

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 97 individuals in 2015, from teenagers to seniors. **32** people live full-time in one of BSS's **10** group homes. Increases in persons supported occurred in our Network of Home Living (NHL) program, which increased from 55 in 2014, to **56** in 2015; and in our contracted Community Inclusion services, which increased from 22 persons in 2014 to **23** in 2015.

Some interesting facts:

- The individuals supported by BSS are pretty young. 70% of persons served are under 40 years old; and 50% are under the age of 30.
- BSS likes to work with people who sometimes need help with their behavior. About 34% 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 48% of individuals supported have a mental health diagnosis like depression, bi-polar disorder, or PTSD.
- 28% of people supported are employed. 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.
- 81% of persons supported have white skin. The second largest racial group served is individuals who are Aboriginal, or First Nations; at 15%.



2. Planning with the people we support:

In 2015:



- **100%** of persons supported in **group homes** achieved at least one personal goal and 88% achieved 2 or more personal goals;
- **100%** of persons supported in **respite services** achieved at least one personal goal;
- **100%** of persons supported in the Network of Home Living (NHL, BSS's **home share** program), achieved at least one personal goal and 78% achieved 2 or more personal goals.

In 2015, 98% of persons served across all service categories achieved at least one goal and, 78% achieved two or more goals, and 66% made progress towards all 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..		29%
IF: Self-Determination Goals - Vacations/move to NHL/move with partner/Attend Namaste/Sleeping in, etc..		52%
SPF: Interpersonal Relationships Goals - Partner/Friend/Family/Social Contact/Entertainment/Team Sports, etc..		69%
SPF: Social Inclusion Goals - Day Services/Programs/ volunteering/ Community Inclusion/Cultural Events, etc..		45%
SPF: Rights Goals - Passport/Obtain custody of son, etc..		5%
WBF: Emotional Well-Being Goals - Moods/To be Happy/Be more positive, etc..		13%
WBF: Material Well-Being Goals - Jobs/ Shopping/Banking, etc..		45%
WBF: Physical Well-Being Goals - Mobility/Access/Physical Health/ Personal Care/Meds/Housekeeping/ Hiking/Life Skills/Lose Weight/ Horseback riding, etc..		60%

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 the Network of Home Living, 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 2015, we believe 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 97 completed surveys – that’s 84% of the people we serve.

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

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

100% of individuals are pleased with their personal space, family and friends being welcome, privacy being respected, making and meeting personal goals, and having choices.

An area of interest for the NHL in recent years, was in response to the question “If you have questions or concerns, do you know who to talk to at BeConnected Support Services?” This question received low responses in the past, but in 2015 NHL residents who responded 'no' dropped to 2% [or one survey].

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	100%

6. Accreditation 2015

- In 2015 BeConnected was successfully surveyed by CARF and was accredited in our Supported Living service area, for the very first time 😊. BeConnected is also accredited in Community Housing, Community Housing (Children and Adolescents), Host Family / Shared Living Services, Respite Services, and Respite Services (Children and Adolescents);
- Some of BeConnected's "strengths" as identified in our 2015 CARF Survey Report include:

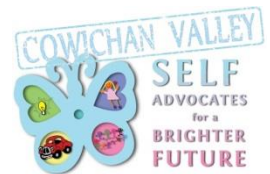
"The Directors and staff members of BeConnected Support Services are complimented for the quality of [BeConnected's] services. The organization has strengths in its culture of teamwork, cooperation, and open communication that is evident throughout the organization"

"Staff members express a great deal of enthusiasm in their work and a desire to further improve services to better meet the needs of persons served. It is obvious that the staff members of BeConnected are committed to the persons served and passionate about their work"

"The organization is acknowledged for the great community collaboration that it has with other providers and with the community overall"

7. What else happened in 2015?

- In 2015, BeConnected supported the start-up of a second chapter of SABF; Self Advocates for a Brighter Future Cowichan Valley.
- In a community effort organized by a team of 7 community partners, we hosted the Seventh 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. In 2015, approximately 750 community members attended One Day.
- BSS hosted the fifth 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.



- We opened Cowichan House! In response to a crisis-related need of a young person in the central island, BeConnected completed and submitted CLBC's RFQ and was approved as a provider of Staffed Residential Services in the regions of Central Island and Island North.
- We increased our use of technology in 2015!
 - We implemented ShareVision: an organization-management software
 - We created a shiny new website and enhanced our social media presence to compliment 2014's name, logo, and branding change. Social media enhancements included:
 - YouTube channel where BeConnected's suite of training videos have been posted.
 - Regular updates of our Facebook and Twitter accounts so individuals can keep up with the latest news and events.