

Our vision for Vancouver Apartment is to provide a home-like setting in which our residents can learn the skills necessary to become responsible, independent, contributing members of society.

The Vancouver Apartment program helps adults in the care of the Community Living British Columbia (CLBC) to acquire the social and educational/vocational upgrading they need to move forward to a less structured independent living arrangement. The social skills focused on include the following:

- Activities Daily Living Skills (personal grooming/hygiene, health management, room management, time management, meal planning/cooking, shopping, daily/weekly chores, and budgeting)
- Community Awareness and Social Maturity (transportation, leisure, work/school volunteer, interpersonal skills, relationship building, communication, consideration, handling problems, public safety).

The program concentrates on the following educational or vocational upgrading areas:

- Referral to community based educational/job-training programs
- Job search
- Resumes
- Job interviews

Admission Criteria

The Vancouver Apartment contracts with CLBC who sets the following admission criteria:

1) Vancouver Apartment will consider all CLBC referral where the adult meets the following criteria:

- The adult is 19 years of age or older.
- The adult's intellectual functioning is 50 – 70.
- The adult may have mental health issues.
- The adult may have behavioural difficulties.
- The adult may have been charged, convicted or is being investigated regarding a criminal offense.
- The adult is at risk in the community.
- Must be a client of Community Living Services Vancouver Coastal Region.

2) Vancouver Apartment is not an appropriate placement for adults that are:

- Participating in significant and untreated substance abuse
- Physically challenged by layout or design for the house (the house is not wheelchair accessible)
- Severely abusive of peers and/or others and/or with a history of chronic violence.

Population served

This past year Vancouver Apartment served six residents: four female and two males. Three of these individuals were of Chinese descent, one identified as Ismaili, one was of Black Canadian/European origin and one was of European descent.

Changes in Service

During this past year Vancouver Apartments has supported several individuals on both a short term and emergency basis. These individuals were referred to our program by CLBC due to changes in their living arrangements and their emergent need for support. The Vancouver Apartments team was willing and able to accommodate and support these individuals on an expedited basis. Our team was please to provide a safe and supportive home environment for these individuals who were experiencing significant changes and stress in their lives.

The time span that each of these individuals resided at Vancouver Apartments varied between as brief a stay as one evening to six months. One individual who lived at Vancouver Apartments for six months transitioned into an Individual Care Network monitored by our agency as a result of the skills she developed and the independence she gained during her time in our program.

Community Needs Assessment

There is a need for supportive independent housing to enhance personal choice and autonomy for those persons ready to transition from 24 hour support to supported independent living.

For residents with multiple barriers there is a need for specialized day activities that accommodates their needs and supports them in developing the level of independence they desire.

Vancouver Apartments makes every effort to adapt the program to meet the needs of the resident through individual centered planning as opposed to having the resident fit within the confines of an existing program. Our case management/team approach gives all stakeholders and the consumers a place to discuss issues and make informed decisions.

Program Goals

Vancouver Apartment provides a safe home environment where adults can acquire the life skills they need to function more independently in a community living arrangement. Residents begin the program with various levels of readiness and are provided a transition period whereby they begin to learn social and life skills to prepare them to meet their full potential for independence.

The residents work towards the goal of independence, one step at a time. Vancouver Apartment works with the resident, their families and other advocates, as well as professional supports within the community to assist them in reaching their goals. The placement is seen as a time of experimenting and practicing new behaviors, as well as a time to learn and practice new skills for independence. Vancouver Apartment focuses on what the resident does successfully and believes that the resident can achieve unique solutions to their life challenges. We offer individualized

programming for each resident, providing choices when developing their plan of care. Individualized planning provides a more accurate assessment of an individual's skill level and readiness to transition into more semi-independently living.

Effectiveness – Outcomes

Vancouver Apartment continues to use the Amended Adaptive Functioning Index (AAFI) to measure life skills. The index has been broken down to two categories. The first section includes activities of daily living skills, for example personal hygiene, budgeting and shopping. The second section includes community awareness and social maturity, for example leisure, work, vocational training, relationship building and communication. The following are the results of AAFI scores in the last year:

Resident	April 2009	July 2009	Oct 2009	Jan 2010
1	184	184	184	184
2	201	200	203	216
3	77	76	75	86
4	-	140	140	-
5	-	-	-	66

The data from the index serves as a tool to develop care plans and to measure outcomes. It provides an opportunity for residents and staff to support and improve areas that need more attention. The results are reflected in quarterly reviews and updated care plans. The current results show fluctuations in scores due to a few residents who have had minor setbacks this year: struggling to balance work, time management, relationships, increased independence, mental and physical health concerns as well as behavioral concerns. The levels of functioning at Vancouver Apartment continue to be diverse requiring support to vary widely. Some individuals require more direct support with their activities of daily living such as hygiene and basic life skills, where others required support with finding employment, educational opportunities as well as accessing mental health services and addressing addictions concerns.

During the majority of the year, Vancouver Apartment maintained a 100% utilization rate. Only during March 2010 and the beginning of April 2010 as well as part of February 2011 was Vancouver Apartments at a 75% utilization rate. Additional indications of successful achievement of outcomes are that staff has been able to provide a safe environment for the residents, the staff team and the community. The incidents that were reported this year involved mental health issues, medical emergencies, aggressive behavior/posturing, uttering threats, substance misuse, missing persons reports and inappropriate sexual behaviors in the community. Each incident was investigated, reported and reviewed by the case management team. The outcome from these incidents resulted in lost privileges and hospitalization. The results are as follows:

Resident	CLBC Incident Reports	In-House Incident Reports	Reasons
1	10	5	Inappropriate sexual behaviours in the community, including making obscene phone calls, aggressive behaviour/posturing and uttering threats, attempted shoplifting, threats to self harm, medical emergencies/hospitalization.
2	2	2	Medical emergencies/hospitalization, aggressive behaviour towards staff
3	1	0	Medical emergency/hospitalization
4	0	0	
5	0	0	Missing person's reports due to not contact with the individual for 24 hours, reporting stolen items to the Vancouver Police Department, placing and abandoning 911 calls

Efficiency

One of our goals at Vancouver Apartment is that all referrals be handled in a timely manner. During the last year, Vancouver Apartment received several referrals, including some emergency placement requests, to fill two vacancies created by two residents transitioning into more independent living arrangements within the community. The case management team reviewed each of these referrals and stayed in close contact with each other through both the referral and transitions stages for each of the individuals referred to Vancouver Apartments.

Every Monday afternoon weekly resident house meetings are held. During these meetings residents gather to review the previous week, plan the upcoming week, and raise any concerns or issues that they have. This is a time for residents to express any feedback both positive and/or negative, to resolve interpersonal issues, and to participate in the planning of upcoming social and leisure events.

Client Satisfaction

The Vancouver Apartment Program participated in the agency consumer satisfaction survey this year. All residents completed the survey and answered questions that rated their satisfaction with various aspects of their experience at VA on a scale of satisfaction from 1 to 7 (1 lowest and 7 highest). The results of the survey indicated that residents were generally satisfied with the service. (One individual's response to the question 'What do you think that we do well at Vancouver Apartment?' was 'Birthdays' and 'Dance Parties'.) The feedback that was received included a request for staff to continue providing suggestions or ideas to residents. The following chart list the results compared to previous years.

	2010	2009	2008
Level of hope for the future	6.5	7	6.5
Level of trust with staff	7	7	7
Level of safety at VA	7	7	6.25
Staff's ability to address your concerns	7	6.67	6.75
Your ability to live independently	4.5	5.33	3.63

Residents have submitted several written complaints and suggestions over the past year. The complaints submitted addressed restrictions that were put in place for the individual's safety and some personality conflicts with co-residents and staff. The complaints were reported, handled promptly and reviewed by the team with an outside mediator. Weekly house meetings and our suggestion box continue to provide an opportunity to monitor resident satisfaction.

Eleven stakeholder surveys were returned (out of 20, which is 55% compared to 91% the previous year). Stakeholders were invited to comment on how helpful they thought Vancouver Apartment was in helping residents achieve outcomes. Stakeholders were asked to rate their answers on a scale of 1 to 7, with 7 being the highest. The following chart list the results compared to previous years.

	2010	2009	2008
To what extent has the JHSLM responded to you/ your program in a cooperative and professional manner?	6.64	6.63	6.9
How satisfied are you with the JHSLM?	6.45	6.25	6.75
In light of your experience, please rate the accessibility of our program for your son/daughter or clients.	6.2	6.00	5.58

Additional feedback included: "Everything has worked out so well, as well for [my son] as for me and the rest of the family. We are all very grateful to the VA people and the John Howard Society"; "This survey includes the opinions of the other siblings, thus as a family we are extremely pleased with the level of care that _____ is receiving. Well done!"

Analysis

Review of last year's goals:

Action	Outcomes
Maintain a 100% occupancy rate.	Vancouver Apartment has maintained occupancy rate of 100% for the majority of the year.
Referrals to Vancouver Apartment will be handled promptly.	Achieved.
Develop day programming for residents who do not have access to community day programs due to their level of functioning.	This year we accomplished our goal of creating day programming tailored to fit the needs and interests of our residents who are not an appropriate fit for existing community programs.

Adapt our in-house programming in order to improve our quality of services and meet the individual needs of our residents.	This goal was accomplished this year through continued monitoring and assessment of each residents need, abilities and goals. Through this process our in-house programming was personalized for each resident.
Complete semi-annual file audits.	All files were audited this past year. Key worker checklists were used by the staff to ensure individuals files were kept up to date.
Improve team performance by establishing a team building exercise at every staff meeting.	This year we did not meet our goal of a team building exercise at every staff meeting due to time constraints for meetings and the amount of material necessary to cover.
To complete staff annual evaluations on time.	95% were completed on time.
To expand the Individual Care Network Program.	The Individual Care Network Program was expanded by one new contract this year.
Complete the work on the basement suite of Vancouver Apartments.	The work on the basement suite was completed and City approval was received March 2011.
CAMS to be fully operational.	CAMS is fully operational and our staff team is confident in their ability to use all relevant aspects of the program.

The Vancouver staff team continues to work diligently to ensure that the program is in accordance with international quality standards. Staff and management perform quarterly file audits, ensure security of client information, and maintain personnel files, staff evaluations, outcome surveys, and building maintenance. This year we have made some improvements to our building by renovating both bathrooms in addition to painting several bedrooms, and other minor repairs and improvements.

Changes in Service

Vancouver Apartment maintains emphasis on group activities within the program in order to encourage social interaction amongst peers instead of 1:1 outings with key workers. This year Vancouver Apartment residents participated in several group activities such as: day trips to the PNE, the Greater Vancouver Zoo, Stanley Park, The Vancouver Aquarium, Granville Island, Trout Lake Farmers Market as well as local art events. The highlight of this year's group activities was the opportunity to attend several music concerts. Group activities continue to prove challenging for Vancouver Apartment as a result of the diverse levels of function of residents as well as behavioral concerns.

The program makes a concerted effort to celebrate cultural events in order to honor and appreciate cultural diversity of the residents and the community. This year Vancouver Apartment teamed up with JHSLM's Community Services Office in order to hold a Sports Day in addition to Chinese New Year and Christmas parties for residents at VA and Miller Block, as well as clients of the Community Outreach Program and the Community Services Office. During the past year, one Vancouver Apartment resident participated in weekly tai chi classes, Special Olympics' bowling, and a pottery class while another resident has taken part in a weekly art class put on through Developmental Disabilities Association. Vancouver Apartment's third resident chose to enroll in courses at Vancouver

Career Collage in order to work towards their preschool assistant certificate. Another resident at Vancouver Apartments chose to participate in several community groups through their religious community. It is an ongoing goal for Vancouver Apartment to facilitate different group activities in order to encourage social interaction amongst peers.

Effectiveness

Although Vancouver Apartment staff has adopted the Amended Adaptive Functioning Index as one tool to measure resident outcomes, there continues to be difficulties in its application. Residents continue to rate their skill level higher than their actual functioning level.

Overall, it has been a success and residents are now able to better understand the areas in which they may need to grow. This understanding has been put towards developing goals in their individual care plans. The residents are more involved in the processes because they have an opportunity to evaluate their different skill levels. This year, residents have made improvements in many areas. One of our residents has successfully maintained paid employment within the community for most of the year. Another resident continues to attend day programming one day per week. One resident is able to menu plan, grocery shop and prepare meals with minimal supervision as measured by the AAFI; another two residents have made significant progress in this domain and are knowledgeable about cooking simple nutritious meals and snacks with limited staff supervision. A fourth resident has been able to maintain previous gains in regards to self managing his daily living activities.

Efficiency

This year Vancouver Apartment had four residents who were assisted in taking medication by staff. Overall this year Vancouver Apartment had fewer challenges with medication administration than the previous year. This is a result of one individual who previously had a great deal of difficulty complying with her medication routine taking a more active and involved role in maintaining her health. In addition a procedure was put in place to eliminate the possibility of missed medications. During shift change the Medication Administration Records and the medication blister packs for each resident must be audited in order to ensure all residents have taken their medications as prescribed. For any medication errors that did occur, such as missing medications or giving them at the wrong time, medication error forms were completed and submitted to the house manager. In each of these situations the dispensing pharmacy was contacted for instruction on how to proceed.

Consumer Satisfaction

Consumer satisfaction surveys provide residents with an opportunity to express their concerns and satisfaction with the program. The resident manager met with each resident individually to discuss the outcome of the survey and to receive any feedback regarding programming or staff. In addition, weekly house meetings and resident suggestion/complaint forms also provide indications of the level of resident satisfaction.

The Stakeholder surveys that were returned indicate high levels of satisfaction with the program. Informal inquiries made regularly during contact with stakeholders indicate that, in general, those

with whom we work are pleased with the quality of service provided. CLBC representatives commended the agency for flexibility in the way we provide service to accommodate individuals with more complex needs.

Next Year's Goals

- Maintain a 100% occupancy rate.
- Referrals will be handled promptly.
- To adapt our in-house programming in order to improve our quality of services and meet the individual needs of our residents.
- Develop day programming for residents who do not have access to community day programs due to their level of functioning.
- Complete semi-annual file audits.
- Complete staff annual evaluations on time.
- Encourage staff to participate in training opportunities and to research training that they find both interesting and beneficial to our program.
- Facilitate one team building event for staff to participate in and increase staff morale.

- Alanna Parker