



2020

Performance Improvement Report

The H.O.M.E Society

HR/Quality Improvement Director
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Welcome to H.O.M.E.S 2020 Performance Improvement Report!

The H.O.M.E Society has produced an annual Performance Improvement Report since 2007. The information collected and its analysis through the outcome's management process highlights the strengths of our organization and the areas that need improvement. The Performance Improvement report is part of the H.O.M.E Society's commitment to Continuous Quality Improvement.

Facing Challenges

2020 was a year of adaptation and challenges due to the worldwide pandemic. Many services were adapted or moved to a virtual platform to ensure safety of all participants to be able to continue providing services. These services included weekly activity groups, meetings, and employee training. These changes needed to occur quickly and were modified as required due to the extent of the pandemic and the rapidly shifting mandates and practices. The report reflects the impact of the pandemic on the various services and the people we support.

Understanding the Report

The H.O.M.E. Society believes that performance improvement data can help our organization develop and continue to be effective. It also helps us find new innovative methods for improvement. It is an essential part of review and planning. Performance improvement, and particularly the emphasis on a range of outcomes developed by H.O.M.E. Society, is an ongoing process to use evaluation as a tool for learning. It is not an add-on exercise purely for accountability to funders. For performance improvement to be useful, it is essential for H.O.M.E.S to develop outcomes appropriate to the folks we support and the agency as a whole. We need to do so over time and through consultation as well as ongoing reviews. H.O.M.E. Society is dedicated to achieving ongoing positive change for the people we serve, our caregivers and all partners and stakeholders.

Data Collection Methods

H.O.M.E.S uses Sharevision to collect a wide variety of data for performance improvement. This data is crucial in evaluating outcomes and recognizing where quality improvements are needed.

The Sharevision system has a functional and accessible database that allows our organization to gather and analyze all aspects of service delivery. More importantly, it can provide immediate snapshots of organizational functioning, which, from a quality improvement lens, gives us the ability to deal with and resolve issues as they are happening using current data and knowledge. The Sharevision system allows us to track our outcomes efficiently.



In addition to the Sharevision system, H.O.M.E.S has a number of processes in place for gathering information:

- Annual Satisfaction Surveys,
- In-person meetings/interviews,
- Employee statistics, including WorkSafe and Com Vida,
- Goal Tracking and ISP's,
- Training evaluations,
- Incident reports,
- H&S committee feedback

Human Resources/Work Force data.

One thing to note is that formal feedback tools like satisfaction/experience surveys cannot – and will not – replace the impact and importance of our daily conversations or the feedback we receive from persons served, families, employees and other stakeholders on an ongoing basis.

Relationships are a key foundation of H.O.M.E.S. Building trust with all of our stakeholders through those daily conversations and interactions will only make H.O.M.E.S stronger.

Data Integrity Assurance

A great deal of time and effort goes into collecting the data that is summarized in the proceeding pages. However, the collection and summarizing of the data is meaningless if the collected data lacks integrity. A strong agency uses its data in organizational decision making. Simply put, data that is not accurate or consistent means that this decision making is done with bad information. As a result, the right decisions cannot be made. Fortunately, some simple processes can ensure the integrity of the agency's data. Some of HOMES processes are noted below.

Reliability is meant to ensure that data is collected consistently and in a way that could be reproduced at another time and by other people. Because H.O.M.E.S does not use standardized tests or measures that can ensure reliability, other steps have been taken:

- Very few personnel are entrusted to tracking data. This tighter circle of employee limits misinterpretation.
- For all self-reporting measures with some amount of subjectivity, discussions and specific training with the team is ongoing to ensure that data is coded properly.
- Most data is gleaned directly from internal documents such as Medication Error Reports or Incident Reports, virtually eliminating any danger of the data not being collected the same way on another occasion. Much data is provided directly from the Sharevision site, which can run reports directly from its system.
- Unless otherwise noted, data measures all persons served, not just a sample. This means that reliability issues related to data sampling are not a factor.

Validity simply suggests that your data measures what it intends to measure.

- The organization's data is reflective of the needs of stakeholders as gathered from ISP's, surveys and plans, and is reflective of the agency's mission and values.

Completeness means that the data is as complete as possible and that obtainable data is not missing, be it intentionally or unintentionally.

Incomplete data has little value, as it may exclude entire groups of persons served or may be missing data that will greatly influence success towards missing a target.

- The number of individual records in all spreadsheets is routinely checked against the overall list of persons served to ensure that data is complete.

All programs/service areas have an indicator and no groups are missing from data collection or analysis.

- All attempts are made to find any missing data. For data accessed from the Sharevision system, reports are run that allow the Quality Improvement Lead to identify persons served for whom data is missing.

Accuracy simply means that all data is recorded properly and that any errors are caught and corrected.

- Spot checks are completed by the Quality Improvement Director/Delegate to ensure accuracy.
- Data reports are double checked against actual documents on a quarterly basis. This ensures that potential errors are corrected in a timely fashion.

For this report, we collected data in the following service areas:

- Residential Services/Community Housing
- Health and Safety
- Human Resources/Workforce
- Home Share
- Respite Services
- Community Inclusion/Integration Services

For each of these service areas, we set targets and collected information about:

1. **Experience of Services (previously Satisfaction)**- stakeholder surveys
2. **Effectiveness**- the results of services/supports for the person receiving services
3. **Efficiency**- the responsiveness of time and resources
4. **Business Functions**- Functional objectives to support the achievement of agency business; finance etc.
5. **Service Access**- Accessibility to services.



An outcomes approach involves:

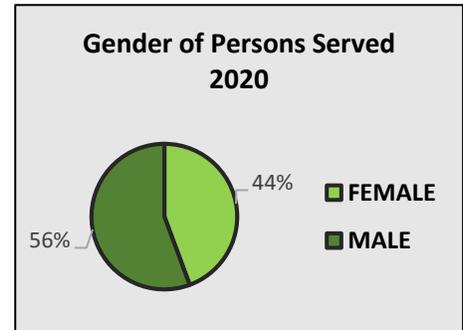
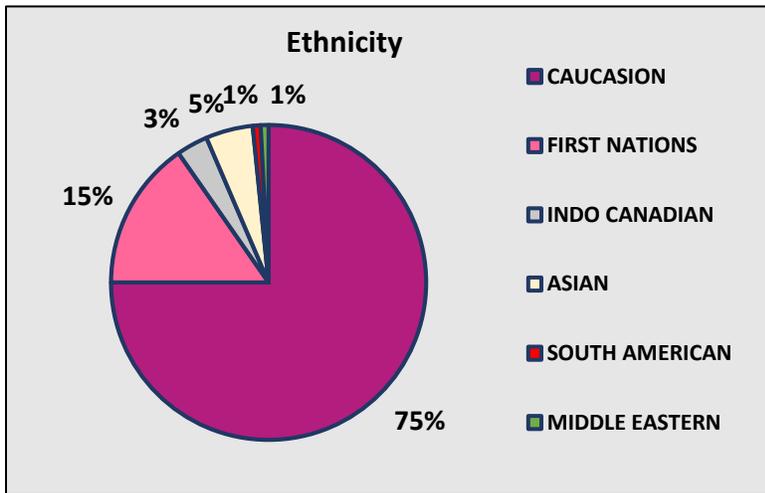
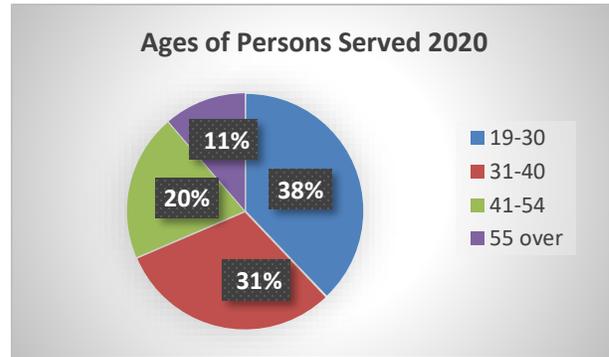
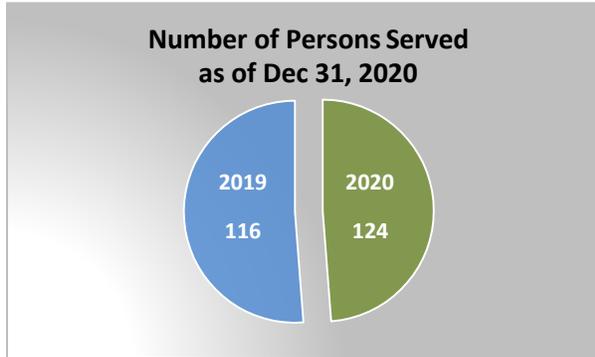
- Identifying the changes you hope for,
- Assessing what changes happen,
- Using the information about the results of your work to plan and deliver services so as to make the changes for persons served more likely.

H.O.M.E.S Performance Improvement Report is an integral part of an overall quality management system. Some of the components of that system include the following:

- Strategic Planning
- Compliance Reporting
- Risk Management Planning
- Accessibility Planning
- Information Technology Planning
- Human Resources Reporting
- Service Delivery Reporting/Critical Incident Reporting
- Health & Safety Reporting
- Financial Reporting

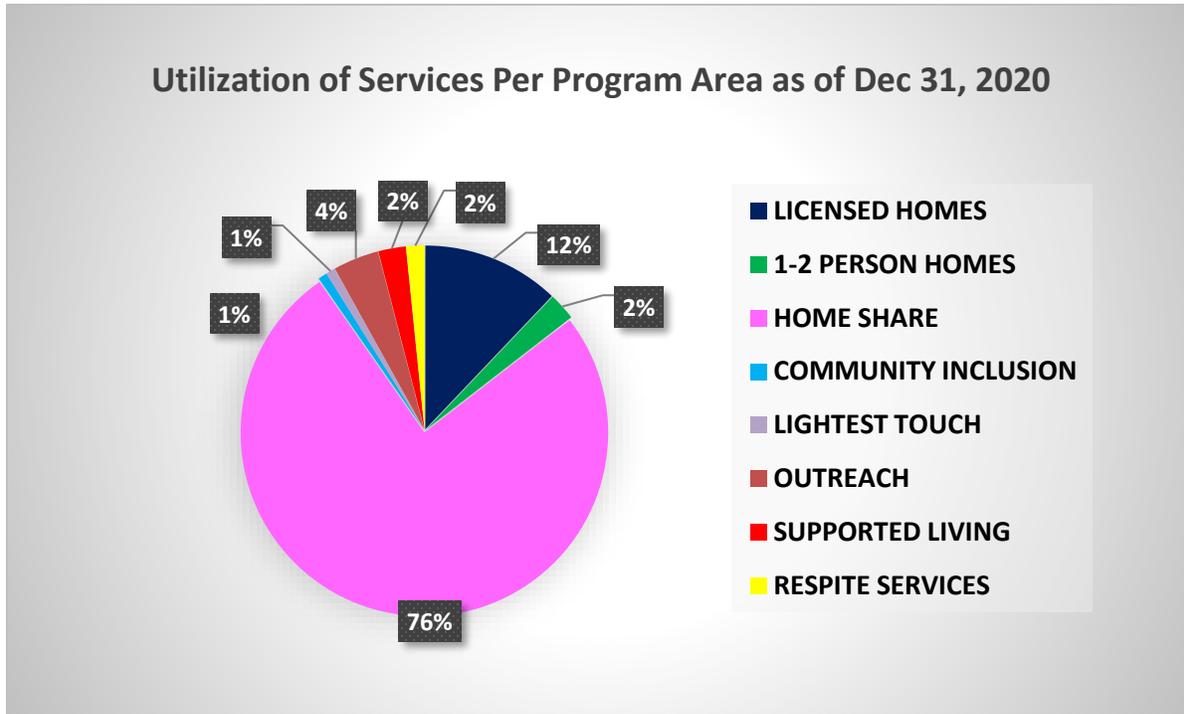
Overview of Services Provided in 2020

Demographics



SERVICES

In 2020, the H.O.M.E Society supported a total of 124 people in a variety of services and supports. The following outlines the number of persons served who utilize services:



Licensed Homes	15	Work Experience	35
1-2 Person Homes	3	Counselling Services	9
Supported Living	3	Community Inclusion	1
Home Share	94	Psychiatric Services	63
Respite Services	2	Lightest Touch	1
Outreach Services	5		

EXPERIENCE (SATISFACTION)

On an annual basis, we send out a survey to families, individuals served, employees, volunteers, community partners and other stakeholders, asking for feedback on H.O.M.E's services. We use this feedback as one way of ensuring that we are continuing to provide a consistent quality of service, and to ensure we are aligned with our strategic planning for the following year.

We use an "online survey", which offers a quick, anonymous and easy method of getting the input we require. This seems to be successful, especially for employees and contractors. Families and persons served seem to continue to prefer the paper copy but many are beginning to feel comfortable with the online option.

In addition to our Satisfaction Surveys, we have various other processes in place for gathering input:

- Team Meetings
- Board Meetings (virtual)
- H&S Committee Meetings (Virtual)
- Quarterly meetings with funders (Virtual)
- Online "suggestion" box
- Exit Interviews with individuals and employees who leave H.O.M.E.S.
- Employee Evaluations
- Communication with families and friends.
- ISP's
- Informal one to one virtual meetings.

H.O.M.E.S received no formal concerns or complaints in 2020.



Experience (Satisfaction)

Persons Served Survey

Comparisons 2019-2020

The Persons Served Satisfaction survey is based on the eight Quality of Life domains.

The eight domains are:

- 1. Emotional well-being** – contentment, self-concept, lack of stress
- 2. Interpersonal relations** – interactions, relationships, supports
- 3. Material well-being** – financial status, employment, housing
- 4. Personal development** – education, personal competence, performance
- 5. Physical well-being** – health and health care, activities of daily living, leisure
- 6. Self-determination** – autonomy / personal control, personal goals, choices
- 7. Social inclusion** – community integration and participation, roles, supports
- 8. Rights** – legal, human (respect, dignity, equality)

Domain/Category	Satisfied Most of the Time		
	2019	2020	Change
Emotional well-being	91%	82%	-9%
Interpersonal relations	55%	45%	-10%
Material well-being	77%	87%	+10%
Personal development	55%	57%	+2%
Physical well-being	74%	54%	-20%
Self-determination	77%	83%	+6%
Social inclusion	40%	57%	+17%
Rights	81%	86%	+5%
Overall Average	69%	69%	0

Response Rate:

2019: 44%

2020: 39%

Outcomes of 2020 Action Plans

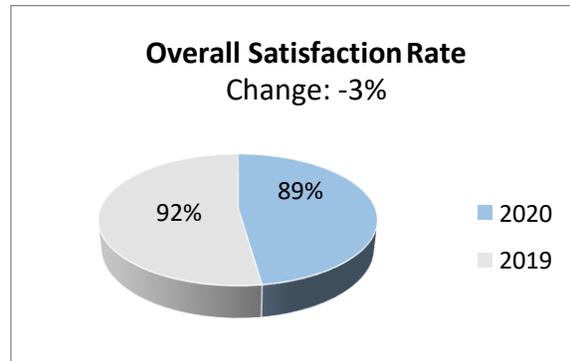
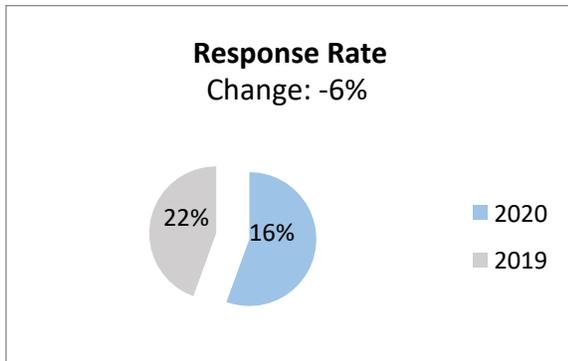
- To do a “Survey Type Presentation” at the first HomeShare meeting in 2020. The presentation will include the survey process, the QOL Domains, confidentiality and the proxy procedure and why it is important. We are hoping that this will increase the **response rate**. (put on hold during pandemic)
- We will create a “Self-Advocate” group that is open to Individuals who are interested in learning about a variety of topics. We could have monthly themes, different speakers based on interest and input from persons served. Some topics could include sex education, street safety etc. We will ask Ashley/Cheryl if they could oversee and organize. (put on hold during pandemic but virtual options will be explored)
- **Social Inclusion and Interpersonal Relations had the largest decrease in satisfaction.** We will ask Ashley and Cheryl to explore volunteer/activity options in the community for persons served. It was suggested that they could attend Team Meetings to get input on what Individuals may be interested in volunteer/activity wise. (Not completed, carried forward) *Social Inclusion had a substantial increase of 17%
- We will make a conscience effort to invite neighbors to our summertime BBQ’s. (On hold during the pandemic)

2021 Action Plans

- Home Share to create a PowerPoint presentation which will outline the survey process including the QOL Domains, proxy procedures, confidentiality etc. This can be emailed to the Home Share providers and Program Coordinators and/or presented during Zoom team meetings. This should be completed by the end of February 2021 to allow time prior to the survey being distributed.
- Cheryl and Bryce have begun an online Self Advocates group. Currently, there are about 6 self-advocates in the group and they are busy getting promotional ideas in the works.
- To find ways to encourage persons served to find meaningful methods of exercise on a regular basis. Social distanced walks outside could be planned though Zoom coffee club meetings. (Physical Well-Being dropped by 20%) We will talk with the Community Coordinator for input. We will encourage folks to join and participate in HOMES Facebook Activity page.

Experience (Satisfaction)

Caregiver/Employee Survey Comparisons 2019-2020



Category	Satisfied		Increase and/or decrease Please see notes below **
	2019	2020	
Job Satisfaction	72%	94%	+22%
Ethics and Values	98%	92%	-6%
Inclusiveness	95%	94%	-1%
Health and Safety	100%	92%	-8%
Leadership	96%	72%	-24%
Overall Average	92%	89%	-3%

Outcomes of 2020 Action Plans:

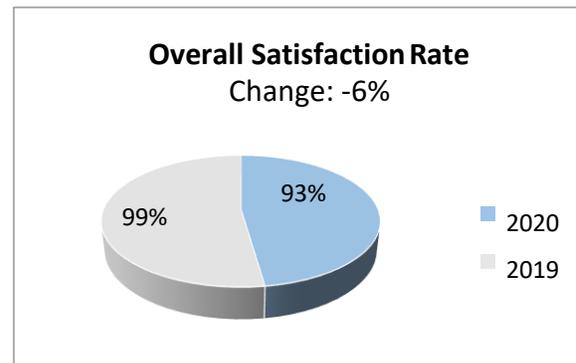
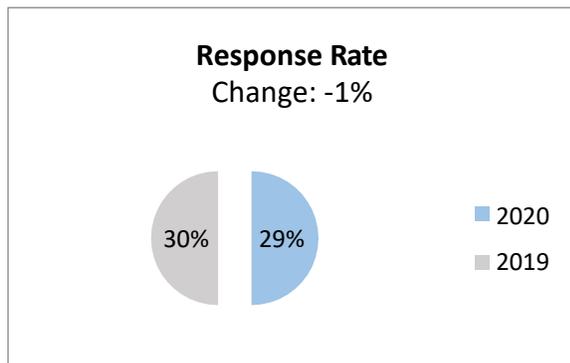
- *To continue our caregiver appreciation events on a bi-annual basis.*
 - *Appreciation nights have been put on hold during the COVID 19 Pandemic.*
- *Continue to provide unique training opportunities for leadership and employees that may be interested in career development.*
 - *H.O.M.E.S has provided H&S training via online webinars during the pandemic.*
- *To intentionally involve caregivers in planning team events such as Run for Water.*
 - *Our activity coordinator has planned many virtual events to take the place of our regular community-based events.*
 - *We have created an Activity Facebook page which is very successful with all of our caregivers.*
- *To pursue the options of employee recognition.*
 - *The management team had two meetings scheduled to discuss recognition options. One suggestion was to have an employee of the month with a gift card as the award. This was completed and is ongoing.*
 - *Management team delivered dinners and lunches to all of the residential homes as a show of appreciation for their hard work during COVID 19.*
 - *Management team did a 'Parade of Appreciation' drive by to all of our residential homes.*

Action plan(s) for 2021

- *To create virtual or in person appreciation events.*
- *Repeat the delivery of dinners and lunches to all residential homes during the COVID 19 pandemic as a show of appreciation.*
- *Continue to provide support and transparent information regarding the COVID 19 pandemic.*

Contractor Survey 2020

Comparisons 2019-2020



Outcomes of Action Plan(s) for 2020

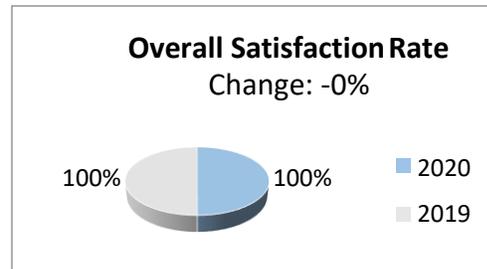
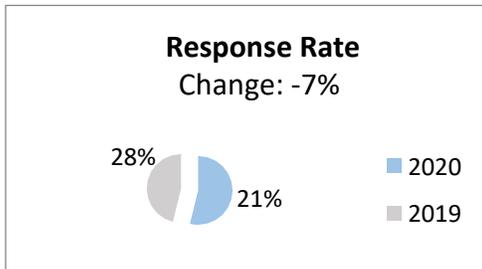
- To change the survey questions for other areas of input.
 - **This was completed**
- To explore the possibility of hosting a Contractor appreciation event.
 - **This has been put on hold since the COVID 19 Pandemic.**

Action Plans for 2021

- To explore the possibility of hosting a physically distanced contractor appreciation event. This could be held outside at a park. We will also look at hosting a virtual appreciation night.
-

Community Partner Survey 2020

Comparisons 2019-2020



A few of the wonderful comments we received:

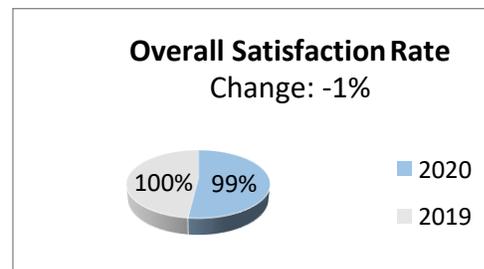
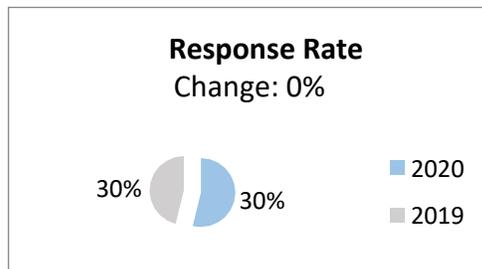
- Please don't change nothing, H.O.M.E.S is very responsive and has a lot of regard for our company's relationship.
- Keep doing what you're doing!
- I have had an excellent working relationship with the staff at H.O.M.E.S and it has allowed us to provide continuity and consistency of care for the individuals that we collaborate on. We look forward to continue to develop our working relationship.
- My experience over the past 20 years working in the field with individuals and families when there is a need H.O.M.E Society is one of the first to step up.
- I wish more places were like H.O.M.E.S.

Action Plan (ongoing)

- To change the questions to change the input.
- To update our Community Partner database to ensure we have the most up to date list of email addresses.

Family Survey 2020

Comparisons 2019-2020



A few of the comments we received:

- Don't ever change
- Keep doing what your doing.
- We pray everyday that you all remain healthy.
- Keep up the good work. Thankful for all you do.

Outcomes of Action Plan(s) for 2020

- Have a BBQ at the office which focuses on families.
This was not completed due to COVID
- Ensure the family addresses and contact info is updated on a quarterly basis.
Completed

2021 Action Plan(s)

- To continue to involve family members with COVID 19 agency updates.
 - To ensure that families are able to virtually connect with their family member.
-

EFFECTIVENESS

Aggressive Critical Incident Reports 2020 (with a comparison to 2019)

Objective	Indicator	Measure	Target	Outcome		Target reached	
				2019	2020	2019	2020
To lower the % of individuals involved in aggressive critical incidents on an annual basis.	Critical Incident Reports	The % of persons served involved in “aggressive” critical incidents annually	Less than 10% of persons served involved in aggressive critical incidents annually.	21%	19%	No	No

Total Critical incidents per service area.	2019	2020	Change
Licensed Homes	19	13	-6
Single/Two Person Homes	1	1	0
Home Share	43	34	-9
Total	63	48	-15

Discussion on significant increases/decreases:

- Of the 13 critical incidents in licensed homes, 9 were from one home and involved two individuals. (69%)
- There were 18 individuals involved in the 34 incidents in the home share department. One individual had 7 incidents. 37% of incidents in HomeShare were from Individuals less than 30 years of age.

Outcomes of the 2020 Action Plan(s)

- To promote education and provide support through kitchen table talks and the Home Share networking group. This can become a standing item on the agenda for Home Share meetings. **(Completed & ongoing)**
- To utilize a safety plan whenever necessary to minimize the risk. **(We have trained Karen and Kate to provide Safety Plans whenever necessary. This will speed up the process and ensure the Safety Plan is in place as soon as possible.)**

Action Plan(s) for 2021

- To provide HS Contractors education on completing reports on Sharevision. This could be done by creating a ‘How to Guide’ that would be sent to all Contractors, as well as being included in the orientation package.

Aggressive Internal Incident Reports 2020

Objective	Indicator	Measure	Target	Outcome		Target Achieved	
				2019	2020	2019	2020
To lower the % of individuals involved in aggressive internal incidents on an annual basis	Internal Incident Reports	The % of individuals involved in aggressive internal incidents annually	Less than 20% of individuals involved in aggressive internal incidents annually.	18%	16%	YES	YES

Total internal incidents per service area.	2019	2020	Change
Licensed Homes	173	141	-32
Single/Two Person	4	2	-2
SFC	27	34	+7
Total	204	177	-27

Discussion

- Internal incidents dropped by 34 in the residential homes.
- 65% of the incidents from the licensed homes were from one home. Out of the 92 incidents, 79% were split between two individuals.
- 58th home had a total of 36 (less 30% from 2019) incidents with 26 (72%) attributed to one individual.
- Home Share Internal Incidents had a small increase in 2020.
- 88% of Home Share incidents involved individuals 30 years of age or less.
- *It is felt that some incidents may have been a direct cause of the inability to continue activities because of COVID.*

Outcomes of the 2020 Action Plan(s)

- To create a section for Internal Incidents to be included within the annual Critical Incident competency training module. **(Incomplete, have sent a request in to Liz Kellough)**

Action Plan(s) for 2021

- To begin discussions with CLBC regarding the possible move of an individual as per their request. This individual is unhappy in their current home and would like to move to be closer to family.
- To create a section for Internal Incidents to be included within the annual Critical Incident competency training module.

EFFECTIVENESS

Service Delivery Outcomes

An ISP or a P.A.T.H can help turn a dream into a reality

The H.O.M.E. Society is required to provide all persons served with an Individual Support Plan (ISP) on an annual basis. Not only does H.O.M.E.S provide an extensive ISP annually, but we also provide each individual with the opportunity to have a PATH done as well. The ISP/PATH process starts with a gathering of folks, including the person served, along with folks who know them best- family, friends, advocates, companions, etc. Knowing what’s important to the person, their hopes and dreams for the future, is the first step in the planning process. We want to focus our time and energy on what’s most important to the person and help recognize the things that will help them achieve their desired goals. Goals need to be “SMART”- specific, measurable, achievable, realistic and time limited. The more precise the goals, the clearer and more focused the whole team’s efforts are, and the more likely people are to be successful.

*During 2020, there were no PATH’s provided in person because of COVID 19.

The following outlines the ISP’s completed for 2020: *(with a comparison to 2019)*

ISP’s completed per service area				
Home Share 2019	Home Share 2020	Change	Residential 2019	Residential 2020
59/88 eligible 67%	69/85 81%	HomeShare: +14%	18/18 eligible	18/18
100% Target Met	100% Target Met	Residential:	100% Target Met	100% Target Met
No	No	No Change	YES	YES

** Eligible individuals are folks who have used H.O.M.E.S services/supports for at least 6 months.

** Home Share does not include Outreach, Community Inclusion or Respite services.

Outcomes of the 2020 Action plans

- To review the ISP status on a quarterly basis (as per QIP’s)
Completed and ongoing.
- Ensure new Home Share providers have the ISP How to Guide.
The ISP Guide is part of the Home Share Provider Orientation.

Action plans for 2021

- To ensure all new Program Coordinators and new Home Share Coordinators are fully trained with the ISP process so they are able to mentor others, especially new employees and Home Share Providers.

Individual Outcomes

Individual quality of life is fundamental to the work H.O.M.E.S provides. It is important that the Quality of Life Framework set the foundation for all of H.O.M.E.S services and supports. Individual outcomes are statements about how a person's quality of life will look in the future- always hopefully for the better. For planning purposes, we categorize the outcomes into the eight Quality of Life Domains.

1. Emotional Well-Being

Individuals feel safe in their home and community. They have a positive sense of self and trust the people in their lives.

2. Physical Well-Being

Individuals are physically healthy and active. They have access to the health care they require.

3. Material Well-Being

Individuals have the financial resources to do the things that are important to them.

4. Interpersonal Relationships

Individuals have meaningful relationships with family and friends.

5. Social Inclusion

Individuals participate in community life in roles they and society value.

6. Rights

Individuals have autonomy and their decisions are respected.

7. Personal Development

Individuals pursue their interests, have opportunities for personal growth and skill development, and have access to necessary information and support.

8. Self-Determination

Individuals make decisions in their lives about things that matter to them.



2020 Goals



Total Goals Started	Total Goals Started	Difference	Goals Per service area	
2019	2020		2019	2020
118	137	+19	HomeShare=98 Residential=20	HomeShare=105 Residential=32

The following outlines the Goal Status as of Dec 2020:

12 were discontinued	61 were achieved
12 have no status	52 were renewed

Discussion

- Many of the goals for 2020 had to be put on hold/renewed because of the pandemic. Many travel plans had to be cancelled as well as celebrations etc.
- Social Inclusion goals increased and it is felt that many persons served were able to access a good variety of virtual activities (Coffee Club etc)
- A few individuals joined the walking club to get their exercise and some folks bought exercise equipment to use at home while the gym was closed. This provided alternative options to meet their physical development goals.

Outcomes 2020 Action Plan(s)

- To review the current goals on a quarterly basis to ensure their status is accurate.
Completed and ongoing
- To ensure new Home Share Providers have goal training as part of their orientation process.
The ISP Guide is now included in the Home Share Providers Orientation Package.

Action Plans for 2021

- To continue to explore creative methods for folks to achieve their goals during the pandemic.
- To brainstorm with like minded agencies for options.

EFFECTIVENESS

Human Resources

Employees are one of the H.O.M.E. Society's greatest resources. It's imperative to the overall quality and level of service that there is a consistent, well-trained and positive workforce. Recruitment and Retention is a current challenge for employers in the Community Living Sector.

Training/Education

- Our analysis of required training shows we are at 98% of employees meeting their requirements on a consistent basis. No change from 2019.
- Most of our in-house training (GT) had to be put on hold because of the pandemic.
- We were able to provide online Mandt training during 2020 and because of that, we were able to maintain 98% compliance.
- Red Cross had extended the expiry dates for First Aid so that we were able to accommodate our employees with smaller classes (when able).
- All conferences open to employees were put on hold for 2020. Leadership was able to attend a few virtual events.

In 2020, we hired 9 new employees and we said good-bye to 10 employees. The following outlines the reasons for leaving:

Discharged for cause: 2	Moved: 1
Personal/family issues: 4	Got another job: 1
Retirement: 1	Other: 1

EFFICIENCY

WCB, SICK TIME, EVALUATIONS AND TURNOVER

WCB

Objective	Indicator	Measure	Target	Outcome		Target Reached	
				2019	2020	2019	2020
To reduce the days lost due to WCB claims	Days lost to WCB claims	The average number of work days lost per employee due to a WCB claim.	3 days or less annually	1.85	2.57	YES	YES

Sick Time

Objective	Indicator	Measure	Target	Outcome		Target Reached	
				2019	2020	2019	2020
To reduce the amount of sick days used per employee	Sick Days Utilized	The average number of sick days utilized per permanent employee on an annual basis.	5 or fewer days per employee per year.	6.55	6.14	NO	NO

Performance Evaluations

Objective	Indicator	Measure	Target	Outcome		Target Reached	
				2019	2020	2019	2020
To increase annual Performance Evaluations per employee.	Performance Indicators	The percentage of FTE & PTE employees within the organization for whom a "Performance Evaluation" is completed annually.	2019= 90% 2020=95%	93%	92%	YES	NO

Employee Turnover

Objective	Indicator	Measure	Target	Outcome		Target Reached	
				2019	2020	2019	2020
To reduce the amount of annual employee turnover	Employee Turnover Indicators	The percentage of employee turnover on an annual basis	10% or less per year	11%	11%	NO	NO

Discussion

WorkSafeBC

- WCB days lost per employee increased by .72 days annually. We had a few long-term claims which drove the percentage up.

Sick Time

- Our sick days used per employee decreased in 2020 from 6.55 to 6.14.

Performance Evaluations

- We did not meet our target in 2020.

Employee Turnover

- H.O.M.E.S turnover rates continue to be amongst the lowest in the sector. A contributing factor is many Home Share Providers start out as employees and transition into the Home Share service area of H.O.M.E.S. We also have two separate seniority lists. At times, an employee may opt out of one area and work in the other. This can appear as though the employee has left (on the one side) but in reality, they are still an employee of H.O.M.E.S. Our employees have often told us they are grateful for being able to work in two separate areas because it eliminates the need for them to have a second job with another employer. This encourages people to stay.

2021 Action Plan:

- To include evaluations on the Home Share QIP's to serve as a reminder to help ensure we meet the target for 2021.
- Continue to promote and encourage self care with all employees. Have a section in our newsletter dedicated to Health and Wellness.

Health & Safety

Indicator	Measure	Target	Outcome		Target Achieved	
HomeShare H&S Inspections	The percentage of Health and Safety Inspections conducted annually at SFC homes that use a unionized caregiver.	100% of HS Homes who use a unionized caregiver will have an annual H&S inspection.	2019	2020	2019	2020
			100%	100%	YES	YES
Indicator	Measure	Target	Outcome		Target Achieved	
Residential H&S Inspections	The percentage of Health & Safety site inspections conducted every 6 months at group homes, single homes, activity facilities and the main office.	100% of residential sites will have bi-annual H&S Inspections	2019	2020	2019	2020
			100%	100%	YES	YES

Outcomes of the 2020 H&S Action Plan(s)

- To explore H&S courses for the committee to take as a group. Unfortunately, all in person classes through BCFED were cancelled as of March 2020.
- To continue to work closely with WorkSafeBC to meet safety guidelines Regarding COVID 19.

2021 H&S Action Plan(s)

- We will explore virtual H&S training opportunities.
- To work closely with WorkSafeBC to ensure we are meeting and exceeding all safety practices related to COVID 19.

Thanks to everyone who participated in the virtual H&S inspections...
You helped us reach our target!

Medication Errors

Indicator	Measure	Target	Outcome		Target Achieved	
			2019	2020	2019	2020
Medication Errors	The percentage of staff medication errors	NO medication errors	8	9	NO	NO
Service Area		2019 Errors	2020 Errors	Increase/Decrease		
Licensed Homes		8	8	0		
Smaller Homes		0	1	+1		
Home Share		0	0	0		
Total		8	9	+1		

Outcomes of 2020 Action Plans

- Review the Medication Competency Training handbook at team meetings on an annual basis.
This was completed and is ongoing.
- Continue to ensure medication double checks are completed.
Completed and ongoing.

2021 Action Plan(s)

- To review the medication training policy including best practices on a bi annual basis with all teams (Team meetings)
- Provide a medication workshop to new employees. This could be done by contracting with a nurse.

Service Access

Community Integration/Inclusion Services

At H.O.M.E.S, we offer “Individualized Community Inclusion/Integration Services” which are designed for Individuals with complex support needs. Caregivers plan personalized activities which are geared towards getting out into the community and giving back to the community. All individuals supported are able to access a variety of services with their caregivers.

H.O.M.E.S also offers all interested individuals work experience opportunities. These range from receptionist, janitorial work, lawn crew, delivery services, filing, and paper shredding and recycling. Access to these services is based on the persons served interests. Because of the pandemic, many of these opportunities had to be put on hold however, we did accommodate whenever possible.

H.O.M.E.S Social Enterprises have opened the doors to many work-related opportunities. While there is rarely a wait time for folks who would like to access these services, during the Pandemic many of our S.E’s were closed or limited.

Home Share Services

- Previously, many of H.O.M.E.S Home Share homes were formed when an existing caregiver has established a healthy and meaningful relationship with an individual they support.
- Access to this service reflects the importance of having the individuals and family members involved in the selection of care providers as well as in the planning process. Any specific needs can be addressed prior to the individual moving in with a family.
- Often the families will approach Home Share with a care provider already identified.
- There are times when access to a Home Share service may be delayed/discontinued due to the unsuitability of caregiver and person served. In these (uncommon) situations, we do our best to find a more suitable match to ensure a potential relationship will last.
- Finding suitable homes can pose a delay at times, especially with a limited rental market. This continues to be a barrier in 2020.

Residential Home Services

- Access to our licensed residential services is usually determined by CLBC and the availability of space in the home. The time it takes to access the service depends on the person's needs and wants. Many times, CLBC will refer an individual and H.O.M.E.S has accommodated that individual by doing personalized renovations to the specific needs of the person.

Respite Services

- Access to H.O.M.E.S Respite Services is determined through CLBC. Once a referral for respite is received from CLBC, we do our best to quickly start the process of matching suitable folks from our personnel pool.
- Many of our Home Share contracts have respite built into their contracts. This helps keep the delivery of service stable as it provides a break to not only the contractor(s) but also to the person served.

Service Access Indicator	Target	Data/Source	2020 Results	Target Met
The % of persons served who indicate their unique needs are being met and they are able to access the service they choose.	90%	Survey's/Interviews Virtual/Phone Meetings	92%	YES

Business Functions

2020 Performance Indicators Outcomes

1. To lower the cost of overtime by a minimum of 10% in 2020 by having a sufficient casual caregiver pool.

OT Cost Difference	Reg	HS	Target Met	Total	Cost Difference
OT 2019	23890.31	67.95	NO	23958.26	+6.33%
OT 2020	9082.31	0.00	YES	9082.31	-62.09%

2. Increase housing options by networking with local realtors. Perhaps a board member who is a realtor could be helpful.

This is ongoing as needs arise. We are actively pursuing new board members with a Realtor background.

3. Increase H.O.M.E.S social media profile on Facebook, Twitter and LinkedIn to increase H.O.M.E.S public profile.

HOMES has newly formed Activity groups on Facebook which are overseen by self-advocates. This has proven to be very successful.

4. To reduce the WorkSafe BC rates by minimum 1% annually.

Year	Rate	Target Met
2019	2.95%	NO
2020	3.10 %	NO

H.O.M.E.S will continue to work closely the Program Coordinators to recognize where new risk assessments may be needed as well as safety plans.

5. H.O.M.E.S reviewed the options of purchasing a new building or renovating the current building. We contracted with an external source to provide guidance and based on those outcomes, it was decided H.O.M.E.S would sell the current property and purchase a new one. This was completed in late summer 2020 with a move in date projected for spring of 2021.

**These business function indicators will be carried forward and reviewed as necessary.

**All information/data is collected from the payroll/accounting department.

(ACCPAC/Com Vida/Sage)



Thank you to everyone for another successful year at
The H.O.M.E Society.

Without the commitment from all employees, persons served, families and
community partners, we would not have the success we do, especially during a
global pandemic.

You are all Rockstar's and we are fortunate to have you all.