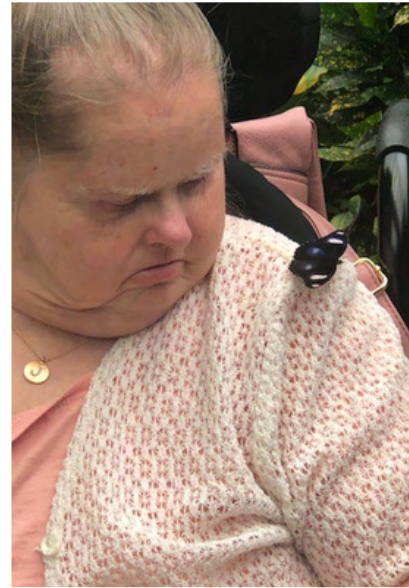




PERFORMANCE ANALYSIS SUMMARY REPORT 2025



BECONNECTED SUPPORT SERVICES

ABOUT US

BeConnected was established in 2002 and is owned and operated by Rhonda Connell (CEO). We provide a variety of residential and community inclusion support options on Vancouver Island, operating from the Greater Victoria Area and as far up as Campbell River, as well as the Southern Gulf Islands.

BeConnected is contracted by Community Living British Columbia (CLBC) to provide services for adults with developmental disabilities and the Ministry of Children and Family Development (MCFD) to provide services to children and youth with special needs.

Each year, the development of BeConnected's Performance Analysis Report provides an opportunity to pause, reflect, and take a thoughtful look at how we are doing as an organization. This report brings together performance data, feedback from individuals supported, families, personnel, and other stakeholders, and insights from our ongoing quality improvement processes. It highlights areas of strength, identifies opportunities for growth, and supports informed decision-making as we continue to evolve our services in response to the needs of the people and communities we serve.

CONTENTS

- **VISION & MISSION**
Page 2
- **ACCOMPLISHMENTS**
Page 3
- **DEMOGRAPHICS**
Page 7
- **GOAL ACHIEVEMENT**
Page 9
- **EFFICIENCY**
Page 10
- **SERVICE ACCESS**
Page 11
- **STAKEHOLDER EXPERIENCE**
Page 12



BECONNECTED SUPPORT SERVICES

VISION & MISSION

To provide the supports you need for the life you want. For individuals, families, and the agency to Be Connected in the community.

- ★ We listen to and support individuals to realize their hopes, dreams, and goals; and to lead their chosen lives. *(choice, self-determination, rights, goals, dreams)*
- ★ We are committed to helping the community embrace and include all citizens. *(community inclusion, acceptance, belonging)*
- ★ We empower access to and support learning, working and playing for those we serve. *(school, vocation, volunteering, paid work, recreation)*
- ★ We support individuals to be in control of their own resources, and to determine how they are directed. *(self-directed services, independence, Individualized Funding)*
- ★ We are committed to understanding and accepting diversabilities in people and families. *(diversibilities, diversity, culture)*
- ★ We are committed to supporting individuals who present with complex behavioural and social care needs. *(positive behaviour supports)*
- ★ We promote healthy lifestyles and wellness for individuals and personnel, and adapt to persons needs as they change. *(health, Quality of Life Framework, nutrition, harm reduction)*
- ★ We value self advocacy and will support and promote a vibrant self advocacy movement locally and provincially. *(advocacy, self advocacy movement)*
- ★ We are committed to creating social networks and enduring friendships for persons served. *(community, connection, social networks)*
- ★ We embrace technology in our business practices, and in pursuit of enhanced accessibility for persons served. *(technology solutions, accessibility)*
- ★ We are committed to having a presence and positive impact in all of the communities in which we work. *(community building, community engagement)*



BECONNECTED SUPPORT SERVICES

ACCOMPLISHMENTS

PROGRAM DEVELOPMENTS

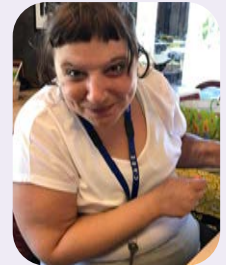
To increase the availability of support for youth and their families, **Chrystal House** opened in May 2025. In October 2025, the program became licensed, expanding capacity from two to four beds. Over the year, Chrystal House supported five individuals through full-time and respite placements.



Chrystal House
— Est. 2025 —

Chrystal House is named in memory of Chrystal Van Loon, one of the first “at-risk” youth supported by BeConnected. Chrystal continued to receive support into adulthood through community inclusion services. Over the years, she formed deep and lasting relationships within our community.

Chrystal House honours her life, her resilience, and the importance of long-term, relationship-based support.



In July 2025, we **expanded capacity at Galbraith Place** by opening a fifth bed. This was initially used for a daytime respite placement, which helped relieve capacity pressures at Highrock House. By November 2025, this bed transitioned to a full-time placement, increasing supports for one youth.

In early 2025, five individuals supported through our Child and Youth Services (CYS) programs turned 19 within a short period. All were eligible for community inclusion supports through CLBC. To ensure continuity of service and reduce disruption during this transition to adulthood, we **doubled capacity at the Launchpad** in June 2025, allowing these individuals to continue receiving supports.

We also significantly **expanded our Outreach Program**, increasing capacity by nine individuals and adding three outreach workers—effectively doubling the program. Outreach supports a broad range of individuals, many with multiple and complex needs. Individuals identified through BeConnected as having multiple complex needs may experience heightened vulnerability, including challenges related to mental and physical health, housing stability, safety, and social inclusion. Outreach staff provide flexible, relationship-based support to help reduce risk, promote stability, and support individuals to remain as safe, connected, and supported as possible within their communities.

EMPLOYEE AND SERVICE PROVIDER APPRECIATION GALA

Annually, BeConnected's CEO hosts approximately 150 guests at BeConnected's Annual Employee and Service Provider Appreciation Gala. 40 employees and contractors with 5, 10, 15, and 20 years of service were awarded with gifts and kind words at the Ambrosia Centre in Victoria.



IN HOUSE EVENTS

BeConnected loves to host a large number of events annually for persons served, families, and personnel to enjoy.

Easter Party



Family & Friends

Holiday Luncheon

Gelato Appreciation Event



Summer BBQs



Halloween Party

Friends & Family Picnic



in celebration of Indigenous Peoples Day

SOCIAL CLUB

BeConnected's Social Club organized two overnight trips to Vancouver, giving participants the opportunity to attend a BC Lions game and a Vancouver Canucks game. These trips offered meaningful opportunities for social connection, shared experiences, and community participation.



OPUS EVENTS

Each month, a different program hosts an activity that is open to everyone supported in our in-house Community Inclusion programs. This year's events included themed lunches (such as Lunar New Year celebrations and a St. Patrick's Day pub visit), a Goldstream campfire and sign language lesson, a hike and picnic in the park, a trip to the IMAX, a Mad Hatter's Tea Party, and everyone's favourite—a visit with miniature ponies at Parkside House.



FLOOR HOCKEY TOURNAMENT

The BeConnected Trailblazers team was reunited for CLBCs Hockey Without Limits Tournament. The tournament was hosted at SJ Willis with teams from across Vancouver Island and the Lower Mainland coming together for a day of friendly competition, teamwork, and community connection. Go Trailblazers!



SELF ADVOCATES FOR A BRIGHTER FUTURE

BeConnected continues to host the largest Self Advocacy group on the island, Self Advocates for a Brighter Future (SABF), with more than 30 members. The group is led by the Director of Programs and Service Quality and supported by our Coordinator of Communications and Special Projects. About half of its members are individuals served by BeConnected.



In 2015, BeConnected supported the start-up of a second chapter of SABF; Self Advocates for a Brighter Future Cowichan Valley. The group is led by BSS's Coordinators of Individualized Services out of our Duncan Office and, about quarter of its members are individuals served by BeConnected.

Membership to both groups is open to the community. SABF met monthly in 2025, with just a short break in July & August. To meet capacity needs, we continued to rent community space at the Esquimalt Gorge Pavilion and Duncan Library. Both meetings were held simultaneously with a video meeting connecting the two in person groups.

BECOMMUNITY ART SHOW

BeConnected hosted the THIRTEENTH Annual BeCommunity Art Show. The show was displayed for the month of March at a local coffee shop, the Spiral Café. 100% of all proceeds from all art pieces sold went to the artist. Most pieces were made by persons served at BSS; but submissions were open to all of the BSS community, so there were also pieces submitted by employees and family members of employees.



GET GROWING VICTORIA

BeConnected participated in the Get Growing, Victoria initiative sponsored by the City of Victoria which provided our homes with vegetable seedlings in order to supplement our food supplies with our own produce!



CHALLENGER BASEBALL

Each year BeConnected sponsors Challenger Baseball at Hampton Little League with several members of BeConnected's leadership team volunteering in the program. In 2025 we continued to run our usual summer program.

Our Hampton Challenger program also attended the BC Challenger Baseball Jamboree in White Rock BC.



SPRING FOOD DRIVE & SOCKS CAMPAIGN

Each year BeConnected participates in a Spring Food Drive – the goal to donate supplies at a time when food banks and homeless shelters are running low following the holiday season. Increasing food costs, low stock of canned and non-perishable items, and job loss created an increase in food insecurity among community members.

In December, BeConnected ran its annual SOCKS campaign which aims to support those living on the streets items that they may be least likely to buy even though they are important for comfort, health, and well-being: a good pair of warm wool socks. The socks are also filled with small comfort items such as gift cards, hand warmers, lip balm, and lotion.



DEMOGRAPHICS

Demographic information is collected on persons served at time of entry, and at different times throughout services, in order to capture any changes. Knowing the characteristics of the people we support helps us to support people better!

Individuals supported by BeConnected
187

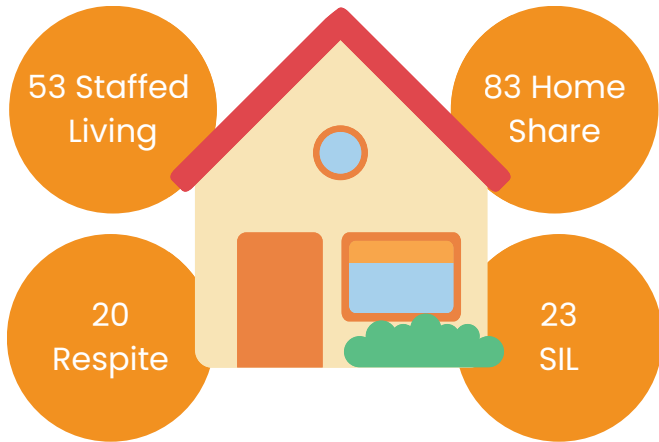
5 interesting facts about individuals supported by BeConnected:

- 1** We support a young population!
63% of individuals supported are under the age of 40.
35% are under the age of 30.
- 2** BeConnected likes to work with people who sometimes need help with their behaviour. Approximately 19% of persons served have a behaviour support plan or behaviour support and safety plan. For this reason, we provide Supporting Individuals through Valued Attachments (SIVA) training to our employees.
- 3** Approximately half of individuals supported have a mental health diagnosis such as depression, bi-polar disorder, and anxiety.
- 4** 20% of individuals supported have paid employment. Although BeConnected does not provide employment services, real work for real pay and supporting individuals who want to work find or maintain employment is a value of ours.
- 5** We support individuals from a variety of backgrounds. Our largest racial group is Caucasian with 67% of individuals. Our second largest racial group remains individuals who are Indigenous at 15%. Our individuals identify as coming from over 20 different ethnic backgrounds.



What services are individuals receiving?

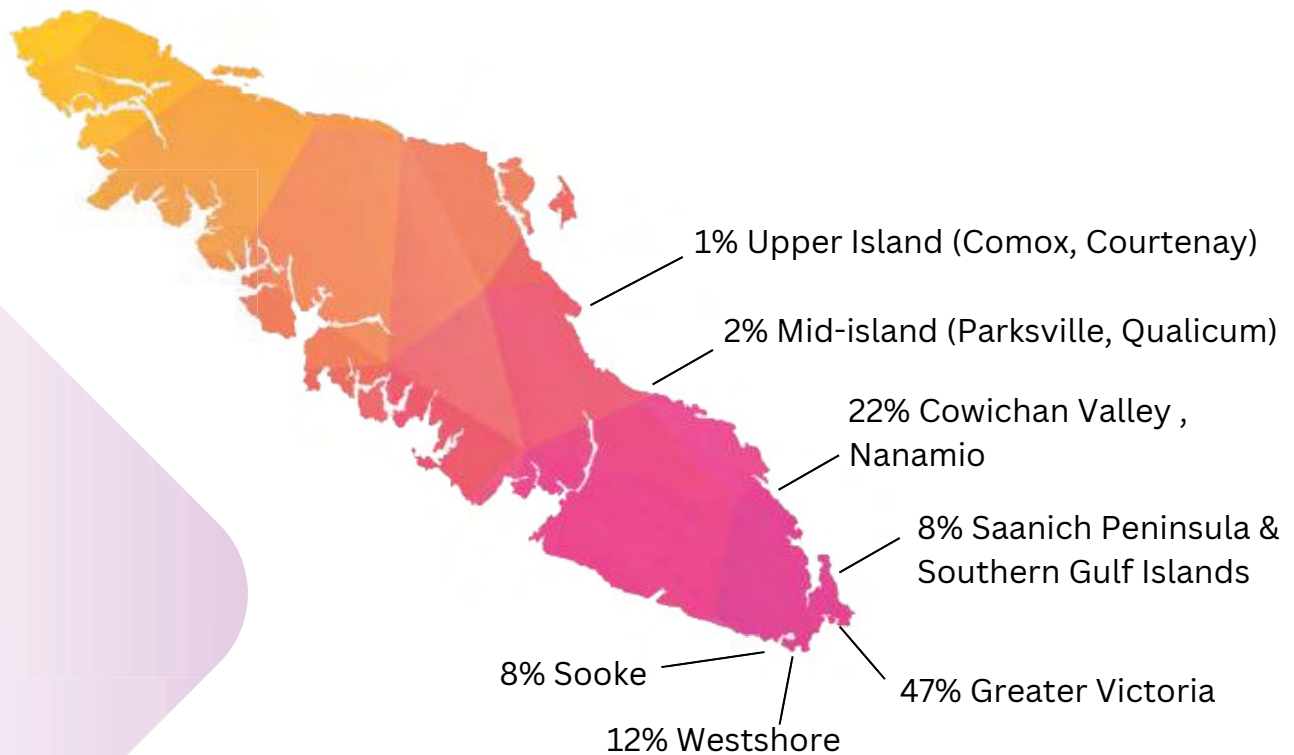
Residential Services



Community Inclusion



Where do individuals receive support?



GOAL ACHIEVEMENT

We believe that people choosing their own path (goals), and being supported to achieve them, is what we do and why we exist. Thus, the achievement of personal goals has been chosen as our indicator of BeConnected's achievement of program outcomes (effectiveness).



76% of **adults in staffed living** achieved at least one personal goal. 48% achieved 2 or more personal goals. 40% made progress towards all of their goals.



50% of **youth in staffed living** achieved at least one personal goal. 23% achieved 2 or more personal goals. 20% made progress towards all of their goals.



22% of individuals in **home share** achieved at least one personal goal. 5% achieved 2 or more personal goals. 8% made progress towards all of their goals.



13% of individuals in **semi-independent living** achieved at least one personal goal. 9% achieved 2 or more personal goals. 0% made progress towards all of their goals.



40% of individuals in **community inclusion** achieved at least one personal goal. 24% achieved 2 or more personal goals. 16% made progress towards all of their goals.

In 2025, there was an increase in goal achievement across Staffed Living and Community Inclusion programs. This improvement follows the implementation of an electronic measurement system in 2022. Areas that saw a significant decrease in Home Share and SIL appear to be linked to inconsistencies in personnel reporting rather than an actual decline in goal progress. To address this gap, education and performance management will be provided in 2026.

BeConnected categorizes all goals as per CLBC's Quality of Life Indicators. In 2025 the most common goals were in areas of **physical well-being (23%)**, **personal development (22%)**, & **social inclusion (17%)**. Other categories include **emotional well-being (12%)**, **interpersonal relationships (10%)**, **self-determination (8%)**, **material well-being (7%)**, & **rights (2%)**.



EFFICIENCY

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!

In 2025,

- Staffed Living ran at 98% capacity.
- Respite Services ran at 100% capacity.
- In Home Share, we decreased the number of persons supported by 6.
- In Semi-Independent Living we increased the number of persons supported by 7.
- In Community Inclusion we increased the number of persons supported by 7.

BeConnected met all efficiency measures except for:

1. **Staffed Living running at 100% capacity.** The third bed at Valley House remained unfilled in 2025 following the successful licensing of the program. While this impacted the ability to operate at full capacity during the year, discussions regarding a potential placement were underway by the end of 2025, with the anticipated start of services in early 2026.
2. **Increase in Home Share.** The decrease in the number of individuals supported in 2025 was primarily due to planned and positive transitions. Several individuals moved out of region, including some who relocated with their Home Share Providers, maintaining those long-standing and supportive relationships. In addition, several individuals successfully transitioned into Semi-Independent Living, reducing their need for the level of support reflected in efficiency calculations.



SERVICE ACCESS

Goal 1: that BeConnected's services be made available to those who need them.

- BeConnected opened Chrystal House in order to provide full time staffed living and respite services to children, youth, and their families. This new resource aims to support up to 6 children/youth and their families.
- We expanded capacity at Galbraith Place by opening a fifth bed. This was initially used for a daytime respite placement, which helped relieve capacity pressures at Highrock House. By November 2025, this bed transitioned to a full-time placement, increasing supports for one youth.
- We expanded our Outreach Program, increasing capacity by nine individuals and adding three outreach workers—effectively doubling the program. The Outreach Program serves some of our most vulnerable community members, including individuals experiencing housing instability, substance use challenges, and involvement with the justice system. Many individuals supported through Outreach face multiple and intersecting barriers that limit access to traditional services. By expanding this program, BeConnected was able to respond more effectively to urgent and complex needs, provide flexible, community-based supports, and reduce service gaps for individuals who might otherwise be left without consistent or appropriate support.
- To ensure continuity of service and reduce disruption during the transition to adulthood, we doubled capacity at the Launchpad program allowing five young adults to continue receiving supports.

Goal 2: that the characteristics of the persons supported be representative of the characteristics of the population as a whole.

We continue to meet this goal based on a comparison of the most recent Statistics Canada Census.



STAKEHOLDER EXPERIENCE

Every year, we send out surveys to individuals, families, personnel, and other stakeholders, asking for feedback on experience and satisfaction with BeConnected's services. We use this feedback as one way of ensuring that we are continuing to provide a consistent quality of service, to provide feedback to the leadership team, and to inform our strategic planning for the following year.

Persons Served

- 97.2% of individuals in **adult staffed living** responded positively to service experience indicators.
- 100% of individuals in **children & youth staffed living** responded positively to service experience indicators.
- 100% of individuals in **children & youth respite services** responded positively to service experience indicators.
- 100% of individuals in **home share** responded positively to service experience indicators.
- 100% of individuals in **semi-independent living** responded positively to service experience indicators.
- 92.3% of individuals in **community inclusion services** responded positively to service experience indicators.

Stakeholders

- 97.78% of **employees** responded positively to service experience indicators.
- We did not receive surveys from **contractors** in 2025
- 77.78 of **family members** responded positively to service experience indicators.
- 100% of **other stakeholders** responded positively to service experience indicators.

