



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

GEORGIA HOUSE

Compiled by: Amber Karwat

Georgia House, located in Delta at 4812 Georgia Street, is a comprehensive inclusionary day and residential program for up to 6 adults with ASD and related complex needs. This home is licensed by Fraser Health. The program offers support and services to adults with Autism Spectrum Disorder. The day program includes work experience, volunteerism, daily physical activity, recycling, and recreational opportunities. All clients participate in all aspects of daily living and general maintenance of the home at a level based on their functional abilities. The focus of Georgia House is to provide a safe, secure, and nurturing home environment as well as the continual development of client skills and strengths through community integration. Goals of the clients and their families are our paramount source for person centred planning and skills attainment.

Georgia House operates 24 hours a day, 365 days per year and functions as two side by side apartments. Visits with family occur as they choose and are supported at Georgia House, in the additional living rooms on the main floor, at the family home, or out in the community. Staff working in the program fall under the “Residential Care Worker” job description and are members of CUPE 1936.

Georgia House became a licensed facility November 2004 and is funded by Community Living British Columbia. There are no vacancies at this time. However, at the time of the AGM one vacancy does exist, and it is a goal to fill that vacancy in the 2009/2010 fiscal year.

B. Discussion of Outcome Indicators

Outcome indicator information contained in the tables below suggests all individuals receiving services in this program maintained or improved their skills. Program quality improvement is an on-going process and the Georgia House programs are no exception. Although client skills have reached a certain level of attainability or in some cases varying degrees of improvement, individual client goals are reviewed annually and new goals are set to enhance each client’s life.

Residentially, over this fiscal year, clients at Georgia House have been able to continue to participate in various life-skill activities such as washing/folding laundry, meal preparation, baking, sweeping, etc. Personal hygiene needs are also continuously being worked on with each client. Depending on their abilities, staff will give the adequate support required as clients work towards building independence and personal responsibility. Additionally, clients have continued

to participate in other community based activities such as shopping, walking, van washing, attending social functions, and volunteering at the Delta Animal Shelter.

The Georgia House Day Program continues to offer a variety of community based activities for each client based on their individual needs. Activities range from volunteerism, to exercise focused, to recreational. Based on strengths and abilities, clients also build towards their own employability and personal financial independence. Some examples of the current day program activities include: hiking, swimming, Adopt-A-Street volunteering, Meals-On-Wheels volunteering, shopping, cultural celebration involvement, community based recreational activities such as going to the Aquarium and visiting local restaurants and libraries. Day Program activities, like residential, are consistently adhered to but are constantly being reviewed, updated, and changed to improve and build upon each clients' wellbeing and fulfillment. The day program was recently restructured and renamed "Ventures Day Program" through staff and client nominations and voting. Ventures Day Program now operates from the Primrose Centre at 4807 Georgia Street. This new location offers the clients a larger space for scheduled activities, updated kitchen facilities, a Snoezelen Room and Squeeze Machine, unique outdoor sensory equipment and picnic and basketball areas.

Recently, a new bus was purchased to accommodate the needs of a non-ambulatory client. This purchase has significantly improved this client's ability to participate in community events and out-trips. Further, the bus offers clients, who have difficulty in vans, an opportunity for more personal space, thus reducing the risk of acting out behaviours caused by anxiety or stress.

Funding for service deliverables has remained constant since the last reporting period. Safety also continues to be a number one priority in the program. Through environmental adaptations such as padding on walls, erecting a safety barrier to prevent vehicle window damage, securing safety information behind plexi-glass, promptly addressing building maintenance issues, etc., the Georgia House program continues to evolve to better serve the clients and meet their disability related needs. As always, this is an unending process to ensure positive adaptive supports are in place as the client's needs change.

Over the past year, Georgia House has served 5 clients in its day program and 6 clients in its residential program. On March 1, 2009 Georgia House welcomed a new resident to both the residential program and Ventures Day Program. At the same time a resident moved on to North Delta House from Georgia House, yet continues to be a part of Ventures Day Program.

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*.

Family feedback through surveys has been extremely encouraging and constructive. The majority of families feel that the program is meeting or exceeding expectations. Families are regularly communicated with, keeping them up to date with any progress and also are an integral part of the annual planning meeting for their child. Georgia House staff continued to facilitate families in keeping visits positive either at Georgia House, the family home, or in the community. As family needs and dynamics change so does the level of support provided by the staff. All family activities revolve around what is best for the client and planning between the families and the program are developed with that in consideration.

C. Extenuating/Influencing Factors

Overall, clients at Georgia House are challenging to survey as the majority are non-verbal. However, through staff and family feedback as well as through non-verbal communication (body language, behavior and communication supports such as picture symbols) program satisfaction for each client has been relatively gauged and approximated. Through adapted surveys, observation and client behavior, and stakeholder input the clients' needs are being progressively and positively met and their placement in the Georgia House programs are, according to survey results and feedback, very beneficial.

D. Conclusion

Georgia House remains a wonderful program that is filled with dedicated staff who is continuously working towards improving the quality of life for the clients being served. Staff is supportive of one another and the clients as they work towards achieving the goals set in each client's individual plan. The commitment and dedication shown by the staff at Georgia House have made it possible for the programs to operate at the professional and qualitative level that it does and allow for the clients being served to continue to push their own boundaries, beyond what was once thought possible.

Some highlights that have occurred over this reporting period include a successful transition regarding family visits to a more appropriate and mutually beneficial level for several clients and their families. One client has continued to successfully lose weight and works towards reaching a healthy weight range for her age and height. Clients continue to participate in the community and are regularly involved in exercise and community based activities.

This year, several Georgia House residents participated in the Autism Speaks Walk Now for Autism. Clients were supported by friends, family and staff to participate in this event.

This year the office of Scarborough, Herman, Harvey and Bluekens, Barristers and Solicitors, donated a brand new plasma television for the living room at Georgia House. This kind donation is greatly appreciated by the clients.

Georgia House has recently been aesthetically updated to help keep the environment feeling cozy and supportive. New carpets have been installed on the stairways, and painting is being completed on the downstairs common areas to freshen the feel of the home. Recently, several pieces of furniture have been updated including a new leather couch for Apartment A, and new couch slip-covers in Apartment B. As well, extensive renovations are being completed in a downstairs bathroom, including a new walk-in shower to replace a sit-down bathtub. Reportable incidents remain low and health and safety concerns are at the forefront of program operations.

Overall, client activity and participation has continued to flourish and be a continued success in both the residential and day programs at Georgia House.

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 stakeholders and to collect accurate reliable and valid data to measure and report upon outcomes for next year.
- To continue to provide the clients with structured programs, choices and experiences within the staffing and funding framework we have been given by our funders.

- To continue creating person-centred plans whose goals are described and reported upon in quarterly and annual plans, in data collection and recording.
- To keep progressive accounts of each client's daily progress to ensure best practices.
- To continue to provide the best possible service.
- To continue to include clients in a modified satisfaction survey that will be improved and individualized to meet the needs of our non-communicative adults.
- To ensure that we are communicating and meeting with families at both a frequency and method that meets their needs.
- To empower the clients with a sense of self-worth as we all work together to help them reach their greatest potential.
- 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 related to Community Housing and Community Integration.

Outcome Indicators for Georgia House Program

Goal: EFFECTIVENESS – Georgia 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	5 of the 6 clients in the program	Semiannually and reported annually.	Progress notes, quarterly reports	Program Manager	75%	5 out of 5 clients achieved this goal 100%	+25%
Increase community access skills.	Percentage of clients who achieved at least one goal in the community section of their annual plan	5 out of 6 clients in the program	Semiannually and reported annually.	Progress notes, quarterly reports	Program Manager	75%	5 out of 5 clients achieved this goal 100%	+25%
Increase social skills.	Percentage of clients who achieved at least one goal in the social skills section of their annual plan.	5 out of 6 clients in the program	Semiannually and reported annually.	Progress notes, quarterly reports	Program Manager	75%	5 out of 5 clients achieved this goal 100%	+25%

Comments/Extenuating Factors:

Goal: EFFICIENCIES – Georgia 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	Georgia House Program only	Semiannually and reported annually.	Annual budget, monthly updates	Program Manager	\$1,225,102.00	\$10,528.00 Deficit	- .01%
Utilization of funded “spaces” within program	# of funded spaces, and # of spaced used	Georgia House Program only	Semiannually and reported annually.	Current participant list, client files, monthly reports, reports to funder	Program Manager	6/6 residential 7/7 day program	100%	0%

Comments/Extenuating Factors:

Overtime costs were higher than anticipated during this timeframe because of a separate staffing model initiated to support a client in hospital. As well the staff recruitment and retention problems for the social services sector in BC were also felt at Georgia House. Overtime costs were higher because of unfilled permanent positions. Dedicated permanent and casual staff is to be congratulated this year for their commitment.

Goal: SERVICE ACCESS – Georgia 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 annually.	Intake information, assessments, demographic sheets.	Program Manager	n/a	7/7	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	7/7	0%
# of inquiries / referrals received	10 inquiries were received agency-wide for residential services	Georgia House Program	Semiannually and reported annually.	Files, notes, correspondence	Program Manager	1	1	0%
# of individuals entering service	Total number of clients who were included in this service during report period.	Georgia House Program	Semiannually and reported annually.	Files, demographics, correspondence	Program Manager	1	1	0%
Reasons for not entering service	Tracking of the one vacancy.	Georgia House Program	Semiannually and reported annually.	Correspondence, meeting minutes, file notes.	Program Manager	1	0	-1
# of discharges	Total number of clients who left this	Georgia House	Semiannually and reported	Discharge plan, correspondence,	Program Manager	1	1	0%

	service during report period.	Program only	annually.	file notes.				
# of individuals on waitlist	Number of clients listed on waitlist.	Georgia House Program only	Semiannually and reported annually.	CLBC maintained waitlist has potential clients.	Program Manager	1	0	-1
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.	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%
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	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>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, community members, current and potential employers that offer opportunities for people with autism. Participants will learn practical information to aid in recognition,</p>								
--	--	--	--	--	--	--	--	--

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>Comments/Extenuating Factors:</p> <p>Georgia House had a vacancy at the end of the year but the filling of that vacancy is dependent upon our Funder, CLBC. It is a goal for the next fiscal to fill this vacancy.</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 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%	100%	+15%

Comments/Extenuating Factors:

From the families who filled out the survey and the specific items detailed below, we received the following information:

- 100% reported that the service was meeting their expectations.
- 100% expressed satisfaction with their son/daughter’s individual support plan.
- 100% expressed satisfaction with the skills and abilities of staff with a special notation about the dedication and commitment of the managers/supervisors.
- 100% expressed satisfaction with the annual planning meeting and annual plan.
- 75% of families expressed satisfaction with the level of communication between the manager/supervisor, staff and family.
- 100% of the families surveyed would recommend Gateway’s residential services to other families.
- *“Group home has played a significant role in developing our daughter to the point where she is now able to locate to a new residence.”*

Of the clients served that completed the survey, we received the following information:

- 83% of adults served in the residential programs said they enjoy the program all the time.
- 100% of adults served said that they have become more independent, have more life skills and behaviour since coming to Gateway.
- 100% communicated they know their rights.
- 100% communicated that they attended their planning review meeting.
- 100% communicated that they had choice in their schedule and routine.

- 83% communicated that they were happy with program.
- 100% said they would recommend Gateway to other individuals with autism who may need help.