



4807 Georgia Street, Delta, BC V4K 2T1 • Tel: (604) 946-0401 • Fax: (604) 946-8429 • www.gatewayociety.org

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

Crossroads Day Program

Compiled by: Sandra Payne

A. Program Description

The Crossroads Day Program is located on the ground floor at 4812 Georgia Street which is owned by the Gateway Autism Foundation. The building is located in Ladner, B.C., directly across the street from Gateway Society's main offices and the new Primrose Centre for Community Living.

The Crossroads Day Program provides individualized day programs to adults based on their skills, interests and abilities. Individualized programs vary and include combinations of work experience, volunteerism, supported employment, life skills, recreation, physical fitness training, leisure, community integration and social activities. Crossroads enjoys a unique reputation in the province as a best practices day program for adults with autism and related disabilities.

The Crossroads Day Program is in operation Monday to Friday from 8:30am to 3:30pm, excluding statutory holidays. Support staff working in the program fall under the "Residential Care Worker" job description and are members of CUPE. The staff at Crossroads is experienced, tenured staff who take pride in their work and the accomplishments of the persons they serve.

Crossroads is primarily funded by Community Living British Columbia. Referrals to the program come from families and through the CLBC Facilitators and Analysts who support the adult and family requesting services.

B. Discussion of Outcome Indicators

Effectiveness – Crossroads 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.

Efficiencies – We were able to provide service within our budget during this period. Significant effort has been made to ensure efficiencies in many areas including sharing staff with other programs (the Primrose Centre, Chestnut House, Georgia House/Ventures Day Program and North Delta House). Because of this cooperation and success the surplus at Crossroads can be considered a shared surplus with these programs.

Service Access – All clients attending the Crossroads Day Program have a diagnosis within Pervasive Developmental Disorders diagnostic classification. Also, 56% of our clients have additional diagnoses including psychosis, epilepsy, hearing impairment and anxiety disorder. One inquiry for service was received and there continues to be a significant waitlist in the Surrey/ Delta/Richmond area for children turning 19 and who need adult day, respite and residential services. The Crossroads program has no funded vacancies. There were no admissions and one discharge during this period.

Gateway Society provided 13 training sessions during this period for parents/family members of persons 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 - The most current satisfaction survey done by the parents/guardians of adults receiving day program services reported 100% satisfaction in all areas as follows:

- 100% indicated that the service is meeting their expectations.
- 100% are satisfied with the individualized programs.
- 100% are satisfied with the skills, training and expertise of the program staff.
- 100% indicated that their son or daughter is benefiting from the program.
- 100% are satisfied with the annual planning process.
- 100% are satisfied with the communication between the supervisor, staff and family.
- 100% would recommend this service to other parents.

Comments on the parent/guardian surveys included “*Lots of time was given to review and update the plan with key workers and supervisors at the annual planning meeting.*” and “*This is an excellent program. There is probably always room for improvement but I am not sure what that would be.*”

In addition, the adults receiving day services with Gateway Society were included in recent satisfaction surveys. The results of those surveys were extremely positive with **100% satisfaction indicated in all areas surveyed:**

- 100% feel safe/comfortable in the program.
- 100% enjoy the program.
- 100% think they have become more independent since being involved with Gateway.
- 100% indicated they know their rights.
- 100% indicated that they attended their planning/review meeting.
- 100% are satisfied (happy with) their program.
- 100% would recommend Gateway to other individuals with autism who may need help.

Comments on the client surveys included “*I am very happy with all staff and clients that attend here. Very positive environment.*” and “*I am happy to be in the Crossroads Day Program.*”

C. Extenuating/Influencing Factors

- Goal setting within the Annual Planning process strives to become more measurable and achievable.
- The global recession in October 2008 is taking its effect upon the availability of funds to provide improved funding for existing services. New monies from the province will be needed for children becoming adults and who are in need of services. The financial challenge for existing social service agencies and programs is likely to continue for several years to come.

D. Successes over the Last Fiscal Year

In early August 2008, Crossroads relocated from a rented heritage church building in Ladner into the ground floor of Georgia House, which is owned by the Gateway Autism Foundation. I am pleased to report that not only did the move go well, but throughout the entire month of August, while we were moving, unpacking, and re-modeling, we had zero client incidents. This is very significant as moving involves many changes in routine and structure, which are fundamental elements that our clients rely on and require for success in their daily lives. This move not only speaks to success of our clients but to that of our staff as well. During the move they demonstrated a high level of skill and dedication to the clients and were committed to providing all of the additional supports that were needed to ensure a smooth transition.

On February 16, 2009, Crossroads officially opened our mini Snoezelen Room. The walls in the room have been painted a dark blue, and the room contains two large, inflatable mattresses, a four piece music table, a liquid light projector, a wall mounted fiber-optic light spray, two wall mounted convex dome effect mirrors, a white noise machine that includes the sound of rain falling, birds chirping and waves crashing and other various hand held sensory items.

Although the Crossroads staff is continually challenged to inspire some of the clients to participate fully in activities, the clients spend a great deal of time being involved in recreational and other work/volunteer related activities in the community. Activities in the community that even our most challenging clients have participated in over the past year include:

- Supported employment at sites including *Natural Color Productions* and *The Bayside Squash Club*.
- Self employment that includes cleaning homes and vehicles, yard maintenance, janitorial work, dog walking, making and delivering popcorn, making and delivering baked goods, recycling and collecting, refilling and delivering water bottles at various locations.
- Volunteer work for *Catpaws Inn* in White Rock and *Adopt-A-Street* (local street maintenance).
- Swimming, skating and work outs at the local leisure centers.
- Attending Yoga classes
- Golfing
- Baseball games at Nat Bailey Stadium
- BC Ferry Trips
- Bowling at the local bowling alleys.
- Visits to various libraries in the lower mainland.
- Walks, hikes and cycling trips at various locations including Reifel Bird Sanctuary, Alaksen Refuge, Deas Island Park, Watershed park, local dikes and local mountains.
- Lunches out to a variety of restaurants in the local community and lower mainland areas.
- Shopping in local stores and businesses and various malls.

Crossroads continues to retain long term, experienced, dedicated and caring staff members. The five permanent unionized employees working at Crossroads have a combined experience of over 100 years with Gateway Society! They, along with the clients, are responsible for creating such a positive, productive and enjoyable day program environment.

E. Conclusion

Crossroads provides a very friendly, welcoming and supportive environment that is well suited to the needs of the individuals receiving services. The surveys indicate that the families are very satisfied with the services that their sons/daughters are receiving, along with the other supports that are provided.

The client surveys indicated that the clients are very satisfied with their support plans and schedules, with their interests, strengths and choices having a very large impact on program design. All of the clients attending the Crossroads Day Program attended their annual planning meeting and participated in the creation of their annual plan.

In addition, regular client/staff meeting are held at Crossroads and typically all of the clients attend and participate to the degree that they are comfortable. The clients set the agenda and share in the running of the meetings.

This program continues to report positive client and program effectiveness, efficiency, service access and satisfaction results.

E. Goals for the 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 stakeholders and to collect accurate reliable and valid data to measure and report upon outcomes for next year.
- Continue providing person centered individualized programs and quarterly reports.
- Ensure that we are communicating and meeting with families at a frequency that meets their needs.
- Continue to strive to enhance opportunities for our clients for community inclusion activities and the development of independence and social skills specifically that can show up as a new community access goal or one new social skills goal for next year.
- For all clients to continue to report satisfaction and positive feedback on the adult day program surveys.
- Increase number of adults enrolled in the day program.
- Continue to strive towards providing the most efficient, effective and successful support services while maintaining the CARF standards with a specific goal to align the program with the new 2009 standards including the next adult autism standards.
- Continue to refine and improve our annual client goal discussion and planning practices to ensure that it is dynamic and progressive.

Outcome Indicators for Crossroads Day Program

Domain/Goal #1: EFFECTIVENESS – Crossroads Day Program will demonstrate effectiveness in programs and services for the period.

Objective	Measures/Indicators	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 the Crossroads Day Program	Semiannually and reported annually.	Progress notes, quarterly reports, discussions and feedback from staff, clients, families	Program Manager and staff recording data	75%	100%	+25%
Maximize percentage of clients attending their annual planning meeting	Percentage of clients who achieved this objective.	All clients in the Crossroads Day Program	Semiannually and reported annually.	Annual Plan	Program Manager and staff recording data	75%	100%	+25%
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 Crossroads Day Program	Semiannually and reported annually.	Progress notes, quarterly reports, and summary in Annual Plan	Program Manager and staff recording data	75%	100%	+25%

Domain/Goal #1 and Objective: Comments/Extenuating Circumstances:

Client goal setting has improved, but needs to continue to be individualized, achievable and measurable.

Domain/Goal #2: EFFICIENCIES – Crossroads Day Program will operate efficiently in all areas related to effective financial management and shared staffing with other programs.

Objective	Measures/Indicators	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Variance
Service delivered within budget.	Annual Budget	Crossroads Day Program	Semiannually and reported annually	Annual budget, monthly updates	Program Manager	\$484,315.00	\$17,110.00 surplus	+0.04%
Maintain current capacity	Number of clients and funding levels	Crossroads Day Program	Semiannually and reported annually	Current participant list, client files, monthly reports, reports to funder	Program Manager	9	8	-1

Domain/Goal #2 and Objectives: Comments/Extenuating Circumstances:

We were able to provide service within our budget during this period. Significant effort has been made to ensure efficiencies in many areas including sharing staff with other programs (Primrose Centre, Chestnut House, Georgia House/Ventures Day Program and North Delta House). Because of this cooperation and success the surplus at Crossroads can be considered a shared surplus with these programs.

Domain/Goal #3: SERVICE ACCESS – Crossroads Day Program will provide services to as many individuals as possible within the space available and funding parameters.

Objective	Measures/Indicators	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Variance
# of Vacancies	1 Discharge	Crossroads Day Program	Semiannually and reported annually	Funders records, Gateway Society records	Executive Director	To fill vacancy	The vacancy occurred in March 2009. Was not filled.	-1 Adult client
A) Provide an opportunity for 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.	Number of families, stakeholders and funders who utilized the training opportunities presented by the Society during the reporting period.	Society	Semiannually and reported annually.	Training or Session registration forms.	Trainer / Session Organizer.	3 sessions	13 sessions	+334%
B) On October 9, 2008 Gateway Society presented the Crisis Prevention Institute’s premier of AUTISM MATTERS. A 4	Provide at least one training/advocacy session per year to parents of person served and of those waitlisted for service.	Society	Semiannually and reported annually.	Training or Session registration forms.	Trainer / Session Organizer	12 participants	20 participants	+60%

<p>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 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</p>								
--	--	--	--	--	--	--	--	--

<p>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 on October 9, 2008 in Gateway's Training Room.</p>								
--	--	--	--	--	--	--	--	--

Domain/Goal #3 and Objectives: Comments/Extenuating Circumstances:

Domain/Goal #4: SATISFACTION – Person served, families, funders and other stakeholders show high signs of satisfaction with the services provided.

Objective	Measures/Indicators	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 day program services.	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 day program services.	Semiannually and reported annually	Satisfaction Survey Summaries	Program Manager	85%	100%	+15%

Domain/Goal #4 and Objectives: Comments/Extenuating Circumstances: