





Annual Summary Report – Community Integration Services

December 2018

As part of Yellowhead Community Services performance measurement plan, annual surveys were distributed to all individuals participating in one or more components of the Community Integration Services programs. Components include the following; Community Inclusion – Group (Challengers Program), Community Inclusion –Individual Services, Supported Living and Job Skills programs. A three point scale was used for individuals receiving service. Individuals were given the option of completing surveys after a general participant meeting, individually on their own or with staff assistance, or to take home and have a parent/caregiver or friend assist. Participation was voluntary and individuals had the option of remaining anonymous. The survey return rate was 86% (12 of 14 surveys returned).

How We Did

Program Effectiveness	
Efficiency	
Service Access	
Feedback/Satisfaction	

Summary/Recommendations:

As follow-up to the recommendation outlined the previous year with regards to survey administration, a YCS employee known to the participants who is not a front-line staff was available to assist individuals with completing the surveys at the individual's request. Several of our participants took advantage of this option which allowed individuals to complete surveys privately and anonymously.

The Community Integration Services programs met or exceeded all of its targets over the last year. Our Efficiency measure which fell short last year met our target for 2018. There was one individual who is CLBC eligible for services that requested 1 to 1 support, however support could not be provided as CLBC was unable to provide the funding at this point in time. The individual is waitlisted for funding/service and other options such as participating in our globally funded program was offered but refused.

In the upcoming year, a Self -Advocate and I who are a part of the Thompson & Cariboo Community Counsel, will be looking at Community Mapping in our area. Community mapping can be used as a way to build connections and increase inclusion and belonging for not only the participants who engage in the CIS program, but all people in the community. This process brings people together, identifies welcoming places in our community and taps into individual and community gifts and assets. Once gathered, the information is shared with the general public.

Nikki Vincent - CLS Program Manager