

# JHSOK 1.N.1-2 Performance Analysis/ Improvement Report – Plain Language Report 2025

*Supporting people to feel included, connected and confident*

## About This Report

This report explains how our Community Living Services (CLS) program supported people this year.

CLS includes:

- Outreach and Community Inclusion (OCI)
- Supported Living
- Homeshare

We share:

- What we focused on
- What improved
- What we heard from the people we support
- What challenges we faced
- What we will keep working on next year

Our goal is to make this information clear, friendly and accessible for the people we serve, families, Homeshare providers and community partners.

## What We Focused on This Year

### Helping people set goals that matter to them

A major focus for CLS this year was improving how we help people identify and work toward goals.

These goals might be about:

- Meeting new people
- Joining social or recreational activities
- Learning life skills
- Building confidence
- Strengthening relationships
- Becoming more connected to their communities

In previous years, many goals were being worked on informally by staff but weren't consistently written down, tracked, or celebrated. This year, we aimed to make the process more meaningful and reliable.

## Tracking whether people reached their goals

To understand how well services are working, CLS tracks how many people:

- Set at least one goal
- Make progress toward their goals
- Achieve the goals they set

In the past, tracking was limited because our old software did not allow us to measure results clearly. This year we began improving our systems so we can collect better information, understand trends, and spot where extra support might be needed.

## Making it easier for people to give feedback

Getting feedback directly from the people we support is essential for shaping our programs. CLS uses:

- The annual Persons Served Survey, which asks about satisfaction, safety and choice
- Informal feedback through conversations with staff
- Suggestions from families and caregivers

In previous years, many people did not complete the survey, which made it harder to understand their experiences. Increasing participation was a key priority this year.

## Supporting stable and successful Homeshare placements

The first year of a Homeshare placement is extremely important. Strong matches, good communication, and ongoing support help prevent early breakdowns. CLS focused on:

- Better matching between clients and Homeshare providers
- Improving Homeshare provider training
- Giving Homeshare providers more access to staff and support
- Diagnosing why placements break down and addressing those causes

## Helping people connect with community supports

Many people rely on CLS staff to help them access:

- Health services
- Cultural supports
- Financial supports
- Food banks
- Community programs
- Justice or advocacy resources

This year CLS focused on tracking these connections more accurately so we can see where people need more support.

## What We Learned

### More people are achieving their personal goals

- 62% of people who set a social or community inclusion goal reached it.

- This is a big improvement from previous years.
- It is also well above our target of 50%.

This tells us that:

- Goals are more meaningful
- Goal-planning conversations are improving
- Staff are better equipped to help people succeed

## People feel respected and supported

The annual Persons Served Survey showed that:

- In OCI, 99% of participants said that they were satisfied with services
- People shared that they feel safe, respected and heard
- Many people said that they appreciated having more choice and control during planning

These strong results show that person-centered practice is a major strength in CLS.

## More people completed our annual survey

- Participation increased from 39% to 61%.
- People liked having clearer explanations about the survey and more opportunities to complete it
- CLS also used incentives and reminders, which helped improve participation

Higher participation gives us a more accurate picture of how people are experiencing services.

## Homeshare stability improved but still needs work

- 5 new Homeshare placements began this year.
- 3 placements were successful, and the person remained in the home for the full year.
- 2 placements ended early due to challenges such as mismatched expectations or the complexity of support needs

Although outcomes were better than last year, they show that ongoing improvements are still needed in matching, preparation and early support.

# What Improved This Year

## Stronger Goal Planning

CLS made several changes that improved how goals are discussed and tracked:

- Birthday month reviews: Staff now review each person's goals during their birthday month, instead of only once per year. This spreads reviews out and gives more time for meaningful conversations.
- Breaking goals into smaller steps: Staff help people break goals into achievable pieces, which makes success more likely.
- Automated reminders: New reminders in our system help staff follow up on time.
- Simpler documentation: Goal forms were redesigned to reduce confusion and improve quality.

- More meaningful goals: Staff received training on writing goals that reflect each person’s actual wishes, interests, and needs, rather than general or broad ideas.

These changes led directly to the 62% achievement rate.

## Better Staff Training

We offered a series of “Lunch & Learn” sessions for frontline staff. These sessions:

- Helped staff learn new skills
- Supported staff in wellness planning
- Provided information about local resources
- Improved knowledge of person-centered planning
- Offered space for discussion, questions and shared learning

Quality Service Leads (QSLs) played a bigger role in training, which helped them:

- Build leadership confidence
- Practice facilitation skills
- Create more consistent practices across programs

## More Community Connections

CLS staff helped people connect to many types of supports, including:

- Healthcare appointments
- Cultural groups
- Food banks
- Harm reduction services
- Family connections
- Financial services
- Housing and community programs

This year, CLS recorded 160 community connections, a reflection of both need and staff dedication.

These connections help people:

- Build independence
- Reduce isolation
- Access basic needs
- Strengthen cultural and community belonging

## Improvements in Homeshare Support

Several program improvements contributed to better Homeshare outcomes:

- Better matching: More time is now spent finding the right Homeshare provider for the right person.
- No more emergency placements: Emergency placements often failed, so CLS ended this practice.
- New provider training: Homeshare providers now receive training on positive supports, safety and how to respond to critical incidents.
- More oversight: A full-time Homeshare Manager provides more consistent support and

- monitoring.
- Enhanced communication:
  - A Homeshare newsletter shares updates and learning tips.
  - A private Facebook group helps Homeshare providers connect and exchange information.

These changes are helping placements become more stable, safe and supportive.

## Using ShareVision to Improve Goal Tracking

This year, CLS transitioned from older systems to ShareVision, which is an online tool used to:

- Track goals
- Record progress
- Store support plans
- Document community connections
- Maintain up-to-date client information

ShareVision helps all staff stay organized and ensures that information is:

- Accurate
- Consistent
- Easy to find
- Shared across the team

New forms and reminders were built into ShareVision to help staff follow best practices. This system will continue to expand in 2026.

## What Happens Next: Our Goals for 2026

### Support at least 32 people to set new social inclusion goals

We want to double last year's number. Staff will identify more opportunities for people to discover new interests and take part in community life.

### Maintain at least 50% goal achievement

Goal planning will continue to focus on:

- Meaningful conversations
- SMART goals
- Clear steps
- Regular follow-up
- Celebrating progress

### Increase Persons Served Survey participation to 90%

To support this, we will:

- Move the survey to September, when more people are available
- Host a dedicated Survey Day with a client BBQ to make participation easier and more welcoming

- Assign a survey coordinator to keep track of responses
- Share weekly updates so staff know who still needs support to participate
- Offer small incentives such as snacks or gift cards for completing the survey

Higher participation will help CLS make better decisions about services.

## Keep improving Homeshare placement stability

We will continue to:

- Avoid emergency placements
- Strengthen Homeshare provider training
- Improve early follow-up for new placements
- Identify risks early and provide support
- Build stronger relationships with Homeshare providers

The goal is to achieve 0% early exists for new placements.

## Deepen our use of ShareVision

In 2026, ShareVision will be used to:

- Improve data accuracy
- Track new skill-building outcomes
- Record community connections
- Improve reporting for CARF and CLBC
- Support better decision-making at all levels

This will help CLS better understand people's needs and measure long-term outcomes.

## Thank You

We want to thank:

- The people we support
- Families and caregivers
- Homeshare providers
- Community partners
- CLS staff

Your voices, experiences and feedback guide our work each year. We are committed to providing services that are respectful, safe, person-centered and meaningful.