



BONAVENTURE
SUPPORT SERVICES

Performance Outcomes Measures 2022

Introduction

Bonaventure Support Services Vision is to, “To cultivate an environment dedicated to unlocking the potential of self and community.” Bonaventure achieves their vision and mission through their dedication to self-empowerment while cultivating communities of belonging.

Our 2022 Performance outcomes clearly reflected how we spent two years in maintenance mode, adapting intermittently to BC Public Health Orders and WorkSafeBC’s Emergency response plan requirements with the ebb and flow of the Pandemic. Unequivocally every part of our services, goals, the basics of daily life, engagement with supported Individuals, our staff and our community as a whole were impacted. The pandemic required a delicate balancing act from Bonaventure Support Services with the need to maintain overall health for both supported Individuals and the BSS support team while sustaining continuity of service delivery across all service models.

The development of continuous improvement plans is an evolution through effective feedback and reporting systems that involve person supported, the support team, and other stakeholders, while undertaking comprehensive evaluations of organizational functions.

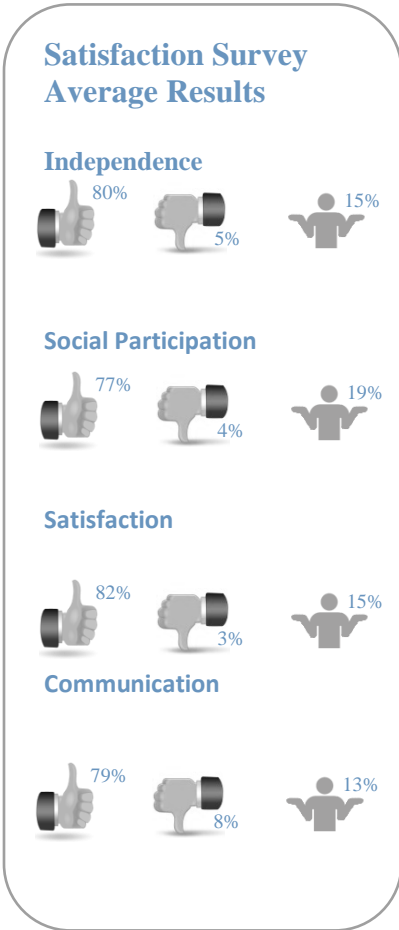
Consultations and/or surveys included all stakeholders, representing person supported, families, caregivers, front line, and the agency management team. Each measure is analyzed at least annually, though many are examined more frequently such as monthly or quarterly. This is the first year that BSS undertook electronic surveys using the Sharevision caseload management system for direct service, management, and the administrative team.

We evaluate our work across three services delivery areas, namely: Community Housing; Community Inclusion; Employment according to (4) areas identified by our accrediting body being, Effectiveness, Efficiency, Accessibility of services, and Satisfaction of stakeholders. Each of our programs sets outcome targets that reflect these four categories.

Satisfaction Surveys

Supported individuals have many opportunities throughout the year to meet with and talk to administration, members of the Executive Team, Directors and management via our open door policy, informal visits to the main office, and at events such as the annual summer picnic, the annual holiday party, various program engagement gatherings, team meetings and other occasions held in their homes and community.

Response and engagement level from all stakeholders highlighted a need for revitalization of current consultation and survey process actions. Initial steps included middle management bridging direct reengagement with individuals, support team and families while validating that feedback is encouraged, respected, and will include a response loop to address any concerns brought forward.



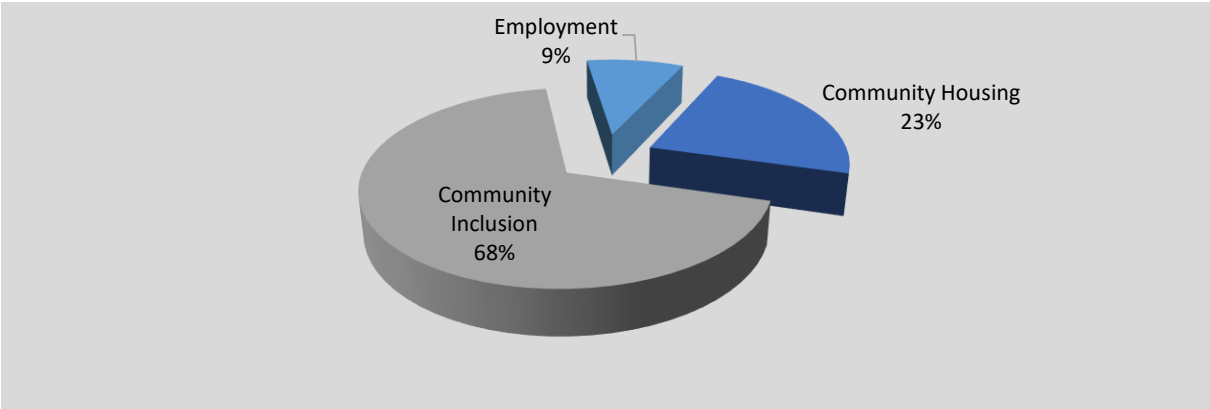
*Individual Supported Satisfaction Survey Results 2022

BSS supported the development of a self-advocates advisory committee whose purpose will be to advise leadership on specific topics, goals or planning with BSS.

Individuals Supported

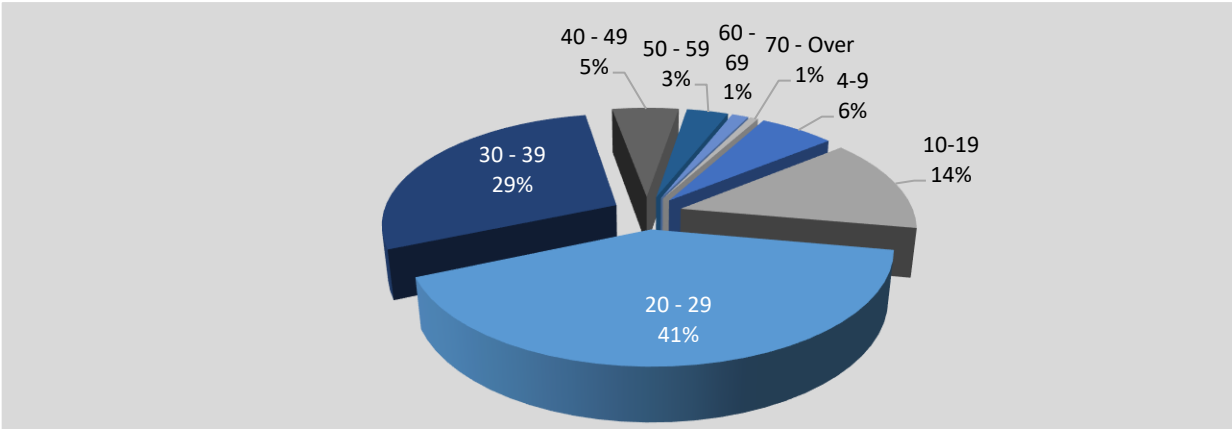
The following demographics are relevant to Individuals supported through Bonaventure Support Services programs during reporting period (Jan 1-Dec 31, 2022).

Service Area	# of Individuals
Community Housing	34
Community Inclusion	103
Employment	14

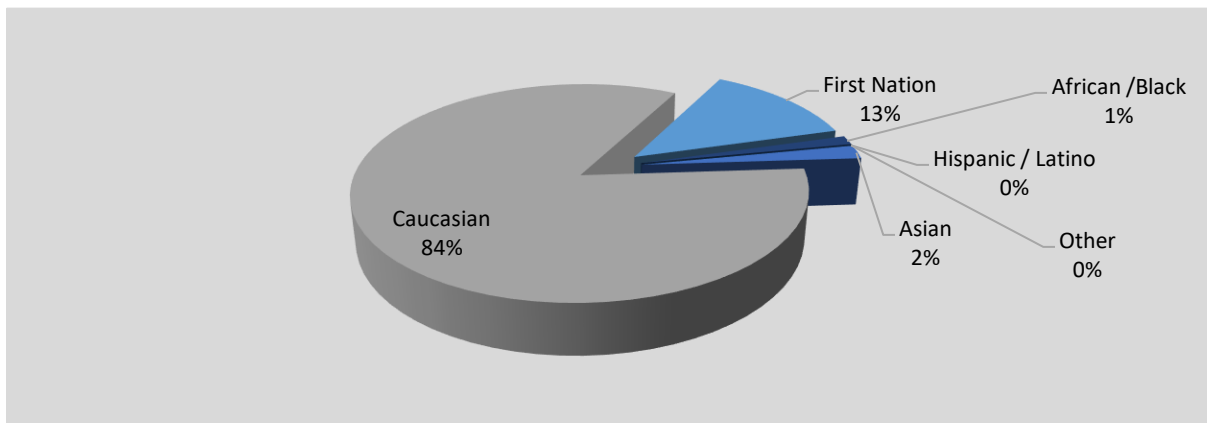


Age	# of Individuals
4-9	9
10-19	20
20 - 29	60
30 - 39	42
40 - 49	8
50 - 59	5
60 - 69	2
70 - Over	1

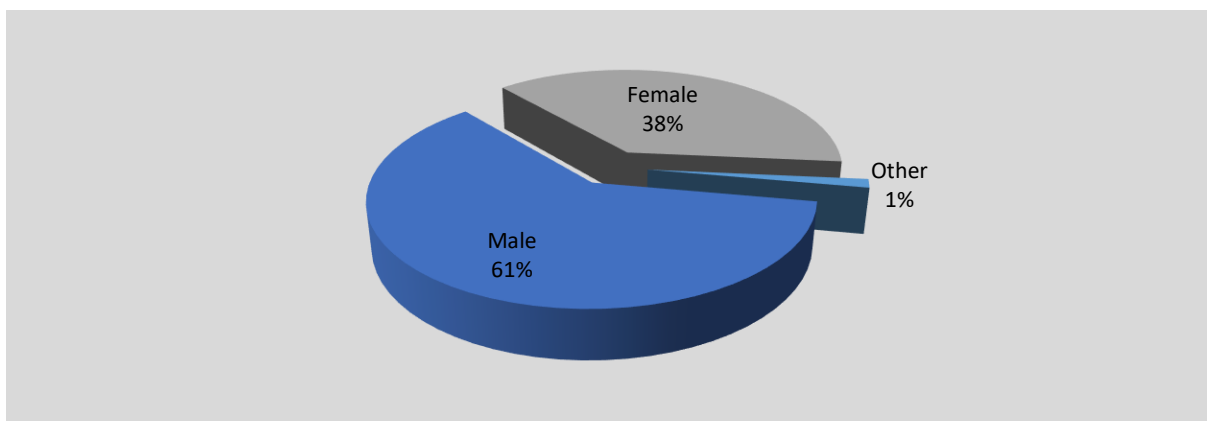
*Individuals between the age of 20-29 years is the largest number of persons served, across all service areas, with the second largest age group supported between 30-39 years.



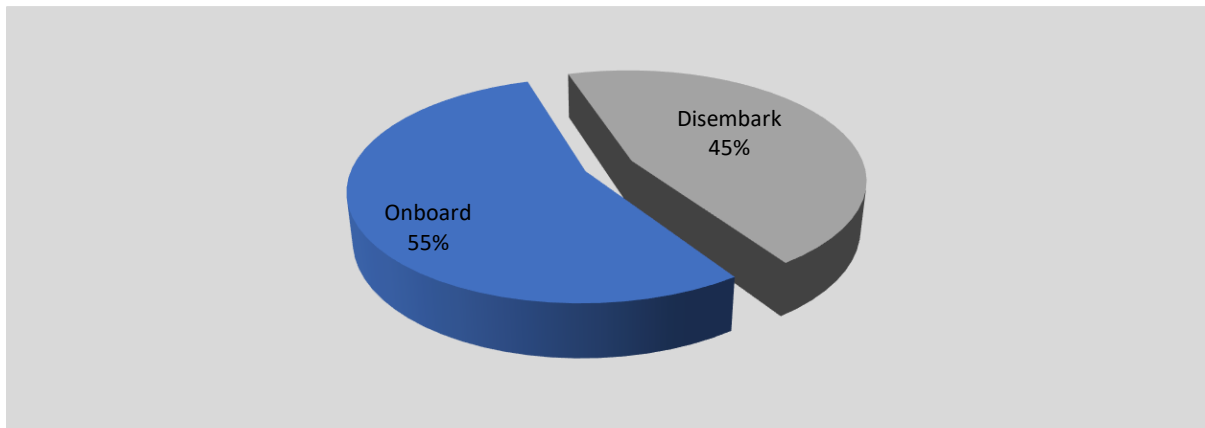
Ethnicity	# of Individuals
Asian	3
Caucasian	123
First Nation	19
African /Black	2
Hispanic / Latino	0
Other	0



Gender Identity	# of Individuals
Male	92
Female	57
Other	2



Participation	# of Individuals
Onboarded	20
Disembarked	25



Community Inclusion

Summary

Totals (Individuals)	
Admissions	15
Discharges	22
Transfers	45
Active at end date of report	85
Individuals Served during Report Period	103

By Exit Reason (Discharged in reporting period)		
Exit Reason	# of Individuals	Percentage
Declined Services	12	55%
Referred to another agency	5	23%
Moved out of Service Area	4	18%
Aged out of Youth Services	1	5%

Community Inclusion services provided 1:1 supports to 99 individuals. The community inclusion programs are based out of the Nanaimo, Duncan, and Parksville location. For tracking and Inclusion activities, Individuals contracted under the Supported Living model are Included within these numbers.

The Community Inclusion program includes a supported living model which assist persons served with developmental disabilities to live as independently as possible within our communities. A team member supports the person served in the areas of daily life and self-care skills, home

maintenance, and social integration. The team also provides a crucial monitoring service to ensure health and safety needs are met and supported.

The program provides support in the following areas:

- Assisting with medical appointments and planning.
- Support to plan meals and buy food / other necessities.
- Assistance with budgeting, personal banking, and other financial issues.
- Support with BC Housing and/or landlord and building requirements.
- Providing several community-based social programs to enhance quality of life and social interaction, such as community kitchens, community coffee groups, women with disabilities support groups.

BSS CI services experienced significant repercussions and impacts due to the ongoing pandemic with the restrictions ordered by Public Health due to the pandemic closing many community resources, social and leisure activities.

In January of 2022 the program was operating at approximately 60% capacity, with all individuals attending the programs at staggered times, limiting the number of people in any one location as per Provincial Health Guidelines.

In May of 2022 we paused all intakes until July 31st with a further extension put forward to our funding body CLBC extended the closure period, till Nov 2022, whereafter we defined a minimum of 4-hour referral contracts only.

The team's focus was on supporting individuals who lived alone, or who did not have access to daytime support to attend our CI programs. Whenever possible, support was provided virtually, with meals and gift baskets being delivered as a way to stay connected. Some team members had to be redeployed to support these individuals in our essential housing Programs. As of December 31st, 2021, 4 CI team members were still redeployed to these homes with the CI programs running at approximately 80% capacity.

To increase community, connection and a healthy lifestyle, Nanaimo CI has grown its Recreation program. The recreation program meets 2 times a week and is open to all Bonaventure supported individuals. Different activities are scheduled in the community, such as billiards, swimming, and team sports. At the beginning of 2022, the program had to close due to Covid restrictions. In March it started up again, and it slowly started to get higher and higher attendance. Now this program can see up to 20 participants joining in at one time.

Community Inclusion		
Effectiveness Measure	Target	Result
Increase number of goals attained by person served	95%	90%
Efficiency Measure	Target	Result
BSS will provide quarterly training opportunities for supported individuals	50%	30%
Service Access Measure	Target	Result
<i>Expedite access to inclusion program services by reducing average number of days from intake to implementation of support plan</i>	75%	89%
Satisfaction Measure	Target	Result
<i>Individual Supported - I receive support to explore my culture and spiritual needs</i>	70%	60%
<i>Stakeholders – BSS Management team response time to queries, concerns or referrals</i>	90%	100%

Outcome Results

- 90% of goal attainment for 103 individuals supported through Community Inclusion. Community Inclusion is focused on the individualized and unique goals of each supported individual while both increasing and maintaining community connections.
- BSS offered 2 training opportunities and emergency preparedness drill participation for individuals supported in 2022. For 2023 we will be offering quarterly scheduled training opportunities.
- Satisfaction measures of individuals agreeing that they receive support to explore their culture and spiritual interests fell below target of 70% at 60%, with this area remaining a focus for the support team. The pandemic restrictions limited opportunities for exploration and new experiences.

Goals 2022-2023

- To nurture interdependence for supported individuals by creating opportunities to socialize outside of programming.
- Develop an exit questionnaire for supported individuals that leave our services: to reflect, respond and adjust supports as required.

- To create and facilitate events and that help create and maintain community and foster natural supports of supported individuals.
- Quarterly training offered to Individuals creating efficient attendance tracking system.

Community Housing

Summary

Totals (Individuals – All Housing)	
Admissions	5
Discharges	7
Transfers	2
Individuals active at end date of report	27
Individuals Served during Report Period	34

Totals (Individuals - Outrigger South / Respite)	
Admissions	3
Discharges	6
Transfers	0
Individuals active at end date of report	9
Individuals Served during Report Period	15

Totals (Individuals - F/T Housing)	
Admissions	2
Discharges	1
Transfers	2
Supported at end date of report	18
Served during Report Period	19

By Exit Reason (Discharged in reporting period)		
Exit Reason	# of Individuals	Percentage
Declined Services	4	57%
Moved out of Service Area	2	29%
Aged out of Youth Services	1	14%

Community Housing services provided supports to 34 individuals. The housing programs included 11 staffed resources which are in Nanaimo and Parksville. Our homes support variations of 1 to 4 persons in each home. Total individuals served for all housing during this reporting period (2021-2022) is 34, with total individuals actively receiving services at end of reporting period (2022) being 33 with a total of (2) Intake and (1) exit.

Our housing programs struggled consistently with significant and ongoing staffing challenges. Challenges were compounded by pandemic restrictions and an increase in LOA's due to burnout and stress related mental health. Mental Health related LOA's are a demanding and often unpredictable employee management task where there exists an uncertainty for return to work.

One housing Program transitioned from youth services with MCFD to adult services with CLBC. Transition planning between government funding bodies required significant time management and contractual negotiations to ensure all compliance needs were met for and with both funders. The new housing program proved successful for two youth who moved into their new home, where their needs and desires were accommodated. Staffing the new model has proven challenging due to ongoing staffing shortages.

Closure of one housing program as the Individual chose to move out of the geographic service area, moving closer to his family in Victoria, BC.

Community Housing		
Effectiveness Measure	Target	Result
<i>Increase number of goals attained by Individual Supported</i>	95%	90%
Efficiency Measure	Target	Result
<i>BSS will provide quarterly training opportunities for supported individuals</i>	50%	30%
Service Access Measure	Target	Result
<i>Decrease the wait times between receiving referral for respite services and actual start date</i>	90%	35%
<i>Increase community-based opportunities for individual supported</i>	100%	95%
Satisfaction Measure	Target	Result
<i>Individual Supported Rights and Choices</i>	90%	89%
<i>Supporting in achieving my goals</i>	90%	78%

Outcome Results

- The effectiveness measure for community housing was to increase the number of goals attained by supported individuals. We were able to reach 90% of goals attained. This is the first year of monitoring attainment of goals through Sharevision.

- The goal of providing quarterly training opportunities to supported individuals was not fully realized due to ongoing recruitment and retention challenges compounded by the pandemic in addition to underdeveloped training and tracking system for person supported. Objective was to provide 4 training sessions through the year related to areas that individual supported had expressed interested in, namely: medication training, online digital safety and learning through preferred choices.
- We supported our individuals to maintain their individualized goals and connect with peers through community-based activities, while building relationships within the BSS community. We ensured our individuals were supported and that they were satisfied with the level of services being offered through surveys and ongoing communications.
- BSS created a visual My Rights poster for individual supported, based along Quality of Life Domains. 89% of Individual Supported expressed through a satisfaction survey that their rights and choices are respected.

Goals 2022-2023

- Create set quarterly training opportunities and improved ShareVision tracking system
- Actively Involve all members of Housing Program into the Recreation Program

Employment

Summary

Totals (Individuals)	
Admissions	0
Discharges	0
Transfers	0
Supported at end date of report	14
Served during Report Period	14

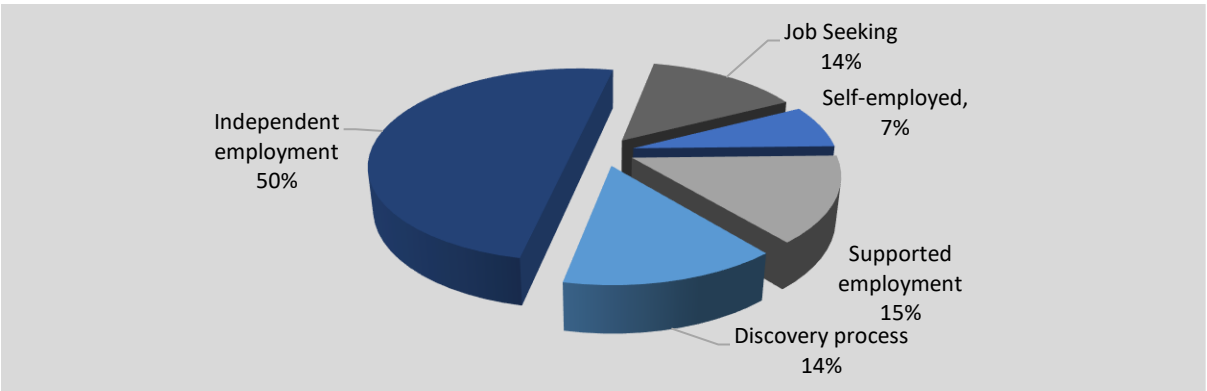
Employment Services were a new service to BSS, with CLBC awarding the contract via RFQ in August 2021. Total of 14 individuals supported through a globally funded employment program, 11 individuals reside in the Ladysmith area and 3 in Nanaimo. Employment service includes either customized employment, supported employment or self-employment opportunities.

Transitioning the contract to BSS faced some challenges in the early days, from limited foundational information on the individual's discovery process, a lack of a 'brick and mortar' location to provide direct service and building new relationships with the families and community at large. With the lack of a service location the first year of services were primarily community based with meetings, interviews and 1-1 supports taking place in cafés, libraries, or in the individuals' homes.

We strive and are working on creative ideas that will allow for industrious ways our individuals can earn an income while sustaining, meaningful long-term employment, that allows for a sense of belonging and autonomy.

Participation in the Employment Program includes:

Participation	# of Individuals
Self-employed	1
Supported employment	2
Discovery process	2
Independent employment	7
Job Seeking	2



With limitations related to the continued Public Health Orders of the pandemic during the transitional phase the teams primary focus was maintaining quality supports, developing required administrative supporting documents, handbooks and training materials while building trust with our families and individuals supported. Understanding the need for employment services in the central Vancouver Island area CLBC approved funding for a prime program location in Ladysmith, with a long-term intention to grow the service area. With our commitment to quality service delivery, an increased administrative funding request to support additional referrals has been presented to CLBC.

The support team completed the required 5-day intensive Customized Employment training as well as a 5-day intensive Supported Employment training through the British Columbia Employment Network. A strong focus on community stakeholder relations through attendance of local Chamber of Commerce Meetings, newsletter subscriptions and other working groups as well as quarterly employment meet ups through CLBC and WorkBC.

Overall, every participant gained new skills and experience and were able to further explore different job sectors of interest.

Individuals supported either recertified or obtained certification in several areas including:

- First Aid, Food safe or Serving it Right.

Employment		
Effectiveness Measure	Target	Result
<i>Individual Supported will improve long term employment status</i>	50%	60%
<i>Individual Supported will gain financial independence through employment</i>	100%	71%
Service Access Measure	Target	Result
<i>Develop and optimize new discovery process for BSS, for all employment services</i>	100%	76%
Satisfaction Measure	Target	Result
<i>Individual Supported - Individual Supported will be satisfied with their employment status</i>	90%	To be completed

Outcome Results

- Employment Services Program Manager commits 34 hours per week on the employment planning, effectively guiding those individuals through the discovery or maintenance process. The manager together with a support team member continue to work with all individuals to support them with their employment related goals and long term employment status.
- BSS will complete a separated Employment Satisfaction Survey in Jan 2023.
- With employment services being a new service offered by BSS, our initial steps included identifying our challenges with respect to training required for support, employment services program physical space needs, employment administrative requirements and ensuring the goals for our individuals supported were met. With all employment contracts having been transitioned from an existing community provider we needed to adapt to service delivery needs by initially conducting meetings with individuals and stakeholders at the local library. With clear goals of initially securing a dedicated space to provide services, we were able to transform our services to better meet the needs and desires of all individuals supported.
- Responsibilities included: developing resource and individual binders of all employment requirements and plans, introducing community resources to the individuals and support team.

Goals 2022-2023

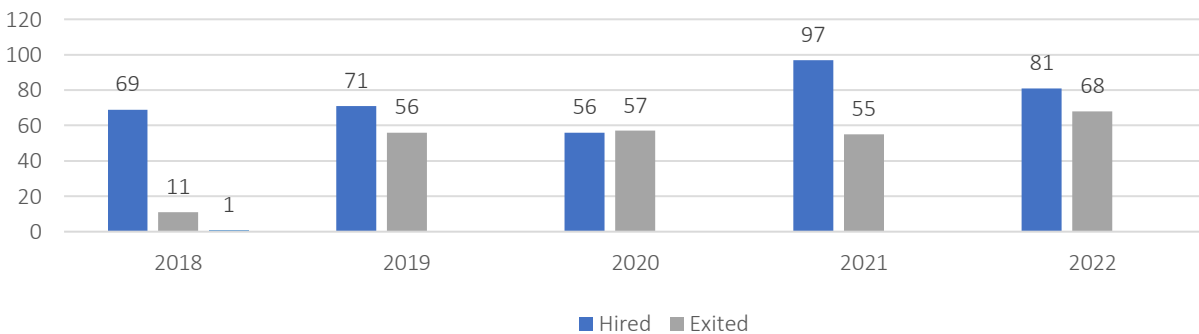
- With the increasing need to provide employment services in the central Vancouver Island area our ongoing goal is to grow the program in this geographic region.
- While providing ongoing supports to the 12/14 of current participants, a goal of developing the service is reliant on ongoing negotiation with CLBC to increase the current FTE which falls well below the required needs of 1:1 supports during the discovery process.
- Provide monthly training opportunities with an employment focus, with one hour of information/presentation and open discussion, a quiz, and a participation certificate for those who attend.
- Attend and participate in Job fairs, expos, to gain and share information on job development
- Networking and information sharing.

Recruitment, Retention and Community Partnerships

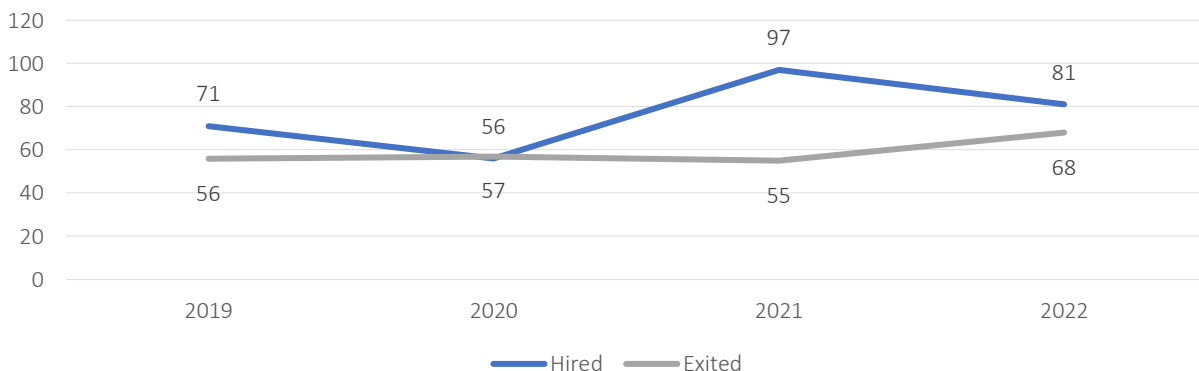
Summary

At the end of 2020, Bonaventure Support Services employed a total of 88 people. 2022 started the year with 130 employees and by the end of 2022, that number grew to 143: an increase of 62.5 % over the two years.

Onboarded and Disembarked



Hiring vs Exited



The composition of the BSS workforce status has had some significant movement, all employees are non-unionized with (27% casual employees/30% part-time and 74% full-time). Full-time status is 36 hours per week, and anything less denotes part-time status. Its worth noting that there are 12 employees classified as casual that haven't worked in over 3 months. Existing employees from our ComVida platform in a timely manner is a goal moving forward, or alternatively securing some into permanent positions.

Recruitment and retention remain a province wide challenge, with agencies needing to employ more creative and lucrative incentives to increase the workforce.

Satisfaction survey sent out at the end of 2022 highlighted a significant need for increase wages, with RRSP Contribution options showing the most interest.

Recruitment, Retention and Community Partnerships		
Effectiveness Measure	Target	Result
<i>Provide ongoing professional development opportunities for direct support team to increase confidence in providing support</i>	90%	60%
Efficiency Measure	Target	Result
<i>New employees receive Bonaventure 101 Training (Orientation)</i>	100%	65%
<i>Focused retention strategies for engaging practicum students new to community living workforce</i>	50%	50%
<i>Reduce staff turnover rate, supporting consistency in service delivery</i>	80%	43%
<i>Complete Green File Project and Audit Office and Program Files</i>	100%	50%
Satisfaction Measure	Target	Result
<i>Individual Supported - Developing and maintaining strong relationships with my support team</i>	100%	87%
<i>Stakeholders - Support team has the required knowledge and training to provide appropriate supports</i>	100%	88%
<i>Collaborative work with community partners</i>	80%	88%

Outcome Results

- Bonaventure Support Services has supported the team to attend a variety of in-service training and external professional development opportunities throughout the past year as both funding and team capacity allowed.
- Average of 65% newly orientated employees completed agency specific Bonaventure 101 orientation training, which includes introduction of overall agency policies, safety, Human Resources and Boundaries In the workplace.
- Providing practicum student placements from Sprott Shaw, Academy of Learning Career College and Vancouver Island University, resulting in (4/8) hires post-graduation.

Goals 2022-2023

- Continuous improvement of communication and follow up from exit questionnaires.
- Utilize the digital exit questionnaire through the ShareVision platform to collect data, receiving feedback and actively follow up with concerns.
- Create a social committee made up of Internal team members from programs that focuses on community and giving back.
- The provision of regular competency based training and professional development for all members of the team.
- Increase the number of casual employees that take on permanent positions
- Annual PCP My Plan will include family participation (50%)

Health & Safety

Summary

Bonaventure has a strong Health and Safety Committee, who regularly and consistently meets on the first Thursday of every month.

The Joint Health and Safety Committee (JOSH) supports Bonaventure's duty to ensure a healthy and safe workplace. The JOSH committee brings together 1 representative from each program (employer and workers Rep), to identify and help resolve health and safety issues in the workplace.

The JOSH committee has actively participated in the following duties and functions:

- Identify situations that may be unhealthy or unsafe for workers and advise on effective systems for responding to those situations.
- Consider, and promptly deal with health and safety concerns relating to each program and the health and safety of workers.

The committee was actively involved in creating the following improvement documents:

- Internal (SV) Health and Safety Concern Form
- Buddy Call out/Procedures
- Contributed to new ShareVision Drill templates

The summer of 2022, the committee started an annual tradition- Bon-A-Fire (Health & Wellness initiative); where the committee hosts an annual employee BBQ, bringing the team together and recognizing the contributions of each member.

Health & Safety		
Effectiveness Measure	Target	Result
<i>Emergency procedures and monthly drills</i>	90%	100%
	Completed	Target
<i>Housing (11 programs)</i>	258	200
<i>Inclusion (4 programs)</i>	100	56
<i>Employment (1 program)</i>	3	14
<i>Head Office</i>	10	14

Outcome Results

- BSS implementation and ongoing completion of monthly emergency drills (SV Platform) related to natural disaster (power outages, fires, floods, earthquakes and so forth) preparedness highlighting the importance of supporting both employees and Individuals supported to be prepared for community emergencies.
- Programs are required to complete the 6 types of drills, (Fire, bomb threat, natural disaster, utility failure, medical emergencies, violent or aggressive) per shift (AM, PM, Overnight), as well as an extra Fire or Natural Disaster 2x per year (AM and PM), for a total of 20 drills. CI Programs only complete drills for AM and PM for a total of 14 drills
- The Employment program utilized the Southside CI ShareVision drill platform to complete drills until a location was secured and the ShareVision portal was built. (Still exceeded expectation)

Goals 2022-2023

- Create the ability to generate a drill report quarterly/annually via ShareVision
- Annual Bon- A-Fire BBQ
- Head Office annual Tabletop Drill completed at weekly check

Strategic Planning

Strategic Planning took on a new look for Bonaventure as planning for a new 3-year strategic plan started with the collection of data and input for all levels of the BSS team.

- Feb 2021 SWOT Analysis - Compiled Input from all departments
- Spring 2021- Programs created culture statements
- April 2022: Strategic Plan Survey (2018-2021)- /Shared Outcome Report Via ShareVision
- May 2022- Analysed data collection- Onboarding and exiting of employees and retention.
- June 2022: 3 Day Strategic Plan- Leadership Team

Outcome Results

- Created new Mission and Vision Statements
- Created 4 strategic focus goals
 - Increase Community Partnerships
 - Recruitment and Retention
 - Professional Development
 - Program/Individual

The Strategic Planning Session, completing the info drawing of BSS Journey really highlighted the agency growth and development and the eagerness and willingness to take on new supports. With a needed new focus on stabilization and building stronger foundations to support future growth.

Goals 2022-2023

- Create Practicum Coordinator Position
- Create Recruitment and Retention position
- Enhance on boarding training
- Create in-house committee- Community participation
- Person centered planning- Enhance SV capabilities to track goal completion by percentage.

Forward Planning

The performance measure outcomes reflect three noteworthy emerging trends: (1) ongoing province-wide recruitment and retention challenges, (2) Post-pandemic cost of living, funding shortfalls with minimal space for negotiations and (3) a greater appreciation of the importance of community collaboration and partnership building opportunities within community services.

Funding: All funding for CYS services flows through Ministry of Children and Family Development, with adult services funded by Community Living British Columbia. In the current climate, there exists significant risk of funding shortfalls of which has a crucial impact on service provision. A creative approach to funding needs will ensure long term agency stabilization. Funding and finances for person supported are not always sufficient, limiting community participation, quality of life with BSS advocating on an ongoing basis for additional funding.

Reflecting on the year, BSS has many reasons to celebrate, achievements, stability, growth and the refinement of departments to better provide support. With a clear focus on goals, we have the ability to move forward and constantly adjust and refine all service areas.