2023
Performance Improvement Report

The H.O.M.E Society

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Welcome to H.O.M.E.S 2023 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

In 2023, we continued to face challenges with regards to hiring, recruitment, and retention as the world emerged from the pandemic. The rising cost of living affected many aspects of day to day life for those we serve as well as our employees.

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
- Shared Living
- 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:

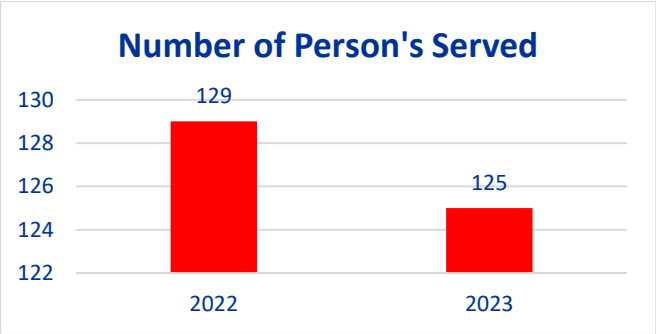
- Identifying the changes you hope for
- Assessing what changes happened
- Using the information about the results of your work to plan and deliver services so as to make the changes for persons served more likely.

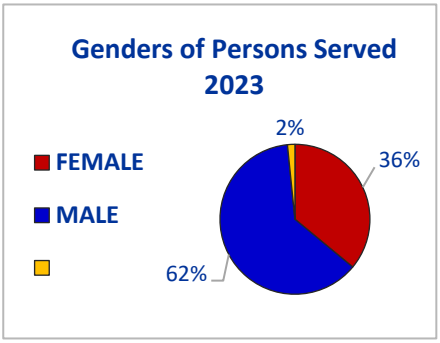
H.O.M.E.S Performance Improvement Report is an integral part of an overall quality management system. Some of the components of that system include the following:

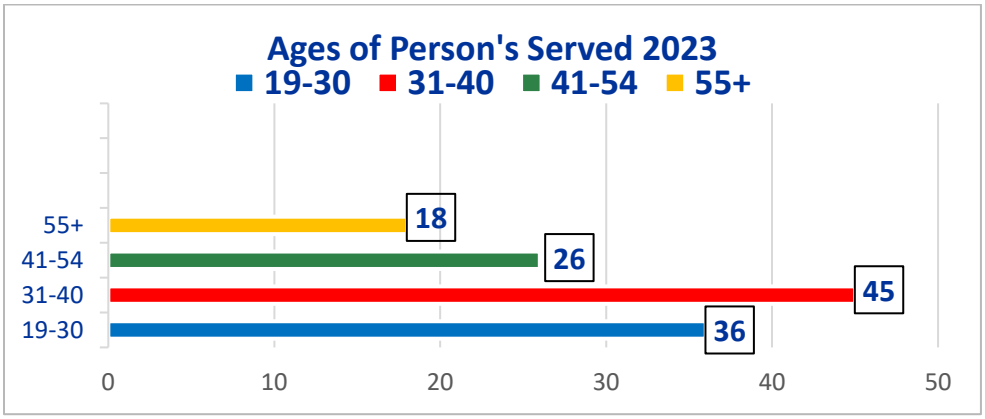
- Strategic Planning
- Compliance Reporting
- Risk Management Planning
- Accessibility Planning
- Information Technology Planning
- Human Resources Reporting
- Service Delivery Reporting/Critical Incident Reporting
- Health & Safety Reporting
- Financial Reporting

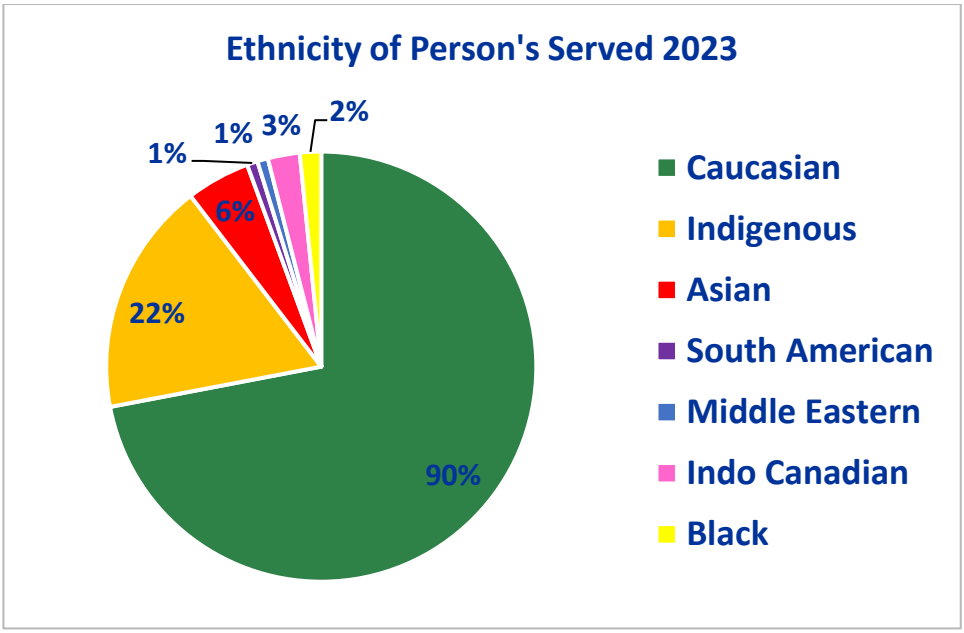
Overview of Services Provided in 2023

Demographics



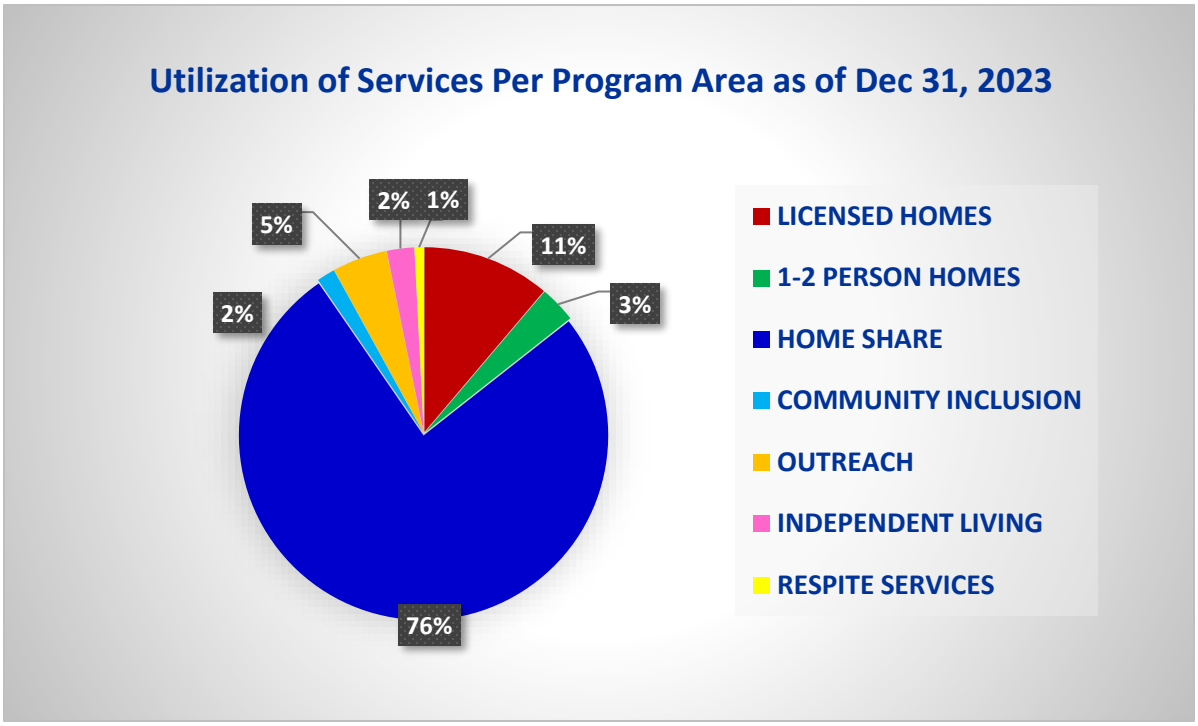






Services

In 2023, the H.O.M.E Society supported a total of 125 people in a variety of services and supports. The following outlines the number of persons served who utilize services:



Licensed Homes	14	**Work Experience**	25
1-2 Person Homes	4	**Counselling Services**	2
Independent/Supported Living	3	**Community Inclusion**	2
Shared Living	95	**Psychiatric Services**	55
Respite Services	1	**Lightest Touch**	0
Outreach Services	6		

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
- H&S Committee Meetings
- Quarterly meetings with funders
- 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 meetings.

H.O.M.E.S received no formal concerns or complaints in 2023.

Experience (Satisfaction)

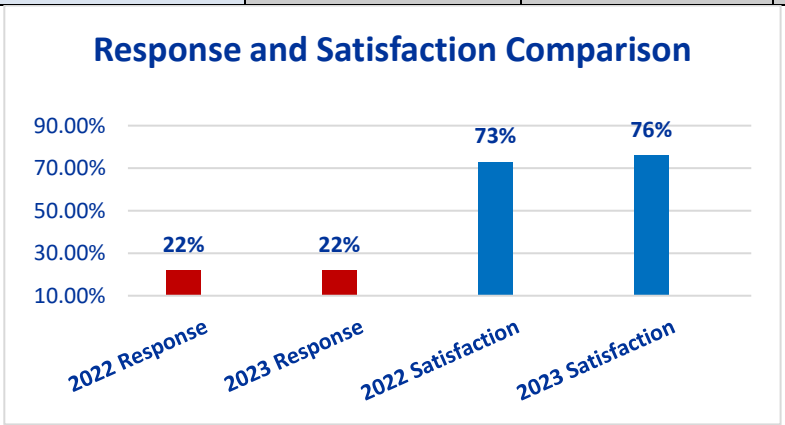
Persons Served Survey

Comparisons 2022-2023

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 or greater*		
	2022	2023	Change
Emotional well-being	91%	88%	-3%
Interpersonal relations	55%	64%	+9%
Material well-being	88%	91%	+3%
Personal development	63%	63%	0
Physical well-being	45%	62%	+17%
Self-determination	95%	85%	-10%
Social inclusion	60%	67%	+7%
Rights	86%	89%	+3%
Overall Average	**73%**	**76%**	**+3%**



Outcomes of 2023 Action Plans

- To consider increasing the Activity Planners hours post pandemic.
  This was completed. The Activity Planner is a dedicated permanent part-time role fulfilled by Mell Andrew. Extra time/hours are approved as necessary for special and seasonal events. Those we serve expressed the desire for social connection as we came out of the pandemic and we have been able to provide many different opportunities and activities for connection.

- Increased promotion of activities within the licensed homes.
  This has been done and will continue to be a priority. Our licensed homes have been asked to post activities calendars/special bulletins and host special events. Weekly emails are sent out to all employees and the HOMES Activity Group Facebook pages is growing in members and participants.

- To coordinate the survey timelines to be in sync with the Person-Centered Monitoring in hopes of increasing the response rate.
  Carried Forward

2024 Action Plans

- To create a PowerPoint presentation which will outline the survey process including the QOL domains, proxy procedures, confidentiality ect. This can then be emailed to the Shared Living providers and Program Coordinators and/or presented during Zoom meetings. The intent would be for people to have a clearer understanding of the questions and process.

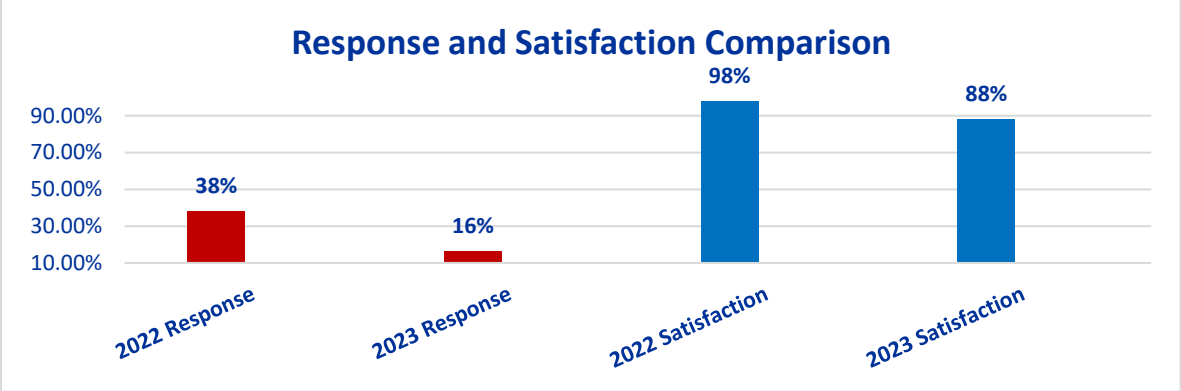
- To promote participation in the survey across the agency; posters, newsletter advertising, ect.

Experience (Satisfaction)

Caregiver/Employee Survey

Comparisons 2022-2023

Domain/Category	*Satisfied most of the time or greater*		
	2022	2023	Change
Job Satisfaction	97%	89%	-8%
Ethics and Values	98%	88%	-10%
Inclusiveness	100%	94%	-6%
Health and Safety	98%	92%	-6%
Leadership	96%	75%	-21%
Overall Average	**98%**	**88%**	-10%



Outcomes of 2023 Action Plans

- To distribute H.O.M.E.S Cultural Plan to all homes and ask that it be discussed at monthly team meetings.
  Done

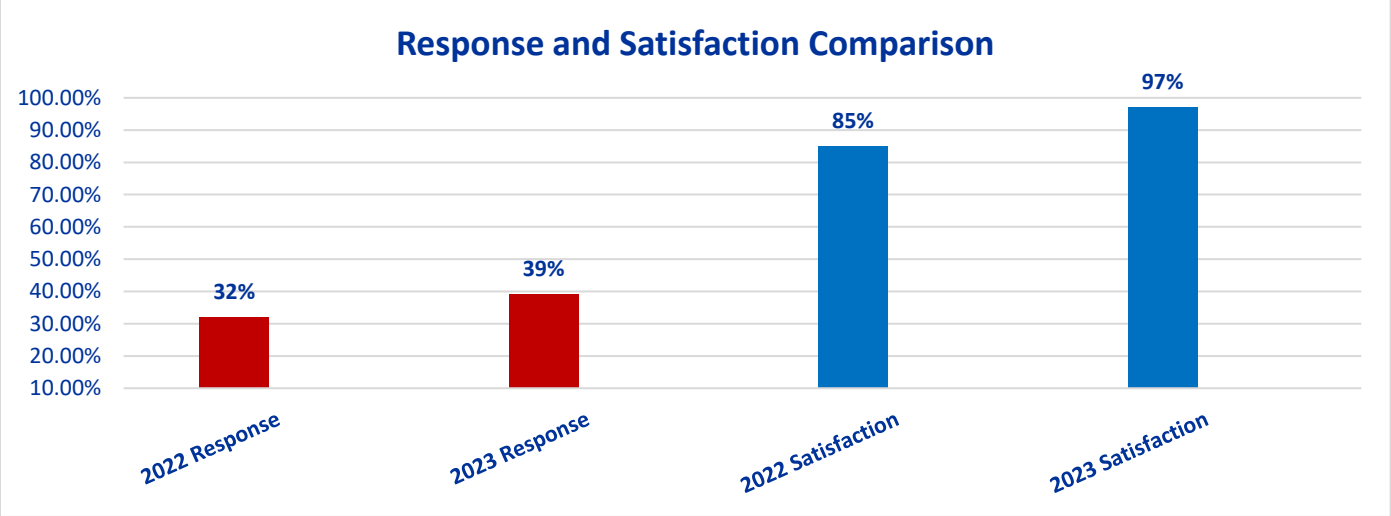
- To attend a minimum of two job/career fairs to increase recruitment.
  This was completed and will continue to be used as a hiring and recruitment tool in the future.
- To explore options of mental health training for employees
  Carried forward
- To explore options of training a Program Coordinator to provide age related training to coworkers.
  One of our program coordinators, Jozie Ballendine, took age related training focused on Dementia. Early in 2024 the training will be presented to the remaining program coordinators.

2024 Action Plans

- Explore different methods of increasing our survey response rates: Contests, Program Coordinators reminding caregivers, advertising throughout the agency, ect.
- Continue to share information with caregivers as needed.
- Find new and exciting ways to show employee appreciation and opportunities to socialize

Contractor Survey 2023

Comparisons 2022-2023



Outcomes of 2023 Action Plans

- Once V4 is up and running, Sanjiv will provide ongoing, personalized Sharevision training to Contractors.

  Sanjiv created tutorials for the contractors and spent dedicated one-on-one time with contractors in order to make them feel more comfortable with Sharevision.

- Sanjiv will offer beginner computer classes.

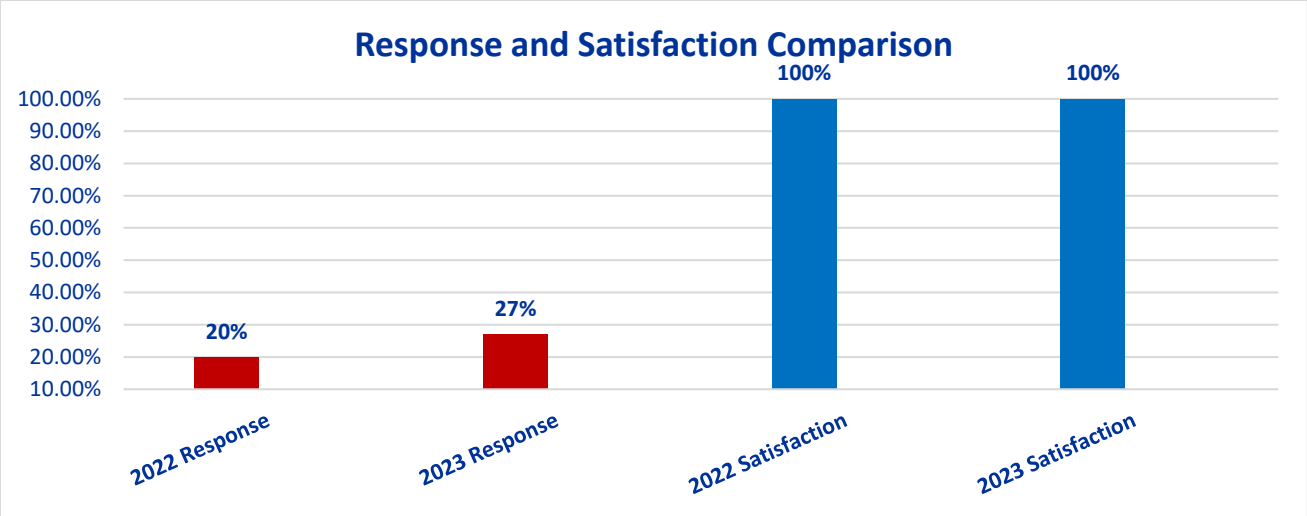
  Carried forward

2024 Action Plans

- Offer basic computer courses to shared living contractors
- Plan a recognition/appreciation/ social event for shared living contractors.
- Explore training opportunities that shared living providers would find value in.

Community Partner Survey 2023

Comparisons 2022-2023



A few of the wonderful comments we received:

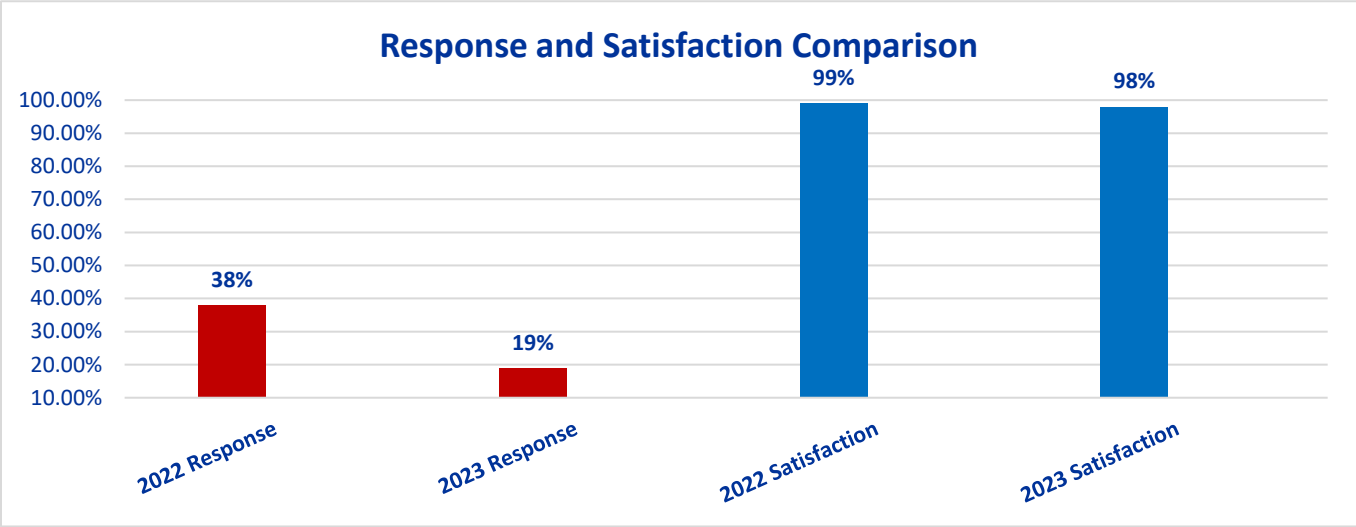
- ❖ "They are great about giving and receiving feedback regarding students."
- ❖ "I have been honoured to work with H.O.M.E.S in a couple different capacities. It's evident that they are a progressive organization, interested in evolving and helping to develop leadership internally."
- ❖ "H.O.M.E.S. clients, caregivers, and administrators are an incredible team with community, care, and co-operation at the heart of their work. It is a joy to work with them all."
- ❖ "H.O.M.E.S and Dave are inclusive of Bethesda in community and multi-organizational initiatives."
- ❖ "H.O.M.E.S has always been very open and cooperative to WorkSafeBC even though we are the regulatory agency for health and safety in the workplace, we have always been welcomed in out interactions and site visits."

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 2023

Comparisons 2022-2023



A few of the comments we received:

- "…when my family member went in for surgery I was kept informed all the time. I really appreciated it. I actually met almost all of the caregivers by dropping by the hospital daily. Great people!"
- "H.O.M.E.S. is absolutely responsive to the needs of the people in care."
- "Keep doing what you are doing!"

Outcomes of 2023 Actions Plan

- Brainstorm about creative methods to increase family participation in the survey…paper with a self-addressed envelope?
  Carried forward

2024 Action Plan

- Ensure that the PC's keep the families of their loved one's progress and quality of life. This will be discussed at PC meetings.
- Brainstorm about creative methods to increase family participation in the survey…paper with a self-addressed envelope?

EFFECTIVENESS

Aggressive Critical Incident Reports 2023 *(with a comparison to 2022)*

Objective	Indicator	Measure	Target	Outcome		Target reached	
				202	2023	2022	2023
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.	17%	15%	No	No

Total Critical incidents per service area.	2022	2023	Change
Licensed Homes	5	6	+1
Single/Two Person Homes	3	0	-3
Shared Living	35	39	+4
Total	43	45	+2

Discussion on significant increases/decreases:

- Of the 5 critical incidents in the licensed homes, there were two individuals involved.
- There were 17 individuals involved in the 39 incidents in the Shared Living department. Two individuals accounted for 13 of the incidents (37%). 7/17 individuals struggle with substance misuse and the remaining individuals experienced mental health challenges and various degrees of change.
- 47% of incidents in Shared Living were from Individuals less than 30 years of age.

Outcome of Action Plans for 2023

- To continue to provide education on how to complete incident reports correctly.
  Ongoing and carried forward
- Ongoing Mandt training
  MANDT training has been a priority and a new instructor for online facilitation was appointed.

2024 Action Plans

- Continue online MANDT training annually for seasoned caregivers while bringing back in-person training opportunities for new caregivers.

- Sharevision clean up of the incident report portal; make the process more user friendly.

EFFECTIVENESS

Aggressive Internal Incident Reports 2023 (Compared to 2022)

Objective	Indicator	Measure	Target	Outcome		Target Achieved	
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.	2022	2023	2022	2023
				22%	10%	NO	YES

Total internal incidents per service area	2022	2023	Change
Licensed Homes	93	87	-6
Single/Two Person	2	2	0
Shared Living	16	7	-9
Total	**111**	**96**	**-15**

Discussion

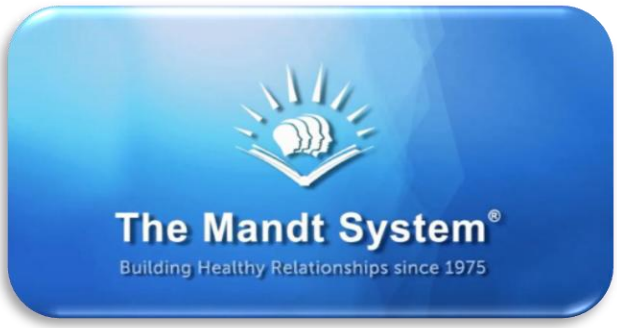
- 3 individuals accounted for 62% of internal aggressive incidents in the licensed homes.
- Shared Living aggressive internal incidents decreased significantly!

Outcomes of Action Plans for 2023

- To provide age related training to help caregivers understand and better support folks who are aging.
  This was accomplished and continues to be a priority with future training opportunities.

Action Plan for 2024

- To continue to provide age related training for our caregivers
- To ensure all new caregivers receive MANDT training soon after being hired
- To move to in person MANDT training



EFFECTIVENESS

Service Delivery Outcomes

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.

The following outlines the ISP's completed for 2023: *(with a comparison to 2022)*

ISP's completed per service area				
Shared Living 2022	**Shared Living 2023**	**Change**	**Staffed Living 2022**	**Staffed Living 2023**
59/94 63%	31/95 33%	Shared Living: -22%%	18/18 100%	6/18 33%
100% Target Met	*100% Target Met*	Residential: No Change	*100% Target Met*	*100% Target Met*
No	No		YES	NO

*** 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 Action Plans for 2023

- To offer the option of a PATH or regular ISP.
  Achieved and carried forward

- To send email reminders focused on the newer folks who become eligible.
  Carried forward

- Ensure all program coordinators/shared living coordinators are ISP trained.
  Achieved and ongoing; will continue to provide training to meet the needs of different individuals

Action Plans for 2024

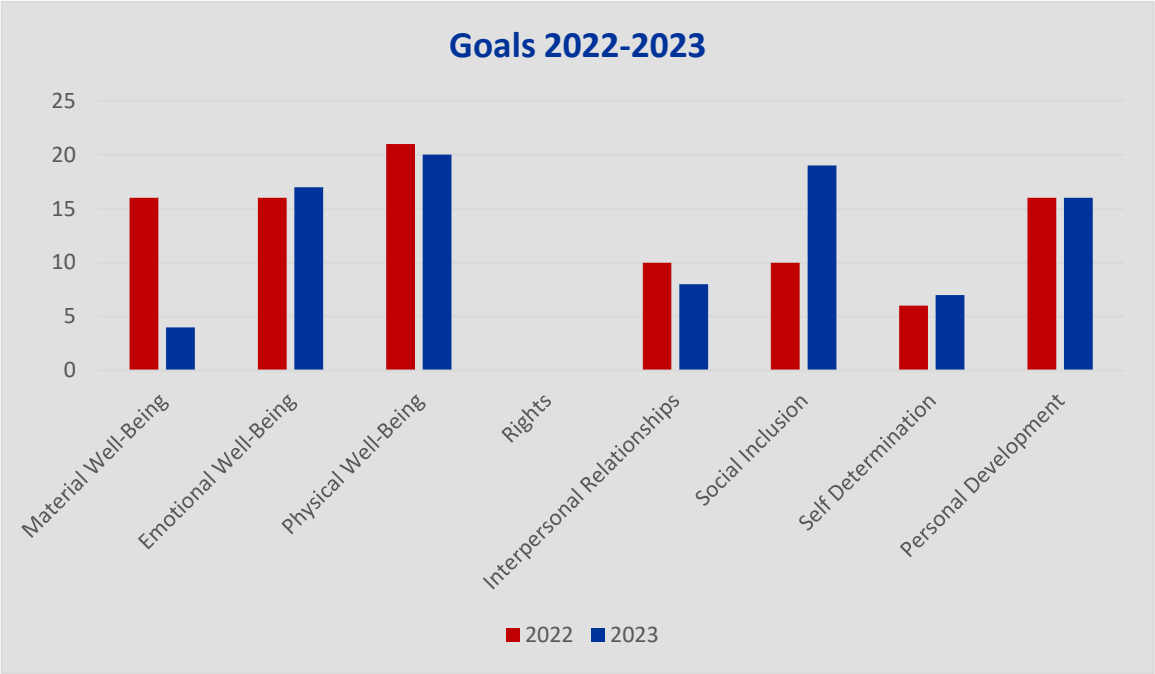
- To send email reminders focused on the newer folks who become eligible.
- To offer the option of a PATH or regular ISP.
- Provide additional training to coordinators in shared and staffed living around goal planning to ensure quality and meaningful goals for those we serve.

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.

2023 Goals



Total Goals Started	Total Goals Started	Difference	Goals Per service area	
2022	2023		2022	2023
99	91	-8	Shared Living:73 Staffed Living: 26	Shared Living: 71 Staffed Living: 20

The following outlines the Goal Status as of Dec 2023:

6 were discontinued	5 were achieved
5 have no status	75 were renewed/in progress

Discussion

- Social Inclusion goals significantly increased while material well-being significantly decreased
- It is possible that because of the lack of social interactions with friends etc, that many goals were put on hold.
- There seems to be a lack of understanding on the definition of goals that are measurable and meaningful.
- There were several changes in leadership during 2023 which may have impacted the number of goals and follow through with achievement

Outcomes of Action Plans for 2023

- To collaborate with Sanjiv to develop and implement specific to Sharevision goal training (entering and updating goals).

  Carried forward- with the unexpected audits this year and changes in many departments, Sanjiv's time was focused on accounting.

- To provide in house training for goals and ISP's.

  Carried forward

- To ensure all new & existing Coordinators have Sharevision/ISP/Goal training asap.
  Carried forward- Karen will assist in ensuring that all coordinators are trained

Action Plans for 2024

- Develop specific Sharevision Training
- Provide in house training for ISP's/Goals
- Ensure that all Coordinators are trained in ISP's and Goals

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/Recruitment

- Our analysis of required training shows we are at 96% of employees meeting their requirements on a consistent basis. This is a drop of 1% from 2022.
- We continued to provide online Mandt training during 2023 and because of that, we were able to maintain 99% compliance.
- Leadership was able to attend virtual and in person conferences/meetings.
- We continue to provide in house First Aid training.
- We were able to increase the class sizes for GT Level 1 and 2.
- Ongoing advertisement via Indeed.
- Participation in Job Fairs
- Volunteer program
- Restart of Practicum Students

In 2023, we hired 40 new employees and we said good-bye to 30 employees. The following outlines the reasons for leaving:

Discharged for cause: 4	**Moved**: 2
Personal/family issues: 5	**Got another job**: 7
Retirement: 2	**Other (education etc.):** 10

EFFICIENCY

WCB, SICK TIME, EVALUATIONS AND TURNOVER

WCB

Objective	Indicator	Measure	Target	Outcome		Target Reached	
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	2022	2023	2022	2023
				2.72	2.49	YES	YES

Sick Time

Objective	Indicator	Measure	Target	Outcome		Target Reached	
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 Perm EE per year.	2022	2023	2022	2023
				7.38 Incl. Casuals	4.21	NO	YES

Performance Evaluations

Objective	Indicator	Measure	Target	Outcome		Target Reached	
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.	2023= 95%	2022	2023	2022	2023
				74%	56%	NO	NO

Employee Turnover

Objective	Indicator	Measure	Target	Outcome		Target Reached	
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	2022	2023	2022	2023
				23%	17.5%	NO	NO

Discussion

WorkSafeBC

- WCB days lost per employee decrease by 0.23 days annually.

Sick Time

- Our sick days used per permanent employee decreased in 2023 from 7.38 in 2022 to 4.21 annually. This can be attributed to a decrease in COVID related illness/ isolation time.

Performance Evaluations

- We did not meet our target in 2023. Many Shared Living employees did not get an evaluation. We will continue to send reminders in advance of the deadline.

Employee Turnover

- Our turnover rate decreased by 15.3% in 2023. For 2023, and moving forward, we did not include employees terminated within the first month of employment. H.O.M.E.S turnover rates continue to be amongst the lowest in the sector especially considering the struggles most agencies are facing with staffing shortages. A few reasons for the increase can be:
    - People moving and retiring, including employees no longer on LTD.
    - Educational reasons
- Another contributing factor is that we 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. This is also true for employees who have decided to become a contracted Shared Living provider with us. They fall into the termination category, as an employee, although they are still apart of the agency.

Outcomes of Action Plans for 2023

- To explore different workplace safety training opportunities (ergonomics, back health etc.)
  In 2023, H.O.M.E.S provided "Safe Patient Handling" training to both Bradner and Eleanor homes as lifts/transfers are a common aspect of daily supports within the homes.
- To come up with a workable solution to ensure Home Share employees receive an annual evaluation.
  We have now delegated SL evaluations to the assigned coordinator based on caseload.
- Continue to promote employee health and wellness via the Newsletter/appreciation events, virtual and in person activities and emails

Action Plans for 2024

- To continue to provide training opportunities pertinent to the needs of those we serve to ensure employees are educated and equipped appropriately.
- To promote wellness for our employees to ensure they are feeling their best both personally and professionally.
- To ensure that all employees are receiving performance evaluations with goals that promote personal and professional development.

Health & Safety

Indicator	Measure	Target	Outcome		Target Achieved	
Shared Living H&S Inspections	The percentage of Health and Safety inspections conducted annually at Shared Living homes that use a unionized caregiver.	100% of Shared Living homes who use a unionized caregiver will have an annual H&S inspection.	2022	2023	2022	2023
			100%	100%	YES	YES
Indicator	**Measure**	**Target**	**Outcome**		**Target Achieved**	
Staffed Living 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 staffed living sites will have bi- annual H&S Inspections	2022	2023	2022	2023
			100%	100%	YES	YES

Outcomes for Action Plans for 2023

- To continue to explore the possibility of being audited and certified by COR (Certificate of Recognition) in 2022/2023

  Ongoing
- To review the H&S Terms of Reference on an annual basis.

  Completed and carried forward
- To have the H&S committee continue to do a self evaluation on an annual basis.

  Completed and carried forward
- To recruit new H&S Committee members

  Ongoing

Action Plans for 2024

- To continue to explore the possibility of being audited and certified by COR (Certificate of Recognition)
- To review the H&S Terms of Reference on an annual basis.
- To have the H&S committee continue to do a self evaluation on an annual basis.
- To recruit new H&S Committee members to ensure “fresh eyes”

Thanks to everyone who participated in the H&S inspections…
You helped us reach our target once again!

Medication Errors

Indicator	Measure	Target	Outcome		Target Achieved	
Medication Errors	The percentage of employee medication errors	No medication errors	2022	2023	2022	2023
			7	8	NO	NO

Service Area	2022 errors	2023 errors	Increase/Decrease
Licensed Homes	5	4	-1
Smaller Homes	1	2	+1
Shared Living	1	2	+1
Total	**7**	**8**	**+1**

Outcomes of 2023 Action Plan(s)

- We will contract with an LPN/Pharmacist to provide Medication Administration training to the Licensed homes.
  Carried forward

Action Plans for 2024

- We will contract with an LPN/Pharmacist to provide Medication Administration training to the Licensed homes.

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.

Shared Living Services (Formerly Home Share)

- Previously, many of H.O.M.E.S Shared Living 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.
- Currently, we receive all requests for Shared Living services through CLBC.
- Finding suitable homes can pose a delay at times, especially with a limited rental market. This continues to be a barrier in 2023.

Staffed Living Services (Formerly Residential)

- Access to our licensed Supported Living 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 Shared Living 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	2023 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	90%	YES

Business Functions

2023 Performance Indicators Outcomes

1. To lower the cost of overtime by a minimum of 10% in 2023 by having a sufficient casual caregiver pool.

OT Cost Difference	Reg	HS	Target Met	Total	Cost Difference
OT 2020	$9082.31	0.00	YES	$9082.31	-62.09% from 2019
OT 2021	$38,583.07	0.00	NO	$38,583.07	+ 325% from 2020
OT 2022	$71,087.00	$75.57	NO	$71,162.57	+84.44% from 2021
OT 2023	$35,711.75	0.00	YES	$35,711.75	-49.82% from 2022

2. Increase H.O.M.E.S social media profile on Facebook, Twitter and LinkedIn to increase H.O.M.E.S public profile and recruitment efforts.
   HOMES has newly formed Activity groups on Facebook which are overseen by self-advocates. This has proven to be very successful.

3. Senior leadership to explore 'incentive' options for recruitment and retention purposes.

   - *H.O.M.E.S. continues to offer a $100 Referral Incentive to employees who refer a successful new hire.*
   - *We continue to recognize caregivers who exemplify a culture of gentleness with the "Super H.O.M.ie" program. The caregiver receives agency recognition, a handwritten card, and a gift card.*

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

Year	Rate	Target Met
2020	3.10 %	NO
2021	3.90%	NO
2022	4.17%	NO
2023	4.75%	NO

   - *H.O.M.E.S will continue to work closely with the P.C.'s to recognize where new risk assessments may be needed as well as safety plan plans.*

- *WorkSafe BC rates are determined by classification units within the community social services sector as well as H.O.M.E.S' own experience rating. Current data indicates that rates have been continuing to rise annually which has also had an impact on the WorkSafe rates H.O.M.E.S pays.*

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!!