



PERFORMANCE IMPROVEMENT REPORT 2023

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AiMHi Mission Statement

“AiMHi provides opportunities and supports to people who have special needs and their families. Our culture empowers all people, both those we support and those we employ to live their best lives at work, at home and in the community. Strong communities recognize and celebrate the value of all citizens.”

As people’s needs, desires, and expectations change over time, AiMHi strives to keep services current and relevant. Our commitment to continuous improvement is stronger because of your input. Thank you to everyone who took the time to fill out a survey this year. This report is a summary of the accomplishments that have impacted and improved the services provided by AiMHi during the year 2023. Inside you will see comments from the surveys that YOU filled out. We appreciate the opportunity to present this information to you.

Message from the Performance Improvement Committee

The Performance Improvement Committee is made up of AiMHi employees who meet throughout the year to develop surveys, document resolutions to accessibility issues, obtain input, evaluate outcomes and generate this report. Surveys are available through Survey Monkey for employees and stakeholders which provide the option of including comments. Many people shared thoughts about their experience with AiMHi. You will find some of these comments interspersed throughout this report.

AiMHi provides services to approximately 1,006 people with disabilities or special needs and their families in Prince George and Mackenzie. AiMHi places a high value on input from employees, people we serve and their families, as well as professionals and businesses in the community. Their input concerning the experience, effectiveness, efficiency, and access to our services encourages and influences our ongoing association objectives.

In 2023 the committee worked hard to update and revised the layout and language of the PIC report and surveys to better reflect the CARF standards. The PIC committee provided education to the management team to clarify the expectations and creation of SMART goals within the PIC report.

The Performance Improvement Committee

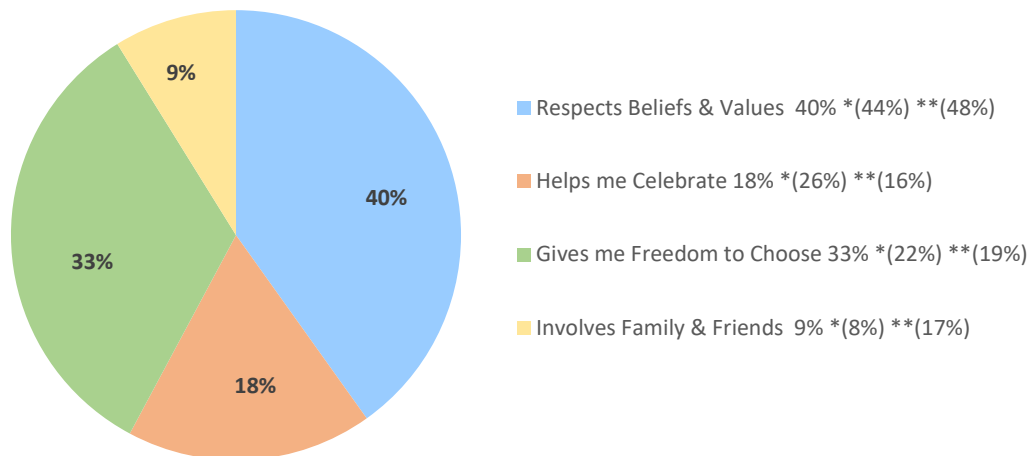
Lee Miners (Co-Chair), Robin Ehses (Co-Chair), Bonnie Chow, Destiny Heidsma, Vera Donald, Cindy Buker, Judie Russman, Penny Soderena-Sutton, Wendy Goyer and Laura Waddell.

A photo contest was held this year for the cover photo. Darcy McKirdy submitted the winning photo of Lost Lake in Mackenzie BC.

The Qualitative Analysis

In November 2023, the Performance Improvement Committee asked respondents to provide further information to give a qualitative view of their experience by asking three questions. The overall purpose of these questions is to help us see, more clearly, the lives of the people we support, and how we can help them continue to have quality lives. The pie charts below represent a summary of the main categories based on people's responses. This highlights the areas that people feel most strongly in. There is also a sampling of the responses submitted.

How does AiMHi support my cultural beliefs?

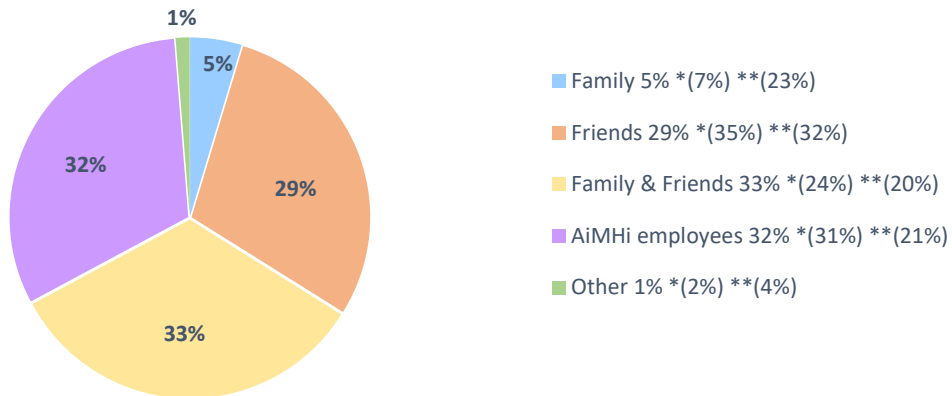


*Statistics from 2022 for comparison **Statistics from 2021 for comparison

The following statements are representative of the comments collected from the surveys of people we support:

- AiMHi supports my traditional dancing
- I feel supported by my pagan beliefs and LGBTQ community by having my worker attend stores/functions/ceremonies, etc.
- My worker helps me with decorating and shopping during different holidays
- I do crafts that revolve around seasons of the year
- I always feel comfortable to speak about things with my worker
- AiMHi accepts me for me
- I have always been supported in my beliefs and decisions
- AiMHi employees support by cultural and religious beliefs
- Celebrating Halloween in the fall
- Support my value and beliefs, like Christmas
- Employees respect my religious beliefs
- Going to Pow-Wows
- Talking about history
- Participate in Indigenous activities with me

Who do you like spending time with?



* Statistics from 2022 for comparison ** Statistics from 2021 for comparison

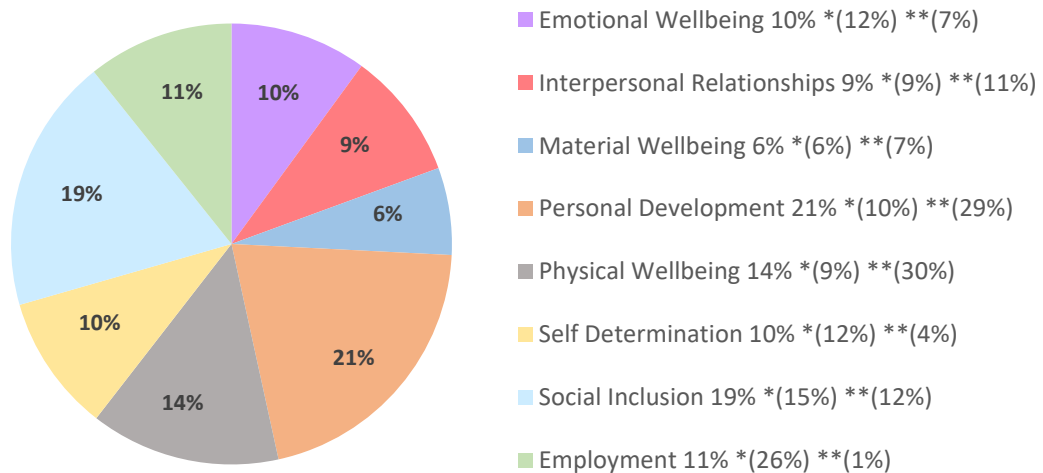
Who do you like spending time with and do you have a wonderful experience that you would like to tell us about that happened this year?

- I went to Victoria for Thanksgiving with mom's worker
- I organized a community BBQ at our apartment complex this past summer. It went really well
- Was in a limo for my birthday with friends
- Visited my daughter
- Going to hockey games with my friend
- Camping with friends
- My mom takes me to all my sports
- I went to see my grandparents
- Going to dances at AiMHi
- Spending time with my boyfriend and dad, and three new friends
- I like joining Wednesday friends to chat with AiMHi peers
- Having fun with friends
- Home Share Christmas party, and two new friends
- Kamloops in February for SOBC Winter Games
- I love my family
- Spending time with family, friends, and coworkers
- Time with my roommate
- I had a wonderful experience when my mom got a chocolate calendar for me for December
- My church friends
- Barkerville trip was wonderful
- I like spending time with my mom, dad, sisters, nephew and support staff

Goals worked on in 2023

In Adult Services, the focus for the 439 goals were in the following domains:

What skills or goals did you work on this year?



*Statistics from 2022 for comparison **Statistics from 2021 for comparison

Some of the goals worked on in 2023:

- Learning to communicate
- Bus goals and money goals
- Going back to CNC for the year
- Keeping my room tidy
- Got a job
- Doing ICBC test on the computer
- Making friends
- Artwork - paintings
- Signed up for Kerry Kitchen program
- Counting the money in the snack shop
- Writing skills
- Improving money skills
- Opened a savings account
- Cooking and cleaning
- Walking more for exercise
- Socializing
- Moved into Home Share
- Body movement goal
- Going to a concert
- Swimming
- Read a book
- Working out at UNBC gym
- Went to Red Robin for lunch
- Going out into the community
- Went to Barkerville with the group
- Found safe housing (apartment)
- Doing my laundry
- Saw a couple of scary movies
- Learning to read and write
- Shopping for healthy food

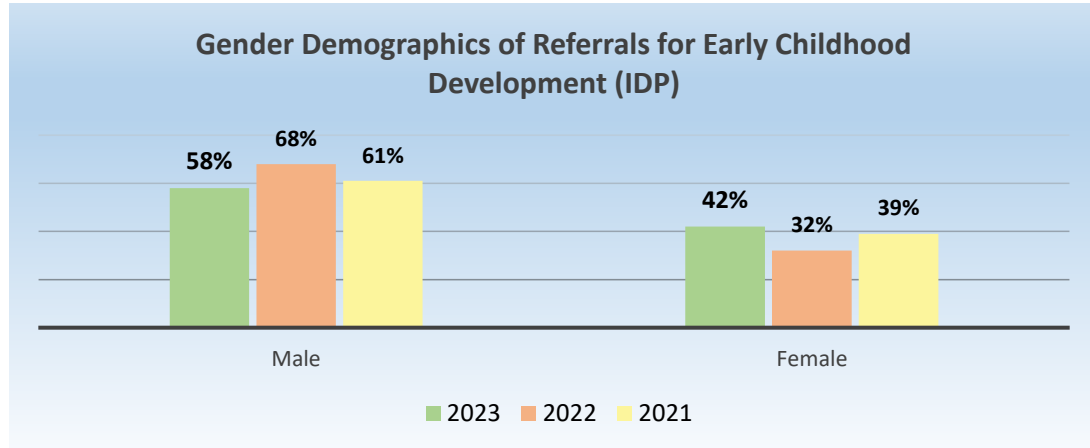
Early Childhood Development (Infant Development Program - IDP)

Introduction

Funder: Ministry of Children & Family Department

Program Description: This program provides home visiting services to families with infants from birth to three years of age who are identified as 'at risk' or developmentally delayed in one or more major skill areas. Services are provided by one part-time and four full-time IDP consultants, and include home visits, developmental assessments and written reports, referrals to other resources, parent/childcare provider workshops, family conferences, parenting programs, resource loans (equipment, toys, books, etc.), parent/child playgroups, and participation on a variety of community committees and events. Parents are actively involved during home visits and are encouraged to be partners in planning their child's program. The program has provided services to over 4,540 infants and their families since it first began in 1979.

2023 Demographics	2023	2022	2021
Total children on caseload from 01 January 2023 to 31 December 2023	333	369	403
Number of new referrals for 2023	115	115	158
Gender of new referrals by total number of children:			
Males	67	78	97
Females	48	37	61



Note: Demographics are gathered from participants as of December 31, 2023

Recommendations

Recommendations and follow-up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
During 2023, the Infant Development Team will update all documents to adhere to the new MCFD Privacy requirements as stated in the 2022 Service Agreement	Refer to the Service Agreement, connect with Operations Director and the Director of the program.	IDP consultants, past, present and future infants who are referred to the program.	MCFD Service Agreement 2022-2024.	IDP	Jan 1 to Dec 2023	Revise processes in IDP Orientation Manual, Share Vision and on the IDP drive	Documents have been updated to adhere to MCFD Privacy requirements
Experience							
Review and Revise Interview Process	Refer to previous interview process and questions.	Future IDP consultants	IDP Interview package	IDP with HR support	Met with Bryan Sept. 2023	Updated Interview package	Interview process and questions revised
Efficiency							
During 2023, the Infant Development Program will review and revise the process for closing and purging individual service files	Team will meet to discuss existing procedures and clarify the process	IDP consultants	IDP Orientation Manual	IDP	Jan1 to Dec 2023	Ensure accurate purging and closing of all files during discharge process	Closing and purging individual files has been reviewed
Service Access							
Consultants who are new to the program will receive training to support the core principles of service delivery	Examine demands of the program and consider the needs of families.	IDP consultants	Team, Orientation Manual, MEHRIT Centre, online training sources such as infant massage	IDP team and new consultant	Jan 1 to Dec 2023	Ensure that all team members receive support for meeting the needs of the program and families	New consultants are supported to access the training required to provide service delivery

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Revise Parents Guide to DAYC-2 to include more information on how to interpret standard scores and percentiles	Refer to Parent's Guide to DAYC, team to discuss how to simplify and clarify what the scores on the DAYC-2 mean (specifically Stand Scores and Percentiles)	Parents, caregivers and families	Intake package	IDP	Jan 1, 2024 to Dec 31, 2024	Revise Parent's Guide to DAYC Assessments to add clarity around assessment process and terminology	
Experience							
Change the letter to referral source to better align with MCFD privacy guidelines.	Refer to previous Referral Source confirmation form and MCFD Privacy requirements	Current and future IDP consultants	MCFD Service Agreement	IDP and Program Director	Spring 2024	Update Fax Referral Confirmation	
Efficiency							
Transfer CRSP monthly data collection from our current excel sheets to ShareVision	Refer to previous Monthly Stats Excel Sheets and current information collected	Current and future IDP consultants	IDP Orientation Manual	IDP and Quality Assurance	Jan 1, 2024 to Dec 31, 2024	New IDP revised Statistics tracking on ShareVision	
Service Access							
Share information on IDP (including who can refer and parameters for referral) with key stakeholders-paediatricians, Public Health, Blue Pine Clinic, Salveo Clinic, etc.	Team will meet to discuss current stakeholders, possible new stakeholders and how to connect with stakeholders for information distribution	Current and Future IDP Consultants as well as stakeholders	MCFD Service Agreement 2022-2024, CARF Standards	IDP	Jan 1, 2024 to Dec 31, 2024	Ensure that potential referral sources have knowledge on how to access IDP services	

IDP Family Survey Results

These statistics are based on 30 returned surveys.

Experience	Yes	No	N/A
Are you receiving the support/service you are looking for?	100%	0%	0%
Are you receiving information that is helpful for you and your child?	98%	0%	2%
My consultant connected me to community resources that are Beneficial to my child and family.	86%	0%	14%
My consultant is sensitive to the needs and wishes of my family.	100%	0%	0%

Effectiveness	Yes	No	Some what	N/A	No Answer
My involvement with IDP made a difference by:					
Increasing my confidence in caring for my child.	100%	0%	0%	0%	0%
Increasing my understanding of my child.	98%	0%	2%	0%	0%
Increasing my knowledge of resources/ services.	100%	0%	0%	0%	0%
Learning new skills to support my child.	100%	0%	0%	0%	0%
Supporting my relationship with my child.	100%	0%	0%	0%	0%

Examples of comments from parents:

What do home visits with IDP mean to you and your family?

- They are appreciated for many reasons but the convenience of having IDP come to me is awesome!
- That my children's health is not just important to us but others.
- It means access to toys we wouldn't be able to afford. It also helps knowing with assessments that my kids are on the right track. It's a way to ask for help or get pointed in direction to get any help or questions I might have.
- They have helped us a lot to understand our son, where he is at developmentally as well as areas he may have greater support needs (also places he is more capable than we thought).
- It means I receive the info to understand my child and how to deal with her in an understanding way.
- Learning different ways to interact, connect and learn from my IDP visits.
- Confidence in our child meeting milestones with reliable support.
- Having a support system/sense of community, reassurance to mom, advocacy, a 'friend' or positive role model for our child and for me.

What else would you like to say about the Infant Development Program?

- New parents we have found this program has helped us a lot. We hope this program continues for other families.
- This has improved not only the quality of my children's lives but of mine and my husband's through growth, understanding, and trust and caring from our support worker.
- I wouldn't be as confident of a parent without these services.
- We consider it an essential service.
- It's truly an amazing life changing program.
- We really appreciate the toy loaning program. Our little one gets bored of toys so it's nice that we can rotate toys without spending too much money.
- This program is amazing and I am so thankful I was able to have access to IDP.

- IDP has helped me access the programs and resources my child will rely on for his positive development.
- The welcoming and warming of staff along with the wealth of information.
- 10/10 would recommend.

Efficiency

- It keeps baby in his comfortable home environment while receiving help to reach his milestones.
- Consultant comes in and plays with my child and gives us new ideas to help her eat and interact.
- Means we can have the information and support for our child's development and good access to further services if required.
- It means we can expect a second opinion when it comes to my child's development. A sense of confidence in my ability as a parent with a child with different needs.
- Knowledgeable, helpful, resourceful. Amazing people who are flexible with our odd schedule.

IDP Professional Survey Results

A wide range of professionals in the community were distributed surveys to capture the following data. These statistics are based on the 13 returned surveys. Rate of Return: 68%

Speech Language Pathologist	3
Occupational Therapist	1
Physiotherapist	2
Supported Child Development	1
Harmony House	1

Are you aware that AiMHi IDP provides the following services?	Yes	No	N/A
Information about child's development/delay/disability	100%	0%	0%
Developmental assessments	100%	0%	0%
Home visiting and support for families	100%	0%	0%
Developmental activity suggestions	100%	0%	0%
Resource lending (toys, books, equipment)	100%	0%	0%
Supporting healthy parent-child relationships	100%	0%	0%
Referrals to other services/connecting families to community resources	100%	0%	0%
Opportunities to learn infant massage, Itsy Bitsy yoga, Circle of Security Parenting, etc.	100%	0%	0%

What type of contact have you had with the AiMHi IDP in the past year?	Yes	No	N/A
Made referrals to IDP?	75%	25%	0%
Received referrals from IDP?	90%	10%	0%
Participated in joint visits with IDP?	90%	10%	0%
Attend community meetings or trained with IDP?	50%	50%	0%

Access

AiMHi IDP operates an open referral system and referrals come from a variety of sources including parent self-referral, the University Hospital of Northern British Columbia, pediatricians, and public health nurses. Referrals are received by phone, fax, mail, and through a fillable online form that is

available on the AiMHi website. There has been a steady increase in the number of referrals that the program receives online and we continue to adapt our online referral process in order to continue providing easy access to our services. Consultants with the program attempt to contact families within two weeks of receiving a referral. Families that are not visited within the month that they are referred are considered to be on a waitlist according the definitions provided by our funder.

Exit Reports

There was a total of 127 children who exited the Infant Development Program (IDP) in 2023. Of the children exiting service, 37 families responded to completing exit surveys (24% return rate). The primary reasons for not getting response to the surveys were: the family moved, the family was unable to be reached, or they did not respond to the request to provide feedback.

The following reasons for leaving were given:

Exits		Number	Percent
CPW	(Confident to proceed without service)	49	39.5%
CU	(Child caught up)	0	0%
C3	(Child reached age of three)	40	32%
CM	(Child / family moved)	15	12%
CD	(Child died)	0	0%
INR	(No response to initial contact)	6	4%
NR	(No response to continued contact)	16	13%
CR	(Child referred to other service)	1	.0078%
CIS	(Child ineligible for service)	0	0%
Total Closed Files		127	

Community Inclusion

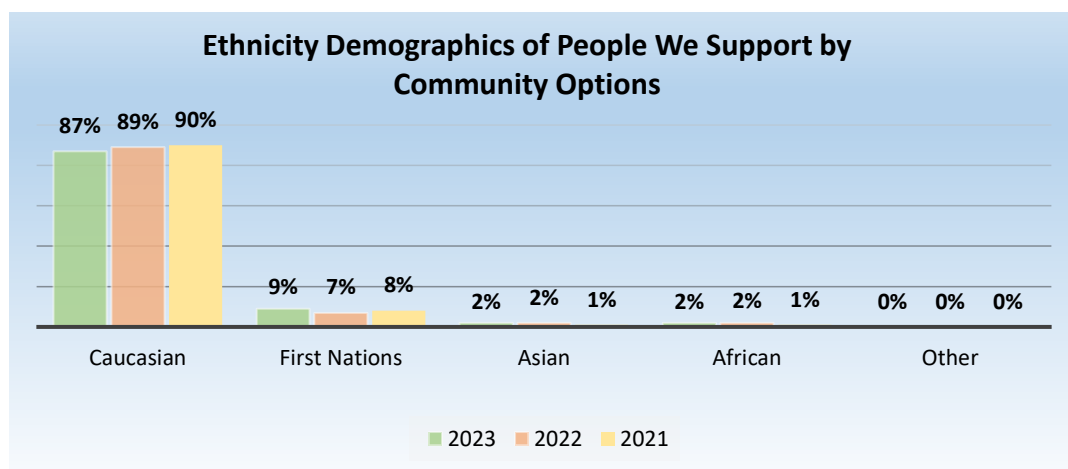
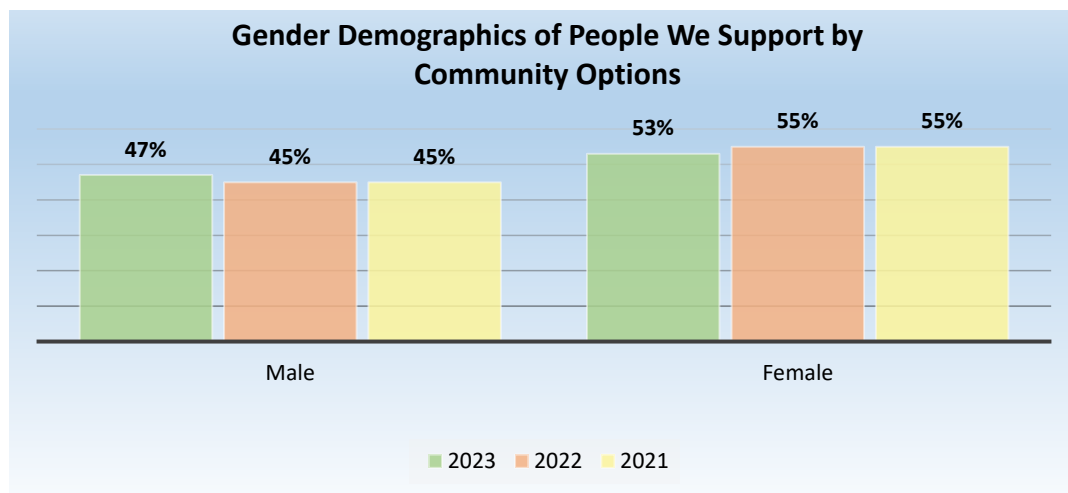
Community Inclusion Services consists of Community Options, Adult LifeSkills and the introduction of a new CLBC catalog of service, L.I.F.E. Services. Each Service is described below.

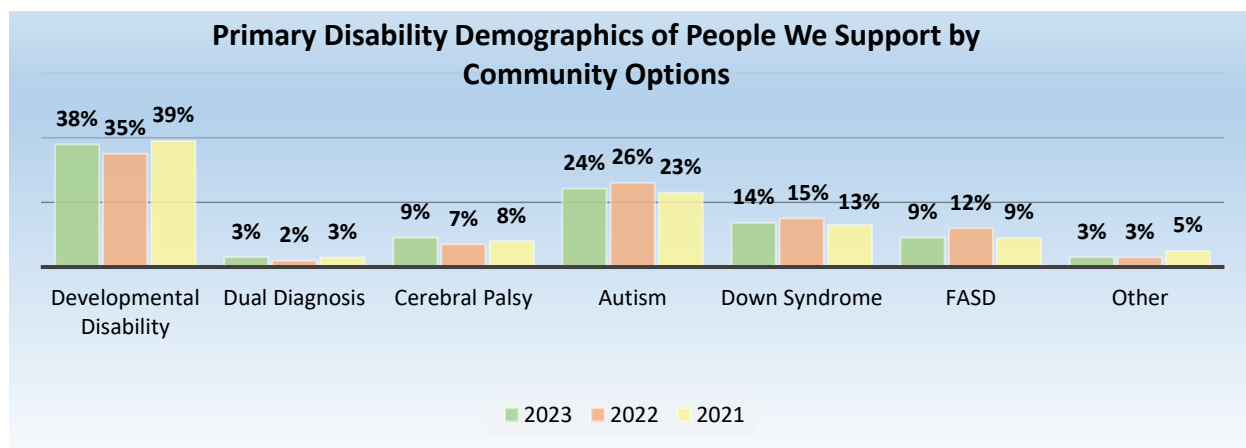
Community Options

Introduction

Funder: Community Living BC

Description: The Community Options program, funded by Community Living BC, aims to support individuals with developmental disabilities in enhancing their independence through participation in various activities and community services. With approximately 12 dedicated employees, the program facilitates group and one-on-one interactions to encourage community involvement and skill development among participants.





Note: Demographics are gathered from active participants as of December 31, 2023

Recommendations

Recommendations and follow-up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
All people we serve complete a survey	100% participation	People we serve	Surveys	Manager	Jan 1, 2023 – Dec 31, 2023	100%	75% achieved
Experience							
Increase community involvement through volunteering and joining community groups/clubs	Increase participation in volunteering and community involvement	People we support	Non-residential day charting	Manager	Jan 1, 2023 – Dec 31, 2023	50% of people we serve	Achieved target
Efficiency							
Increasing the efficiency of the intake process from one month to three weeks. The goal is to contact new referrals within two days of receiving referral, have the intake meeting within three days, and the first appointment within fourteen days. This will include the completion of all intake forms and documents.	New referrals start in program sooner.	People we support	Tracking sheet	Manager	Jan 1, 2023 – Dec 31, 2023	Three week intake process for each new referral.	Achieved target 1 – 2 weeks for intake process.

Service Access							
Increase bonus hours for people we serve from 1,679 bonus hours in 2022 to 1,900 bonus hours in 2023	Increased pairing of people we support	People we support and employees	Bonus hour tracking sheet.	Manager	Jan 1, 2023 – Dec 31, 2023	1,900 bonus hours	Achieved target with 2,182 bonus hours.

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
All people we support complete a survey	100% participation	People we support	Surveys	Manager	Nov 1 – Dec – 1, 2024	100%	
Experience							
Encourage group events in the department for a greater social inclusion experience.	Increase participation in volunteering and community involvement	People we support	Non-residential day charting	Manager	Jan 1, 2024 – Dec 31, 2024	90% participation in six events weekly.	
Efficiency							
Reduce intake process time from one month to three weeks. Streamline intake procedures to expedite the process while maintaining thoroughness.	Establish clear timelines for each step of the intake process. Assign dedicated staff members to handle intake tasks promptly.	People we support	Tracking sheet	Manager	Jan 1, 2024 – Dec 31, 2024	Three-week intake process for each new referral.	
Service Access							
Increase bonus hours from 2159 to 2300 for individuals served.	Increased pairing of people we support	People we support and employees	Bonus hour tracking sheet.	Manager	Jan 1, 2024 – Dec 31, 2024	2300 bonus hours	

CARF Standards

Community Options prepared 76 surveys and distributed these to active participants of the program. Of these 76 surveys there were three that were unable to be completed as the people we support were unable to respond, two people did not complete due to language barrier, 32 were not returned, and one person had left services. These statistics are compiled from the 38 survey respondents.

Experience	Happy	Unhappy	Not Sure	No answer
I feel like part of the community.	97%	0%	3%	0%
I am happy with the services I get from AiMHi	100%	0%	0%	0%
Effectiveness	Happy	Unhappy	Not Sure	No answer
I feel AiMHi keeps my information private.	97%	0%	3%	0%
I get help to make my own choices and decisions.	100%	0%	0%	0%

Efficiency

Community Options had a total of 2,182 bonus hours in 2023. This provided persons we support with interpersonal relationships, skill development, and social inclusion.

Access to Services

Referrals to service. We had six referrals in 2023 and there is no wait list for the program. Referrals are received from Community Living BC and services are provided as referrals are received. Eight people are being funded under the PSI (Personal Supports Initiative) for Community Options in 2023.

Exit Reports

Six people exited Community Options in 2023, the reasons are as follows:

- 5 – Moved
- 1 – Changed services

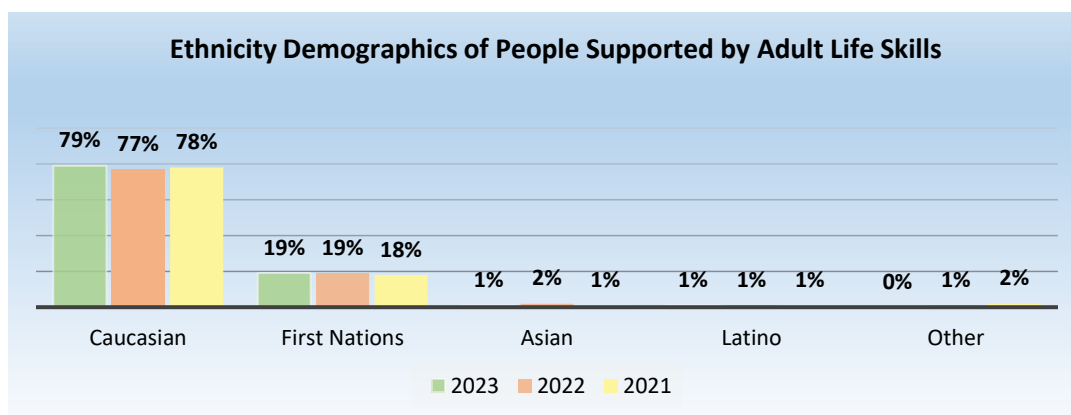
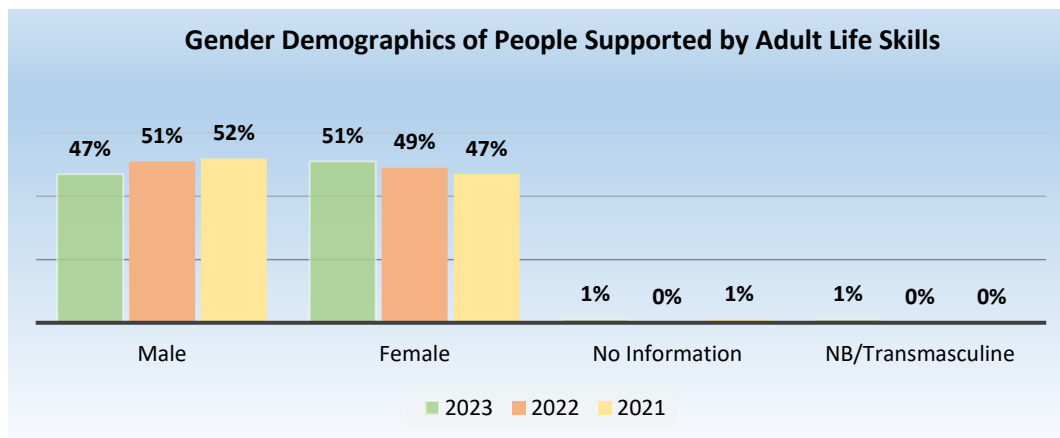
Adult Life Skills

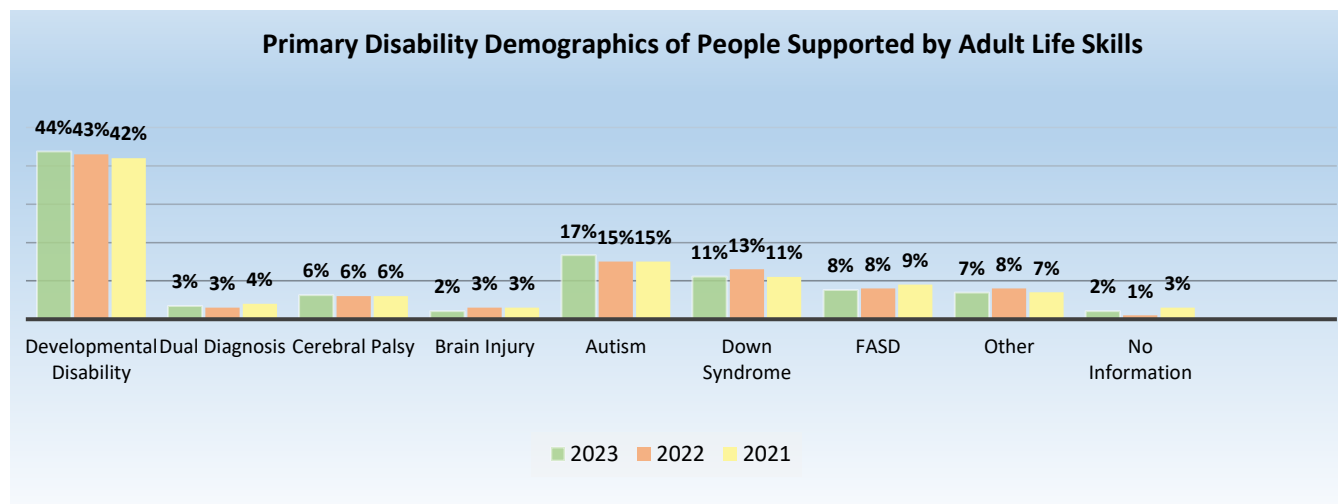
Introduction

Funder: Community Living BC

Description: The Adult Life Skills Program offers training and support to adults, nineteen years and older, who have developmental disabilities. Our mission is to help people live as full citizens in their community. A team of twenty-seven employees provide services that are uniquely tailored to each person's goals and needs, offering flexible schedules with varying times and days based on personal choice. Training is provided in the following areas (but not limited to these): household management, financial management, nutritional health and meal preparation, relationship building and personal development, transportation training, personal wellness, access to community resources, crisis supports and management, leisure and recreational skills and education exploration.

We are a strength-based, person-centered program that focuses on the positive qualities and accomplishments of each person. We develop goals, training, and support based on strength and needs assessment of skill level, and work with the person receiving services (and their support network) to develop short-term goals. We provide opportunities for people to learn about themselves, explore their strengths and challenges, develop interpersonal communication skills, employability skills and build relationships with others. Each goal is monitored and reviewed throughout the service delivery period to ensure that information is current and up to date; changes in objectives or strategies are monitored on a regular basis.





Note: Demographics are gathered from active participants as of December 31, 2023

Recommendations

Recommendations and follow-up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Persons we support will be supported to increase independence through Life Skills building skills and activities	1) Number of goals achieved as indicated by the person we serve	Persons we support	Surveys	PIC Committee	Jan 1, 2023 – Dec 31, 2023	90%	94%
	2) Number of goals attempted		ShareVision	Life Skills Managers		95%	83%
Experience							
Persons we serve are happy with the services received from Adult Life Skills Program	Number of people happy with services	Persons we support	Survey/ individual interview	PIC Committee	Jan 1, 2023 – Dec 31, 2023	95%	96%
Efficiency							
Balance of employee time spent with person we serve in relation to other responsibilities	1) Percent of direct vs. indirect staff hours	Employees	Survey/ individual interview	Adult Life Skills managers	Jan 1, 2023 – Dec 31, 2023	80% direct time, 20% indirect time.	83.7% direct time, 16.3% indirect time

Service Access							
Persons we serve will receive adequate amounts of support	Persons we serve report the amount of time spent with them is enough	People we support	Surveys/ individual interview	PIC Committee	Jan 1, 2023 – Dec 31, 2023	85%	83%

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Persons we support will be supported to increase independence through Life Skills building skills and activities	1) Number of goals achieved as indicated by the person we support	Persons we support	Surveys	PIC Committee	Jan 1, 2024 – Dec 31, 2024	90%	
	2) Number of goals attempted		ShareVision	Life Skills Managers		95%	
Experience							
Persons we support are happy with the services received from Adult Life Skills program	Number of people happy with services	Persons we support	Survey/ individual interview	PIC Committee	Jan 1, 2024 – Dec 31, 2024	95%	
Efficiency							
Balance of employee time spent with person we support in relation to other responsibilities	Percent of direct vs. indirect staff hours	Employees	Survey/ individual interview	Adult Life Skills managers	Jan 1, 2024 – Dec 31, 2024	80% direct time, 20% indirect time	
Service Access							
Persons we support will receive adequate amounts of support	Persons we support report the amount of time spent with them is enough	People we support	Surveys/ individual interview	PIC Committee	Jan 1, 2024 – Dec 31, 2024	85%	

CARF Standards

There were 127 total surveys distributed in 2023. Eleven people were unable to complete the survey as they had moved from the service area, eleven people exited services and did not complete the survey, eleven people declined to complete, were unable to complete due to illness, or other reasons, Three people were unable to be contacted and one person was unable to complete due to being non-verbal. The following statistics are compiled from the 105 people who responded to our survey.

Experience	Happy	Unhappy	Unsure or No Answer
The Life Skills program helps teach me my rights, so I am able to make my own choices and decisions.	100%	0%	0%
AiMHi helps me get my transportation needs met.	68%	10%	22%
I am happy with the services I get from the Life Skills program.	96%	0%	4%

Effectiveness	Happy	Unhappy	Unsure or No Answer
I feel supported by my Life Skills Instructor while working on my goals.	97%	0%	3%
The Life Skills program helps me learn new skills and complete my goals.	94%	0%	6%

Efficiency

Adult Life Skills provides training as needed on various life skills, health, sexuality, safety needs, and recreation. We often pair people and work with people in groups which increase our efficiency by providing more hours to people.

Access to Service

Life Skills has a global contract. We monitor the global contract monthly and as soon as hours are available, we take on new people. Once we receive the referral with hours attached from CLBC, an intake is completed and a Life Skills Instructor is assigned. Referrals received with direct funding are processed immediately with an approximate intake time of two weeks. Life Skills received thirty two referrals in 2023; fifteen referrals were for Skill Development, fifteen were for Outreach, and two for PSI.

Exit Reports

There were 19 people who exited Adult Life Skills during 2023. The reasons were as follows:

- 3– Moved into residential services
- 3 – Moved out of area
- 3 – No longer needed services
- 1 - Incarcerated
- 1 – Went to another service provider

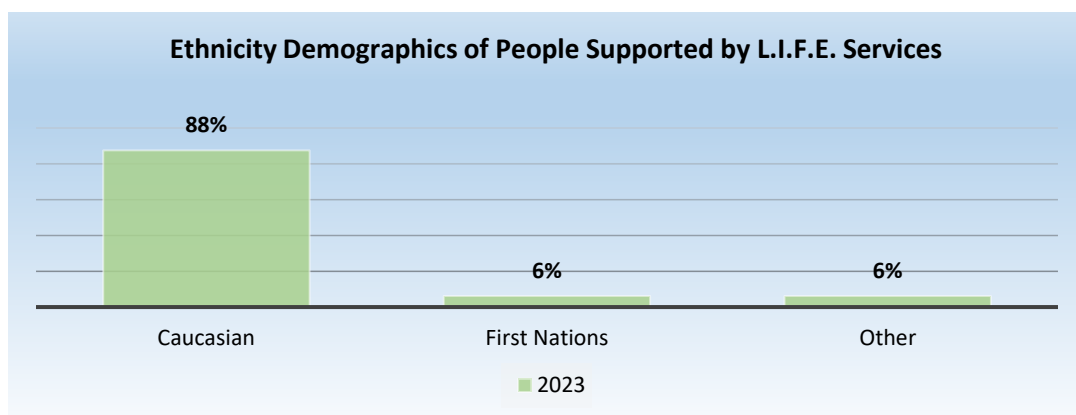
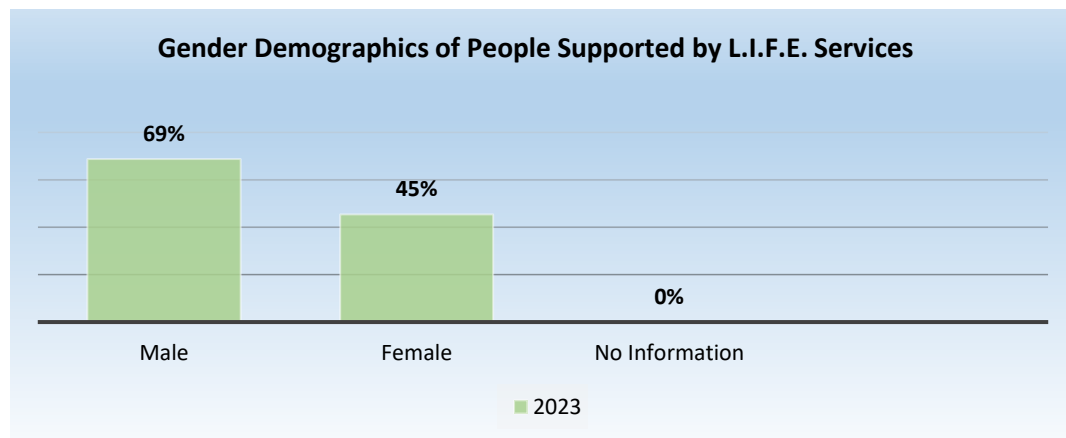
L.I.F.E. SERVICES

Introduction

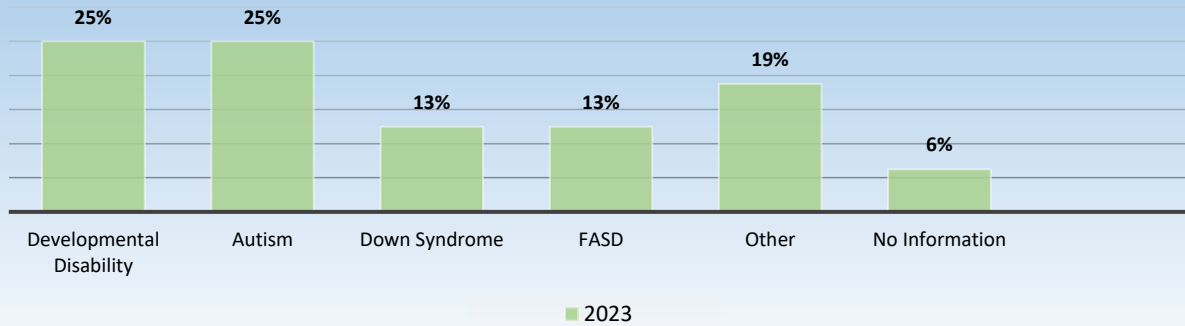
Funder: Community Living BC

Description: The L.I.F.E. Services Program offers training and support to adults, nineteen years and older, who have developmental disabilities. A team of five (three regular employees and two temporary employees). Many people with diverse abilities want to work and have full and enriched lives. L.I.F.E. Services is a new Community Living BC catalogue of services offered at AiMHi which started March 2023. The service recognizes those intentions and provides a four-pillar approach to supporting people to achieve them: **L**earning, **I**nclusion, **F**riendship, and **E**mployment, or **LIFE**. It recognizes that success in a job means more than just a job. It means building life skills, strengthening community connections, pursuing lifelong learning, and building meaningful relationships.

L.I.F.E. Services is about making a person's life beyond just achieving goals, but rather recognizing how the goal will impact the person's LIFE. The service is strength-based, user-driven and collaboratively designed with the person and their formal and informal supports in their life. The service will be offered in the person's community. The service will be flexible and responsive and may vary in frequency, intensity and focus and evolves over time.



Primary Disability Demographics of People Supported by L.I.F.E. Services



2024 Recommendations

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Persons we support will report increase independence through L.I.F.E. Services Program	1) Identify an Increase in confidence 2) Identify an increase in natural supports	Persons we support	Surveys Periodic Report ShareVision	PIC Committee Life Skills managers	Jan 1, 2024 – Dec 31, 2024	90% 90%	
Experience							
Persons we support are happy with the services received from L.I.F.E. Services program	Number of people happy with services	Persons we support	Survey/ individual interview	PIC Committee	Jan 1, 2024 – Dec 31, 2024	95%	
Efficiency							
The connection between Direct A and Direct B hours to fulfillment of L.I.F.E. pillars	Direct A vs. Direct B hours on personal fulfillment of services.	Employees	Survey/ individual interview Periodic Report	Adult Life Skills managers	Jan 1, 2024 – Dec 31, 2024	95%	
Service Access							
Person we support will receive sufficient support through the ebb and flow practice of the L.I.F.E. Services program	Persons we support report the amount of time received is appropriate	People we support	Surveys/ individual interview Periodic Report	PIC Committee	Jan 1, 2024 – Dec 31, 2024	90%	

CARF Standards

There were 11 total surveys distributed in 2023. The following statistics are compiled from the three people who responded to our survey.

Experience	Happy	Unhappy	Unsure or No Answer
The L.I.F.E Services program helps teach me my rights, so I am able to make my own choices and decisions.	100%	0%	0%
AiMHi helps me get my transportation needs met.	100%	0%	0%
I am happy with the services I get from the L.I.F.E. Services program.	100%	0%	0%

Effectiveness	Happy	Unhappy	Unsure or No Answer
I feel supported by my L.I.F.E. Services Coach while working on my goals.	100%	0%	0%
The L.I.F.E. Services program helps me learn new skills and complete my goals.	100%	0%	0%

Efficiency

LIFE Services Program works on the concept of Direct A Hours and Direct B hours to support people served. The Direct B supports hours are used indirectly to support the achievements of the person we support. Over time it will be interesting to see if Direct B hours correlate to success such as increased confidence, natural supports, etc.

Access to Service

LIFE Services was started using 11 people supported and their existing hours in 2023. We received five referrals for the remainder of the year and ended 2023 with 16 participants in the LIFE Services Program. LIFE Services is a global contract, as soon as hours are available, we take on new people. Once we receive the referral, an intake is completed and a LIFE Services Coach is assigned. Referrals are processed immediately with an approximate intake time of two weeks.

Exit Reports

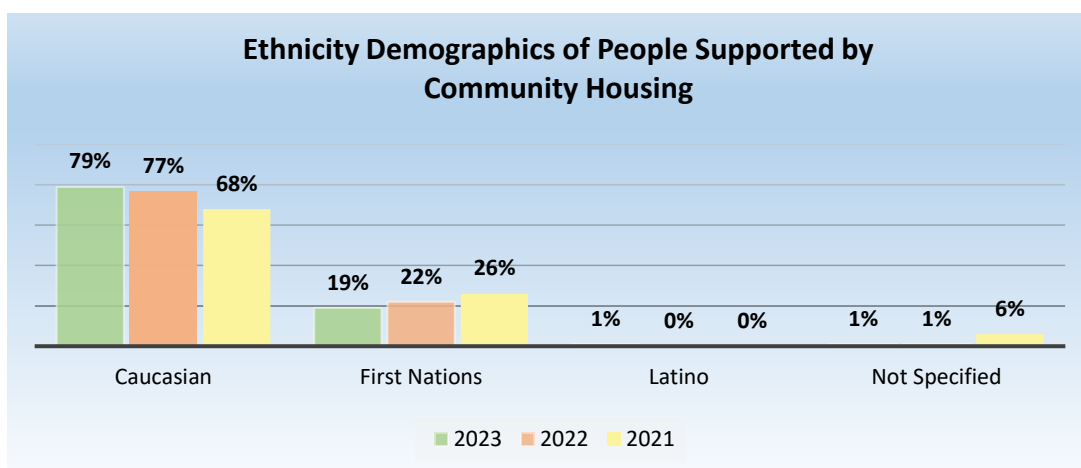
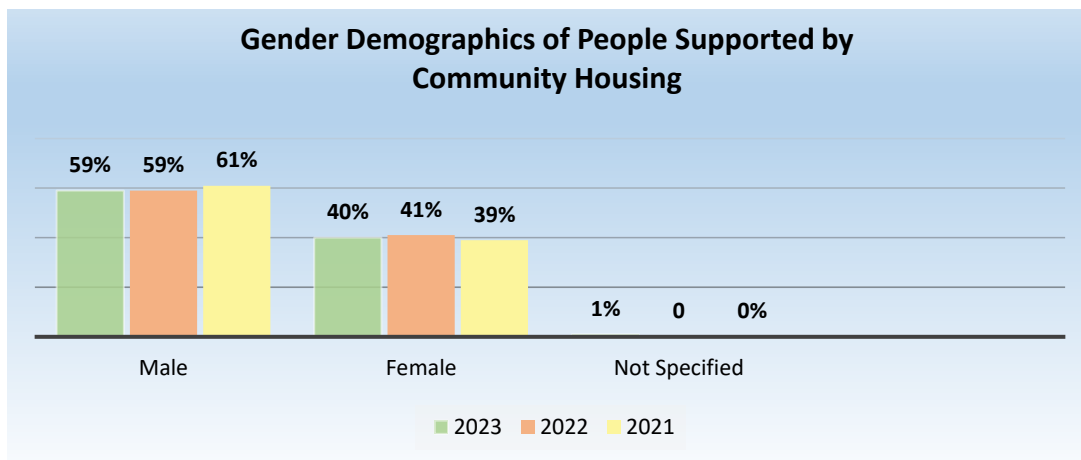
There were no exits from the L.I.F.E. Services Program in 2023.

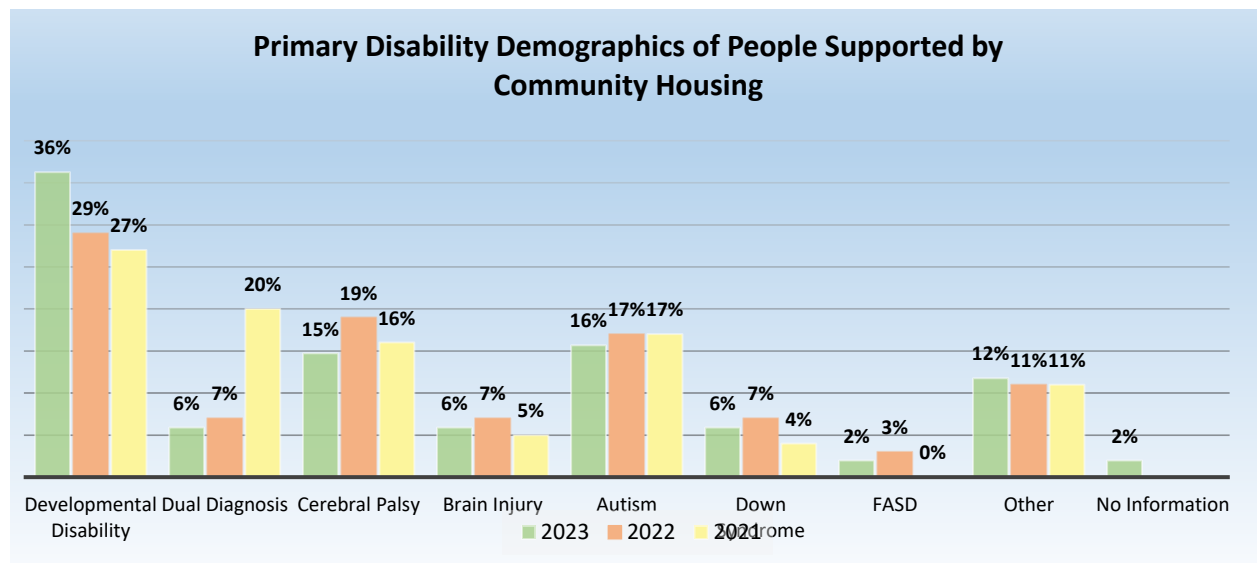
Community Housing

Introduction

Funder: Community Living BC

Description: There are approximately 276 employees who hold positions in our Community Housing departments. This includes employees who hold management, full-time, part-time and support positions. There are a number of employees from our Relief Pool who also work in these homes that are not included in this number. Employees help people in their homes with their day-to-day living in the following areas: accessing the community; food preparation; household maintenance; maintaining health; daily hygiene; exercise; activities; visiting family and friends; skill acquisition; and development and support in attaining goals. The mandate of Community Housing is to provide support for people with disabilities to live as independently as possible in their home settings. AiMHi accommodates, on an as-needed basis, Respite contracts and Home Sharing contracts within our current homes. There were ninety-three people we supported; fifty-five males and thirty-eight females.





Note: Demographics are gathered from active participants as of December 31, 2023

Recommendations

Recommendations and follow-up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Continued focus on training for employees working in Community Housing on topics related to personal care and supports for those with complex care needs	Facilitation of training to employee groups within AiMHi	Employees	2022 on training needs	Directors of Services	Jan 1, 2023 to Dec 31, 2023	Twelve sessions	<p>AiMHi received a grant and is developing person specific training plans that will be implemented at orientation and will move with the person as they move. The individualized training plan will also be updated as changes in a person's needs change. Implementation of these plan for mid-2024.</p> <p>In 2023 the training videos link on ShareVision was updated to</p>

							include many basic care needs videos such as nail care and how to give a bed bath.
Experience							
Community Housing homes to set targets for person's goals completion in 2023	Length of time to goal completion, success, type and experience of their individual goals	People we support	2022 Community Housing surveys	PIC Committee	Jan 1, 2023 to Dec 31, 2023	2022 70% goals were completed. Target for 2023 is 80%	53% of goals were completed, and 47% are ongoing.
Efficiency							
To return to post COVID use of contracted service level hours in all departments	Service Level hours that emulate contracts	People we serve	Service Level Reports	CFO and Directors of Services, managers	Jan 1, 2023 to Dec 31, 2023	90% use of contracted service level hours	100% achieved
Service Access							
AIMHi will continue planning to purchase accessible housing and/or modify existing housing in order to provide appropriate housing to better assist our current population to age in place	Purchase of one accessible home. Sell one limited home.	People we serve	List of owned residential locations	Operations Director	Jan 1, 2023 to Dec 31, 2023	Replace one home with a more accessible home for two to five persons	Achieved

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Continued focus on training for employees working in Community Housing on topics related to personal care and supports for those with complex care needs	Implement Individual training plans	Persons supported	Individual Training Plans	Directors of Services	Jan 1, 2024 to Dec 31, 2024	100%	

Experience							
To have better insight into people's goals and dreams	Update the surveys to clearly define the status of goals for each person (i.e., complete, attempted, current)	People supported in Community Housing services.	Community Housing surveys	PIC committee	Nov 1 – Dec 2, 2024	70% of people have completed, attempted or current goals	
Efficiency							
Increase the number of surveys submitted to increase data analysis	Engage persons supported to complete their annual survey.	People supported in Community Housing services.	Community Housing surveys	PIC committee	Nov 1 - Dec 2, 2024	Increase of 20%.	
Service Access							
Increase the capacity for services within Community Housing services.	Purchase new home or increase capacity in one of the current homes for addition service provision.	Referrals to community housing services.	CLBC referrals.	Directors of Services	Jan 1 – Dec 31, 2024	One home or two vacancies	

CARF Standards

There were 105 people surveyed for Community Housing. Of these 105 surveys distributed, five people passed away and 35 surveys were returned by people who were identified as non-verbal and unable to complete the survey. These statistics are compiled from the 65 returned surveys.

Experience	Happy	Unhappy	Not Sure	No Answer
I know my rights.	88%	2%	10%	0%
I feel important in AiMHi and the community.	86%	5%	5%	4%
I am happy with the services I get from AiMHi.	95%	2%	3%	0%
<i>AiMHi has purchased all of the homes people reside in within Community Housing with the exception of homes owned by BC Housing. This allows people financial freedom by making housing affordable and to personalize their home as they wish.</i>				
Effectiveness	Happy	Unhappy	Not Sure	No Answer
I feel AiMHi keeps my information private.	90%	1%	9%	0%
I get help to make my own choices and decisions.	95%	5%	0%	0%

Efficiency

- Vacancy Rate – At the beginning of 2023 there were no vacancies. Throughout the year we had five people pass away. There were no vacancies in 2023
- Goals/goal progress – A person's ShareVision site is used to document a person's goals and goal progress on a daily basis. Employees are provided ongoing training to ensure proper documentation and changes have been made on the site to address feedback received.
- AiMHi will continue to develop the shared support positions to enable an increase in support hours. AiMHi supports people to connect with others that have the same interest to ensure they are able to access the community and activities they choose.
- AiMHi will continue the usage of shared vehicles and maximize the use while minimizing the financial burden on the Association.

Access to services

There are no waitlists maintained by AiMHi.

People who are new to services will go through the same intake process as per AiMHi process, i.e.: referrals through Community Living British Columbia. The Emergency Placement process occurs on an as needed basis according to needs and availability. This is a cooperative process between AiMHi, Community Living British Columbia and Licensing when applicable.

Exit Reports

There were five people who exited services in 2023. The reasons were as follows:

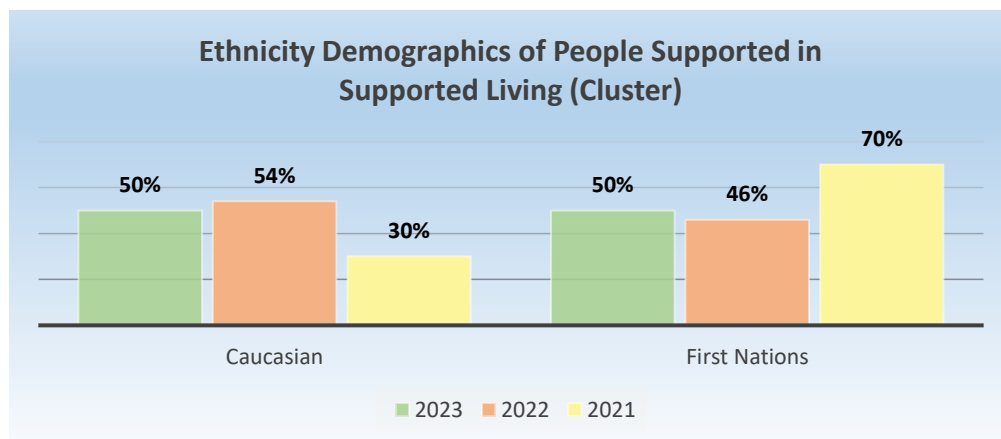
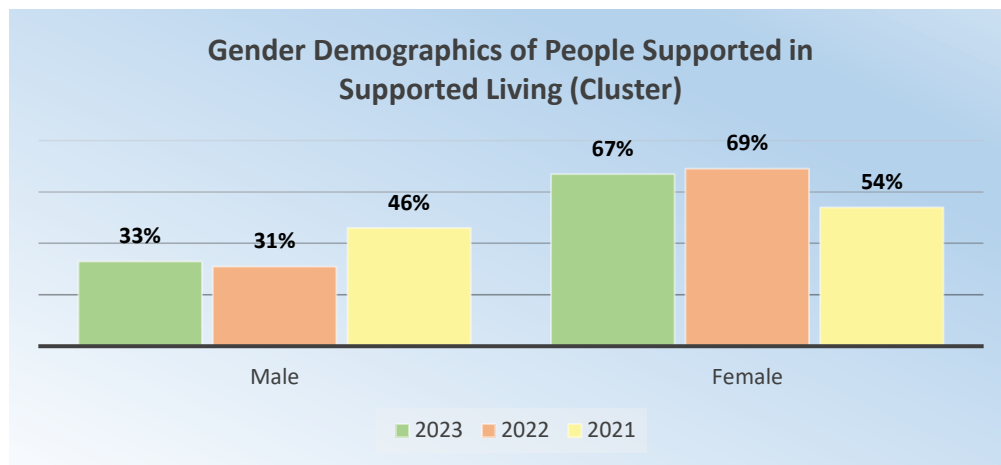
- 5 – Passed away

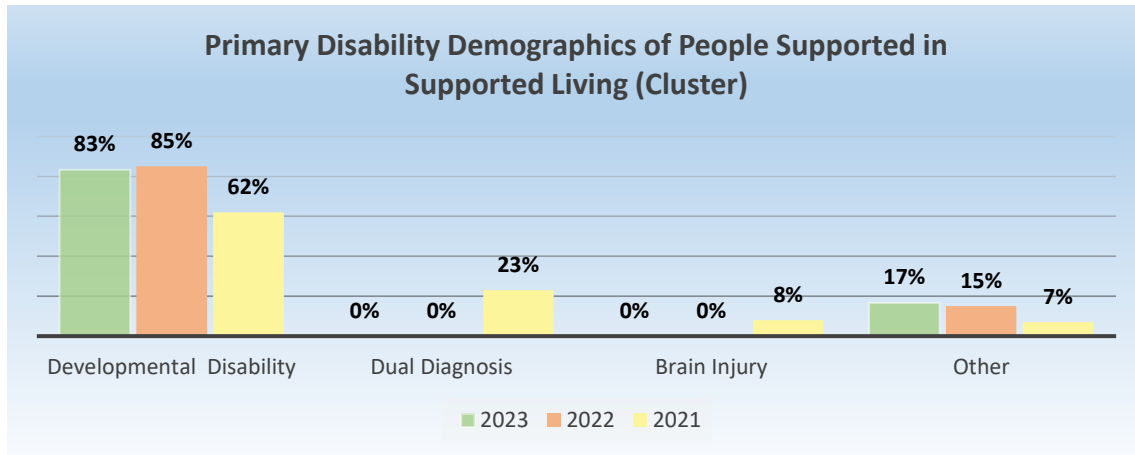
Supported Living (Cluster)

Introduction

Funder: Community Living BC

Description: There are six employees who hold positions in our Supported Living (Cluster) department. This includes employees who hold management, full-time, and part-time positions. There are a number of employees from our Relief Pool who also work in these homes that are not included in this number. Employees help people in their homes with their day-to-day living in the following areas: accessing the community; food preparation; household maintenance; maintaining health; daily hygiene; exercise; activities; visiting family and friends; skill acquisition; and development and support in attaining goals. The mandate of Supported Living (Cluster) is to provide support for people with disabilities who live independently in their own home. In 2023 there were 13 people we supported; four male and nine female.





Note: Demographics are gathered from active participants as of December 31, 2023

Recommendations

Recommendations and follow-up from 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Supported Living (Cluster) employees will organize and host resources to educate on topics such as oral hygiene, nutrition, overall health, fitness and mental health.	All thirteen persons receiving services participate in one or more of the offered trainings	People we support	Meeting minutes	Cluster employees, manager	Jan 1, 2023- Dec 31, 2023	Quarterly group information sessions and connect with community	All people supported have participated in at least one discussion, and three people participating in chair yoga with staff at office weekly
Experience							
Supported Living (Cluster) employees will promote/ increase engagement in the variety of social/ community and educational opportunities.	Increase numbers of participants in opportunities presented to the persons living in the cluster program.	People we support	Attendance in meetings, vacations, activities. Documented in day charts.	Cluster employees, manager	Jan 1, 2023- Dec 31, 2023	Each person will participate in at least two opportunities in 2023	77 % of the people supported participated in hockey games, movies, Christmas Party and more. One person enrolled at the college.

Efficiency							
Supported Living (Cluster) employees will continue to work together with the people living in the Cluster to accomplish group vacations. Employees will organize trips, plan the itinerary, arrange transportation, and help people budget and save for the trips. Staff will help find and organize smaller, closer trips as well as larger and longer trips.	All 13 persons receiving services participate in one or more vacation opportunities in 2023.	People we support	Trip proposals	Cluster employees, manager	Jan 1, 2023- Dec 31, 2023	Four vacations in 2023	Four people served went with two staff to Disney World for 10 days. Four people went whale watching in Prince Rupert. Five people supported went on a day trip to Barkerville and there was a picnic organized at West Lake for an afternoon which eight people attended with staff.
Service Access							
Supported Living (Cluster) employees will help supported individuals to access community events such as concerts, theatre, Connections Clubhouse, cultural celebrations, gyms and markets.	All thirteen persons receiving services participate in one or more of the offered community events.	People we support	Day charts and SMART goal forms	Cluster employees, manager	Jan 1, 2023- Dec 31, 2023	Twenty events in 2023	One individual bought boxing glove and started use the equipment at the main office. Many outings to the movie theatre, hockey games and to Karaoke.

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Supported Living (Cluster) staff will organize and host resources to learn about National Indigenous People's day.	People supported engage and attend planned cultural events and information sessions organized by staff.	All people we support	Day charts, SMART goal forms,	Cluster staff and manager	Jan 1 - Dec 31, 2024.	75% of the people we support will engage in one or more of the events or sessions.	
Experience							
Supported Living (Cluster) staff will organize and host resources to learn about the	People supported engage and attend planned volunteering at	People we support	Day charts, SMART goal forms, meeting minutes.	Cluster employees and manager	Jan 1 - Dec 31, 2024.	50% of the people we support will participate in one or	

importance and benefits of animal therapy.	the SPCA and attend info sessions at the Cluster. Employees will also seek out any programs or other opportunities to engage with animals.					more of the events or sessions.	
Efficiency							
Supported Living (Cluster) staff will access the new PCP/smart goal binders and keep individual goals updated and on track.	Monthly review of binders will show up to date data tracking and show completed goals and ongoing goals.	People we support	PCP goal binders, ShareVision uploads and day charts	Cluster employees and manager	Jan 1 – Dec 31, 2024	100% of people we support will have goals in place and up to date.	
Service Access							
Supported Living (Cluster) staff will help support individuals to access the new pool and help them learn all there is to offer them.	All people receiving supports will be offered and encourage to engage and attend.	People we support	Day charts and SMART goal forms.	Cluster employees and manager.	Jan 1 - Dec 31, 2024.	50% of the people will visit the Canfor Leisure Pool.	

CARF Standards

There were 13 surveys distributed and 10 were returned by people receiving services in Support Living (Cluster).

Experience	Happy	Unhappy	Not Sure	No Answer
I know my rights.	88%	2%	10%	0%
I feel important in AiMHi and the community.	85%	5%	5%	5%
I am happy with the services I get from AiMHi.	95%	2%	3%	0%
Effectiveness	Happy	Unhappy	Not Sure	No Answer
I feel AiMHi keeps my information private.	90%	1%	9%	0%
I get help to make my own choices and decisions.	95%	5%	0%	0%

Efficiency

- Vacancy Rate - There are currently no vacancies at the Cluster.
- Goals/Goal Progress – All persons we support have signed new yearly contracts for 2023 that identify goals. A person's ShareVision site is used to document a person's goals and goal progress on a daily basis. Employees are provided ongoing training to ensure proper documentation and changes have been made on the site to address feedback received.

Access to services

There are no waitlists maintained by AiMHi.

People who are new to services will go through the same intake process as per AiMHi process, i.e.: referrals through Community Living British Columbia.

Exit Reports

There was one exit in 2023. The reason was as follows:

- 1 - Chose a more independent living situation

Employees

Introduction

Funder: Community Living BC and Ministry of Children and Family Development

Description: By the end of 2023, AiMHi employed 314 full time employees, 50 part time employees and 57 casual employees. This works out to 311 Full-Time Equivalent (FTE) positions. There are also four non-union employees who hold a full time and three casual positions. AiMHi has 11 unionized employees on Long-Term Disability (LTD). AiMHi employs 42 non-unionized management employees, as well as nine who are on LTD leave. This amounts to a total of 463 active employees.

Locations: Association-wide; all residential locations, main office departments and location in Mackenzie, and the attended donation station at 1000 1st Avenue.

Demographics: No demographic information was collected for 2023. Employers are not permitted to request this information from employees and information related to those who self-identify is protected by law.

Overtime expenses had a significant 18.15% reduction in 2023, compared to 2022. Though we are early in the year, the projected expenses for 2024 are indicating further gains in this regard. We would like to renew our commitment to this goal, and see if we can further reduce our overtime expenses in 2024 by 10% as compared to these expenses in 2023.

Recommendations

Recommendations and follow up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
HR needs to continue to focus on having adequate workforce available to decrease the costs associated with overtime	Reduced costs due to a reduction of overtime shifts	Employees	ComVida	Payroll Manager	Jan 1, 2023 – Dec 31, 2023	10% reduction in overtime across the organization	18.5% reduction in overtime expenses.
Experience							
Develop a strategy that highlights and communicates the diversity of our employees	To create selected materials in alternate languages to be used in employment orientations.	Employees	Translated employment orientation materials.	HR Manager	Jan 1, 2023 – Dec 31, 2023	Three translated processes	Translation was not necessary for employment orientation. ShareVision modules on Gender, Gender Identity, and Gender Expression were developed.

Efficiency							
HR needs to have the employee job description reviewed in compliance with the Joint Job Evaluation Program	Approval of all union employee job descriptions	Employees	Job descriptions	CHRO	Jan 1, 2023 – Dec 31, 2023	100%	Not achieved
Job postings need to be updated to match the job descriptions.	Updated job postings	Employees	Job posting	HR Manager	Jan 1, 2023 – Dec 31, 2023	100%	100% achieved
Service Access							
Identify strategies that encourage relief employees to feel part of AiMHi community	Three new opportunities to engage the relief employees	Relief employees	HR manager monthly report	HR manager	Jan 1, 2023 – Dec 31, 2023	Three new opportunities	100% achieved. Regular staff meeting, ongoing communication on monthly activities, training course, Relationship Matters online learning course, and a Cultural Committee was formed to showcase our diversity.

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
HR needs to continue to focus on having adequate workforce available to decrease the costs associated with overtime.	Reduced costs due to a reduction of overtime shifts.	Employees	ComVida	Payroll Manager	Jan 1, 2024 – Dec 31, 2024	10% reduction in overtime across the organization	
Continue to update the training for employment orientation to be more engaging.	Employee engagement during EO will be more inter-active with peers and trainers	Employees	EO student evaluations and feedback	PCP committee	Jan 1, 2024 – Dec 31, 2024	75% of evaluations indicate the training was good or excellent.	
Experience							
Provide management	To provide training in areas of skills	Management team	Training sessions	HR team	Jan 1, 2024 –	Five training sessions	

training to ensure leadership skills.	required by managers (ComVida/ Performance management)				Dec 31, 2024		
Efficiency							
HR needs to have the employee job description reviewed in compliance with the Joint Job Evaluation Program.	Approval of five union employee job descriptions.	Employees	Job descriptions	CHRO	Jan 1, 2024 – Dec 31, 2024	Five job descriptions	
Service Access							
Identify strategies that encourage relief employees to feel part of AiMHi community.	Continue relief meetings and opportunity to participate in AiMHi events and training	Relief employees	HR Manager monthly report	HR Manager	Jan 1, 2024 – Dec 31, 2024	Turnover in the relief department to be reduced to 45% of the terminations. This year we are at 61 out of 113 terminations which is 58% of the employees leaving.	

CARF Standards

In 2023, 62 employees completed the satisfaction survey. This is a decrease of 53 respondents from 2022.

Experience	Yes	No
Does the information AiMHi shares with you add value to your role?	95%	5%
Have you received the assistance you require in a timely fashion?	95%	5%
Do you feel your inquiries are responded to in a timely fashion?	97%	3%
Do you feel AiMHi's policies and practices protect your rights to confidentiality?	95%	5%
Are you comfortable reporting a breach of confidentiality?	94%	6%
Have you been provided with opportunities or training and/or education related to your employment?	95%	5%
Do you feel that the training and skill development provided by AiMHi needs to be expanded?	64%	36%
Has ShareVision training on Abuse and Neglect helped you to feel more comfortable reporting abuse and neglect concerns?	81%	19%
In your experience, does AiMHi promote respect for people of different ethnic or cultural backgrounds?	95%	5%
Do you feel AiMHi supports a positive teamwork environment?	90%	10%
Would you recommend working at AiMHi to others?	89%	11%

Do you feel AiMHi lives the Vision Statement “One Community – One Vision”?	92%	8%
Do you feel AiMHi lives the Mission Statement “AiMHi provides opportunities and supports to people who have special needs and their families. Our culture empowers all people, both those we support and those we employ to live their best lives at work, at home and in the community. Strong communities recognize and celebrate the value of all citizens”?	98%	2%
At the heart of AiMHi is the fundamental belief that the organization’s role is to help people achieve a good life.	98%	2%
The foundation of AiMHi is a culture of excellence, innovation and celebration.	94%	6%
The individual development of every person contributes to the success and future of AiMHi.	98%	2%
AiMHi supports people to feel confident, empowered and connected to others around them.	95%	5%
AiMHi builds community through the development of respectful, supportive relationships and partnerships.	98%	2%
AiMHi supports people to define opportunities, make choices and challenge limitations.	100%	0%
AiMHi believes that advocating for positive social change contributes to a stronger, healthier community for everyone	100%	0%

Is there any specific training or skill development related to your employment you need or are interested in learning?

- Conflict resolution and management skills
- Would like more hands-on training with individuals and their specific needs/triggers
- Can’t think of any at this time
- Obsessive compulsive disorder
- All things psychology and mental health related
- Sign language
- I am open to all learning opportunities
- Not at the moment
- Truth and Reconciliation
- Difficult conversations and authentic leadership

What are your favourite things about working here?

- The people I support
- AiMHi gives me the opportunity for a great career. I find my job rewarding in so many ways and I usually go home with a smile on my face.
- In my time working at AiMHi (3 years), I feel that my managers and director team have been very helpful when I have questions
- Helping community
- Working with people in their homes
- I like working with self-advocates plus my coworkers and I enjoy coming to work each day and never get tired of what I do.
- Flex schedule, teamwork, amazing management team, growth opportunities, support
- I feel good about being able to assist those with disabilities to have a quality of life

- Caring for other people is very rewarding
- The work I do has meaning

What areas do you feel AiMHi excels in?

- Good homes
- The ability to give each separate client what they need personally to live a good quality of life
- Ensuring policies and procedures are followed
- Cultural diversity. We are super inclusive
- AiMHi is very accommodating for those in post-secondary school and those who have to work multiple jobs
- Training
- Communication, teamwork, training, positive culture
- Priority is always the safety and confidentiality of the individuals we support
- Involving people we support in the community
- Health and safety

What is one thing you would change about working here?

- The lack of space in the office, not enough rooms or storage space, and some areas of the office look dated and messy
- Nothing
- More windows
- To work either days or just evenings. Switching from evening to days can be hard on sleep patterns
- I am happy working at my program as our manager is fair and very knowledgeable

As an organization, what do you feel we should be doing more or less of?

- More fun events where staff can be together.
- More community events, get people involved so they get to see firsthand who we are and what we do.
- More staff training
- More communicating with staff
- Maybe host a job fair so we can have more staff
- Create opportunities for larger discussions and learning from each other
- I think AiMHi already does a lot
- Telling our story to the outside world. We support so many people and we do great work every day.

Efficiency

Have you ever worked for AiMHi, or are you currently employed by them? This question has been added to help us determine if the applicant is an internal, external, or former employee.

What is the maximum number of hours you are willing to work per week? This question will help us understand the applicant's availability and commitment level, allowing us to address any potential scheduling issues that may have arisen in the past. This provides clear expectations for persons wanting to apply at the agency.

Access to services

Employees do not require access to services but they have a number of employer benefits they are able to access.

Counselling	All employees have access to a third-party counselling service that is included with their benefits package. Information regarding these services was distributed with the benefits package.
Managers 24/7	Managers are available at all times to assist employees with any questions or concerns they may have. Managers work weekends according to a rotation schedule.
Suggestions	All employees have individual email addresses that they can use for correspondence with the Management team or other respective parties.
Training	<p>New hires who join the agency without prior training are offered Food Safe and EFA training. Additionally, there was a revision and refresher on HR 23 employee reporting protocol. Changes were also made to the timeline for certain select policy training during EO, including topics such as HR 28 - Social Media, SD 19 - Rights, HR 23 - Employee reporting protocol, SD 44 - Reporting and Documentation, and SD2 - Abuse and neglect. The allocated time for these topics was increased to enhance comprehension.</p> <p>During the Employment Orientation, a "homework" assignment was introduced on Day 2. It is now mandatory for participants to engage in advanced reading on topics such as Abuse and Neglect, Health and Safety, Respect in the workplace, Person Centered Thinking, Finance Module 1-6, and WHMIS. This allows participants to familiarize themselves with these subjects, leading to more meaningful discussions and a higher level of understanding.</p> <p>Furthermore, the job shadow assignment has been reintroduced to the employment orientation. New hires are required to visit their pre-assigned homes, where they are given a tour and provided with an overview of the daily activities and schedule. This hands-on experience allows them to gain a better understanding of the homes. Previously, this assignment was just shown virtually through a video and supplemented with a classroom discussion.</p>
Access to Benefits	Regular employees with a schedule of twenty hours or more per week are eligible for benefits. The Payroll and Benefits Assistant and Manager are available to employees to make it easier for employees to get information about their benefits and work out any issues that may arise.
Access to Positions	Postings are also available on AiMHI's website allowing easy access for employees and for external applicants. Job Postings are also posted in our social media channels such as Facebook, Instagram, Indeed and LinkedIn. We have also utilized the TV at the entrance of the building to advertise our job postings. Regular emails are also sent out to all employees encouraging them to check out the job postings on the website. Additionally, hard copies are also posted at the Reception desk at our Main Office.

The employment application form on the website has been updated with additional required sections. Applicants must now answer the following questions:

- Do you have at least one year of experience caring for individuals with developmental and/or physical challenges, or children with special needs? Please provide details of your professional or non-professional experiences in providing health and personal care, such as assisting with eating, hygiene, bathing, dressing, and medication administration. This question has been included to ensure that applicants meet the minimum experience requirement.

Exit Reports

In 2023, we saw 113 employees leave AiMHi. We have seen a decline of the number of employees leaving AiMHi in 2023 from 136 to 113. A majority of departures are relief workers. We have seen a decline of employees leaving for other jobs. Our culture is moving continually to getting employees in to positions that they desire to strengthen the retention of AiMHi.

Reason For Leaving	2023	2022
Abandonment	16	25
Availability	13	1
End of Term	0	0
Expired Work Permit	1	0
Family	10	5
Health	3	5
Moving	9	13
Other	2	18
Other Job	26	34
Passed Away	4	1
Retirement	10	9
School	7	9
Undisclosed - Personal	9	7
Unsuitability & Discipline	3	9
TOTAL	113	136

Title at Termination/Resignation	2023	2022
Asleep Night	5	2
Community Support	1	1
Administration	0	2
Employment Trainer	0	6
Family Support	0	1
Infant Development	1	0
Life Skills	9	3
Relief	61	60
Residential	32	56
Management	4	5
TOTAL	113	136

Years of Service at Time of Leaving	2023	2022
0 Months	14	24
3 months or less	23	15
4 months to 6 months	12	9
7 months to 1 Year	14	14
+1 Year to 3 Years	16	39
+3 Years to 5 Years	11	13
+5 Years to 10 Years	6	7
+10 Years	17	15
TOTAL	113	136

Employment Services (Infinite Employment Solutions)

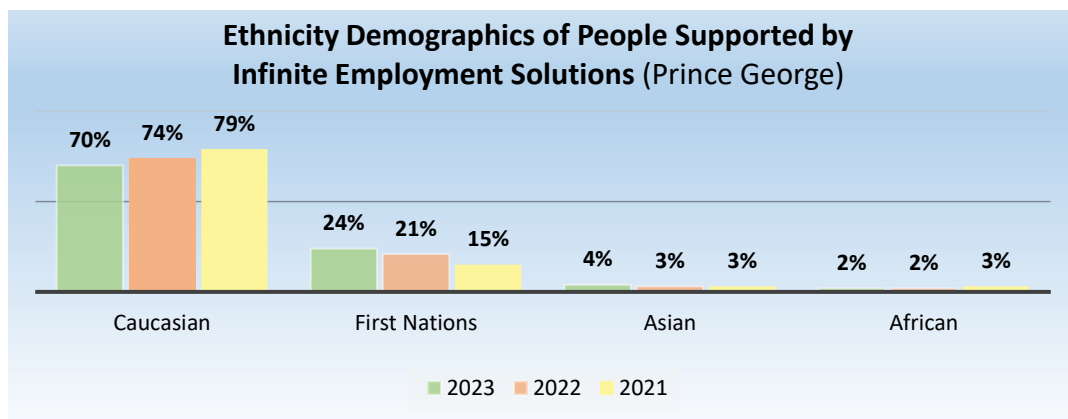
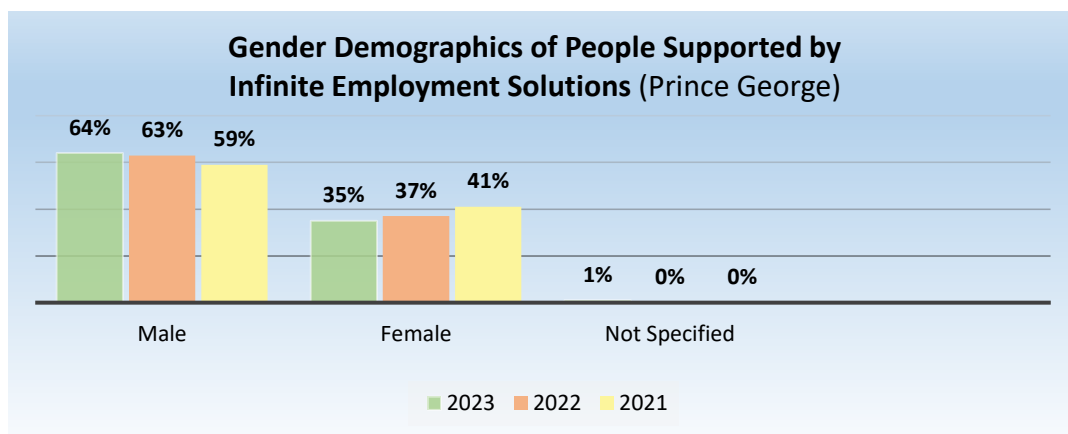
Introduction

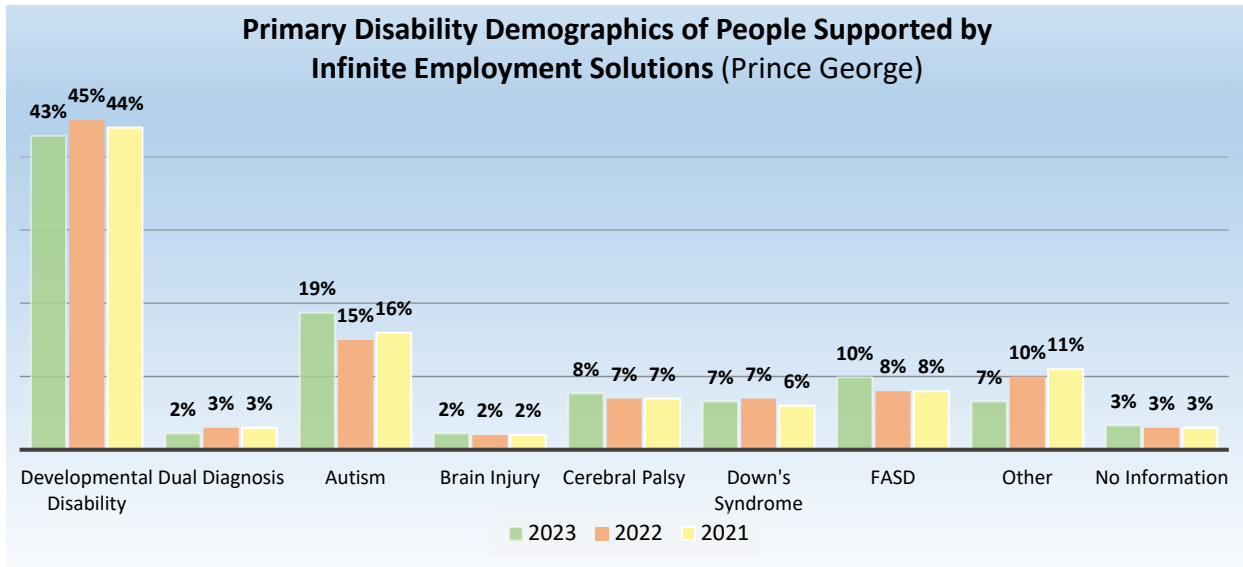
Funder: Community Living BC

Description: Infinite Employment Solutions (IES) Prince George and Infinite Employment Solutions (IES) Mackenzie.

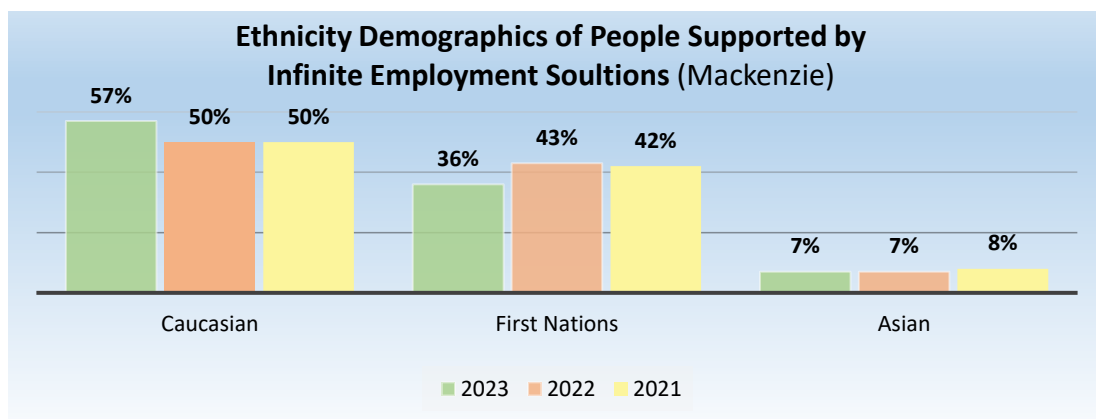
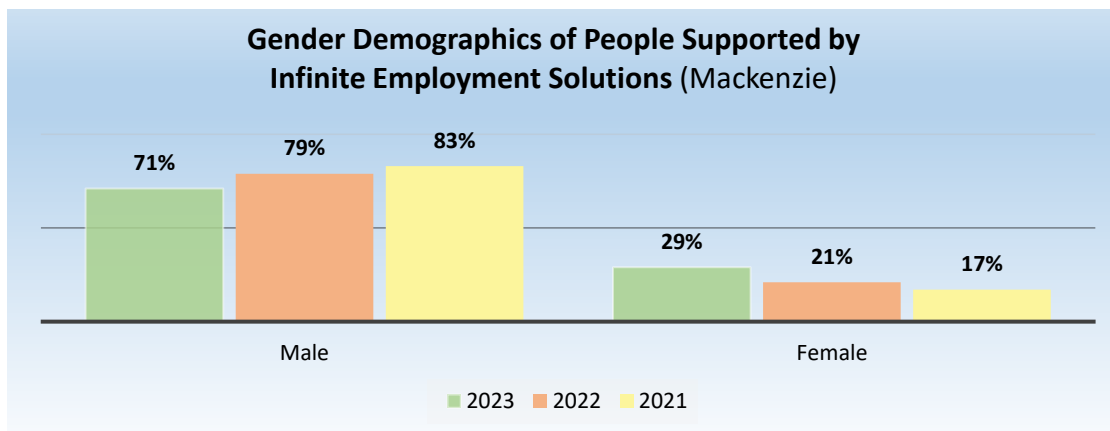
Mandate: “Infinite Employment Solutions believes that all people have the right to contribute to their community by having meaningful and gainful employment.” Infinite Employment Solutions assists those that have identified employment as a goal. The IES team works directly with people to create extensive career plans by way of career interest assessments, skill training, job development, job coaching and support, smart goals and person-centered planning to achieve labor market attachment.

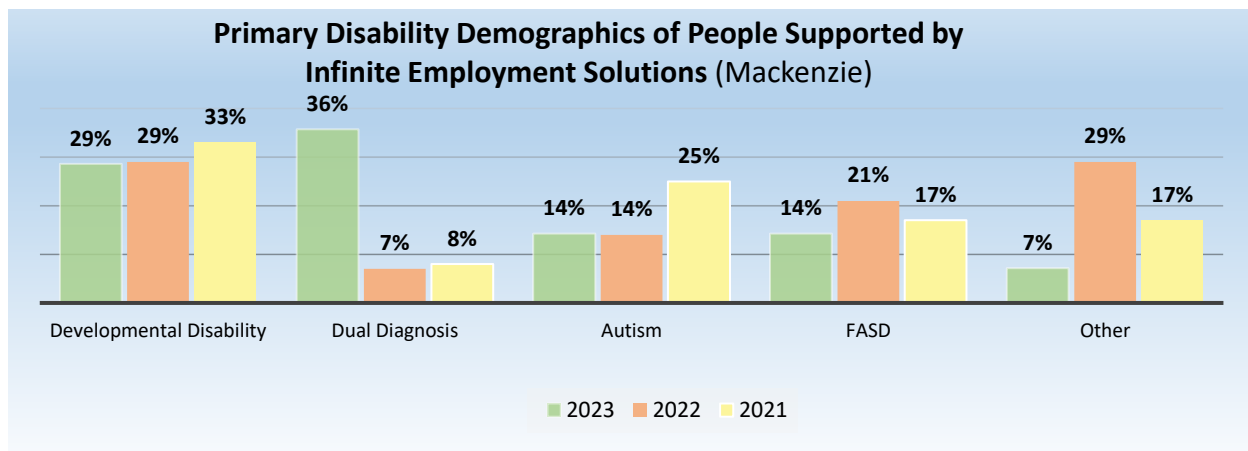
Infinite Employment Solutions Prince George currently employs nine full-time employees out of the Kerry Street main office and our warehouse location (1000 1st Avenue). Infinite Employment Solutions Mackenzie (540 Mackenzie Blvd) has two full-time employees located within the College of New Caledonia building.





Note: Demographics are gathered from active participants as of December 31, 2023





Note: Demographics are gathered from active participants as of December 31, 2023

Programs that IES provides are listed below:

- **Individualized Career Planning and Career Development:** Job Developers work with people on a one-to-one basis throughout the entire career planning process upon referral from CLBC. This process could involve work interest assessment tools that result in determining an individual's work values and workplace preferences. We assist in resume and cover letter creation and interviewing skills. Job Developers also work with employers to promote and market the benefits of hiring someone with a DiverseAbility. Once employment is secured, job coaching services are available along with assistance in understanding workplace culture and expectations. There were thirty-two community jobs started in 2023.

For some, a more in-depth approach is required as people may have little to no work history. To aid in this, IES offers employment training opportunities to people who are seeking employment skills. All employment training initiatives are a two-year term (with an optional one-year, if required). All trainees receive a training allowance at minimum wage.

- **Common Goods (Value Village) and Bike Warehouse:** Individuals learn and develop skills to work as telemarketers, cube-van swampers, data entry, bike repair/selling and warehouse responsibilities. Each participant generally works two to five-hour shifts and up to three days a week. Ongoing feedback is provided and mutual strategic planning/goal setting is reviewed quarterly. There were five callers, nine cube-van swampers, two warehouse assistants, and two bike warehouse trainees in 2023.
- **Mobile Crew:** Provides snow removal, lawn care, dump runs, general yard maintenance, and internal moving services to AiMHi homes. We also have a few community customers that we provide shredding pick up and recycling services to. Each participant generally works three to six-hour shifts and up to three days a week. Employment readiness skills such as safety, communication, social skills, initiative, production speed and quality of work are evaluated. Employment preparation such as work safety and WHMIS are reinforced through hands-on work and daily safety training "tailgate" meetings. Ongoing feedback is provided and mutual strategic planning/goal setting is reviewed quarterly. Twelve people participated in this program in 2023.

- A&H Information Management:** A&H Information Management is a document destruction training program that collects documents from various community businesses/customers throughout Prince George as well as AiMHi residential homes and main office. We also train individuals in gym cleaning, Snozelen Room sanitizing and spray-cleaner fills in the main office as per AiMHi Main Office Respiratory Infection Safety Plan. Participants are required to complete safety training, follow guidelines, WHMIS and wear a uniform. Each participant generally works two to three-hour shifts and up to two days a week. Ongoing support/job coaching is provided to promote independence and target production. Ongoing feedback is provided and mutual strategic planning/goal setting is reviewed quarterly. Eighteen people took part in the shredding program and four main office cleaners in 2023.

IES Mackenzie does not facilitate employment training programs, but provides Life Skills and Community Options to the 14 people we serve there.

Recommendations

Recommendations and follow-up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
To increase the Common Goods Training program pickups	Increase pickups beyond 700 in 2022	Employees, Stakeholder, people we support	Bookings	Manager	Jan 1, 2023- Dec 31, 2023	We strive to meet 750 community pickups in 2023	We reached our goal in 2023 with a total of 942 pickups from community businesses and residential locations.
Experience							
Celebration of our dedicated inclusive employers in Prince George	Plan and facilitate event for employers who work with AiMHi	Stakeholder	Invitations	Manager	Jan 1, 2023- Dec 31, 2023	We will facilitate one recognition gathering in 2023 at AiMHi	This goal was achieved October 24, 2023 at AiMHi
Efficiency							
Increase capacity of the A+H Information Management for total pounds shredded and total training hours	Increase shredding beyond 22,917.25 pounds with a total of 841 employment training hours in 2022	People we support	Shredding log	Employees	Jan 1, 2023- Dec 31, 2023	In 2023, our aim is to shred 30,000 pounds of paper with approximately 900 hours of training	We were just shy of 28,000lbs shredded and exceeded our goal in training hours: 1262
Service Access							

To increase awareness of our services provided in Infinite Employment Solutions	IES members will increase attendance to Community Networking events	Stakeholder, employees, and people we support	Outlook calendar, monthly board reports	Manager	Jan 1, 2023- Dec 31, 2023	We aim to attend three networking community events in Prince George or Mackenzie	We overachieved this goal: 8 community networking events between PG and Mackenzie in 2023
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Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
To create a SMART goal template for tacking goals.	Mark progress in goal achievements	Employment seekers (person supported)	Goal template Share Vision	Employment specialists	Jan-Dec 2024	100% of employment seekers	
Experience							
New skill development to increase interview opportunities.	An increase in interviews	Employment seekers (person supported)	Employers	Employment specialists	Jan-Dec 2024	We will support five individuals in additional courses to gain skills for the labour market	
Efficiency							
Utilize additional career assessment tools	To better know the career paths of people supported	Employment seekers (person supported)	Online and physical resources	Employment specialists	Jan-Dec 2024	Three additional resources	
Service Access							
To increase awareness of our services provided in Infinite Employment Solutions	Community networking events	Stakeholder, employees, and people we support	Outlook calendar, monthly board reports	Manager	Jan-Dec 2024	IES will attend five events in Prince George.	

Recommendations for CI Mackenzie will start in 2025.

CARF Standards

IES surveys were prepared for 96 people. Three people were unable to complete the survey due to being non-verbal, 16 people declined to answer the survey, 12 people were unable to be contacted, 11 people exited services and three people were on hold. The following results are based on 55 surveys that were completed.

Experience	Agree	Disagree	Unsure	No Answer
IES helped me discover my career choices.	92%	2%	6%	0%
IES helps me gain skills to get paying jobs, work experiences or volunteer opportunities.	86%	0%	14%	0%
I am happy with the services I get from IES.	96%	2%	2%	0%

Effectiveness				
I feel that IES keeps my information private.	94%	2%	0%	4%
I get help or feel supported to make my own choices and decisions.	98%	2%	0%	0%

Efficiency
<ul style="list-style-type: none"> • Common Goods – IES had 18 people trained in this paid initiative as callers, truck swamper and warehouse workers. There were five callers, nine cube-van swamper, two warehouse assistants, and two bike warehouse trainees in 2023. • Mobile Crew – Maintains driveways, sidewalks and lawns for AiMHi owned homes and Davie Street homes under the Mow to Snow contract, along with one community customer for snow removal and several A&H community customers. Twelve people participated in this program in 2023. • A&H Information Management – A&H Information Management is a document destruction employment training program that collects documents from various community businesses/customers throughout Prince George as well as AiMHi homes and main office. As well as main office cleaning. Eighteen people took part in the shredding program and four main office cleaners in 2023. • IES Mackenzie – IES Mackenzie does not facilitate training programs, but provides Life Skills and Community Options to the 14 people we serve there.

Access to Service
<p>Community Living BC holds the referral list for all people interested in services. The person must qualify for Community Living BC services. Services are provided as referrals are received. The referral may be incorporated into the global contract or they will initiate a Funding Guide Template (FGT); then pass along the referral to the Infinite Employment Solutions Director, and then the Manager. If the IES team member is unable to connect with the person referred, the IES Manager will contact Community Living BC to request additional contact information and further instructions. IES received 30 referrals under the global contract in Prince George, two referrals for Personal Supports Initiative Funding contract and one referral for Mackenzie supports in 2023.</p>

Exit Report

There were 37 people who exited Infinite Employment Solutions (Prince George & Mackenzie) in 2023. The reasons were as follows:

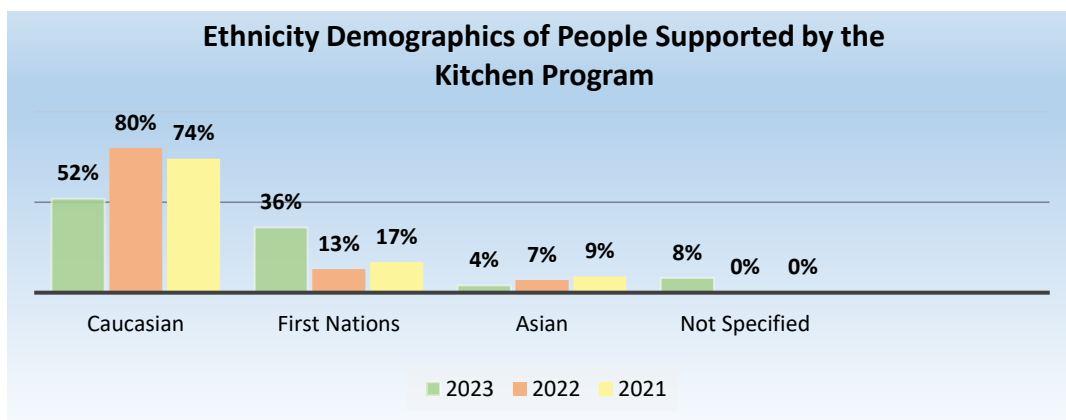
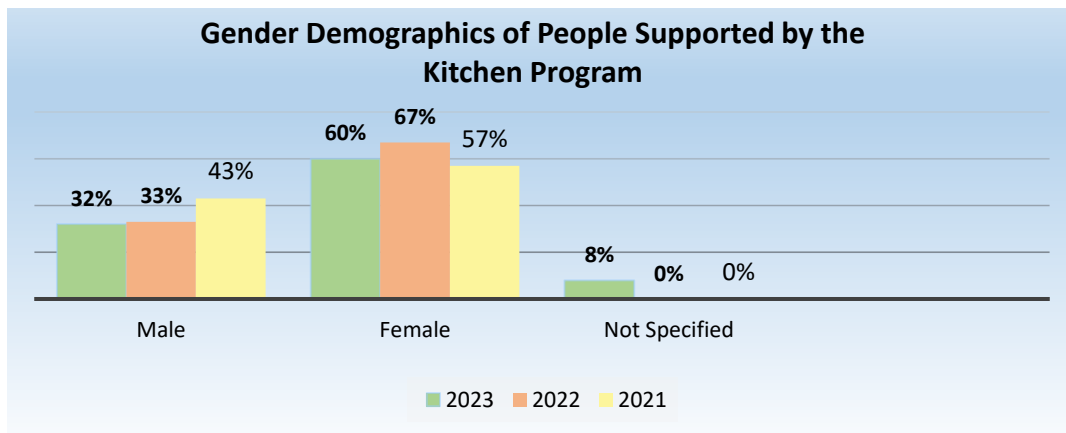
- 7 – Reached goals and no longer require services
- 8 – Could not make contact
- 9 – Employment is no longer a goal
- 1 – Moving
- 2 – Passed away 1 PG & 1 Mackenzie (only exit)
- 5 – Moved to LIFE

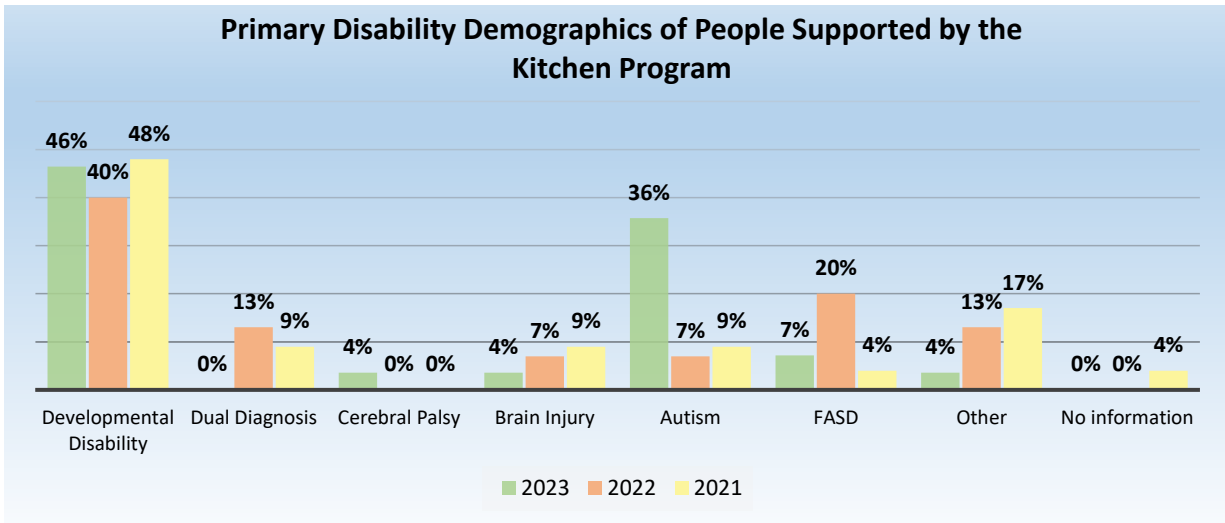
The Kitchen Program

Introduction

Funder: Community Living BC

Description: The Kitchen Program, funded by Community Living BC, aims to equip individuals with essential food skills, kitchen safety knowledge, and employment preparation. The program offers a Kitchen Skills Program providing training in food preparation, food serving, front counter attending, and sanitation/dishwashing. Our goal for this year is to enhance the effectiveness, experience, efficiency, and service access of the program.





Note: Demographics are gathered from active participants as of December 31, 2023

Recommendations

Recommendations and follow-up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
To increase our referral intake from two people to four per session. This will allow for more options to train in the different areas of Kitchen, including catering.	Full enrollment in training program	People we support	Tracking sheet	Kitchen Supervisor	Jan 1- Dec 31, 2023	16 referrals	In 2023, we received and fulfilled 11 referrals.
Experience							
To develop skills in the kitchen, while focusing on their specific goals.	Completion of two-year training program	People we support	Tracking sheet	Kitchen Supervisor	Jan 1- Dec 31, 2023	Varies on the participants who started two years prior	Four people completed program and achieved skills requested
Efficiency							
To have full participation in the kitchen training program.	Four people per session (every twelve weeks)	People we support	Tracking sheet	Kitchen Supervisor	Jan 1- Dec 31, 2023	Sixteen participants	15 participants in 2023

Service Access							
To participate in the Community Garden plot, allowing participants to be involved in planting, growing, and learning about food.	Preparing, watering, weeding, and harvesting the garden.	People we support	Garden plot	Kitchen Supervisor	May – Oct 2023	Fully harvested garden	Did not achieve goal

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Achieve the target goal of sixteen referrals per year.	Strengthen outreach efforts and partnerships to increase awareness and interest in the program.	People we support	Tracking sheet	Kitchen supervisor	Jan 1 – Dec 31, 2024	16 referrals	
Experience							
Personalize training plans to align with participants' specific goals and interests.	Conduct individual goal-setting sessions with each participant at the beginning of the program. Offer diversified training modules and mentorship opportunities tailored to participants' aspirations.	People we support	Tracking sheet	Kitchen supervisor	Jan 1 – Dec 31, 2024	To explore, work and strengthen the weaknesses.	
Efficiency							
Streamline program scheduling and minimize wait times for referrals. Ensure all participants complete the 12-week training program.	Implement a structured enrollment system with clear start dates for each 12-week rotation.	People we support	Tracking sheet	Kitchen supervisor	Jan 1 – Dec 31, 2024	Enhance communication channels to keep participants informed about program timelines and expectations	
Service Access							
Enhance participation in the community activities related to Kitchen Program	Encourage active involvement in community activities to	People we support	Tracking sheet	Kitchen supervisor	Jan 1 – Dec 31, 2024	Organize regular Kitchen workshops and hands-on	

	promote learning about food production.					activities for program participants.	
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CARF Standards

The Satisfaction Survey was distributed to 22 Kitchen Program trainees. The data presented is based on the 16 completed surveys.

Experience	Happy	Unhappy	Not Sure	No Answer
I am happy with the services I get from the AiMHi Kitchen Program.	100%	0%	0%	0%
I know my rights.	100%	0%	0%	0%
I felt supported learning all the different jobs in the kitchen.	100%	0%	0%	0%

Effectiveness				
I feel that AiMHi keeps my information private.	100%	0%	0%	0%
I get help to make my own choices and decisions.	100%	0%	0%	0%
The AiMHi Kitchen Program helped me learn new skills in all areas in the kitchen, for personal and job opportunity.	100%	0%	0%	0%

Efficiency
<ul style="list-style-type: none"> • Monitor participation rates, success rates, and program completion rates regularly. • Analyze trends in referrals and wait times to identify areas for improvement. • Address any disruptions in program continuity promptly to minimize the impact on participant engagement. <p>By implementing these strategies and closely monitoring progress against set goals, we aim to enhance the overall effectiveness and participant experience of the Kitchen Program while ensuring efficient service delivery and improved access to program resources.</p>

Access to Service
<ul style="list-style-type: none"> • Maintain open communication channels with Community Living BC to streamline the referral process. • Conduct periodic reviews of service accessibility to identify barriers and implement solutions. • Seek feedback from participants and stakeholders to continuously improve service delivery.

Exit Reports

In 2023, six people exited out of the Kitchen Program. The reasons were as follows:

- 4 - Goals achieved
- 2 - Left program

Intensive Family-Based Services (Family Support)

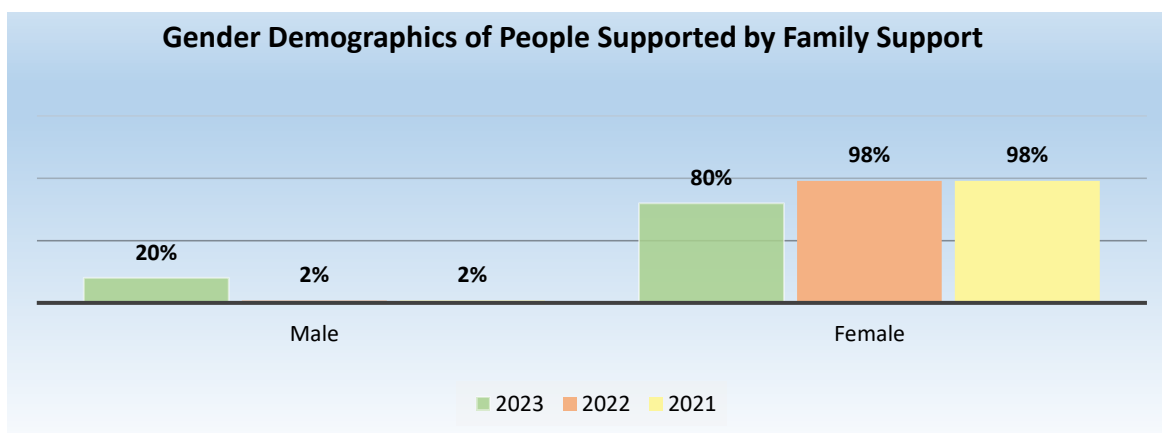
Introduction

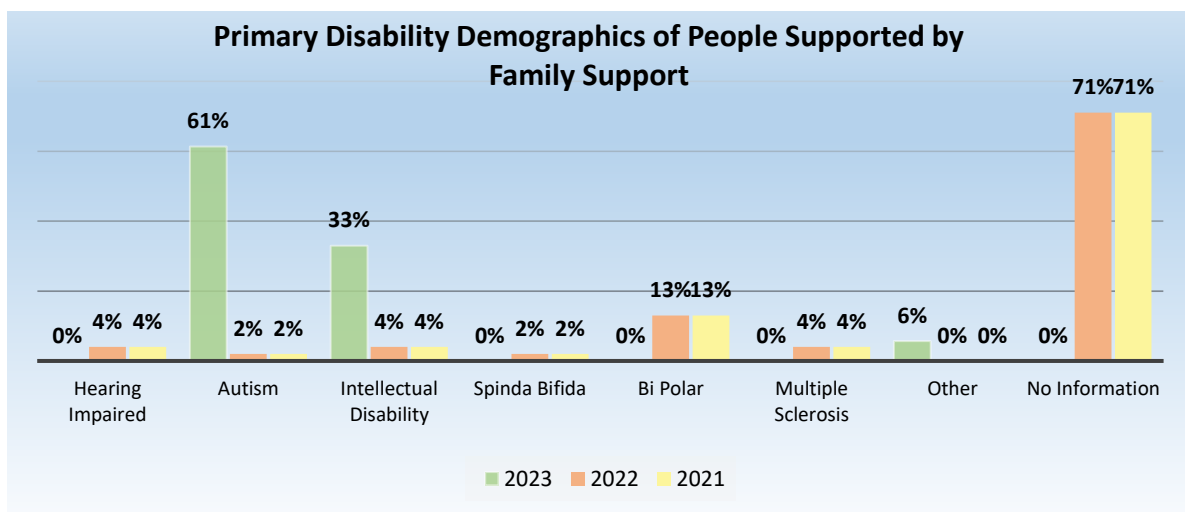
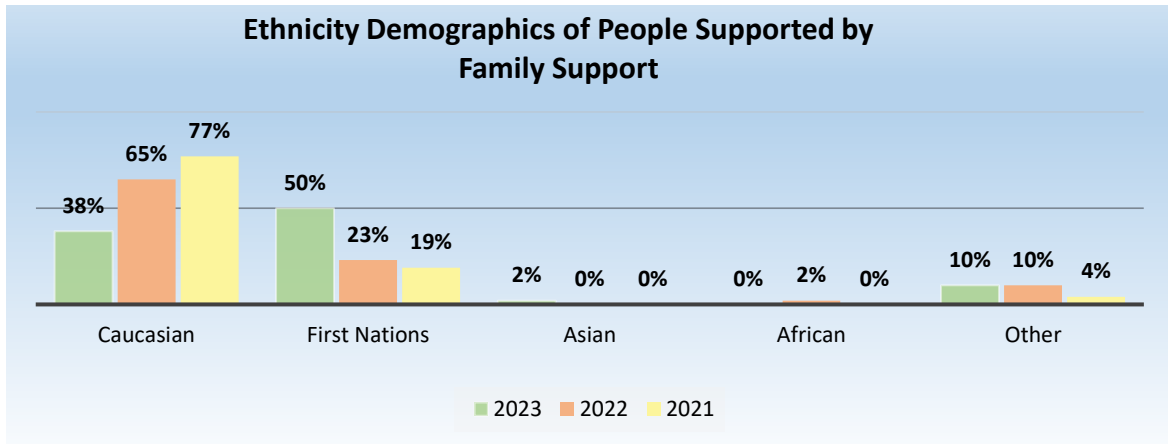
Funder: Ministry of Children and Family Development/Children and Youth with Special Needs

Description: The Family Support Program is available to all families who have children under the age of nineteen who are diagnosed with a developmental disability. The family is referred by the Children and Youth with Special Needs (CYSN) which is funded by the Ministry of Children and Family Development (MCFD). Family Support is a community and home based service in which the parents are the chief decision makers.

Our mandate is to facilitate a family centered support system based upon the strengths and needs of the families. We assist families with:

- Developing and maintaining a sense of responsibility, motivation, commitment and independence
- Coordinating health, educational and social services within the community through accessing community programs and resources, i.e., leisure, education, parenting, etc.
- Obtaining referrals for families to other agencies, programs and specialists
- Enhancing communication skills
- Promoting healthy lifestyles
- Prenatal and postnatal care
- Development of support networks
- Facilitating transitions and establishing routines
- Gathering and interpreting resource information
- Crisis intervention as required
- Helping parents learn how to manage their child's behaviour
- Learning to advocate for their families
- Funding for their child's assistive needs
- Self-care strategies





*Note: Demographics are gathered from active participants as of December 31, 2023
Please note that in Family Support, it is most often that the parent/guardian of a person with disabilities is receiving support from Family Support. This is the reason for Primary Disability of People Supported primarily being reported as 'No Information'.*

Recommendations

Recommendations and follow-up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Increase opportunities to build skills and resources to better support family's variety of needs	Employees will have increased capacity to support the families referred.	Employees	Team meeting minutes, attendance to training and guest speakers	Manager	Jan 1, 2023 – Dec 31, 2023	Monthly training opportunities	15 training sessions 125% achieved
Experience							
The surveys will allow us to review the support needs	Collecting feedback from families	Persons receiving services	Surveys	Family support workers	Jan 1, 2023 –	Each family will be provided a	48% achieved

and how well we have met the family goals as an ongoing measure opposed to a yearly survey where families who have exited may not respond to our request for feedback	upon exit to evaluation and change services as needed more than annually				Dec 31, 2023	survey at exit. Target is 50% feedback received	
Efficiency							
Surveys will be attached to each exit report that we complete with families due to CYSN's authorizations and support needs being limited to six months	Increased feedback on services	People receiving services	Surveys	Family Support Workers	Jan 1, 2023 – Dec 31, 2023	50% feedback surveys returned	100% achieved
Service Access							
Demographic Collection: Family Support will collect and track our parent support needs into four categories as outlined in our Service Agreement- Parent Support Individual, Parent Support Group, Parent Education and Training, Organized Activities/Programs for Children, Youth and Parents	Clarify the supports from AiMHi and the contracted services to ensure families are getting their needs met	People receiving services	Surveys	Family Support Worker	Jan 1, 2023 – Dec 31, 2023	Increase knowledge of family needs and assist Family Support workers to create opportunities that are outside of the contract. Provide support groups and resources for the additional needs. Eight support groups per year.	100% achieved

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Family Support will provide remote services through the use of social media to provide training and resources for families to access.	Creating an invite only Facebook page that has training video and resource package available.	Families	Facebook	Manager	Jan 2024 to Dec 2024	Six training videos and 12 resource packages	

Experience							
Increase feedback on support needs and achievements at the end of Service Authorizations.	Collecting feedback from families upon exit to evaluate and improve services as needed	Families	Performance Improvement surveys	Family Support Employees	Jan 2024 to Dec 2024	75% of distributed PIC surveys	
Efficiency							
Localized on-going data collection in one secure location	Physical copies of paperwork are uploaded into document files	Employees of Family Support	ShareVision	Employee	Jan 2024 to Dec 2024	100%	
Service Access							
Increased availability to pertinent information while on a family home visit	Laptop usage for in-home usage.	Employees of Family Support	ShareVision	Employee	Jan 2024 to Dec 2024	50% of the time	

CARF Standards

The Satisfaction Survey was prepared for 30 families. The following is based on the 16 families who completed the survey.

Experience	Yes	No	No Answer
Has your involvement with Family Support been helpful?	100%	0%	0%
Are you satisfied with the support you receive?	100%	0%	0%

Effectiveness

Support levels are based on goal work with individualized service authorization agreements. The work Family Support employees did with each family varies and is not linear work. Each family has provided input into what is important for them and how they would like to meet these goals based on the family's strengths, needs and schedules.

Efficiency

Family Support has one part-time and two full-time employees who provided services to 75 families in 2023. All areas of goal work is individualized and on a as need basis.

Forty-eight percent of families responded to surveys in 2023.

Access to Service

There were 77 families referred in 2023. Depending on the family's needs and scheduling it can take one to six weeks to begin support services.

Exit Reports

There were 55 families who exited from this program in 2023. The reasons were as follows:

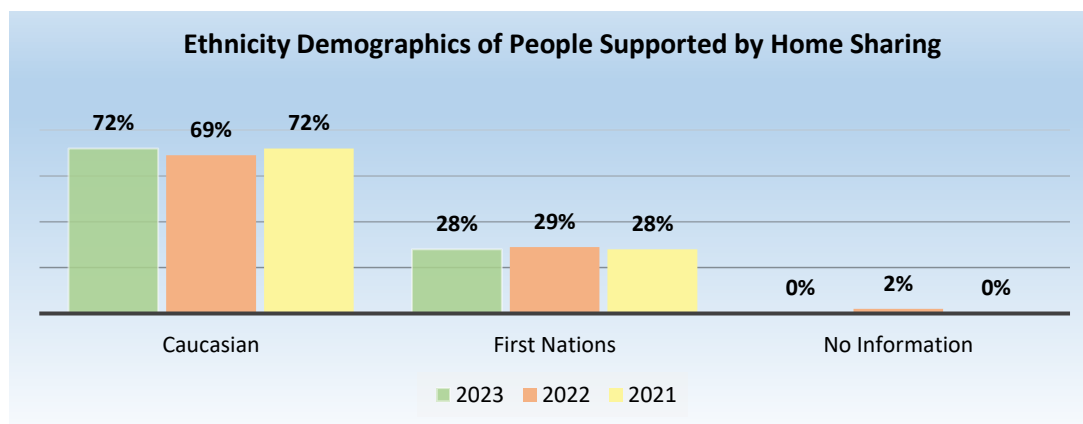
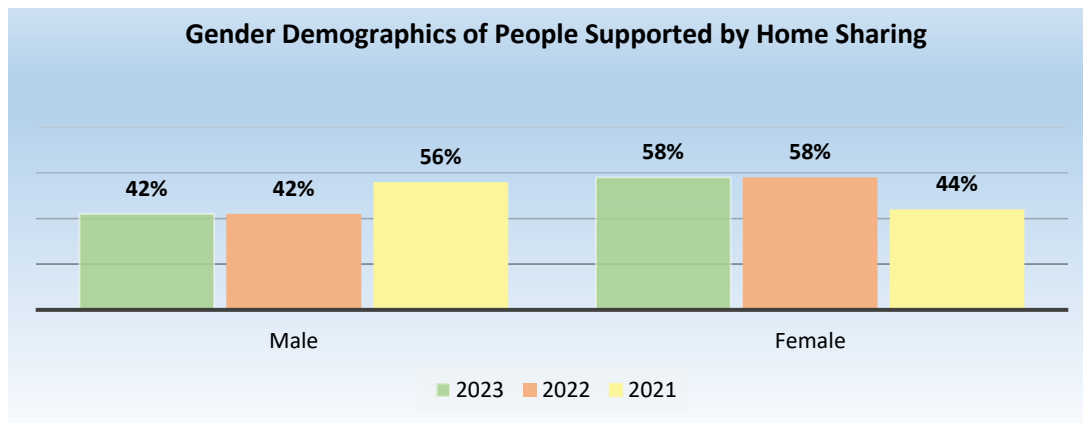
- 1 – Did not wish to continue
- 2 – Did not meet needs
- 52 – Service authorization ended

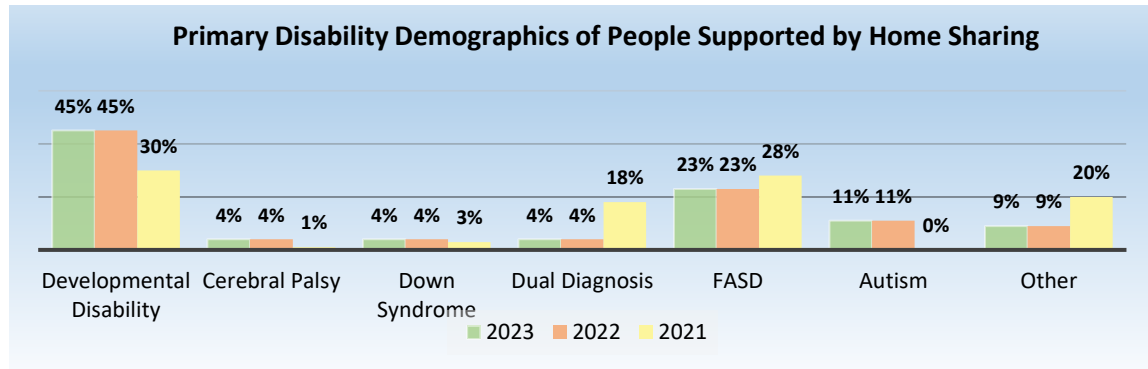
Home Sharing

Introduction

Funder: Community Living BC

Description: Managers are the sole employees of this program. The Home Share Providers are independent contractors and are not employees of AiMHi. In most cases, Home Sharing services are provided in the independent contractor's home. In 2023, Home Sharing supported forty-one contractors to provide services to forty-nine people. The mandate of the program is to find home sharing matches for people who want this type of living option. Home Sharing is very person centered and the level of support is directed by the person receiving the services and their needs and desires. The Home Sharing Program provides services to adults aged nineteen and over. We have a varied age range and ethnicity, and support people with developmental disabilities and/or a dual diagnosis of a developmental disability and mental illness.





Note: Demographics are gathered from active participants as of December 31, 2023

Recommendations and follow up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Currently we have thirty-five out of forty-eight people we support in Home Sharing who have chosen to sign a plan waiver rather than having a written PCP Plan	Increase of PCP Plans and a reduction in waivers	People we support	Tracked in yearly monitor checks	Home Share providers	Jan 1 – Dec 31, 2023	To reduce waivers from thirty-five to twenty-five	Reduced by one waiver to thirty-four
Experience							
To gain knowledge on behavioural strategies, financial and support methods for people living in their home	Increase quality of life for person we support and a better experience for the Home Share provider	Home Share providers and people we support	Quarterly and yearly monitor check-ins	Home Share managers	Jan 1 – Dec 31, 2023	To reduce critical incidents by 25%	In 2022 there were 19 critical. In 2023 there were 12 critical. A reduction of 63%
Efficiency							
On November 1, 2022 we began the Open Future Learning online training program for Home Sharing providers	Enrollment in training program	Home Share providers	Online Program	Home Share managers	Jan 1 – Dec 31, 2023	Our goal is to review at least one training session with at least 60% of all Home Sharing providers by October 31, 2023	This goal was not accomplished
Service Access							
Track requisites and home study portion of application process	A reduction of time between referral and placement	Home Share providers and person we support	The requisite portion of the FGT tracking process	Home Share managers	Jan 1 – Dec 31, 2023	Reduce wait time by 15%	The time was reduced between referral and wait time. Although

							tracking by % was not an accurate measure.
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Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Continue the practice of a quarterly newsletter with information catered to the needs of the Home Share Provider.	Level of engagement by Home Share Providers through emails, discussion, texts requesting specific information, and quarterly visits discussions.	Home Share Providers	Quarterly Newsletter	Home Share Managers	Jan 2024 – Dec 2024	30 % of contractors communicate requests of information.	
Experience							
To have Quality of Life reports submitted by the expected due date.	Send out an email reminder the first week of every month.	Home Share Providers	Quality of Life reports	Home Share Managers	Jan 2024 – Dec 2024	100%	
Increase the number of yearly surveys submitted for Home Share Providers and people supported by Home Share.	Have incentives for submission, including participating in our holiday events and encourage through an early due date.	Home Share Providers and people supported by Home Share.	Yearly surveys	Home Share Managers	Jan 2024 – Dec 2024	40%	
Efficiency							
Have increased training opportunities through the year	Encourage Open Learning online training courses. Offer two Open Learning training seminars in-house on specific topics within the year	Home Share Providers	Number of registrations for Open Learning and attendance at seminars	Home Share Managers	Jan 2024 – Dec 2024	20%	
Service Access							
Track completion of requisites, reference checks, and home study portion of application process	This measure will lead to a faster transition for matching a Home Share Provider with a person supported	Home Share Providers	Home Share Approval checklist.	Home Share Managers	Jan 2024 – Dec 2024	Six weeks from receiving application.	

CARF Standards

Twelve surveys were prepared and handed out to people living in Home Sharing in 2023. One person was unable to complete the survey due to being non-verbal. The following responses are from the eleven people we supported who completed the survey.

Experience	Happy	Unhappy	Not sure	No Answer
I know my rights.	100%	0%	0%	0%
I am happy with the services I get from AiMHi.	100%	0%	0%	0%

Effectiveness	Happy	Unhappy	Not sure	No Answer
I feel that AiMHi keeps my information private.	100%	0%	0%	0%
I get help to make my own decisions.	100%	0%	0%	0%

Efficiency

- In 2023, there were seven new Home Sharing Providers.
- In 2023, there were six new people supported in the Home Sharing program. (One person moved from one Home Sharing Provider to a Home Share Provider)

Access to Service

AiMHi does not maintain an identified waitlist for Home Sharing. As people are referred they are checked against the current approved providers to see if there is a possible match. If there is not, then we continue to recruit for that person. The time it takes to be placed depends on the person's needs and desires. Connecting a person with the right person/family could happen right away or it could take more time depending on the person's needs and who is available.

Exit Reports

Five Home Share Providers exited the program in 2023, as they all retired.

Six people supported exited Home Sharing in 2023. The reasons were as follows:

- 1 – Moved away
- 1 – Moved into a AiMHi residential
- 1 – Moved to another agency
- 3 – Exited the Home Share Program

Community Youth Development (Children's Life Skills)

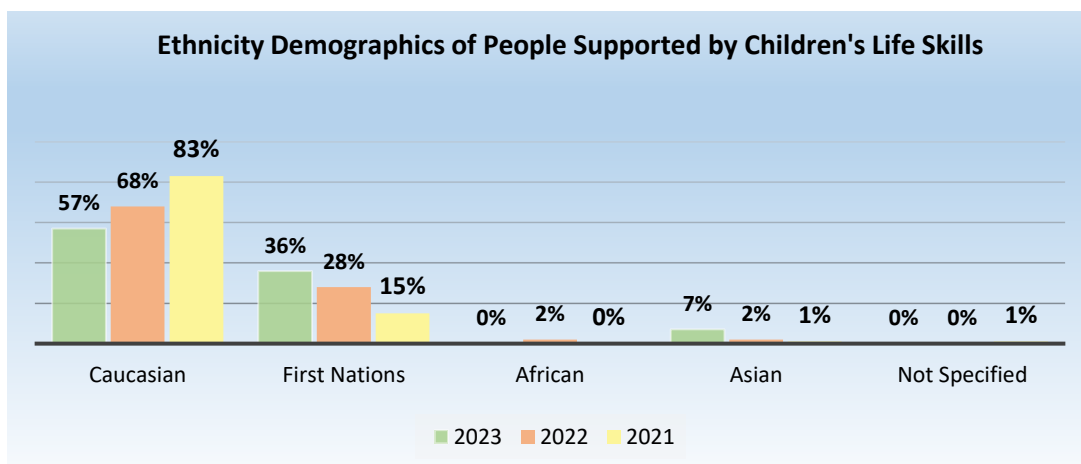
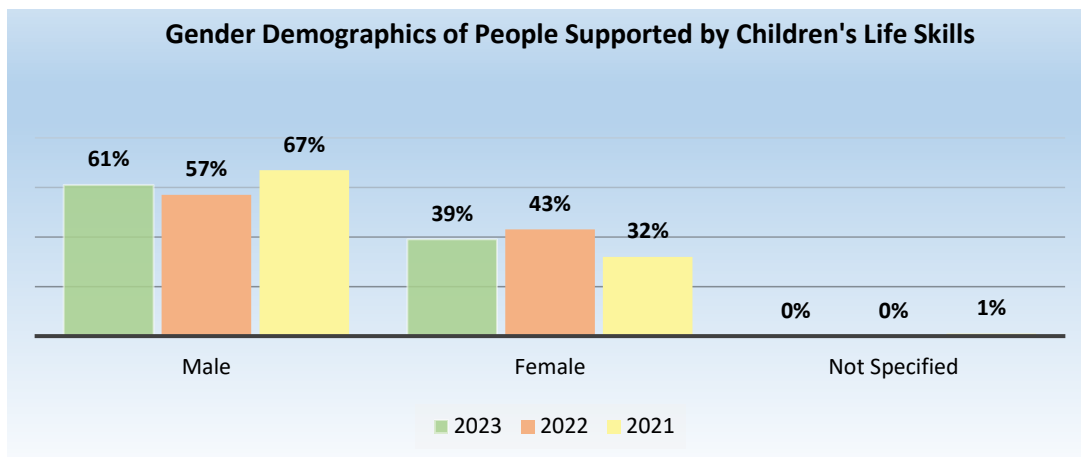
Introduction

Funder: Ministry of Children & Family Development

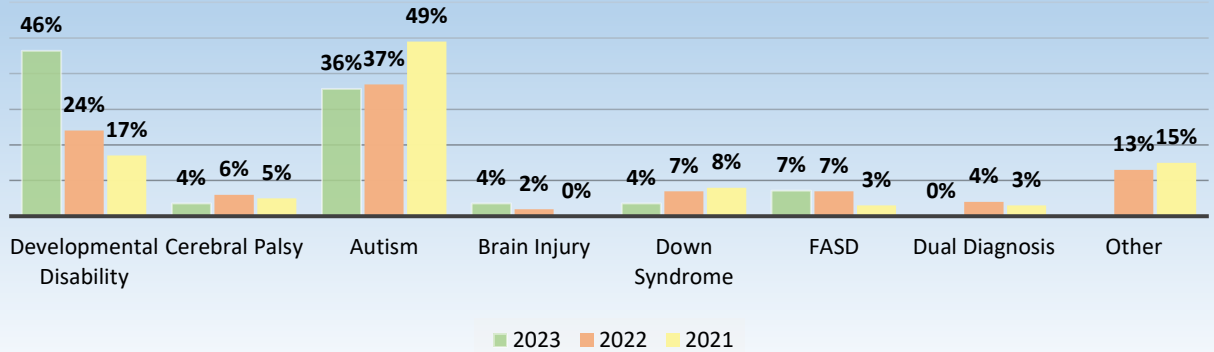
Program Description: Children with special needs (ages 4-18) are referred by the Children and Youth with Special Needs (CYSN) Team to the Life Skills Program at AiMHi. Parents sign a Child Care Contract and are assigned a Life Skills Instructor to work with their child on different skills defined by the parents and Social Worker. These include, among other things, pro-social skills, independence and transition skills, recreation, life skills and support to families. There were nine Children's Life Skills Instructors in 2023; eight full-time employees and one part-time employee.

The desired outcomes as defined by Ministry of Children & Family Development are to:

- Strengthen the family's capacity to manage and care for their children's special needs.
- Optimize the child's potential.
- Maintain and enhance the independence and quality of life of families served.



Primary Disability Demographics of People Supported by Children's Life Skills



Note: Demographics are gathered from active participants as of December 31, 2023

Recommendations

Recommendations and follow-up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Employment Specialist Supports: for youth interested in starting employment as a goal. One LSI will be assigned to start the process with the youth and the family to create resumes, mock interviews, and connecting to the community for resources, potential volunteer and/or job opportunities.	Independence and transition for employment for all applicable youth as indicated on their service authorization/contract.	People receiving services	Resumes, Day Charts and Quarterly Reports	Children's Life Skills Instructor	Jan 1 – Dec 31, 2023	100% of persons with this goal will have a completed resume by the end of the service authorization contract.	100% achieved
Experience							
The surveys will allow us to review the support needs and how well we have met the family goals as an ongoing measure opposed to a yearly survey where families who have exited may not respond to our request for feedback	Collecting feedback from families upon exit to evaluation and change services as needed more than annually	Persons receiving services	Surveys	Children's Life Skills Instructor	Jan 1, 2023 – Dec 31, 2023	Each family will be provided a survey at exit. Target is 50% feedback received	0% achieved
Efficiency							
Surveys will be attached to each exit report that we complete with families due to CYSN's authorizations and	Increased feedback on services	People receiving services	Surveys	Children's Life Skills Instructor	Jan 1, 2023 – Dec 31, 2023	50% feedback surveys returned	0% – unable to meet objective

support needs being limited to six months							
Service Access							
Group Goal Work: following the Service Agreement, will focus on one or more of the following areas: Pro-social skills, life skills, recreation, independence and transition and support to families.	Follow the Independent living workbook to identify the skill development areas and implement a group that supports this skill along with social soft skills.	People receiving services	Day Charts and Quarterly reports	Children's Life Skills Instructor	Jan 1 – Dec 31, 2023	Six groups per year.	13 groups 215%

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Children's Life Skills will provide remote services through the use of social media to provide training and resources for families to access.	Creating an invite only Facebook page that has training video and resource package available.	Families	Facebook	Manager	Jan 2024 to Dec 2024	6 training videos and 12 resource packages	
Experience							
Increase feedback on support needs and achievements at the end of Service Authorizations.	Collecting feedback from families upon exit to evaluate and improve services as needed	Families	Performance Improvement Surveys	Children's Life Skills Employees	Jan 2024 to Dec 2024	50% of distributed PIC surveys	
Efficiency							
Attach the surveys to each exit report that we complete with families.	Increase the return of surveys.	Families	Performance Improvement Surveys	CLS Employees	Jan 2024 to Dec 2024	50% of distributed PIC surveys	
Service Access							
Children's Life Skills resource area will be created that allows for child friendly access to all resources and activity items with support from AIMHi employee	The achievement of increased independence in goals around accessing resource and activity items.	Children and youth, and employees	Employee feedback	Manager	Jan 2024 to Dec 2024	Increase overall independence in 10 children and youth	

CARF Standards

Surveys were prepared for Children's Life Skills. Life Skills Instructors phoned or spoke to parents in person. Calls were made during the day, evening and on weekends to allow families to participate during different hours to increase response.

Experience	Happy	Unhappy	Not sure	No Answer
Are you happy with the services you are getting from AiMHi?	100%	0%	0%	0%

1. What does Children's Life Skills do well?

- Interacting in a meaningful way with my child.
- Meeting the child's needs and mom's goals.
- Engaging children and including the whole family.

Effectiveness	Yes	No	Not sure	No Answer
Do you feel that AiMHi keeps my child's information private?	100%	0%	0%	0%
	100%	0%	0%	0%

Efficiency

In 2023, there were limited group activity appointments due to the changes with skill development and how goals are to be met. Children's Life Skills continued to offer creative appointments during the year as a new way of meeting families' needs. All appointment and group work followed the Independent Living Workbook and Skill Development Areas outlined in the Service Agreement with MCFD/CYSN. The main focus was detailed goal work that followed the initial goal statement and outline from the CYSN social workers. Each child is provided six months to work on the goals.

Access to Service

Forty-three new referrals were received during 2023. CYSN will send referrals to AiMHi as hours are made available when other children exit the program. The length of time from referral to first appointment varies from one week to one month, depending on the needs of the child and the time needed to schedule meetings with the families.

Exit Reports

39 children exited the program in 2023 for the following reasons:

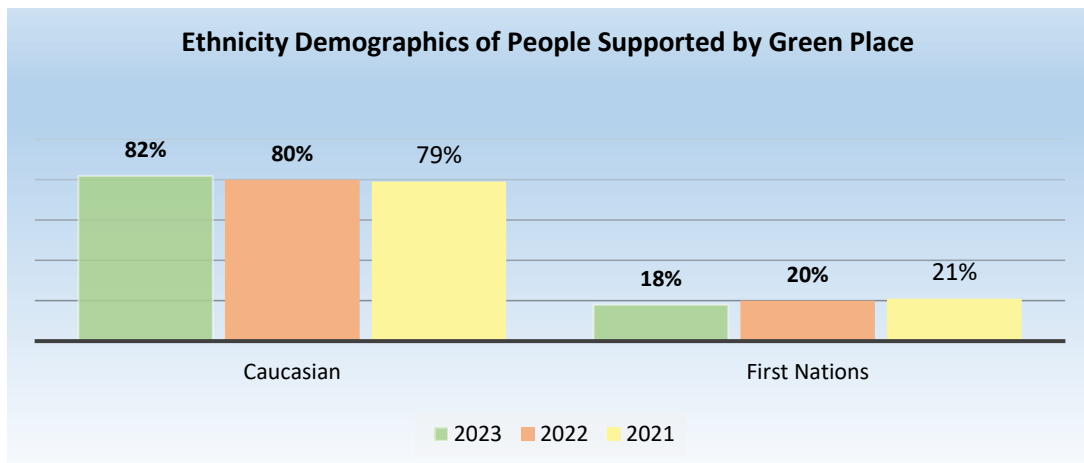
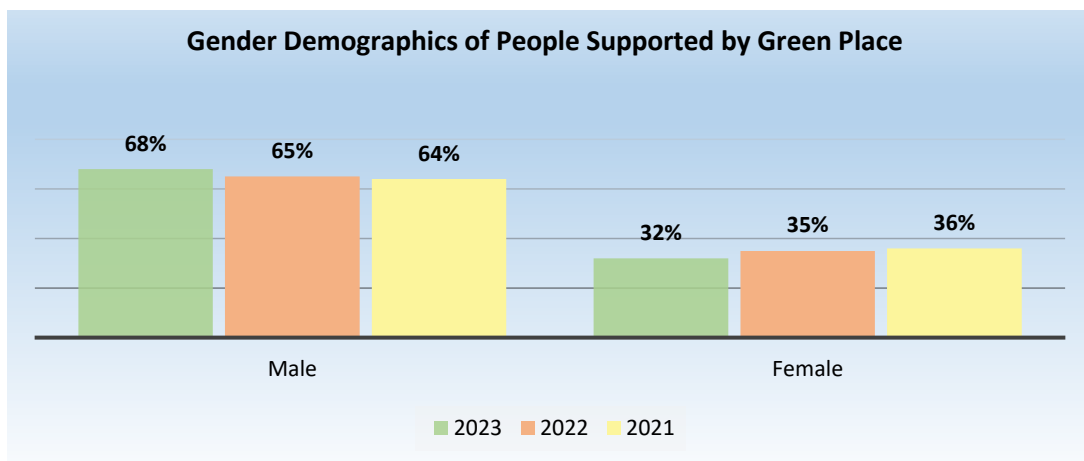
- 11 – Turned nineteen
- 9 – Did not wish to continue
- 1 – Moved
- 18 – Service agreement ended

Children's Respite Services (aka Green Place)

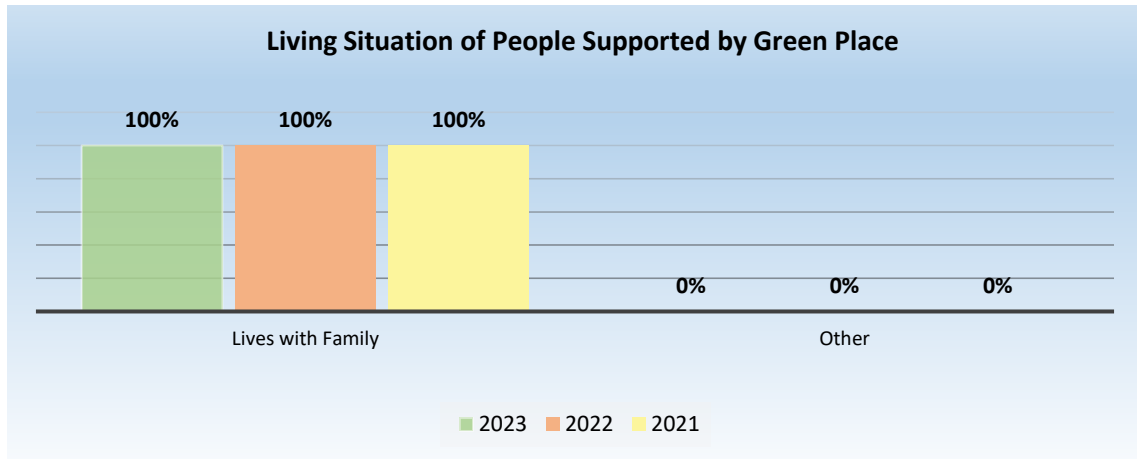
Introduction

Funder: Ministry of Children and Family Development

Description: Children's Respite Home (known as Green Place) is a respite home for children who have support needs and their families. Green Place also provides emergency respite that can be accessed by MCFD when required. Children's Respite has four respite beds and one bed for an emergency placement. Children's Respite is a group home that supports families by providing respite for their children with disabilities. The respite home supports children until a child reaches 19 years of age. Children's Respite employs eight full-time employees and four part-time employees.



Note: Demographics are gathered from active participants as of December 31, 2023



Note: Demographics are gathered from active participants as of December 31, 2023

Recommendations

Recommendations and follow up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Provide training and resources to the employees on persons living with Oppositional Defiance Disorder	Training sessions and resources in the home on ODD	Employees	Connecting with external professionals who are experts in ODD to provide training and resources	Manager	Feb 1, 2023- Oct 31, 2023	One training session for all relief employees who work in the home	Did not provide ODD training due to not enough demand.
Experience							
Increase the available library of sensory items/toys	Available sensory items for those living with Autism	Persons we support	Children's budget and purchase orders	Manager	Jan 1, 2023- Dec 31, 2023	Three new items	Purchased two items
Efficiency							
The Children's Respite manager will work on decreasing the length of time it takes from referral to intake of a child	Implement a process to track referrals and length of time until intake	Stakeholders	The manager will develop a tracking sheet for referrals to help with this	Manager	Feb 1, 2023- Dec 31, 2023	One month from referral until intake meeting	Goal accomplished. Three week time frame for intake.

Service Access							
The team at Children's Respite will work on a system where cancellations are filled	1. Increasing the number of referrals. 2. Create a process to fill cancellations.	Persons we support	MCFD Referrals	Manager	Jan 1, 2023- Dec 31, 2023	Currently last minute cancellations are often not filled which leaves open spaces that children could use. Target maximum two- three open beds per week.	Children's Respite has met this expectation

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Provide training and resources to the employees on children with neurodivergent disorders	Training sessions and resources in the home on ODD, autism, etc.	Employees	Connecting with external and internal professionals who are experts in neuro-divergent disorders to provide training and resources	Manager	Jan 1, 2024- Dec 31, 2024	To have several regular employees and relief employees attend various webinars, in person training or conferences	
Experience							
Increase the available library of sensory items/toys	Available sensory items for those living with neurodivergent disorders	Children we Support	Children's budget and purchase orders	Manager	Jan 1, 2024 – Dec 31, 2024	Purchase 3 sensory items in 2024	
Engage parents' feedback in our experience surveys by phone conversations	Phone conversation resulting in increase of surveys	Parents of children attending Respite	Surveys	Manager and employees	Dec 1, 2024	50%	

Efficiency							
The Children's Respite manager will work on the primary assessment form that parents fill out about their child's support needs	Update and make the intake forms easier to follow and fill out for parents	Stakeholders	The manager will review all forms in the intake package that families need to fill out.	Manager	Jan 1, 2024- Dec 31, 2024	Have forms that are easier for parents to follow and fill out so respite receives all information needed	
Service Access							
The team at Children's Respite will work on a more streamlined process for when children come in to use Children's Respite	1. Develop a process for checking medications when a child comes in for the night. 2. Create a process to use the property list more effectively	Persons we support	Manager and Employees will work on processes that will work for medication intake and property lists.	Manager	Jan 1, 2024- Dec 31, 2024	To develop a form that combines both the medication intake and the property list. This will help streamline and make the process of children coming for respite services more effective.	

CARF Standards

In 2023, four viewpoint questions were solicited from the 20 families who currently access these services. These results are based on six completed surveys that were returned.

Experience

The parents/guardians utilizing the respite services were asked the following survey questions:

1. What does Children's Residence do well?

- I appreciate the open communication
- Listening to the children and parents and providing meals children generally like
- Organization, communication, activities/outings planned and excellent care of my child

2. What can we do better?

- Offer more hours
- School lunches – my child often gets sent with items he cannot have
- I don't think any areas need improvement or needs to be better. I have zero concerns

3. Do you have any additional comments?

- I am extremely grateful that I have Children's respite for my child
- It's been wonderful to have respite, it's a time that I can relax and know my child is safe
- Thank you for supporting our child and family

Effectiveness

The ratio of children to employees is two children to one staff. Although the manager, with MCFD consultation, may determine the ratio of employees that is needed as per respite needs or the child's needs.

Efficiency

The efficiency of Children's Respite is measured by looking at how many beds were available or left unused. When there are zero beds available, it is translated to mean Children's Respite was running at full capacity. This information does not include the beds used for separately funded MCFD emergency placements outside of our global contract.

In 2023, 1,279 out of 1,442 contracted spaces in Children's were used which resulted in Children's running at full capacity 89% of the available days, which is an increase of 6% from 2022. Children's still struggle with filling beds due to illnesses, not having a full list of children to fill the spaces on short notice and not being able to place some kids with other kids due to their support needs. There was also a staffing shortage in 2022 that occasionally made it hard to run at full capacity. With last minute no shows or cancellations we are able to call in other children approximately 70% of the time.

Access to Service

Children's Respite received 15 referrals from MCFD; eight families had intakes completed and their children started using respite services. Five families declined services as they were not interested in respite care. Two families did not return messages to set up tours and intakes. The manager of Children's Respite connects with MCFD regularly when there is room for additional children. Often Children's cannot take the maximum amount of children to access respite services as MCFD, in special circumstances, will approve children for more than the standard amount of four days of respite per month. Currently there are 11 kids approved from 6-12 days of respite a month.

Exit Reports

In 2023, one child exited out of this service. The reasons were as follows:

- 1 – Went into care with MCFD

Stakeholders

Introduction

AiMHi has many various stakeholders ranging from the families of those we support to the professionals we have contact with and independent contractors, including Home Sharing providers, and also our funders. AiMHi raises funds in partnership with other businesses around our city. Stakeholders provide us with valuable insight as to how we are perceived and the importance of our work.

Recommendations

Recommendations and follow up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
The organization will continue to seek opportunities for revenue generation through fundraising and granting opportunities. There will be some planning to determine the best way to identify resources that could be dedicated to doing this work.	Identified person or key group to coordinate funding and granting opportunities	Senior Management team	Annual Report and Board Report	CFO	Jan 1, 2023- Dec 31, 2023	Resources identified	We have applied for multiple grants and are continuing to identify who will take the lead with fundraising for the Association.
Experience							
To analyze the effectiveness of the changes to our social media and website	Update surveys regarding our social media presence	Stakeholders	Surveys	PIC Committee	Jan 1, 2023- Dec 31, 2023	Feedback from 80% of stakeholders surveyed	Development continues and implementation of the new website is expected in early 2024.
Efficiency							
To analyze and improve the analytics of the website	To improve our ability to identify patterns and trends of the website users	Stakeholders	AiMHi website	PIC Committee and Operations Director	Jan 1, 2023- Dec 31, 2023	Increased ability to analyze website user patterns and trends	The implementation is ongoing.

Service Access							
The organization will increase its presence on various social media platforms and the AiMHi website will be re-worked to create a more accessible avenue to promote the good work that AiMHi does.	Participation in community will be a focus this year to increase our presence in community	Stakeholders	AiMHi website	Human Resources	Jan 1, 2023-Dec 31, 2023	Update website and social media presence	An external marketing specialist was contracted to rebrand our social media and expand our presence in the community. Social media platform are now being coordinated by Hootsuite.

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
The organization will continue to seek opportunities for revenue generation through fundraising and granting opportunities. There will be some planning to determine the best way to identify resources that could be dedicated to doing this work.	Identified person or key group to coordinate funding and granting opportunities	Senior management team	Annual and Board Report	CFO	Jan 1, 2024-Dec 31, 2024	Resources identified	
Experience							
To analyze the effectiveness of the changes to our social media and website	Update surveys regarding our social media presence	Stakeholders	Surveys	PIC Committee	Jan 1, 2024 - Dec 31, 2024	Feedback from 80% of stakeholders surveyed	
Efficiency							
To analyze and improve the analytics of the website	To improve our ability to identify patterns and trends of the website users	Stakeholders	AiMHi website	PIC Committee and Operations Director	Jan 1, 2024 - Dec 31, 2024	Implement new analytics system.	
Service Access							
The organization will increase its presence on various social media platforms and the AiMHi website will be re-worked to	Participation in community will be a focus this year to increase our presence in community	Stakeholders	AiMHi website	Human Resources	Jan 1, 2024-Dec 31, 2024	Implement rebranding and expand exposure on all media platforms.	

create a more accessible avenue to promote the good work that AiMHi does.							
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CARF Standards

There were six Stakeholder surveys completed in 2023. This is an increase from 2022.

Experience	Satisfied	Unsatisfied	Don't Know
Are you satisfied with how information is shared between AiMHi and you/your organization?	100%	0%	0%
Are you satisfied that AiMHi works cooperatively with you/your organization?	100%	0%	0%
Are you satisfied with our policies regarding confidentiality?	83%	0%	17%

Effectiveness			
Are you aware that AiMHi supports children who have special needs, adults who have developmental disabilities and their families?	100%	0%	0%
Are you aware that AiMHi advocates for employment within the community for people with developmental disabilities?	100%	0%	0%

Efficiency
We do not ask a formal efficiency question but do ask for comments in regards to our services and organization in general. The following is a comment received from one of our stakeholders. “The team at AiMHi are incredibly responsive & professional, which makes working with them rewarding. It’s truly a privilege to work with them all.”

Access to Service
To measure stakeholders’ access to AiMHi, we asked if they were able to contact someone at AiMHi both during and after business hours. Of those who responded to this question, 60% of the respondents indicated yes and 40% of the respondents indicated they didn’t know.

Association

Introduction

Funder: Ministry of Children and Family Development / Community Living BC

AiMHi serves approximately 673 people with disabilities (excluding people supported by IDP) who vary in the level of support they require to live good lives. AiMHi has forty homes for adults (not separate houses – there are often multiple departments operating within one location). In addition, AiMHi runs eight non-residential programs in Prince George with one location in Mackenzie, serving people in many different models of service from assisted living to outreach and community inclusion services. People live at home with family, on their own, with a roommate and with or without assistance. AiMHi employs approximately 463 employees. AiMHi also supports people to live with another family on an independent contract basis through Home Sharing.

During 2023, AiMHi received five community complaints. Managers or Directors of the appropriate departments were contacted to resolve the issues. Response time varies in accordance to the issue at hand. All issues are responded to and resolved as quickly as possible. This was an increase from four complaints from 2022.

Recommendations

Recommendations and follow-up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Work with Direct Care to develop a framework/ curriculum and tools for training at AiMHi regarding health care tasks and personal care in alignment with the Personal Assistance Guidelines (PAGs) and Thriving in Community Guidelines.	Increased knowledge and skill of employees	Employees	Training modules and resources	Directors of Services and Health Services Director	Jan. 1 2023 - Dec. 31, 2023	Two new training modules/ resources.	AiMHi was successful in a grant application to set up detailed training plans to support employees who are working with people living in AiMHi homes. These plans lay out all the training requirements including which modules people need to review, included access to Open Future learning which will provide areas of training we do not currently offer. This project

							started June 2023 and is scheduled to be completed June 1, 2024. Whatever is not covered in Open Future Learning will be covered through internal training resources.
Experience							
The Health and Safety Committee will update the Health and Safety training materials in 2023	<p>1) The Emergency Response Drill bulletins will include images to promote the understanding of when to do a Shelter in Place drill or when an Evacuation drill is required.</p> <p>2) The Annual and Employment Orientation training material will be updated with focus on content that is more employee engaging such as videos.</p>	Employees	<p>Emergency Response Drill Announcements</p> <p>Health and Safety Training Material</p>	Health and Safety Committee	Jan. 1 2023 - Dec. 31, 2023	75% of all drills will be completed accurately	<p>In 2023, 72% of all drills were completed correctly. This was a decrease from 91% in 2022.</p> <p>(Tracking in 2023 now includes the identification of shelter in place vs evacuation which was not clearly tracked in previous years.)</p> <p>Training material present at EO was updated to include different and more engaging videos.</p>
Efficiency							
Create Procedure Manuals for all positions in Finance with all the updated processes reviewed and updated in 2022.	By the end of 2023, the Finance team will have complete Procedures Manuals. One manual for the Chief Financial Officer and one for the	Employees	Complete and updated Procedure Manuals	CFO	Jan. 1 2023 - Dec. 31, 2023	100%	100% Processes and procedures have been updated and stored on the finance drive.

	Financial Clerks.						
During 2023, the CFO will begin to work to standardize the budgets of the forty-one residential departments.	Standardized budgets in residential departments These changes will provide clarity and better accountability for the Direct Care team and Finance department moving forward.	Association	Annual budget	CFO, Directors of Services	Jan. 1 2023 - Dec. 31, 2023	50%	100% budgets have been standardized based on funding.
Service Access							
Adapting to changing needs as people age continues to be a focus for health services	Work with stakeholders to overcome challenges in supporting people as they age and advocate for appropriate supports for aging in the place of choice whenever possible	Stakeholders	Healthcare plans, work orders, adaptive equipment obtained	Health Services Directors, Operations Director, and Managers	Jan. 1 2023 - Dec. 31, 2023	To reduce the wait time from needs identified to access required services and support by 25%	We do not have the data to measure a 25% decrease in wait times. There has been a noticeable improvement in the wait times for equipment. In 2023 work was done with health's primary care teams and wait times for services did improve for people. In some cases where the supports were not available we assisted people to purchase the supports they need. AiMHi has been advocating with CLBC to help address any areas where people are not getting

							the supports they need.
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Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Complete the work that was started in 2023 to revamp the training employees receive to ensure they are trained thoroughly on everything required to work with someone. Develop any training that is not covered through Open Future learning and our current internal training options.	Increased knowledge and skill of employees	Employees	Training Modules and Resources	Directors of Services and Health Services Director	Completion June 2024	Detailed training plans for all people supported in AiMHi homes.	
Experience							
To provide more opportunities to expand exposure to different cultures.	Events and bulletins	Stakeholder, persons supported, and employees.	ShareVision and Website calendars	PIC Committee	Jan 1 2024 – Dec 31 2024	3 events and 6 bulletins in 2024.	
Efficiency							
Reorganize Adagio's chart of accounts	Increased ease of use and faster reporting for month end	Employees	Adagio Chart of Accounts	CFO	Jan 1 2024 – Dec 31 2024	100%	
Review BC Housing processes	Increased clarity and response time for BC Housing applicants and those that get subsidies	Association	BC Housing connect and processes	CFO	Jan 1 2024 – Dec 31 2024	50%	
Make improvements to the	Increase efficiencies in the use of time	Managers	Outlook and	Directors of Services,	April 2024	Computer booking schedules,	

managers' room at the main office.	for managers and their ability to maintain required confidentiality.		physical space	Operations Director		relocation of equipment, secure storage and space for confidential conversations	
Service Access							
Explore options for providing services remotely and/or outside of the Prince George area.	Increase referrals for alternate services.	Stakeholders and people supported	Referral database	Directors of Services and Quality Assurance	Jan –Dec 2024	To build capacity, resource, and staffing to provide alternate services.	

Performance Improvement Report

Introduction

Funder: Ministry of Children and Family Development / Community Living BC

AiMHi serves approximately 673 people who have disabilities or special needs. The Performance Improvement Committee studies each service provided and looks at the experience of the people we supported with the performance indicators of Experience, Efficiency, Effectiveness, and Access to Service on an annual basis.

Recommendations

Recommendations and follow-up for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
The PIC Committee will work to ensure conformance to all standards in Performance Measurement and Management, Performance Improvement, Input and Accessibility	Updated PIC report template, surveys and documented procedures in performance measurement and management.	PIC Committee	Surveys, PIC Report, and PIC Procedure manual	PIC Committee	Jan 1, 2023- Dec 31, 2023	2022 PIC report, 2023 surveys, and a draft PIC Procedure manual	Achieved
Experience							
To increase the employee survey results	% of surveys completed	Employees	Surveys	PIC Committee	Jan 1, 2023- Dec 31, 2023	Increase from 30% in 2022 to 35% in 2023	Did not achieve.
Efficiency							
The PIC Committee will look towards recruiting additional members	Increased capacity of the PIC Committee to complete required tasks.	PIC Committee	Committee membership list	PIC Committee	Jan 1, 2023- Dec 31, 2023	Increase membership by one employee	Achieved
Service Access							
The PIC Committee will ensure diversity within the Committee	Identify potential recruits with diverse backgrounds	PIC Committee	Committee membership list	PIC Committee	Jan 1, 2023- Dec 31, 2023	Increase membership by one employee	Achieved

Recommendations for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Analyse the method of determining the effectiveness of Performance Improvement process.	Refine the methodology	PIC	Draft process	PIC	Jan 1, 2024- Dec 31, 2024	Finalized draft	
Experience							
To increase the employee survey results	Percentage of surveys completed	Employees	Surveys	PIC Committee	Jan 1, 2024- Dec 31, 2024	Increase the results by 25%	
Efficiency							
To implement a new demographic tool in ShareVision Version 4.	Reduced time to compile demographic information.	PIC Committee	ShareVision	Operations Director	Jan 1, 2024- Dec 31, 2024	Reduce from 26 hours to one hour.	
Service Access							
Promote Performance Improvement Report	Explore ways to connect with Community Living Month	PIC Committee	Hosting or participating in an event.	PIC Committee	Oct 2024	One event	

CARF Standards

Experience

Our report continues to receive positive feedback in its new format. It flows clearly and provides a complete picture of our services and the experience that people identify on our surveys. By providing our past recommendations and the response to them, we will continue to provide a clear, holistic picture to those reading the report.

Effectiveness

The Performance Improvement Committee makes changes to the report when necessary based on received feedback. By providing the past two years of data alongside the current year, trends and observances can be seen through a comparative analysis. The committee was successful in developing a format that documents measureable goals and outcomes.

Efficiency

Applying performance indicators from the surveys provided to all stakeholders allows for more efficiency in the information gathered, examined and reported on. It also allows us to make adjustments to our surveys and the survey process when indicated or necessary. The Performance Improvement Report is reviewed during theme month training on an annual basis. The committee has continued to implement an efficient report writing process by providing managers with a process that prompts them to submit required information in a timely manner.

Access to services

Our report is distributed to the Board of Directors and published on AiMHi's website. A plain language report is available to the people we support. Employees are informed of the contents of the report and a copy is available online. Anyone who wishes to see the report in full will be provided with a printed copy.

Exit Reports

Exit reports are collected and analyzed for each department in the report separately. This provides a more accurate picture of exits and the circumstances surrounding them. Some departments, such as Children's Services and Early Childhood Development, have more exits due to the children aging out of the program. Most times, these children simply transition to another type of service and not necessarily out of AiMHi's services.



APPENDIX I

ACCESSIBILITY REPORT 2023

Accessibility Report

Recommendations and Follow-Up from 2023

Architectural Barriers

Barrier: Persons we serve can experience changes through the aging process.

- **Solution:** AiMHi will accommodate persons we serve as they age by working closely with Health Services for Community Living (HSCL), using assistive devices, and training employees on specific individual needs and the aging process. AiMHi continues to provide resources such as a variety of resources and training materials on aging. AiMHi representatives meet regularly with HSCL to ensure needs are being met and identify any training/support that may be required. HSCL supports a number of people in their homes at AiMHi.
- **Solution:** Employees work with people and their families to start planning for their end of life wants and needs where appropriate. This information can be included in the personal budgeting guidelines in financial binders in homes.
- **Solution:** Ramps, tracking and lifts will be installed and kept in good repair to meet the mobility needs in the homes that AiMHi operates services within. Throughout the winter, Infinite Employment Solutions (IES) will keep ramps and driveways clear to assist with mobility and safety. New tracking has been installed where needed, upgrades to several bathrooms have been done to make them more accessible.
- **Solution:** AiMHi will continue to advocate for increased accessibility in the community; especially in community gathering places such as arenas, swimming pools, and parks. In 2023 the Canfor Leisure Pool was opened and available to all people with diverse abilities.

Financial Barriers

Barrier: Finances are always a concern for people who live on limited incomes.

- **Solution:** In order to alleviate financial barriers for people, AiMHi has purchased most of the homes that people live in, and charges less in rent and utilities than most landlords. AiMHi manages and distributes forty-five rent subsidies provided by BC Housing. This includes performing inspections, managing the waitlist and communicating with landlords. AiMHi acknowledges the financial support of the BC Government.
- **Solution:** Even though the Community Living sector has continued to experience financial difficulties, AiMHi will continue to strive in providing quality service to the people we support. AiMHi will continue to provide workshops on a variety of topics related to finance for the people we support and their families. This information is provided to people when they are new to AiMHi as it is part of their orientation package. Financial training is provided through AiMHi's Community Inclusion departments on a regular basis. Furthermore, AiMHi arranged food baskets to be created as well as bagged lunches which were distributed to people supported who needed additional assistance.
- **Solution:** Each year AiMHi supports a tax clinic in partnership with Canada Revenue Agency volunteers to complete income tax returns for people of low income in the community at no cost.

- **Solution:** Adventure Odyssey is a group of people within AiMHi who organize fundraising efforts to assist in supporting people to achieve a wish for a vacation or to have an emergent need covered financially. This group was set up to assist people who are part of AiMHi, to continue to have a good quality of life in acquiring items which promote their quality of life due to being funded by the Adventure Odyssey funds.

In 2023, The Adventure Odyssey granted 16 requests. The total spent was 13,432.53 for 2023. We did grant some bigger invoices this past year. Vacations were requests and granted for 4 people to go to Disneyworld, and 2 trips for people to travel home from a concert and had to be rerouted because of forest fires. 4 people needed assistance to move into new locations within AiMHi, 2 people needed assistance with dental costs, 2 people needed assistance for foot care or foot care appliances, and 2 people needed new beds or mattresses. Adventure O continues to raise funds thru the Employee 50/50 fund and thru bottle collection from the AiMHi main office and Value Village.

Barrier: During this time of economic uncertainty, AiMHi has faced financial challenges in some areas.

- **Solution:** AiMHi focused on grants within specific departments rather than work through a resource development committee. We continued to partner with Value Village which included running the Common Goods program where items are collected directly from the source and delivered to Value Village. The website has a page dedicated to providing information to donors with a link to donate.

Environmental Barriers

Barrier: As the needs change of the people supported, their homes and vehicles may need updates in equipment and/or environment to enable them to remain as independent as possible.

- **Solution:** AiMHi will continue to replace and update equipment and vehicles in our houses as needed. Departments had vehicle changes to address the needs of people. Grab bars and additional railings are installed as needed for people.

Employment Barriers

Barrier: Persons with developmental disabilities need paid employment.

- **Solution:** IES continues to offer services in Prince George and Mackenzie funded through Community Living BC. In 2023, there were a total of 48 people who participated in paid employment training programs with Common Goods, Mobile Crew and A&H Information Management.
- **Solution:** IES supports all people referred to the department to achieve paid community employment through customized, supported or entrepreneurial ventures. In 2023, IES assisted in 32 job starts.

Transportation Barriers

Barrier: People we serve occasionally face challenges accessing regular and wheelchair accessible transportation offered by the community.

- **Solution:** The Performance Improvement Committee (PIC) will continue to advocate for better access to accessible transportation in Prince George by having a representative apply to be a committee member of the Prince George Advisory Committee on Accessibility (PGACA), a subcommittee of City Council. AiMHi now has a representative on this committee.
- **Solution:** AiMHi has a number of regular and wheelchair accessible vehicles within our Community Housing departments. AiMHi assists people to access City transportation and to purchase taxi saver coupons. AiMHi employees transport people within their personal vehicles.

Attitudinal Barriers

Barrier: There is a lack of awareness and inclusion of people with disabilities.

- **Solution:** AiMHi will continue to develop partnerships in the community. AiMHi partnered with groups in the community to run virtual sessions for people. This included having guest speakers on various topics.
- **Solution:** In 2023 AiMHi hosted a Family and Friends Picnic in June. This was the first big gathering since COVID, with over 400 people attending. There was burgers, hot dogs, live music, face painting, games, and crafts throughout the afternoon.
- **Solution:** On Sept 29, AiMHi hosted their 1st Walkathon. Community vendors had tables displaying their products and services. We had
- **Solution:** Adult and Children's Life skills have support groups for persons we serve that have identified as having gender roles or identities other than their sex.
- **Solution:** AiMHi has partnered with a community mascot group that provides us the opportunity to have Mofty participate in community events.

Communication Barriers

Barrier: It is important to maintain communication between AiMHi and our stakeholders (people we support, family, employees, and professionals).

- **Solution:** Information about AiMHi including newsletters, bulletins, special events, funding information, and positions available will be available in different formats for stakeholders to access. Information on the various departments within AiMHi can be found on the website along with various organization information like the Performance Improvement Report. This includes being translated in different languages. All employees have a personal AiMHi email to receive information.
- **Solution:** In 2023 the AiMHi website was being reviewed and it is anticipated in early 2024.
- **Solution:** AiMHi has two Facebook Pages. One Facebook page is public and shares a variety of information, news, and events. The other website is private invite only hosted by Family Support Services to provide remote services to families.

Barrier: It is important to promote a culture of Person Centered Thinking and Planning within AiMHi.

- **Solution:** Person Centered Training (PCP) is included in Employment Orientation Training and department specific orientations. Each employee is accountable to complete annual retraining in Person Centered Planning and participate in Theme Month training on Person Centered Thinking. AiMHi's PCP committee did and continues to provide training with employee groups where needed.

Recommendations for 2024

Architectural Barriers

Barrier: Persons we serve can experience changes through the aging process.

- **Solution:** AiMHi will accommodate persons we serve as they age by working closely with Health Services for Community Living (HSCL), using assistive devices, and training employees on specific individual needs and the aging process.
- **Solution:** AiMHi will continue to educate its employees and the community on the aging process of people.
- **Solution:** Ramps, tracking and lifts will be installed and kept in good repair to meet the mobility needs in the homes that AiMHi operates services within. Throughout the winter, Infinite Employment Solutions (IES) will keep ramps and driveways clear to assist with mobility and safety.
- **Solution:** AiMHi will continue to advocate for increased accessibility in the community; especially in community gathering places such as arenas, swimming pools, and parks.

Financial Barriers

Barrier: Finances are always a concern for people who live on limited incomes.

- **Solution:** In order to alleviate financial barriers for people, AiMHi has purchased most of the homes that people live in, and charges less in rent and utilities than most landlords.
- **Solution:** Even though the Community Living sector has continued to experience financial difficulties, AiMHi will continue to strive in providing quality service to the people we support. AiMHi will continue to provide workshops on a variety of topics related to finance for the people we support and their families.
- **Solution:** Each year AiMHi supports a tax clinic in partnership with Canada Revenue Agency volunteers to complete income tax returns for people of low income in the community at no cost.
- **Solution:** AiMHi will support people to apply and obtain funds through any eligible funding sources, i.e. Canada Housing benefit.

Barrier: During this time of economic uncertainty, AiMHi has faced financial challenges in some areas.

- **Solution:** AiMHi will continue to work together to raise funds for the organization.

Environmental Barriers

Barrier: As the needs change of the people supported, their homes and vehicles may need updates in equipment and/or environment to enable them to remain as independent as possible.

- **Solution:** AiMHi will continue to replace and update equipment and vehicles in our houses as needed.
- **Solution:** When the opportunity arises AiMHi will assist people to move into more accessible housing that meets their needs. When purchasing new homes we will prioritize accessibility.

Employment Barriers

Barrier: Persons with developmental disabilities need paid employment.

- **Solution:** IES continues to offer services in Prince George and Mackenzie funded through Community Living BC. In 2023, there were a total of forty-eight people who participated in paid employment training programs with Common Goods, Mobile Crew and A&H Information Management.
- **Solution:** IES supports all people referred to the department to achieve paid community employment through customized, supported or entrepreneurial ventures. In 2023, IES assisted in thirty-two job starts.

Transportation Barriers

Barrier: Persons we serve occasionally face challenges accessing regular and wheelchair accessible transportation offered by the community.

- **Solution:** The Performance Improvement Committee (PIC) will continue to advocate for better access to accessible transportation in Prince George by having a representative of the PIC apply to be a committee member of the Prince George Advisory Committee on Accessibility (PGACA), a subcommittee of City Council.
- **Solution:** AiMHi will work with people to identify and address their transportation needs.

Attitudinal Barriers

Barrier: There is a lack of awareness and inclusion of people with disabilities.

- **Solution:** AiMHi will continue to develop partnerships in the community.
- **Solution:** AiMHi will promote awareness in the community by participation within the community and advertising.
- **Solution:** The Cultural Diversity and Inclusion Committee's purpose is to increase awareness and education in a variety of areas such as race, religion, gender identity, ethnicity, and disability as documented in the Cultural Diversity and Inclusion plan.

Communication Barriers

Barrier: It is important to maintain communication between AiMHi and our stakeholders (people we support, family, employees and professionals).

- **Solution:** Information about AiMHi including special events, social media, website, job boards, funding information, positions available, and reports such as the Performance Improvement Report will be available in different formats for stakeholders to access.
- **Solution:** The AiMHi website will be redesigned to increase our social media presence.

Barrier: Employees need training on communication methods and support strategies.

- **Solution:** There are a variety of training modules provided to employees including Person Centered Training (PCP) and non-violent crisis intervention. Employees will have access to generic and person specific training.
- **Solution:** The AiMHi CBI (Communication Behaviour Instruction) Committee has received training to provide support and guidance to employee teams who work with persons who have challenges.



APPENDIX II

HISTORY OF AIMHI

AiMHi History

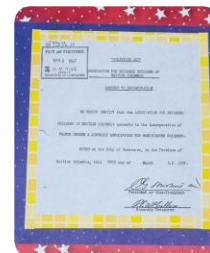
All information was found in the history books at the main office. Some news article and documents have specific dates which has been included in the timeline. Information has been placed in the timeline by the year or decade if no specific dates were available.

1950s

1955 -The first meeting was held at a health unit that consisted of 3 set of parents, a medical doctor, and a public nurse.

March 29, 1957 – Under the “Societies Act” the **Association for Retarded Children in British Columbia** consents to be incorporated to **PG and District Association for Handicapped Children**.

June 21, 1958 –The 2 room **Aurora School** was built in one day, on what is now the Harwin School grounds. 70 tradesman arranged by the Kiwanis Club donated their time. The cost of the project was \$14,000, but with some material donated and the labor donated, the cost of the project was \$5,000. The tradesman started at 3am and finished by 9pm. Association Board meetings were held at the school.



1960s

February 12, 1962 – Third name change to **PG and District Association for Retarded Children**

Aurora Services moves to 5th Avenue, where it has room to accommodate 20 clients. At the time there was one paid worker and 4 part-time volunteers.

Oct 12, 1965 – **Aurora School** made a motion to SD 57 to be fully operated by the district. At this time there was 22 students, 3 full time and 2 part time teachers, 1 janitor, 1 bus driver, and a 25 passenger bus. The financing for school in 1964 was \$15,619.53.



May 9, 1967 – **Aurora Industries** now has 40 people supported and producing furniture, crafts, Christmas decorations and the very popular Mr. PG's.

1970s

1972 – Name change to **Prince George and District Association for the Retarded**.

1978 – **Aurora Industries** adds an extension to it wood working shop – **Northern Lights Woodworking**

1979 – Name change to **Prince George Association for Retarded Persons**.

1979 - AiMHi introduces **The Infant Development Program**. Referrals came from doctors, parents, social workers, and public health nurses.



1980s

1980 – Name change to **Prince George Association for Handicapped Persons.**

1982 – Name Change to **Prince George Association for Individuals with Mental Handicaps.**

February 1982 – A press release was issued stating the first group home will be the home for 5 clients. The opening sentence to the press release was “An ordinary house on an ordinary Prince George street will be the home to 5 clients.”



June 1983 - Canadian Tire was the first local retailer to hire 2 individuals from **Aurora Industries** to work in the stock department. The feedback was these individuals were “quite accepted.”

June 25, 1986 – AiMHi sets the standard in the province. AiMHi plays a leading role in initiating new government programs and services throughout B.C. The B.C. Ministry of Health issued handicapped people their own Charter of Rights. The government is of one mind to put the “statement of philosophy” into practice. The statement guarantees handicapped people and their families the right to make choices and decisions as to lifestyles and goals.



June 28, 1986 – Northern Lights Woodworking Ltd, which employs AiMHi clients, opens a showroom at AiMHi’s ticket center at Fifth Avenue and Dominion Street. Furniture made from Lodgepole Pine consisted of bedroom and living room furniture, as well as patio furniture.

1986/87 (specific date unknown)– AiMHi unionizes under the BCGEU. At the time there was 92 employees.

July 1987 – AiMHi “breaks the rules” by going against Ministry of Health government law when they placed 2 clients into the Ospika adult home rather than placing them in an institution. Both clients aged out of children’s residence (age 19) and due to being re-classed to non-ambulatory adults, they were meant to be institutionalized.



Sept 16, 1989 – An article announces after 30 years **Aurora Industries** closes their doors to sheltered employment. AiMHi committed to the naturalization and integration of clients in the community.

1990 – Lastest name change for the Agency – **Prince George Association for Community Living**

1990s

Sept 15 1996 – The first camp outing at Ness Lake. It was four days of fun and laughter. Some of the activities were tie-dying t-shirts and dancing, and lifeguards were available for swimming. All together 30 people served attended this great event.



January 29, 1999 – AiMHi puts a proposal in motion to the City to purchase 2.5 acres of a 20 acre parcel of land on the corner of Fifth & Tabor. A \$2m office building would be built to bring the agency in one location. On **Feb 8, 1999** City Council voted “Yes” to start negotiations.

2000s

July 26, 2001 – AiMHi has a family picnic at Fort George Park (1st picnic?)

October 2001 – Mayor Colin Kingsley makes a proclamation that October is Community Living Month.

November 18, 2001 – The Self Advocate at AiMHi speaks out to support the end of the 3 month transit strike. She states “Our phones are ringing off the hook from people who need rides to get to their life skills classes.”

Dec 7, 2001 – AiMHi rallies on the lawn of City Hall regarding the proposed cut of 30% to the Ministry of Children and Family. An estimated 200 protesters from people supported to employees showed their support for community living programs.

December 5, 2003 – AiMHi achieved its first 3 year Accreditation by CARF.

February 27, 2004 – Hosted a Community Forum at the AiMHi Focus Center. The goal of the forum was to gather feedback from the community based on three question.

- What does AiMHi do well?
- What could AiMHi improve?
- What could community services look like in the future?

April 14, 2005 – AiMHi has a grand opening in the new location of 950 Kerry St.



2020s

