

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

Program Supported Living Locations: #2-8th Ave, #4-8th Ave/#207 Hillside Apt/#401 Hillside Apt

Objective	Indicator	Who Applied to:	Time of Measure	Data Source	Obtained by	Performance Goal	2012 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	0.20% decrease
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	zero
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%	100%
Extenuating and Influencing factors or considerations							
Demographic Characteristics							
Barriers to successful outcomes							
Severity Challenges							
Other Transportation done for period April 2011 to March 2012							
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