



NORTH SHORE
CONNEXIONS
SOCIETY

SUPPORTING PEOPLE WITH INTELLECTUAL DISABILITIES

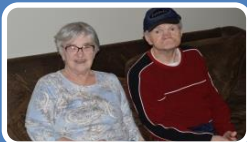
Continuous Quality Improvement Summary April 2016 – March 2017



Outcomes Management Plan: 2



Accessibility Plan: 3



Risk Management Plan: 4



Technology and System Plan: 5

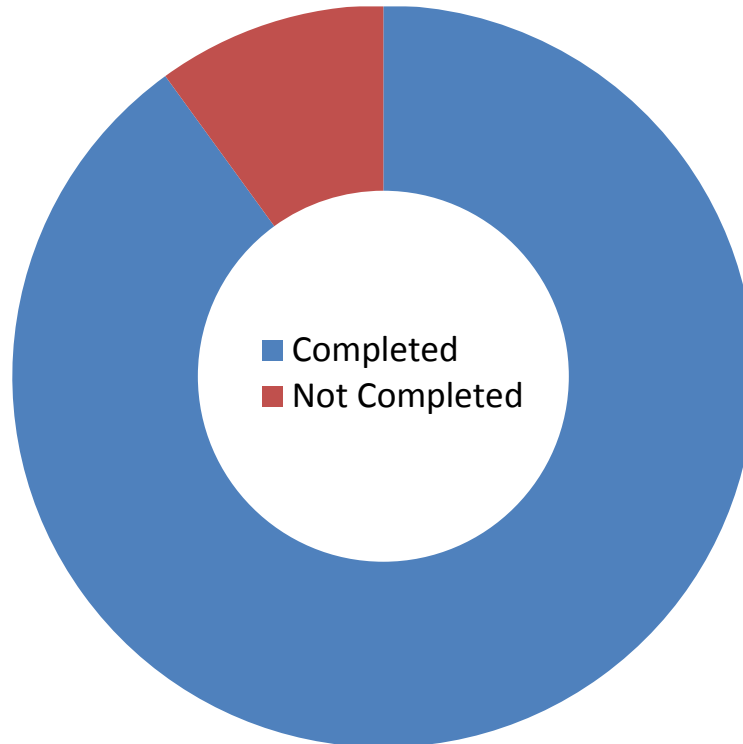


Critical Incidents Report and Complaints: 6



Surveys: 7

Outcomes Management Plan

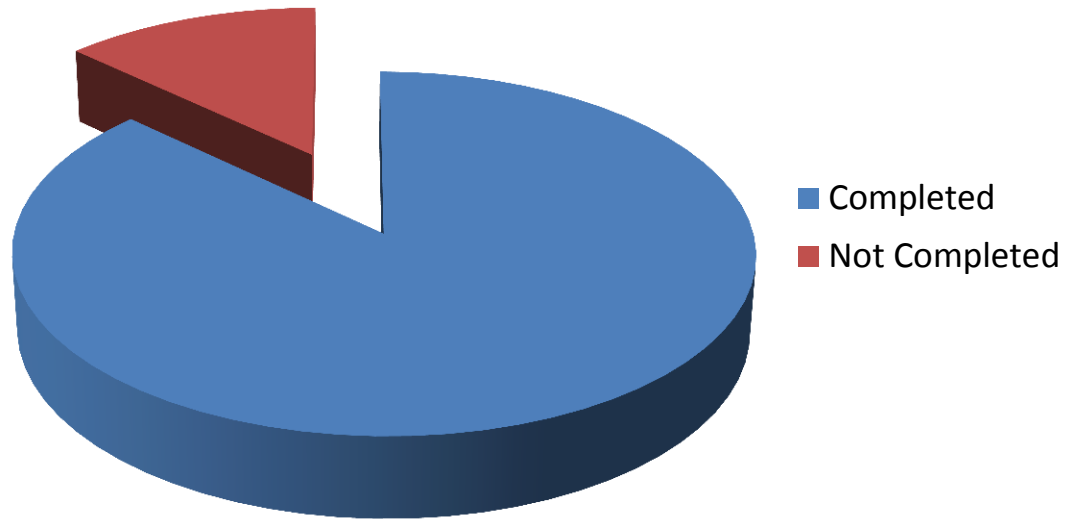


90% of goals **completed**

Highlights

- We continue to receive high levels of satisfaction across all stakeholder groups
- 17 new name recognition activities were completed
- 99% of individuals being supported are making progress on their goals

Accessibility Plan



87% of goals **completed:**

- | | |
|-------------------------|------------------|
| x Architecture | ✓ Employment |
| ✓ Attitude | ✓ Environment |
| ✓ Communication | ✓ Finance |
| ✓ Community Integration | ✓ Transportation |

NOTE: Architecture goals were delayed due to poor weather

Risk Management Plan



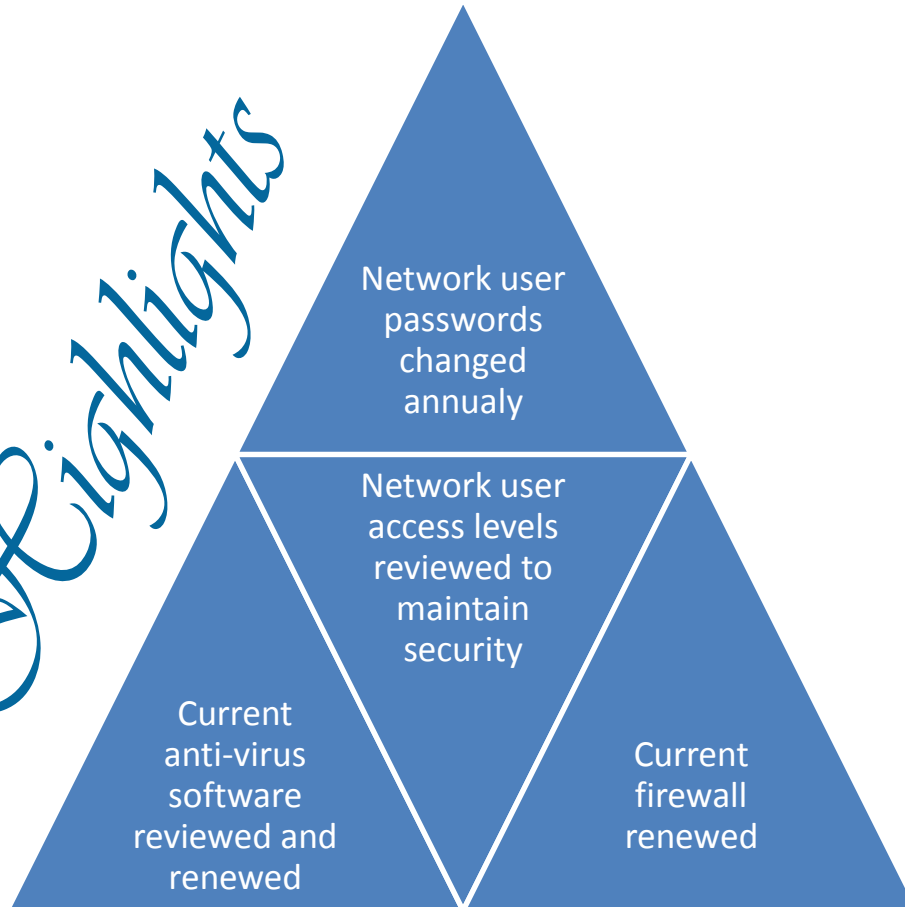
✓ **100%** of goals **completed**

ConneXions Financial Position

North Shore ConneXions Society will be in a good financial position at the end of the fiscal year March 31, 2017. The Society does not have any concerns regarding its financial capabilities in providing and meeting all of its contracted services for this fiscal year as well as the upcoming fiscal year as funding is secured by Community Living BC, BC Housing and the Ministry of Children and Families.

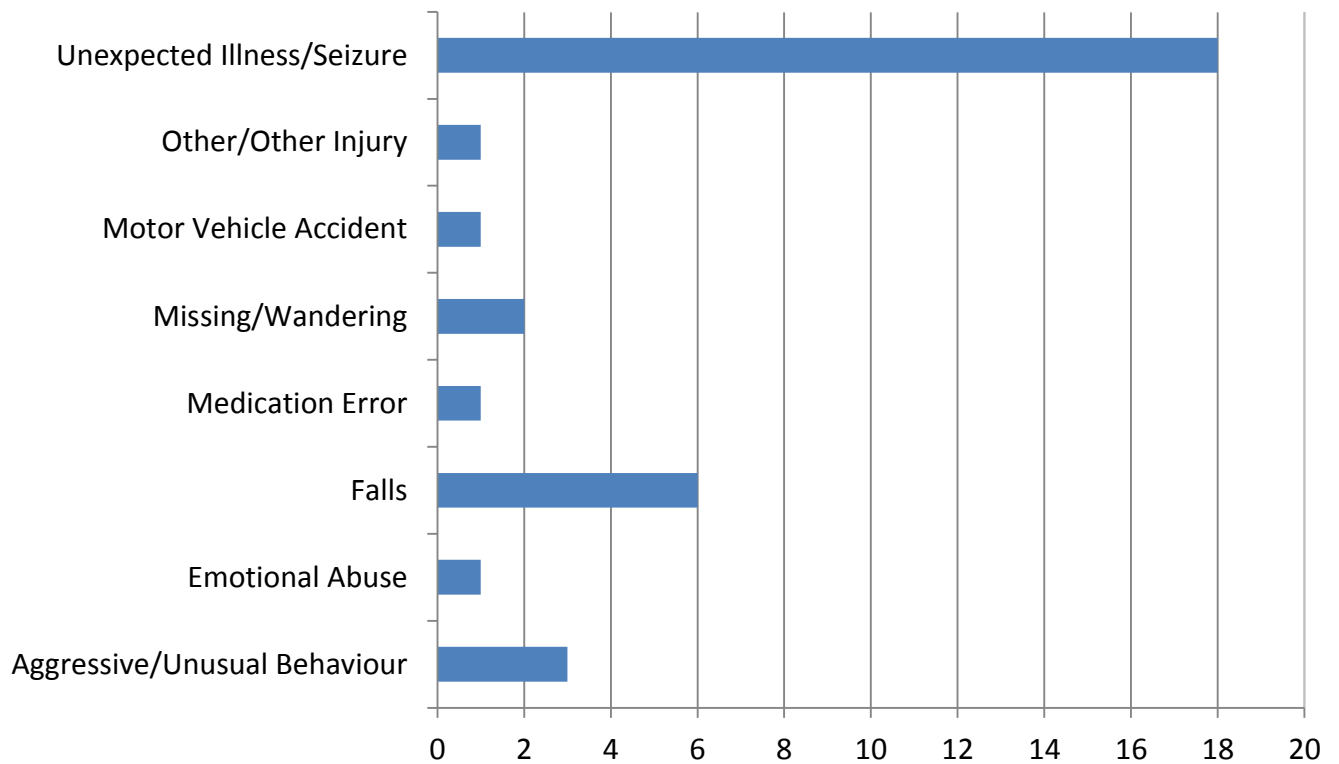
Technology and System Plan

Highlights



✓ **100%** of goals **completed**

Critical Incidents Report and Complaints



Critical incidents are reported to CLBC and tracked for 25 categories



We received **NO** formal **complaints** in 2016-2017

Surveys: Self Advocates

“I like that I can talk to my life skills worker about anything”

“I like having friends over to my place”



“I like meeting new people and learning new things”

“I like all of my programs”

“I liked the fact that even though it did take me a long time to find work, I was allowed to stay in the program until I did”

✓ **96%** report **making progress** on their **goals**

Return Rate: 49%

Surveys: Family

“All staff are very accommodating and help out to the best of their ability”

“Staff are friendly but professional. Staff take their responsibilities seriously”

“I’d like more communication please”

“Communication with clients and caregiver speaks volumes on the commitment ConneXions has with those supported”



✓ **98%** report **overall**
satisfaction

Return Rate: 37%

Surveys: Staff

“Our services are truly person centered”

“I find ConneXions to be very professional and, as a whole, to be a caring organization for clients and employees alike”

“In addition to Open Future Learning, I would like to see more courses/seminars offered to employees”



“I wish staff would be provided more hours for training”

“We are always informed about what is going on at ConneXions”

“Clients are receiving excellent care, support and are given the tools to take control of their lives”

✓ **95%** report **overall satisfaction**

Return Rate: 28%