



## Quality Report – 2018

### 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!



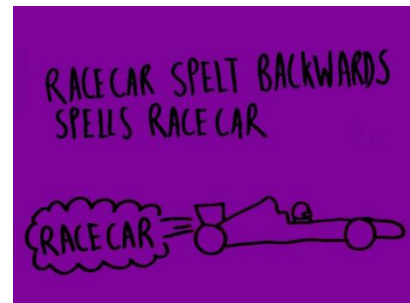
BSS supported **165** individuals in 2018, from teenagers to seniors. That's a **5%** increase! **35** people live full-time in one of BSS's **12** group homes. We support **9** people through Respite Services – all children or youth. We support the most people in our Network of Home Living (NHL) program, which supported **71** individuals in 2018.

#### How do we identify these characteristics?

We update our demographics regularly on ShareVision! Updating the individuals ShareVision page regularly allows us to capture any important changes that may have occurred for an individual.

#### Some interesting facts:

- The individuals supported by BSS are pretty young. 71% of persons served are under 40 years old; and 47% are under the age of 30!
- BSS likes to work with people who sometimes need help with their behavior. About 20% 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.
- 59% of individuals supported have a mental health diagnosis like depression, bipolar disorder, or PTSD.
- We saw an increase in persons supported with paid work. 27% of individuals self-identified as being employed this year, compared to 11% in 2017. 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.

- 73% of persons supported have white skin, down 12% from 2017. The second largest racial group served remains individuals who are Aboriginal at 12%.

## 2. Planning with the people we support:



In 2018:

- **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 2018, 95% of persons served across all service categories achieved at least one goal, 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..		34%
IF: Self-Determination Goals - Vacations/move to NHL/move with partner/Attend Namaste/Sleeping in, etc..		51%
SPF: Interpersonal Relationships Goals - Partner/Friend/Family/Social Contact/Entertainment/Team Sports, etc..		54%
SPF: Social Inclusion Goals - Day Services/Programs/ volunteering/ Community Inclusion/Cultural Events, etc..		32%
SPF: Rights Goals - Passport/Obtain custody of son, etc..		1%
WBF: Emotional Well-Being Goals - Moods/To be Happy/Be more positive, etc..		10%
WBF: Material Well-Being Goals - Jobs/ Shopping/Banking, etc..		49%
WBF: Physical Well-Being Goals - Mobility/Access/Physical Health/ Personal Care/Meds/Housekeeping/ Hiking/Life Skills/Lose Weight/ Horseback riding, etc..		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 2018, 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 2018?**

1. BSS was visited and successfully accredited by CARF.
  - For the first time, BSS was surveyed under TWO survey manuals: one for adult services and one for children and youth services.
  - BSS received NO RECOMMENDATIONS (stated by Brian Boon, CEO of CARF that this accomplishment is achieved in only 3% of CARF surveys).
  - BSS received EXEMPLARY CONFORMANCE in the area of RIGHTS of persons served. Recognition of Exemplary Conformance indicates a practice that produces outstanding business or clinical results and/or is innovative or creative enough to be beneficial to be shared within the entire field.

2. We moved! BeConnected moved to its new Head Office location at 4243 Glanford Ave.



3. In 2016 BSS acquired a new duplex at the behest of the Ministry of Children and Family Development in order to expand BSS’s children and youth respite program: Shearwater and Highrock Houses. In 2017, Highrock House was opened for business and serving the needs of the Ministry and children and families of the South Island. In 2018, the Shearwater side of the duplex was opened.

4. BSS continues to host the largest Self Advocacy group on the island (perhaps in the province), Self Advocates for a Brighter Future (SABF) with more than 40 members. We also support the Cowichan Valley Chapter established in 2015.



5. In a community effort organized by a team of 7 community partners, we hosted the NINTH 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 2018, approximately 1,500 community members attended One Day. Planning for One Day’s 10<sup>th</sup> Anniversary event in 2019 is currently underway!



6. 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 11<sup>th</sup> Annual Gala.
7. We hosted the 8<sup>th</sup> 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.
8. 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! We also introduced a new event, the Christmas Ice Festival Skate. Invitations were sent to all persons supported, families, and personnel.

