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Annual Information Measurement and Outcomes Management Report April 1, 2008 – March 31, 2009

Chestnut House Program

Compiled by: **Jason Cusator, Program Manager**

A. Program Description

Located in Ladner, Chestnut House provides residential services to four men with autism. The clients participate in all aspects of daily living and general maintenance of the home. The clients are encouraged to expand their abilities, interests and social connections within the community of Ladner and beyond. They all access the community daily and one client in particular is able to take transit and spend time in the community independently. The clients are involved with a variety of community activities: swimming, hiking, walking, libraries, shopping, sporting events, concerts, movies, bird watching, going to the movie theatre, going to restaurants, Special Olympics, church and church groups. Each client has an individualized support plan that outlines their strengths, interests and needs. Activities include personal care skills, food prep and nutrition, domestic skills, recreation and leisure skills, and social skills enhancement. All four clients currently have a day program coordinated through Crossroads Day Program.

Chestnut House operates 24 hours a day, 365 days per year. This is the clients' home and staff is always available to support them. Visits with family occur as the adults and their families choose. Staff working in the program fall under the "Residential Care Worker" job description and are members of CUPE.

Chestnut House is funded by Community Living British Columbia.

B. Discussion of Outcome Indicators

Effectiveness – Chestnut House was able to successfully achieve all objectives established for the program. The annual goal planning process is person centred and always seeking to revitalize the annual planning process. The program was able to ensure that each client maintained their weekly routine including a dinner out once a month, going swimming, shopping for personal items, and most importantly maintaining their respective family visits. One client was even able to attend a Vancouver Canucks game; something he had requested to do in his annual planning meeting. These were remarkable achievements.

Efficiencies - The Chestnut House objectives in adhering to program budget guidelines fell short by \$7,547.00 with the most significant cost pressure being for a client who was demonstrating

behaviors that warranted a change of location for the safety of other clients and staff and himself as well. Gateway Society funded this supported residence from its own resources. Had this extra ordinary expenditure not been necessary, Chestnut House would have ended up under budget. The objective to utilize all funded program vacancies was met. Once the client left service, a new client from another program came into the Chestnut House program.

Service Access - Gateway Society provided 13 training sessions during this period for parents/family members of person served and those waitlisted for service. The topics covered included *Introduction to Autism Spectrum Disorders*, *Safe Management of Disruptive Behaviours*, and *Visual / Communication / Sensory Training*.

Satisfaction is always a great indicator if services are meeting the expectations of those who matter the most: our clients and families. Internal surveys indicate 100% satisfaction from families and 83% from clients in terms of residential services provided. Family satisfaction exceeded the goal of 85% and client satisfaction measured at 83%. Chestnut House will continue to strive for complete satisfaction in services provided while also listening to feedback from families to enhance communication.

C. Extenuating/Influencing Factors

Chestnut House has had client and staffing changes resulting for a period of time in a heavy reliance on casual staff. Both the quality of the casual and permanent staff has been a definite asset to the program and has mitigated the negative consequences of the unfilled permanent positions. Slowly as we get further into 2009, Chestnut House has been able to see some staff return to or post into permanent positions.

D. Conclusion

Chestnut House is a dynamic program that serves clients with complex needs. We had one client move on to seek other services due to intense needs but we also saw the welcome addition of a client from another program within Gateway. The staff did an excellent job ensuring his transition into the Chestnut House program went as smooth as possible and that the client was made to feel welcome in his new home.

E. Goals for next fiscal year 2009/2010

- To formulate, measure and report meaningful goals in the four service areas for this program: namely the effectiveness of services; the efficiency of service; service access; and satisfaction from stakeholder and to collect accurate reliable and valid data to measure and report upon outcomes for next year.
- Identify communication approaches with parents through telephone, e-mails or other means that they identify and at a frequency that meets their needs.
- Ensure high levels of client satisfaction.
- To continue refining and improving our practices in accordance with the principles of continuous quality improvement and person centered planning.
- To creatively manage staffing and retention challenges.
- Achieve goal benchmarks for all clients related to one new social goal or increased inclusion in community.
- To ensure that the program reflects the new 2009 CARF standards.

Outcome Indicators for Chestnut House Program

Goal: EFFECTIVENESS – Chestnut House will demonstrate effectiveness in programs and services for the period.

Objective	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Variance
Maximize percentage clients participate in a physical activity at least once a week	Percentage of clients who achieved this objective	All clients in program	Semiannually and reported annually	Progress notes, quarterly reports	Program Manager	75%	75% (3/4)	0%
Maximize percentage of clients attending their annual planning meeting	Percentage of clients who achieved this objective.	All clients in the program	Semiannually and reported annually	Annual Plan cover sheet	Program Manager	75%	75% (3/4)	0%
Increase community access skills.	Percentage of clients who achieved at least one goal in the community section of their annual plan	All clients in the program	Semiannually and reported annually	Progress notes, quarterly reports	Program Manager	75%	75% (3/4)	0%

Comments/Extenuating Factors:

Despite the recruitment challenge and the reliance on casual staff rather than permanent staff in the program, the work of casual staff in supporting client and program goal attainment should be recognized, as should the permanent staff who worked overtime to support client needs, programs, and community activities.

Goal: EFFICIENCIES – Chestnut House will operate efficiently in all areas related to finances.

Objective	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Variance
Service(s) delivered within budget.	Annual Budget	CH Program	Semiannually and reported on annually.	Annual budget, monthly updates	Program Manager	\$547,412.00	\$7,547.00 deficit	-.02%
Utilization of funded “spaces” within program	# of funded spaces, and # of spaced used	CH Program	Semiannually and reported on annually.	Current participant list, client files, monthly reports, reports to funder	Program Manager	4	4	Nil

Comments/Extenuating Factors: All funded spaces were utilized at Chestnut House. Service deliveries ran \$7,547.00 over budget with the primary cost being attributed to providing extra support for a high needs client for a period of time who required one to one staffing in a separate residence apartment at Gateway. No additional funding was received from CLBC but rather the revenue came from Gateway Society.

Goal: SERVICE ACCESS – Chestnut House will provide services to as many individuals as possible within the space available and funding parameters.

Objective	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Variance
% of clients in program with a diagnosis within Pervasive Developmental Disorders diagnostic classification	Diagnosis	All clients in the program	Semiannually and reported on annually.	Intake information, assessments, demographic sheets.	Program Manager	n/a	100%	0%
# of inquiries / referrals received	10 inquiries were received agency-wide for residential services.	Society	Semiannually and reported on annually.	Files, notes, correspondence	Program Manager	Fill vacancies with referrals	No vacancies/ all funded spaces utilized	n/a
# of individuals entering service	Total number of clients who were included in this service during report period.	CH Program	Semiannually and reported on annually.	Files, demographics, correspondence	Program Manager	4	5 served throughout the year but only 4 at any given time	0
Reasons for not entering service	As noted in file.	CH Program	Semiannually and reported on annually.	Correspondence, meeting minutes, file notes.	Program Manager	Maintain 4	No vacancies/ all funded spaces utilized	n/a
# of discharges	Total number of clients who left this service during report period.	CH Program	Semiannually and reported on annually.	Discharge plan, correspondence, file notes.	Program Manager	Maintain 4 clients with ASD in program.	1 in January 2009	0%
A) Provide an opportunity for	Provide at least one training/advocacy	Society	Semiannually and reported	Training or Session	Trainer / Session organizer	3 sessions	13 sessions	+334%

<p>adults with autism, their families, persons on the waitlist, and stakeholders to find out about autism, advocacy, and safe management of challenging behaviours associated with autism.</p>	<p>sessions per year to parents of person served and of those waitlisted for service.</p>		<p>on annually</p>	<p>registration forms.</p>				
<p>B) On October 9, 2008 Gateway Society presented the Crisis Prevention Institute’s premier of AUTISM MATTERS. A 4 hour seminar is valuable to anyone who may have occasional encounters with individuals with autism spectrum. The seminar offers strategies and practical information that can be put to use immediately. Wide public advertising occurred for the</p>	<p>Provide at least one training / advocacy session per year to parents of persons served and of those waitlisted for service.</p>	<p>Society</p>	<p>Semiannually and reported on annually</p>	<p>Training or Session registration forms.</p>	<p>Trainer / Session organizer</p>	<p>12 participants</p>	<p>20 participants</p>	<p>+60%</p>

<p>event. It was not charge and fully financed by Gateway Society so a financial barrier was removed. The invitation was extended to anyone who may have contact with individuals with autism including: educators, public service employees, professionals, community members, current and potential employers that offer opportunities for people with autism. Participants will learn practical information to aid in recognition, communication and response strategies. This program is being premiered only at 6 International sites in 2008. The seminar ran from 4 – 8 pm</p>								
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on October 9, 2008 in Gateway's Training Room.								
Comments/Extenuating Factors: Service Access remained constant over this reporting period. One client was discharged from services and was promptly replaced with another between the months of January and February 2009. The number of clients being served through the Chestnut House residence remains at four.								

Goal: SATISFACTION – Person served, families, funders and other stakeholders show high signs of satisfaction with the services provided.

Objective	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Variance
Maximize % of families indicating the service is meeting/exceeding their expectations	Percentage of answers indicated on Satisfaction Surveys.	All families of clients receiving this type of service.	Semiannually and reported annually	Satisfaction Survey Summaries	Program Manager	85%	100%	+15%
Maximize % of adult clients who are satisfied with the service they are receiving	Percentage of answers indicated on Client Satisfaction Surveys.	All adult clients receiving this type of service.	Semiannually and reported annually	Satisfaction Survey Summaries	Program Manager	85%	83%	-2%

Comments/Extenuating Factors:

Survey summaries indicated 100% satisfaction for meeting or exceeding family expectations and 83% of clients surveyed indicated they were happy with their program.