83% of persons supported have white skin. The second largest racial group served is individuals who are Aboriginal, or First Nations; at 11%.

2. Planning with the people we support:



In 2017:

- **100%** of persons supported in **group homes** achieved at least one personal goal and 85% achieved 2 or more personal goals;
- **100%** of persons supported in **respite services** achieved at least one personal goal and 78% achieved 2 or more personal goals;
- **93%** of persons supported in the Network of Home Living (NHL, BSS’s **home share** program), achieved at least one personal goal and 64% achieved 2 or more personal goals.

In 2017, 95% of persons served across all service categories achieved at least one goal and, 70% achieved two or more goals, and 71% made progress towards their goals!

These are the quality of life areas, and how many people are working towards goals, in each area:

Goal Type	Visual	%
IF: Personal Development Goals - Education/Art/Singing/Crafts/Get a Mentor, etc..	<div style="width: 34%; background-color: #90EE90;"></div>	34%
IF: Self-Determination Goals - Vacations/move to NHL/move with partner/Attend Namaste/Sleeping in, etc..	<div style="width: 51%; background-color: #FF0000;"></div>	51%
SPF: Interpersonal Relationships Goals - Partner/Friend/Family/Social Contact/Entertainment/Team Sports, etc..	<div style="width: 54%; background-color: #00BFFF;"></div>	54%
SPF: Social Inclusion Goals - Day Services/Programs/ volunteering/ Community Inclusion/Cultural Events, etc..	<div style="width: 32%; background-color: #FFD700;"></div>	32%
SPF: Rights Goals - Passport/Obtain custody of son, etc..	<div style="width: 1%; background-color: #0000FF;"></div>	1%
WBF: Emotional Well-Being Goals - Moods/To be Happy/Be more positive, etc..	<div style="width: 10%; background-color: #800080;"></div>	10%
WBF: Material Well-Being Goals - Jobs/ Shopping/Banking, etc..	<div style="width: 49%; background-color: #FFD700;"></div>	49%
WBF: Physical Well-Being Goals - Mobility/Access/Physical Health/ Personal Care/Meds/Housekeeping/ Hiking/Life Skills/Lose Weight/ Horseback riding, etc..	<div style="width: 53%; background-color: #8B4513;"></div>	53%

3. Being efficient for the people we support:

Simply stated, if we are able to support as many people as we have the space to support, we are being “efficient” with our “resources.” By keeping our group homes

full, and increasing the number of individuals supported in our contracted services service areas, we are meeting our efficiency goals!

4. Access for people who want support:

BSS has a goal that its services be made available to those who need them. We have another goal that the characteristics of the persons supported be representative of the characteristics of the population as a whole. In 2017, we assess that we are meeting both of these goals.

5. Satisfaction for everyone:

We asked all of the people served by BeConnected questions to *help us help you better*. We especially need this information so we can support you to make the changes in your lives that you want to make, and also to plan training opportunities for your staff that are specific to your needs. This year we received 151 completed surveys by persons served for 96% response rate!



Across satisfaction indicators, **100%** of persons served in **group homes, respite services, and SIL** are satisfied. In the Network of Home Living (**home share**), **97%** are satisfied.

Also, **95%** of **family members** who responded to our survey, indicated satisfaction with the services you are being provided from BeConnected. **100%** stated that they would recommend BeConnected Support Services as a service provider to others.

Overall the satisfaction ratings were high. Some areas which received a few negative responses were “knowing who to talk to when I have a concern” and “having the right to say ‘NO’”.

In residential homes please know that you can talk to your Home Coordinator with any concerns you have. In the Network of Home Living you can talk to your Home Share Provider or Home Share Coordinator – Jason, Christa, Jen, or Karla. You can talk to these individuals about *anything*. Additionally Kristen and Rhonda are available at Head Office if you need them. Head office telephone is 250-727-3891.

Please also know that **you have the right to say ‘no’**. All people have the right to make informed decisions and choices and you are in control of your life. Ask your Home Coordinator or Home Share Provider if you would like to review your rights.

Who else is Satisfied?:

Stakeholder Group	% Responded “Satisfied” or “Very Satisfied” to the survey questions
Teachers, day programs, social workers, doctors, other support people	100%
Staff of persons supported	87%

6. What else happened in 2017?

1. Throughout 2017 BeConnected Support Services set out to strengthen our relationships with individuals, personnel, families, and the communities we exist in. On November 15th BeConnected spent the day developing the agency’s 2018—2020 Strategic Plan, focused on the following five strategic goals:



- ✓ That BSS delivers dynamic services to persons supported and be the service provider of choice to individuals and families.
- ✓ That BSS maintain organizational health.
- ✓ That the agency and its work be positively profiled in the community. That BSS be a leader in Community Living.
- ✓ That BSS be the employer of choice.
- ✓ That BSS use technology to support efficient and effective operations.

2. In 2016 BSS opened up Highrock House, part of a duplex, in order to serve children and youth. At the time of this writing, Highrock House is open for business and serving the needs of the Ministry and children and families of the south island, and plans are currently under way for the opening of the other side of the duplex, Shearwater, in early 2018!

3. BSS continues to host the largest Self Advocacy group on the island (perhaps in the province), Self Advocates for a Brighter Future (SABF)! 2017 was SABF’s 10th Anniversary Year!!



4. In 2015, BeConnected supported the start-up of a second chapter of SABF; Self Advocates for a Brighter Future Cowichan Valley, which has grown to a membership of 18 in 2017!



5. We added the OPUS Committee! Opus was assembled in order to have a focus on employment and vocational opportunities for persons served.
6. We planned and co-hosted the second Annual Disability Film Festival on in celebration of December 3rd, United Nations International Day of Persons with Disabilities.
7. In a community effort organized by a team of 7 community partners, we hosted the Eighth Annual *One Day* community event, in Victoria. The purpose of One Day is to celebrate the diversity in our community through the planning of a free, family-oriented celebration of everyone in our community. One Day provides live musical entertainment; low-cost BBQ lunch and refreshments; organized games and activities that anyone can participate in (fully accessible!); free children’s activities including mini golf, bouncies/inflatables, and face painting; special guests and much more. We also provide a Marketplace where crafts people and artists, some of whom have diversabilities, can sell their wares. In 2017, approximately 1,500 community members attended One Day. One Day 2018 planning is currently underway!
8. We hosted ~120 guests at BeConnected’s Annual Employee and Care Provider Appreciation Gala. Employees and contractors with 5, 10, 15 and 20 years of service were awarded with gifts and kind words. This was BeConnected’s 10th Annual Gala.
9. We hosted the 7th of its now *Annual BeCommunity Art Show*. The show was displayed for an entire month at a local coffee shop, the Spiral Café. 100% of all proceeds from all art pieces sold went to the artist.
10. Among many smaller events, BSS hosted 2 Annual BeConnected Family events: Summer Aboriginal, Christmas Family and Friends. Approximately 100 people attended the summer event and 200 people attended the Christmas event!

