

Creston and District Society for Community Living Period ending October 31, 2012

Program Community Integration Locations: 8th Avenue/7th Avenue Day Programs

Objective	Indicator	Who Applied to:	Time of Measure	Data Source	Obtained by	Performance Goal	2012 Results
Effectiveness							
To provide enjoyable activities to participants.	% of participants who state that they enjoy what they are doing.	All participants	Intervals: Annual	Satisfaction surveys	Staff	80%	88%
			End of Service	Team Meetings			
			Following Services	Goals			
Efficiency							
To reduce the use of paper.	% of notices etc. printed on used paper.	8th Ave Day Program	Annually	Information recorded on calendar.	Coordinator	30% recycle rate	31%
Access							
To provide service to the target population.	Number of people on waitlist.	Clients referred to our Community Integration Program.	Annually	Referalls Management meeting minutes.	CLC's Executive Director	Zero	zero
Stakeholder Input/Satisfaction							
Person Served - focus Maintain satisfaction with program	% of clients who say they are satisfied.	All clients in Community Integration	Annually	Survey	Staff	80%	92%
Other stakeholder - focus Maintain satisfaction with program	% of stakeholders who say they are satisfied.	All other stakeholders for Com. Integration.	Annually	Survey	Staff	90%	100%
Extenuating and Influencing factors or considerations							
Demographic Characteristics							
Barriers to successful outcomes							
Severity Challenges							
Other							
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	21.4% decrease
Definition of terms, acronyms							

PSP = Personal Service Plan Client = Person Served CLC = Community Living Coordinator (supervisor)

Notes, Comments