

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.

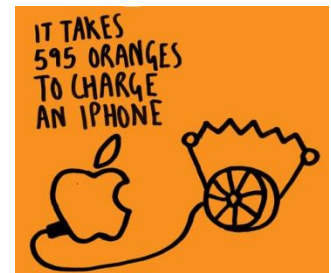
1. Characteristics of the people we support:

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

BSS supported 124 individuals in 2016, 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 56 in 2015, to **59** in 2016; and in our contracted Community Inclusion services, which increased from 23 persons in 2015 to **24** in 2016.

Some interesting facts:

- The individuals supported by BSS are pretty young. 66% of persons served are under 40 years old; and 45% are under the age of 30.
- BSS likes to work with people who sometimes need help with their behavior. About 33% 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 65% 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, in fact we actually saw a slight decrease. 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.
- 82% 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 2016:



- **96%** of persons supported in **group homes** achieved at least one personal goal and 84% achieved 2 or more personal goals;
- **100%** of persons supported in **respite services** achieved at least one personal goal;
- **94%** of persons supported in the Network of Home Living (NHL, BSS's **home share** program), achieved at least one personal goal and 79% achieved 2 or more personal goals.

In 2016, 93% of persons served across all service categories achieved at least one goal and, 76% achieved two or more goals, and 62% 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..		22%
IF: Self-Determination Goals - Vacations/move to NHL/move with partner/Attend Namaste/Sleeping in, etc..		48%
SPF: Interpersonal Relationships Goals - Partner/Friend/Family/Social Contact/Entertainment/Team Sports, etc..		61%
SPF: Social Inclusion Goals - Day Services/Programs/ volunteering/ Community Inclusion/Cultural Events, etc..		46%
SPF: Rights Goals - Passport/Obtain custody of son, etc..		13%
WBF: Emotional Well-Being Goals - Moods/To be Happy/Be more positive, etc..		8%
WBF: Material Well-Being Goals - Jobs/ Shopping/Banking, etc..		50%
WBF: Physical Well-Being Goals - Mobility/Access/Physical Health/ Personal Care/Meds/Housekeeping/ Hiking/Life Skills/Lose Weight/ Horseback riding, etc..		56%

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 2016, 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 111 completed surveys – that’s 74% 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.

Overall the satisfaction ratings were high – 100% of people who responded were happy in their home and satisfied with their services. 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	97%

6. What else happened in 2016?

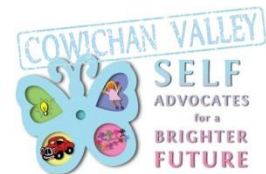
- We submitted a proposal to CLBC to provide PSI services (Personalized Supports Initiative) and were successful! PSI supports adults who have both significant limitations in adaptive functioning and either a diagnosis of Fetal Alcohol Spectrum Disorder (FASD) or Autism Spectrum Disorder (ASD), but who do not otherwise qualify for CLBC services under the developmental disabilities stream. We look forward to supporting individuals under PSI in 2017!

- In late 2015, we submitted a proposal and was approved to provide staffed residential services in the central/up island regions of Nanaimo/Cowichan, Mid-Island and Upper Island. This allowed us to open Cowichan House!

- BeConnected opened up Highrock House in order to serve children and youth, both in a full-time capacity, and also as rotating respite services for families.



- 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 15 in 2016.



- BSS hosted the third My Community Conference, a tri-annual conference for self-advocates by self-advocates, attended by ~100 self-advocates. This year's theme was health and wellness.



- BeConnected Support Services organized and co-hosted the Annual British Columbia Challenger Baseball Jamboree in June, 2016. 27 Teams from all over BC with players ranging from age 5 to 36 played in the tournament! Challenger Baseball is a division of Little League that allows children and youth with cognitive or physical disabilities the opportunity to enjoy all the benefits of playing baseball, in an environment that caters to their unique needs.



- We implemented ShareVision, a resident management software, in some of our homes. ShareVision allows for greater communication and record storage across the agency. We plan to have all residential homes using it by the end of 2017

- In partnership with InclusionBC, the BC Self Advocacy Foundation, and the University of Victoria, BSS planned and hosted a Disability Film Festival on Saturday December 3rd, in celebration of December 3rd, United Nations International Day of Persons with Disabilities. Victoria had the largest showing in BC!



- 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 2016, approximately 1,200 community members attended One Day. One Day 2017 planning is currently underway.

