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

Family Care Homes and Contracted Services Program

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A. Program Description

This program provides personalized support to adults with autism within community based family homes throughout the lower mainland. Caregivers provide full time support while including the client in all aspects of daily and family life. Caregivers are supported by the manager and the natural family, as well, many receive the support of recreational workers and/or respite care providers. Sub-contractors, with the exception of one part-time RCW position, provide all of the services in this program.

During this fiscal year, nine clients received services. Community Living BC (CLBC) funds eight of the placements, the Acquired Brain Injury Program (Ministry of Health) funds one and an individualized community inclusion service is provided to a Micro-Board. Referrals to the program are made through the client/family's Facilitator/CLBC staff.

As this is a contracted home sharing residential program, the clients receive daytime services from other agencies, are gainfully employed or choose not to join a set program and determine their own activity schedule. Most of the clients are in the community every day. Many are able to take transit independently, complete their own errands and like to meet up with friends and family for coffee, a meal out or go to the pub to watch a game.

This reporting period was successful for our adults receiving this service because independent skills were encouraged and achieved. Many of the persons served have made accomplishments that were not envisioned when they first started receiving this service. All the FCH placements have remained stable and the clients are active participants in their ongoing planning. Successes for clients in the program include: one man who has held a part-time job at a restaurant for almost twenty-one years and an individual who has had two paper routes for more than six years and has received written compliments about his work and continues to have one of the most challenging routes in his community. Client success is greatly affected by our committed caregivers, many of whom having been providing supports for ten years or more.

B. Discussion of Outcome Indicators

Outcome indicator information contained in Table 1 below indicates positive outcomes.

Program efficiency measures indicate that services were delivered with the same funding and the same number of caregivers and staff as in the last report period. There were no formal new

admissions and no discharges. Numerous inquiries regarding this service and other services for adults are frequently received and the program manager attempts to be helpful and direct families and other advocates to the most appropriate resources. It is a goal for this next fiscal year to expand the service and to that end Gateway will actively recruit potential new homes. During this last funding year a discussion has been underway with our funder by service providers across the province. Positive dialogue is continuing between the social service agencies in B.C. and our funder related to the position and remuneration for the coordinator and optimum safe supervisory levels. It is hoped that these issues will be resolved soon so that potential expansion of this worthwhile program can occur.

Families of clients reported satisfaction with the services provided. Adult clients also indicate satisfaction. Also, through observation and client comments, caregivers, staff and families feel that the clients are generally satisfied with the program and choose to continue receiving services from this program and Gateway Society.

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*.

This program has individual support plans in place for each client that are based on the goals of the client and input from the family, caregivers and others. The Recreation Support Worker position was filled with a permanent staff member in February 2009 which had been previously supported by a great group of casual staff during this reporting period. There have been no issues within the Recreation Program.

The clients participating in the recreation program take turns choosing the activities and setting the monthly schedule. The staff encourages new and seasonal activities mixed in with old favourites, including but definitely not limited to: walks, hikes, movies, bowling, swimming, skating, amusement parks, arcades, library, book stores, the mall, car lots, and sporting events.

Outside of services received from Gateway, clients participate in generic community activities, Special Olympics – bowling, track, rhythmic gymnastics, social groups and church groups.

C. Extenuating/Influencing Factors

The family care homes provide typical middle-class family living in the communities of Ladner, Tsawwassen, North Delta, New Westminster and Abbotsford. Each client has their own room, decorated to their choosing. Families indicate through surveys and meetings that they are happy with the services that their son/daughter is receiving, along with the communication and other supports that are provided.

During our CARF survey in April 2008, this program was complimented on the length of time that our caregivers have committed to the individuals and their inclusion in their family. This program has maintained continuous relationships for up to 21 years with some clients and caregivers.

As a whole, the clients seem happy with their support plans and schedules. Their interests, strengths and choices have a large impact on their activities and supports provided.

This program continues to report positive client and program effectiveness, efficiency and satisfaction results during this reporting period. For service access there has been little movement the past several years as we are told by CLBC that lengthy waitlists exist and this type of service

does not have “funded spaces”. Services are provided based on individual needs and individualized funding. The Gateway Society Family Care Home Program is on the CLBC Qualified Service Provider list and has received a significant increase in calls from people wanting to provide both respite and fulltime care in their homes over the past year. As detailed earlier, Gateway is hopeful that funder discussions will be successful and expansion of this valuable contracted service will be possible.

D. Successes over the last fiscal year

2009 marks the 26th year that the Family Care Home Program (formerly the Teaching Home Program) has been providing service.

- One client took a trip with his family this year to Norman Wells and Yellowknife, Northwest Territories, where he rode bikes with his brother and visited with his sister-in-law and baby nephew. This client has not been on a vacation in a couple of years and really enjoyed the time with his family.
- Another client travelled to Las Vegas with his caregiver and enjoyed touring the area and casinos. This client has not been on a holiday in the last year and really enjoys visiting Las Vegas.
- All of the clients maintained or improved their skills. Of the clients receiving residential services from Gateway, who completed the satisfaction surveys, 100% indicated that they have become more independent, and have increased life skills; 100% communicated that they had choice in their schedule and routine; 100% indicated that they knew their rights; and 100% indicated that they would recommend Gateway to other individuals with autism who may need help.

E. Conclusion

The Family Care Home Program continues to be an Effective, Efficient and Satisfying service.

F. 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 stakeholder and to collect accurate reliable and valid data to measure and report upon outcomes for next year.
- Ensure at least 75% of the clients are satisfied with their services.
- For at least 75% of clients to achieve a least one new community access goal and one new social skills goal per year.
- To have the potential to increase the FCH program, by advertising the program and recruiting and screening potential new contracted caregivers. This goal will be a continuous goal not only for 2009/2010 but 2010 through to 2012.
- Continuing to strive toward providing the most efficient, effective and successful support services while maintaining 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 practices in accordance with the principles of continuous quality improvement and person centered planning.
- Increase the on-site visits and consultations from the Manager.
- Develop a new FCH manual.
- Refine, revise and reissue the agreement between Gateway Society and our FCH contracted service providers.

Outcome Indicators for Family Care Home Program

Goal: EFFECTIVENESS – Family Care Homes 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% | 100% | +25% |
| 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% | 87.5% | +12.5% |
| 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% | 87.5% | +12.5% |
| Increase social skills. | Percentage of clients who achieved at least one goal in the social skills section of their annual plan. | All clients in the program | Semiannually and reported annually | Progress notes, quarterly reports | Program Manager | 75% | 80% | +5% |

Comments/Extenuating Factors:

Goal: EFFICIENCIES – Family Care Homes 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 | FCH Program only | Semiannually and reported annually | Annual budget, monthly updates | Program Manager | \$ 440,549.00 | \$ 47,882.00 surplus | + 11% |
| Utilization of funded “spaces” within program | # of funded spaces, and # of spaced used | FCH Program only | Semiannually and reported annually | Current participant list, client files, monthly reports, reports to funder | Program Manager | 8 –FCH 1 –Rec Only | 8 –FCH 1 –Rec Only | 0 |

Comments/Extenuating Factors:

Goal: SERVICE ACCESS – Family Care Homes 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 annually | Intake information, assessments, demographic sheets. | Program Manager | To maintain current funded capacity | 100% | 0% |
| % of clients in program with additional diagnosis | Diagnosis | All clients in the program | Semiannually and reported annually | Intake information, assessments, demographic sheet. | Program Manager | n/a | 11% | n/a |
| To receive an increase in inquiries. | 3 inquiries on file. | FCH Program | Semiannually and reported annually | CLBC Advertising | Program Manager | 3 | 3 | 0 |
| From referrals to add one new client into service. | Total number of clients who entered into this service during the report period. | FCH Program | Semiannually and reported annually | Files, demographics, correspondence | Program Manager | 1 | 0 | -100% |
| 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 | 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. | 3 sessions | 13 sessions | +334% |

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| of challenging behaviours associated with autism. | | | | | | | | |
| <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 event. It was no 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,</p> | <p>Provide at least one training / advocacy session per year to parents of person served and of those waitlisted for service.</p> | <p>Society</p> | <p>Semiannually and reported 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> |

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| <p>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 p.m. on October 9, 2008 in Gateway's Training Room.</p> | | | | | | | | |
| <p>Comments/Extenuating Factors: Many calls are received regarding Gateway Society services; however referrals are only made when individuals have funding. Current funding waitlist is maintained by CLBC.</p> | | | | | | | | |

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 Family 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 families that are satisfied that the caregivers/service providers have the skills, training and expertise to provide a safe and therapeutic home for their son/daughter | Percentage of answers indicated on Family 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 families that are satisfied with the communication between the caregivers/service providers and the families | Percentage of answers indicated on Family Satisfaction Surveys. | All families of clients receiving this type of service. | Semiannually and reported annually | Satisfaction Survey Summaries | Program Manager | 85% | 100% | +15% |

Comments/Extenuating Factors:

Comments from Survey: “Keep up the good work!”