

Creston and District Society for Community Living Period ending October 31, 2013

Program Supported Living Locations: #4-8th Ave/#207 Hillside Apt/#401 Hillside Apt

Objective	Indicator	Who Applied to:	Time of Measure	Data Source	Obtained by	Performance Goal	2013 Results
Effectiveness							
Participants will set and meet goals related to their independence.	% of goals met	All clients in Supported Living Programs	Intervals: Semi-annual	Semi-Annual Reports	CLC Support Workers	80%	100%
			End of Service	PSP/Action Plan			
			Following Services	Progress Reports			
Efficiency							
Maintain transportation costs.	% increase/decrease in transportation costs	All Supported Living Programs	Annually	Staff Mileage Gas Receipts Financial Statements	Administrative Personnel	0 % increase	24.00% less
Access							
To provide service to target population in Supported Living settings.	Number of people on waitlist.	Clients referred to our Supported Living Programs	Annually	Referrals Management meeting minutes.	CLC's Executive Director	Zero	0
Stakeholder Input/Satisfaction							
Person Served - focus Maintain satisfaction with program	% of clients who say they are satisfied.	All clients in Supported Living	Annually	Survey	Staff	80%	100%
Other stakeholder - focus Maintain satisfaction with program	% of stakeholders who say they are satisfied.	All other stakeholders for Supported Living	Annually	Survey	Staff	90%	98%
Extenuating and Influencing factors or considerations							
Demographic Characteristics							
Barriers to successful outcomes							
Severity Challenges							
Other Transportation done for period October to September 2013 compared to previous year. Some clients are now Community Housing.							
Business function and/or administrative functions							
Reduce the amount of overtime	% of decrease in overtime hours	All Programs	Annually	Schedules Payroll Records Financial Statements	Administrative Personnel	0% change	8% less
Definition of terms, acronyms							
PSP = Personal Service Plan Client = Person Served CLC = Community Living Coordinator (supervisor)							

29/29 goals met

designation of clients

no vacancies

Families/Caregivers - 100%
Other - 100%/Staff - 95%

Oct 2011-Apr 2012: 91
Oct 2012-Apr 2013: 84

Notes, Comments