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Lifetime Networks

Satisfaction Survey Report 2020

You Spoke, We Listened – Annual Survey 2019-2020

On the annual satisfaction survey that was sent out in July 2019, we received feedback that we wanted everyone to see the response to.

1. Lifetime Networks' main site:
    Several people commented that "Lifetime Networks has outgrown its space" and that the space is crowded and not good for people who have noise sensitivities. Another respondent indicated that the main site would be better in a "more central location."
    The search for a new site for Lifetime Networks' programs and offices is a priority. We have a realtor and has been searching actively for a new site for the past three years and the Board of Directors has struck a space sub-committee to help find our next home. During the three years, we have viewed many properties for sale and for lease, and have put offers in on two different locations. One offer was rejected, and we withdrew an offer on the other location because of water damage and concerns about the long term remediation costs for the building.

    We are looking for a new building that is:
    -   Accessible to people with a variety of impairments
    -   relatively central for people travelling from downtown Victoria, the Peninsula and the West Shore
    -   accessible by public transit
    -   has parking for staff, visitors and Handy-Dart drop off and pick up
    -   located centrally in the community so that participants and staff can easily access neighbouring businesses and resources
    -   affordable, both now and in the future
    -   More space than we currently have; the Lifetime Networks' main site is approximately 1800 square feet and we are looking for a minimum of 3500 square feet.

2. To become more welcoming to Indigenous people:
    Comments on this topic included "be more welcoming to First Nations" and "instead of 'First Nations' on the list [of options on the survey] it should read 'Indigenous' so that it includes Metis and Inuit people."

    -   The Continuous Quality Improvement team adopted the word "Indigenous" at Lifetime Networks immediately to be more inclusive of all Indigenous peoples
    -   Lifetime Networks held a staff training session on Indigenous Awareness in October 2018 with an Elder from the Tsartlip Nation and we are currently planning our next Indigenous training session. Additionally, for the last three years we have allocated $500 in our annual

staff training budget for as needed training on Indigenous issues. We encourage staff to submit a request for professional development to their supervisor if they are interested in taking a specific course on this topic.

3. Gala and Auction:
Comments on this topic included "having to wait for the live auction to be over before paying for silent auction items and leaving made for a dragged out tiring end to the evening with line ups at the cashiers", "it was noisy and difficult to see from the back of the room" and "I can't afford the Gala dinner and auction."

- We recognize that at the end of the evening at the Gala and Auction it takes time to line up and pay, and those who win items have the option to leave their item at the Gala without paying, and Lifetime Networks will follow up with you in the days following to arrange payment and pick up of your item. Our sponsor Maximum Express is available to deliver items for no charge.
- The issues with sound from the back of the room are on our radar, and we hope they will be resolved next year.
- Lifetime Networks intentionally offers a diverse range of events throughout the year, including the free picnic at Mount Doug Park in the summer, free karaoke evenings in November and March, the affordable holiday breakfast buffet in December and the Gala and Auction, which is our main fundraiser. This way, everyone is able to attend at least some of the events, and we are also able to raise funds that support individuals with disabilities to access programs that they otherwise cannot afford.

If you have any questions about these ways that we are listening to your feedback and working to improve Lifetime Networks, please feel encouraged to reach out to a member of the management team.

Quotations for Sharing from 2019 Satisfaction Survey

What has been the highlight of your experience with Lifetime Networks over the past year?
- ❖ The growth of our child, and the amazing support he got with support for his employment.
- ❖ Support from staff has been amazing!
- ❖ The people who work there and the safe and positive environment the program provides.
- ❖ My biggest highlight is it takes some of the pressure and stress away from me, knowing my son is receiving support and is out in the community.
- ❖ Every interaction with LN staff has been super positive and helpful for me and my family. My daughter loves all activities at LN that she participates in. Thank you for all that you do!

❖ Not one thing, rather the regular weekly support that LN offers to my son. For him, having routine is fundamental to his mental, intellectual, and physical health. LN is part of his week.
❖ Staff being responsive and keep communication open
❖ It's all about the people, both the staff, volunteers and participants. Whenever I come back from LN events or spending time with my network friend I always feel a sense of happiness and positivity.
❖ I value the friendships that I have made and enjoy being a part of the LN community.
❖ I'm involved with LN for the relationships I am able to build.
❖ Great work and committed staff.
❖ The wonderful relationship that continues to build between my son and his CE companion.
❖ Our wonderful support worker!
❖ Amazing people! Relationships, connections, care and support!

Does Lifetime Networks respect and support your diversity-related needs, and those of your loved one? (This includes things like your cultural background, religious affiliation, sexual orientation, and gender identity.)
❖ Yes: LN is inclusive and does not set groups apart.
❖ Lifetime Networks Board and staff r committed to their mission and vision. Management has built strong staff units and has created a great team environment to accomplish their goals.

At Lifetime Networks, our services and supports are responsive to the needs and interests of the persons served.
❖ Strongly Agree: For sure, although my son is independent we could not imagine his weekly schedule and activities being in place without LN involvement.

At Lifetime Networks, we build natural supports and networks for individuals that we serve.
❖ Strongly Agree Comments:
    • Selection of support persons is most excellent and fosters good role models through excellent mentoring.
    • The "workers" that our son spends time with are considered family by him and by us. We are so fortunate to have some of them in our lives. The workers are able to bring balance to the work and relationships that they have with my son. Warmth and caring over process is evident.

We have been working hard at Lifetime Networks to make sure that everyone who is in a Community Inclusion program has a Person Centred Plan. Moving forward, we want to improve the process for everyone and your feedback will really help us. If you participated in a Person Centred Plan (PCP) in this past year, did you enjoy the process?

* Yes: Again, what makes this plan work is the thoughtfulness of the management around the plan by staff and the support and interaction by the persons giving strong, caring and meaningful direction. It is realistic and self-fulfilling.

Was the Person Centred Plan (PCP) process understandable?
* Sorry, can't remember if it was completed. I know that this was a big change in daughter's life attending LN and she has never once not wanted to go. So this tells us she is happy with her day, friends she is making etc.

Do you have any other comments or suggestions to help us improve Lifetime Networks?
* I think you do a wonderful job and just wish there were more organizations like it in Victoria. Everyone needs friends and Lifetime has served that purpose for our family.

Annual Lifetime Networks Survey Results
2020

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INTRODUCTION

As part of Lifetime Networks' continued efforts to ensure quality of service, we are carrying out an Annual Survey directed at the individuals we support, their families, our community stakeholders, our staff members, volunteers and practicum students. On reviewing the responses from the different respondents we will be able to better assess what we are doing well and what we need to work on improving.

In July 2019, surveys were sent out to all Supported Individuals, Family/Caregivers, Staff Members, Volunteers, Network Friends, Board Members and Practicum Students. The ways that we act upon the information gathered from the survey include:

- Sharing a copy of this report with staff members via the staff section of our website.

- Individual quotations that indicate issues to be addressed have been shared with the manager of the relevant program for personal follow up.

- Each individual response of "disagree" or "strongly disagree" has been shared with the manager of the relevant program for personal follow up.

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- Setting improvement goals based on this report with the members of the Continuous Quality Improvement team at the November and December 2019 meetings.

RESPONSE RATE

Supported Individuals	40 out of a possible 160 responses is 25%
Family/Caregivers	63 out of a possible 179 responses is 35%
Volunteers, Practicum Students	22 out of a possible 88 responses is 25%
Staff Members	44 out of a possible 120 responses is 36%
Total Responses	**169 out of a possible 547 responses is 31%**

This year, as with last year, we offered respondents across all categories the option of completing the survey anonymously.

We tried to increase the number of survey respondents by using Survey Monkey to offer an electronic survey option (as well as a paper survey option) and by giving respondents two invitations and reminders to complete the survey. Additionally, we offered two prize draws: the first 50 respondents were entered into a draw to win a $50 gift certificate to 1550's Restaurant Style Pub, and everyone who responded by the survey deadline was entered into a draw to win a Lifetime Networks hooded sweatshirt. In addition to this, Lifetime Networks paid for additional staff support and recruited a community support worker to follow up by phone call to those that did not respond electronically. This effort did not pull in any additional respondents.

Our overall response rate of 31% was a slight diminishment from 36% last year and 42% the year before. Our goal was to increase the number of people who responded to the survey in each of the four categories, and we did not meet this goal. One explanation might be that, due to the fact that last year many people responded by indicating that they were too new at Lifetime Networks to be able to complete the survey, this year we intentionally did not send out the survey to people across all four categories who are brand new to Lifetime Networks (involved with us for approximately 3 months or less). This decreased the overall number of surveys we sent out this year by 10, even though our programs expanded in number.

In past years' surveys, we developed strategies for increasing the participation of Supported Individuals. This year we continued to use the same strategies:

- Using the warmer, plain language/more accessible paper copy Supported Individual survey (which was developed in conversation with a Supported Individual) as an option in addition to the online Survey Monkey version.
- Adding a plain language paper copy of the Supported Individual survey that has colourful graphics (smiley faces and thumbs up and down) as an option when completing the survey.
- Obtaining more "buy in" of more support staff, program managers and program instructors whose role assisting the Supported Individuals to complete the surveys is instrumental
- Many of our Supported Individuals list the same email address as their parents' email address, so for these individuals we repeated our strategy from last year of mailing those supported individuals hard copies of the survey, along with postage paid return envelopes.
- This year, we were pleased to add a new strategy to increase the opportunities to respond to the survey. Lifetime Networks paid for additional staff support and recruited and trained a Community Support Worker to follow up by phone call with individuals that had not responded. This effort did not pull in any additional respondents.

The majority of the results in the following section have been presented in percentages to allow for a quick and easy to understand snapshot of the results. However, please note that across all four categories, some respondents who submitted a survey skipped several questions within the survey. In these cases, we calculated the percentage totals for each individual question based on the number of responses for that question, not on the total number of survey respondents.

EXIT SUMMARIES

In 2019, we collected two exit interviews from Supported Individuals; this was an improvement over the zero we collected in 2018 and the one we collected in 2017. In October 2018, the Continuous Quality Improvement committee agreed to implement a new "Exit/Discharge Summary" form that staff can complete with a supported individual leaves the organization. The plan was to revisit how this has worked when we analyze the survey in October 2019. The management team is looking at revised versions of the "Exit/Discharge Summary" and the CQI team will review our process in Fall 2019 as originally planned. (Update: new form has not yet been implemented. Review of form is on agenda for Management Meeting on November 15, 2019).

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Of the two Exit Summaries we did collect, the reasons that the individuals initially came to Lifetime Networks were "I felt like I needed support" and "Desperation, transition into adulthood, he arrived on his mother's doorstep and they were scrambling for supports. Lifetime Networks was a good model and a good fit for [the individual's] needs".

The reasons that these two individuals left Lifetime Networks were a move out of the country, and losing their CLBC Community Inclusion funding due to a move into Home Share. When asked what Lifetime Networks did particularly well, the answers included "Helped me out with life" and "Great communicators, worked well as a team, hugely accommodating for meetings, respectfully treated [the individual] as an adult while still working closely and effectively with his mother. Everyone always returned phone calls and responded to the family's needs." When asked what Lifetime Networks could do differently to improve services, they answered "sometimes I have trouble with scheduling" and "Nothing off top."

<div align="center">SUMMARY OF RESULTS</div>

Supported Individuals:

1. Respondents were presented with the Lifetime Networks' Mission (*We foster networks of friendship and support for people with diverseabilities to enhance community)* and Vision (*We see a future where all people enjoy safe, happy, fulfilling lives*). The Supported Individuals were asked if they agree that Lifetime Networks fulfills its Mission and Vision. 50% of respondents strongly agreed, 43% of respondents agreed, and 3% were neutral. 5% strongly disagreed and a comment mentioned modifying the statement to include "intensify, increase, or further improve the quality [of life], [and the] value or extent of [supported individuals]."

2. When asked if the events that Lifetime Networks hosts throughout the year are valuable to them, 95% of Supported Individuals agreed or strongly agreed, 5% answered "not applicable". This is an improvement from last year's survey, when only 87% of Supported Individuals answered "yes" that the events that Lifetime Networks hosts throughout the year are valuable to them. The previous year's number was 84%.

3. When asked the following questions, the percentage of Supported Individuals answered:

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	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Skipped or N/A
At Lifetime Networks, we support you to make informed choices and decisions.	48%	46%	2%	0%	2%	2%
You play an active role in the direction of your service planning.	28%	60%	0%	5%	2%	5%
At Lifetime Networks, we support you to take responsibility as an adult participating in your community.	38%	50%	0%	2%	0%	10%
At Lifetime Networks, we support you to have full inclusion in your community in a way that is meaningful.	43%	40%	2%	5%	0%	10%

In summary, over 94% of Supported Individuals strongly agree or agree that their decisions and choices are respected; this is a strong increase from last year's survey response of 88%. The year prior, the survey response was 91% agreement. 88% of Supported Individuals strongly agree or agree that our services and supports are flexible in meeting their personal interests and needs, which is the same as last year. 88% of Supported Individuals strongly agree or agree that Lifetime Networks supports them to take responsibility as an adult participating in their community, which is a slight decrease from last year's response rate of 90% and the year prior was 93%. Additionally, 83% of Supported Individuals answered that they strongly agree or agree that Lifetime Networks supports them to have meaningful community inclusion; this was the first time the question was asked.

4. When we asked Supported Individuals if they feel that Lifetime Networks builds natural supports and networks for the individuals that we serve, 95% said strongly agree or agree, 5% disagreed. This is an improvement from as last year, when only 89% of respondents agreed or strongly agreed, and also an improvement from 2018 when 92% of Supported Individuals strongly agreed or agreed that Lifetime Networks builds natural supports and networks for the individuals we serve. In 2017 88% of supported individuals agreed. This is a positive trajectory over the years.

5. We expanded the questions we asked this year about the Person Centred Plan (PCP) process. For those who found the question applicable, 83% said that they enjoyed the PCP process, and 7% did not. We asked if the Supported Individuals found the Person Centred Plan process understandable, and those who found the question applicable to them answered 82% "yes", and 18% did not. This year we also asked if people found the PCP process effective (i.e. were they supported to follow through on their goals), and of the Supported Individuals who found this question applicable, 85% said yes and 15% said no. Last year, there was only one question about the PCP process and respondents were asked if they were satisfied with the process, support and information they received. At that time, for those respondents who felt the question was applicable to them, 74% answered "agree" or "strongly agree", 19% were neutral and 7% answered "disagree" or "strongly disagree". The responses this year indicate that, overall, Supported Individuals felt they benefitted more from their PCP process than the year before.

6. When we asked Supported Individuals if they receive effective and timely communication from their contacts at Lifetime Networks, 85% said "yes", 10% said "no" and 5% skipped the question. Last year 86% said "yes", 12% said "no" and 2% of people found the question inapplicable to them. This is approximately the same result as last year. We also added a new element to the question this year, offering a definition of what "effective and timely communication" means: "Do you feel you are given all of the information you need? Do your contacts get back to you within 48 hours?". This was helpful in making the data collected more meaningful.

7. When we asked Supported Individuals if the facilities at Lifetime Networks are accessible to them, 93% of people said "yes", 5% said "no", and 2% skipped the question. This is a slight decrease from 96% of people who said "yes" last year.

8. When we asked Supported Individuals if the services at Lifetime Networks are accessible to them, 95% of people said "yes", 3% said "no", and 2% skipped the question. This approximately the same result as last year, when 96% of people who said "yes" last year and a slight increase from 4% of people said "no".

9. For the first time this year, we asked Supported Individuals if they identified with any of the ethnic backgrounds asked about in the 2016 Canadian census. We chose the Census categories so that we could compare Lifetime Networks' results to the demographics of our region in our

Cultural Competency and Diversity report. Interestingly, 43% of respondents chose not to answer this question. Out of the remaining 57% of respondents who chose to answer the question, 53% identified as European, 4% as Black, 4% as Filipino, 4% as Latin American, and 35% as Other.

10. For the third time, we asked Supported Individuals if Lifetime Networks respects and supports their diversity related needs. We defined diversity-related needs as things like cultural background, religious affiliations, sexual orientation, and gender identity. 13% of people chose to skip the question, but of those who responded, 86% of respondents said "yes" and 14% answered "no". This is a decrease from last year when 91% of Supported Individuals said "yes", and approximately the same result as two years ago, when 87% of people answered "yes".

11. This year for the first time, we added questions about the Lifetime Networks' website at the request of our Accessibility Committee; they are working hard to ensure that everyone who wants to access the website is able to.

	Every day	A few times a week	About once a week	A few times a month	Once a month	Less than once a month	Skipped
How often do you visit our website?	10%	10%	3%	2%	8%	50%	17%

We asked respondents what type of information they are looking for when the visit the website, and answers included (in order of most often mentioned to least often mentioned): photos from events, event information, updates and information, videos, courses being offered, programs being offered, job postings, information on upcoming shows, and snapchat.

	Always	Usually	Sometimes	Rarely	Never
When you visit our website, is it easy for you to find the	33%	33%	16%	3%	15%

information you are looking for?					

This result indicates that 66% of respondents are able to find the information they are looking for on our website most of the time.

When respondents were asked if they were able to locate staff contact information on our website, 40% answered "always" or "usually", 50% answered "sometimes" and 10% answered "never".

When the Supported Individuals were asked if they had any suggestions on improving the website's accessibility, their answers included:
- "Make it easier to find things on the website."
- "Not having as many sub-tabs."
- "Put a column for staff and a column for events and BBQ's and stuff like that."

12. Feedback and Quotations from Supported Individuals:
- "More space? New better and bigger appliances. Better internet and cable."
- "Less expensive courses."
- "To have more gatherings for people involved in networks. I enjoyed the ice cream social. It would be nice to have a group walk or something along those lines."
- "Theatre troupe, because it is very fun to work with like-minded people to create entertaining shows for our audiences."
- "For what I do, happy to be involved with others. I like the gym and the RBC Museum, Robert Bateman Centre."
- "Having hangouts with friends."
- "My relationships group on Fridays and seeing my one on one and PODS. And meeting Melissa MacDonald at the beginning of my journey at Lifetime."
- "Salt Spring."
- "Seeing friends, The Gala, I like the Christmas party a lot."
- "Going on fantastic outing, meeting wonderful staff."
- "Baby steps to make me more independent."
- "Doing the Lifetime Networks karaoke."

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- "The gala, but as usual our table was at the very back of the room and hard to see and hear things."
- "PCP, camping trip, inclusion BC conference last year, [L.I.F.E] based and [L.I.F.E.] based trip."
- "My highlights have been participating in shows and having a buddy to help me with going to places and understanding situations."
- "I have become better friends with people in my networks."
- "The endless support and help I get from Lifetime Networks."
- "Moving on from Citizen to LIFE based."
- "Going mini golfing with workers and going to the driving range to hit golf balls."
- "Spending time with support workers and friends."

Family Members & Caregivers:

1. Respondents were presented with the Lifetime Networks' Mission (*We foster networks of friendship and support for people with diverseabilities to enhance community)* and Vision (*We see a future where all people enjoy safe, happy, fulfilling lives*). The family members and caregivers were asked if they agree that Lifetime Networks fulfills its Mission and Vision. 56% of respondents strongly agreed, and 44% of respondents agreed, meaning that 100% people who answered replied positively.

2. When asked if the events that Lifetime Networks hosts throughout the year are valuable to them and their loved one, 29% of respondents felt that the question did not apply to them. Of those who had an opinion on the question, 84% of Families and Caregivers agreed or strongly agreed and 7% disagreed. For those who disagreed, the majority of them indicated that although the events sound appealing to them, it is the choice of their loved one not to attend. We greatly increased the overall percentage of Families and Caregivers who feel positively about our events, increasing from 65% last year to 84% agreeing or strongly agreeing this year.

3. When asked the following questions, the percentage of Families and Caregivers answered:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable

At Lifetime Networks, our services and supports are responsive to the needs and interests of the persons served.	51%	49%	0%	0%	0%
At Lifetime Networks, we build natural supports and networks for individuals that we serve.	40%	58%	2%	0%	8%
At Lifetime Networks, we support the full inclusion of individuals in their community in a way that is meaningful.	50%	46%	3%	0%	1%

4. We asked Family Members and Caregivers if the find that our services and supports are responsive to the needs and interests of the persons served. 100% of respondents said strongly agree or agree, which is an improvement from last year when only 82% of respondents answered positively.

When we asked Family Members and Caregivers if they feel that Lifetime Networks builds natural supports and networks for the individuals that we serve, of those who felt the question applied to them, 98% said strongly agree or agree and 2% disagreed. This is an improvement from last year, when only 82% of respondents agreed or strongly agreed, and also an improvement from 2018 when 80% of Family Members and Caregivers strongly agreed or agreed that Lifetime Networks builds natural supports and networks for the individuals we serve.

We asked Family Members and Caregivers if we support the full inclusion of individuals in their community in a way that is meaningful. 96% of respondents said strongly agree or agree, which is an increase from last year when 90% of respondents answered positively.

5. We expanded the questions we asked this year about the Person Centred Plan (PCP) process. For those who found the question applicable, 83% said that they enjoyed the PCP process, and 17% did not. We asked if the Families and Caregivers found the Person Centred Plan process understandable, and 100% of people who found the question applicable answered "yes". This year we also asked if people found the PCP process effective (i.e. was their loved one supported to follow through on their goals), and of the families and caregivers who found this question

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applicable, 83% said yes and 17% said no. In contrast to these three questions, in last year's survey Family Members and Caregivers were asked if they were satisfied with the PCP process, support and information they received, and for those who found the question applicable 81% of them agreed or strongly agreed.

6. When we asked Family Members and Caregivers if they receive effective and timely communication from their contacts at Lifetime Networks, 95% of people said "yes". This is a slight decrease since last year, when 100% of people said "yes". However, it is the same result as 2018, when 95% of families and caregivers also said that they received effective and timely communication from their contacts at Lifetime Networks. For those who answered "no", the comments referenced the delicate balance between respecting the decisions of the adults we support, and supplying families and caregivers with the information they need. We also added a new element to the question this year, offering a definition of what "effective and timely communication" means: "Do you feel you are given all of the information you need? Do your contacts get back to you within 48 hours?". This was helpful in making the data collected more meaningful and standardized.

7. When we asked Family Members and Caregivers if the facilities at Lifetime Networks are accessible to them and their loved ones, 95% said "yes" and 5% of respondents answered "no"; this was exactly the same response as last year. For those who answered "no", the comments reflected a desire for a larger location and/or one closer to the West Shore or Duncan.

8. When we asked Family Members and Caregivers if the services at Lifetime Networks are accessible to their loved ones, 100% of people said "yes", which was the same unanimous answer as last year, and a continued improvement from 2018 when 97% of respondents answered "yes".

9. For the first time this year, we asked Family Members and Caregivers if they identified with any of the ethnic backgrounds asked about in the 2016 Canadian census. We chose the Census categories so that we can compare Lifetime Networks' results to the demographics of our region in our Cultural Competency and Diversity report. Interestingly, 40% of respondents chose not to answer this question. Out of the remainder who did, 63% identified as European, 11% as First Nations, 3% as South Asian, 5% as Chinese, 5% as Black and 18% as Other. Some respondents

chose more than one category, which explains why the sum of these percentages is more than 100%.

For the THIRD time, we asked Family Members and Caregivers if Lifetime Networks respects and supports the diversity-related needs of them and their loved ones. We defined diversity-related needs as things like cultural background, religious affiliations, sexual orientation, and gender identity.   24% of people chose to skip the question, but of those who responded, 94% of respondents "yes" and 6% answered "no". One suggestion from someone who answered "no" is that instead of using the term "First Nations", we use "Indigenous" because it includes Metis and Inuit people.

10. This year, we added questions about the Lifetime Networks' website at the request of our Accessibility Committee; they are working hard to ensure that everyone who wants to access the website is able to.

	Every day	A few times a week	About once a week	A few times a month	Once a month	Less than once a month
How often do you visit our website?	2%	0%	5%	8%	15%	70%

We asked respondents what type of information they are looking for when they visit the website, and answers included (in order of most often mentioned to least often mentioned): program information, upcoming events, program schedules, contact information, cost of programs, photos, updates about Lifetime Networks, to register for programs, content accuracy and general information. It is interesting that several people indicated that they come to the website to register for programs, because this option is not currently offered.

	Always	Usually	Sometimes	Rarely	Never
When you visit our website, is it easy for	27%	61%	10%	2%	0%

you to find the information you are looking for?					

This is a very positive result because it indicates that 88% of respondents are able to find the information they are looking for on our website most of the time.

When respondents were asked if they were able to locate staff contact information on our website, 71% answered "always", 27% answered "sometimes" and 2% answered "never".

When the Families and Caregivers were asked if they had any suggestions on improving the website's accessibility, their answers included:
- "Post dates and times of upcoming events on the home page a week or two in advance."
- "A simpler start page with boxes to click for different categories."
- "A schedule of regular programs placed on the site would be really helpful, together with dates and cost. This will allow me to plan for future participation for my son."
- "That it talks."

11. Feedback and Quotations from Family Members and Caregivers:

- The highlights for me are the twice a year Network gatherings.
- My highlight is the staff.
- My highlight is the helpful people! And, the Goodlife walk.
- My highlight is attending events such as the Christmas breakfast, gala and golf tournaments.
- It would be nice to have a facility that was more spacious and updated. But having said that, the current space has been made as comfortable and safe as possible.
- My highlight is seeing the people flourish and being supported.
- Every interaction with Lifetime Networks staff has been super positive and helpful for me and my family. My daughter loves all activities at Lifetime Networks that she participates in. Thank you for all that you do!
- Our highlight has been the growth of our child, and the amazing support he got with support for his employment.
- A highlight is staff being responsive and keeping communication open.

- My highlight is the people who work there and the safe and positive environment the program provides.
- Highlights include Theatre Troupe productions, the Gala, and events with Network Friends. All excellent!
- My biggest highlight is Lifetime Networks takes some of the pressure and stress away from me, knowing my son is receiving support and is out in the community.
- My son's network has been re-booted after nearly falling apart. I was impressed and pleased with the hard work that went into getting it going again.
- The highlight this year has been the theatre program shows.
- Support from staff has been amazing!
- Finding a Network Facilitator for our son has been a highlight and thus far it seems to be working very well.
- The highlight is the wonderful relationship that continues to build between my son and his Community Engagement companion.
- The Lifetime Networks breakfast at 1550's is our highlight!
- I appreciate the regular weekly support that Lifetime Networks offers to my son. For him, having routine is fundamental to his mental, intellectual and physical health.
- A highlight this year has been developing a relationship with my son's Network Facilitator and his Network Friend volunteer.
- My daughter really enjoys Gals' Social group.
- Our highlight this year has been our wonderful support worker!
- Highlights this year have been Theatre Troupe, and seeing the friendships that have grown out of the group.
- The highlight has been the amazing people! Relationships, connections, care and support!
- My highlight was attending the Theatre Troupe production at Langham Court.
- Our highlight was the music class. The instructor went above and beyond to make our family feel supported when our daughter couldn't come for an extended time. The music class made videos of the class to let her know she is thought of and missed.
- My highlight is the camping trip.
- A highlight was a note from one of the directors saying my loved one was doing well.
- The best thing about Lifetime Networks is just knowing that you are informative and inclusive.
- Our highlights have been the Theatre Troupe shows and working with employment support.
- I think Lifetime Networks does a wonderful job and just wish there were more organizations like it in Victoria. Everyone needs friends and Lifetime Networks has served that purpose for our family.
- We are very grateful that we can access your services.
- You are doing an awesome job!

Volunteers, Network Friends, Board Members and Practicum Students:

1. Respondents were presented with the Lifetime Networks' Mission (*We foster networks of friendship and support for people with diverseabilities to enhance community)* and Vision (*We see a future where all people enjoy safe, happy, fulfilling lives*). The Volunteers, Network Friends, Board Members and Practicum Students were asked if they agree that Lifetime Networks fulfills its Mission and Vision. 70% of respondents strongly agreed, and 30% of respondents agreed, meaning that 100% people who answered replied positively.

2. When asked if the events that Lifetime Networks hosts throughout the year are valuable to them, 94% of Volunteers, Network Friends, Board Members and Practicum Students who found the question applicable to them agreed or strongly agreed and 6% disagreed. Last year 87% agreed or strongly agreed, 9% were neutral and 4% disagreed. The previous year, only 73% of people surveyed in this category agreed or strongly agreed that the events that Lifetime Networks hosts throughout the year are valuable to them. When we compare these answers from the last three years, it seems as if respondents in this category find the events more valuable now.

3. For the third time we asked the Volunteers, Network Friends, Board Members and Practicum Students to describe why they are involved with Lifetime Networks, and what they gain through their engagement. Some of the statements we received included:

   - "I am in [my Focus Person's] network. I get regular emails inviting me to participate in her social activities. Those times I can attend it has been fun."
   - "Enjoy connecting with great people."
   - "I am a network member and have been for about 10 years. I have seen this Network support the focus person after her mom died. Her mom made a wise decision to set up the network some years before her death."
   - "I have a LN women staying with me and it has taught me to see things in a different light and to have patience and that you people in the office have my back and are willing to help."
   - "It's all about the people, both the staff, volunteers and participants. Whenever I come back from a LNV events or spending time with my network friend I always feel a sense of happiness and positivity."

- "Friendship. My Lifetime Networks friend really appreciates my time with him, and I value his honesty."
- "Involved with enhancing an inclusive community."
- "The organization contributes to the fabric of our society and their role is critical as part of the inclusion of all members of society."
- "My daughter recommended I participate and I enjoy helping other individuals who benefit from my friendship."
- "I met [my friend] through LNV. She is an important friend to me and my family."
- "I'm involved as a volunteer because I believe that everyone deserves friendship and should have people in their lives who care about them. I gain the same for myself in return."
- "I value the friendships that I have made and enjoy being a part of the LNV community."
- "For the personal connection and the feeling that I'm supporting an individual to expand her network and opportunities in the community."
- "In the beginning, I felt I was supporting the parent of our focus person in planning for her daughter's future. Now that the parent is deceased, I feel we are fulfilling her wishes, and ensuring that her daughter has friendship and fun and is connected rather than isolated. It's hard to think in terms of what I gain. She's been my friend for many years now, and we're here for each other. We have lots of good times, and navigate life's ups and downs along the way."

3. When asked the following questions, the percentage of Volunteers, Network Friends, Board Members and Practicum Students answered:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
I receive the support and mentoring from my supervisor (or Network Facilitator) that I need to do my role well:	66%	26%	0%	0%	0%	8%
I receive recognition and appreciation for my involvement with Lifetime Networks in a way that is meaningful for me (circle one):	34%	56%	0%	0%	0%	10%

I feel that my involvement with Lifetime Networks is sustainable for the long term:	45%	50%	0%	5%	0%	0%

This year, 92% of the respondents in this category agree or strongly agree that they receive the support and mentoring from their supervisor (or Network Facilitator) that they need to do their role well, and this has increased from 61% of respondents who answered the question positively on last year's survey. Part of this might be due to the fact that last year (but not this year) respondents had the opportunity to answer that the question does not apply to them, but nevertheless it is a large improvement.

For the second time, we asked Volunteers, Network Friends, Board Members and Practicum students if they feel that they receive the recognition and appreciation for their involvement with Lifetime Networks in a way that is meaningful for them. 90% agreed or strongly agreed and the rest skipped the question. This is an increase from last year when 64% of respondents strongly agreed or agreed, 12% were neutral and 24% felt that this question was not applicable to them.

The respondents also shared several comments, including:

- "It's nice, but I don't do it for the recognition."
- "I don't volunteer for the recognition, but I feel appreciated by my network focus person."

These comments are interesting because they indicate that the Network Friends, in particular, are not looking for Lifetime Networks as the organization to provide the appreciation and recognition, but rather that it is more valuable on a person level. This is very similar to the comments from last year.

95% of Volunteers, Network Friends, Board Members and Practicum Students feel that their involvement with Lifetime Networks is sustainable for the long term, which is approximately the same result as 96% last year.

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4. For the first time this year, as asked the Volunteers, Network Friends, Board Members and Practicum Students to describe what would help to make their role with Lifetime Networks sustainable for the long term. Some of the statements we received included:

    -   "Not feeling as though hours with focus person are mandatory."
    -   "Support from Network and Program co-ordinators."
    -   "Everyone involved recognizing that people's lives are dynamic and that sometimes we don't have as much time for friends as at other times is important to keep our relationships healthy and sustainable."
    -   "The flexibility of the network friend volunteering helps to make it a sustainable commitment."
    -   "The friendship [my Focus Person] and I have made is sustainable regardless of my role with LNV. That's what makes what they do so special."
    -   "I find committing to 1-2 activities per month is sustainable for me."
    -   "Everything that LNV already does makes it sustainable."

5. When we asked Volunteers, Network Friends, Board Members and Practicum Students if they receive effective and timely communication from their contacts at Lifetime Networks, 95% answered "yes". This is a slight increase from last year's 92% "yes" response. We also added a new element to the question this year, offering a definition of what "effective and timely communication" means: "Do you feel you are given all of the information you need? Do your contacts get back to you within 48 hours?". This was helpful in making the data collected more meaningful.

6. When we asked Volunteers, Network Friends, Board Members and Practicum Students if the facilities at Lifetime Networks are accessible to them, 27% of the respondents indicated that the question was not applicable to them. For those that found the question applicable, 94% answered "yes" and 6% answered "no". This is more or less the same as the answers from last year, and the previous year.

7. For the first time this year, we asked Volunteers, Network Friends, Board Members and Practicum Students if they identified with any of the ethnic backgrounds asked about in the 2016 Canadian census. We chose the Census categories so that we can compare Lifetime Networks' results to the demographics of our region in our Cultural Competency and Diversity report. Interestingly, 18% of respondents chose not to answer this question. Out of the remainder who did, 72% identified as European, 23% as Other, and 5% as First Nation.

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8. For the third year in a row, we asked Volunteers, Network Friends, Board Members and Practicum Students if their diversity-related needs (i.e. regarding cultural background, religious affiliations, sexual orientation and gender identity) are respected and met by Lifetime Networks. 100% of people who found the question applicable answered "yes", which is the same as last year.

9. This year, we added questions about the Lifetime Networks' website at the request of our Accessibility Committee; they are working hard to ensure that everyone who wants to access the website is able to.

	Every day	A few times a week	About once a week	A few times a month	Once a month	Less than once a month
How often do you visit our website?	0%	0%	0%	14%	14%	72%

We asked respondents what type of information they are looking for when the visit the website, and answers included (in order of most often mentioned to least often mentioned): event information, general information, contact information, hours, photos, job postings, and accessing "The know".

	Always	Usually	Sometimes	Rarely	Never
When you visit our website, is it easy for you to find the information you are looking for?	22%	78%	0%	0%	0%

This is an excellent result because it indicates that 100% of respondents are able to find the information they are looking for on our website most of the time.

When respondents were asked if they were able to locate staff contact information on our website, 77% answered "always" and 23% skipped or chose N/A.

Some suggestions to improve the website were:

- "Updating information more frequently would be nice, such as upcoming events. (This has gotten much better though!)"
- "I usually access from my phone, is there any way to make it more mobile friendly?"

10. Highlights in the past year from Volunteers, Practicum Students and Network Friends:

- "Christmas party at team leaders place."
- "I love spending time with [my Focus Person]."
- "Ice cream social with focus person."
- "Being part of a community of friends related to the individual at the centre of the friend's network."
- "To see my friend develop so well with Lifetime Networks."
- "I really enjoyed the ice cream social."
- "I appreciate the way we all come together in truly caring about the well-being of our focus person, and communicate our concerns and wishes in a respectful manner, so I'd say the highlight has been some of the meetings (which are also social occasions with food.)."

11. General comments regarding Lifetime Networks from Volunteers, Practicum Students and Network Friends:

- "Maybe look at reducing the cost of classes and events it can be quite expensive."
- "I appreciate it when there are vegetarian and/or dairy free options for events that involve food."
- "Thank you for the support and kindness. LNV is a wonderful organization to volunteer for."
- "You are doing a great service to our special needs community."
- "You are a fabulous organization!"

Staff Members:

1. Respondents were presented with the Lifetime Networks' Mission (*We foster networks of friendship and support for people with diverseabilities to enhance community)* and Vision (*We see a future where all people enjoy safe, happy, fulfilling lives*). The staff were asked if they agree that Lifetime Networks fulfills its Mission and Vision. 59% of respondents

strongly agreed, 38% of respondents agreed, and 2% disagreed; this is a positive result because it means that 97% of respondents agreed! Some comments from staff members included were:

- o Mission - 100% agree vision - I think most staff agree with the vision statement but more training and funding would supplement it.

- o It is wonderful to work in alignment of Person-centered as that is in my framework when supporting individuals.

- o I think there are many opportunities for connection and skill building within Lifetime (e.g., social groups, BBQs, picnics, even Being A Citizen program).

2. When asked if the events that Lifetime Networks hosts throughout the year are valuable to them, 77% of staff agreed or strongly agreed, 5% disagreed and 18% answered "not applicable". Here are some comments from staff members:

- "I often cannot attend, but appreciate being consistently invited, especially in the last year. I'd like to highlight the current HR and the specific email blasts are very professional."
- "I attend the meetings and seminars for Facilitators and find them excellent."
- "It would be great to have some events in the year that are just for staff as a way to draw in those working mainly in the community. Receiving more personal invitations to events could increase participation from staff. It would be great if staff could participate in the gala at rate that is even more reduced - $75 does not feel affordable."

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I receive the support and mentoring from my supervisor that I need to do my role well:	43%	45%	5%	2%	0%

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I receive recognition and appreciation for my involvement with Lifetime Networks in a way that is meaningful for me (circle one):	43%	41%	9%	0%	7%

3. This year, 88% of Staff Members strongly agreed or agreed that they receive the support and mentoring from their supervisors that they need to do their role well. This is an improvement of 5% from last year; our goal for 2019 was to increase the percentage of those who agreed or strongly agreed to 90%, and though we improved, we did not quite reach this target. It is also worth noting that last year, only 3% of Staff Members disagreed or strongly disagreed that they received the support and mentoring from their supervisors that they need to do their role well, and this year that percentage rose to 7%. Comments from Staff Members about supervisors included:

    o   "I have never felt so valued at a workplace. It is encouraging to feel so supported!!!"
    o   "I was thoroughly touched by the card I received from when I left for a semester. I really appreciate the verbal recognition of my work (e.g., a finished product/tool). "

    o   "It would be great if some structural changes were made so that supervisors have more time to engage with staff in informal and formal (trainings) ways."

    o   "My manager is great at providing wonderful & helpful feedback."
    o   "My manager is a great mentor and a powerhouse of seemingly endless support for everyone she knows. She is a huge inspiration to SO many people, and someone I hope to emulate in my personal and professional life."
    o   "Receiving more communication from managers would also make me feel more appreciated & recognized."

    o   "I appreciate the ongoing support and encouragement."

4. For those Staff Members who participated in an Annual Review this year, 67% were either satisfied or very satisfied with the process. 31% of staff members answered that it was not applicable to them because they did not have an annual review. This year, one of the comments was that "It was a very smooth process; having completed it beforehand and having a supervisor review it together. Very collaborative and encouraging."

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5. In this year's survey, it was our goal that 85% of Staff Members would agree or strongly agree that they receive recognition for their work in a way that works for them. 43% strongly agreed and 45% agreed, which means that 88% answered this question positively! This was an impressive increase of 10% from last year's survey, when 78% of Staff Members agreed or strongly agreed that they received recognition for their work in a way that was meaningful for them.

6. This year, 84% of our Staff Members agreed or strongly agreed that they receive the support and mentoring that they need to do their role well. This was a slight increase from last year, when 83% of Staff Members answered this question positively.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Working with Lifetime Networks provides opportunities to develop my professional skills.	43%	50%	0%	2%	5%

7. 93% of Staff Members strongly agree or agree that working with Lifetime Networks gives them the opportunity to develop their professional skills, 5% did not find it applicable and 2% disagreed or strongly disagreed. This is an increase to last year, when 85% of Staff Members strongly agreed or agreed that working with Lifetime Networks gives them the opportunity to develop their professional skills, 17% were neutral and no one disagreed. We exceeded the 2019 goal of maintaining the percentage who agreed or strongly agreed at 85%. Comments include:

- "In my most recent activities, I feel that I have gotten the opportunity to plan groups and have gotten more group experience in facilitating groups (e.g. keeping the group on track and defusing group tension). When my schedule frees up I would love to be a part of some lunch and learns and help out in other areas of Lifetime to continue to develop my skills. "

    "Being in a fairly constant state of inter-personal relating develops my people skills and shines a light on where I can do better. When I stay conscious through the ups and downs, I have great opportunities to learn."

8. This year for the second time, we asked Staff Members if the benefits package that Lifetime Networks started offering in January 2018 has increased their overall job satisfaction. This question is only applicable to staff who work more than 24 hours per week, and so the question was not applicable to 45% of respondents. For those for whom it was applicable, 50% of them agreed or strongly agreed that the introduction of benefits has increased their overall job satisfaction and 5% of Staff Members disagreed or strongly disagreed. Last year 77% of people had agreed or strongly agreed that benefits increased their overall job satisfaction.

9. When asked the following question, the percentage of Staff Members answered:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I feel that my employment with Lifetime Networks is sustainable for the long term.	18%	50%	18%	7%	7%

68% of Staff Members strongly agree or agree that working with Lifetime Networks is sustainable for the long term, 25% disagreed or strongly disagreed and 7 % felt that the question did not apply to them. This is a big increase from last year, when 55% of Staff Members agreed or strongly agreed that working with Lifetime Networks is sustainable for the long term. Their manager or our director followed up with the individuals who indicated "disagree" or "strongly disagree" with this statement to explore any employment issues and offer support.

10. When asked "What do you feel would make your employment with Lifetime Networks more sustainable for the long term?", most staff members commented that the cost of living in Victoria is high and an increase in wage would make employment more sustainable. Other comments included:

   o "More transparency between myself as a CSW and the PCP, and more transparency in company rules and regulations."
   o "More recognition, better response time from management staff about important matters."

o "Assistance in the program I work in would be beneficial and increase response time and productivity."

o "Some internal process to be able to decompress from the amount of emotional labor I do on my shifts."

11. We expanded the questions we asked this year about the Person Centered Plan (PCP) process. For the 66% of respondents who found the question applicable, 92% of them said that they enjoyed the PCP process. We asked if staff members found the Person Centered Plan process understandable, and of people who found the question applicable, 89% answered "yes", and 11% said "no". This year we also asked if people found the PCP process effective (i.e. were they supported to follow through on their goals), and of the 63% of staff members who found this question applicable, 89% said yes. Last year, 76% agreed or strongly agreed that they were satisfied with the process, support and information they received. One comment this year was: "The paperwork is still cumbersome, but we are working towards making it an engaging and worthwhile procedure."

12. When we asked Staff Members if they receive effective and timely communication from their contacts at Lifetime Networks, 93% answered "yes" and 7% answered "no". This is a slight decrease from last year, when 95% answered "yes" and 5% answered "no". Some of the explanatory comments included:

• "Staff I speak with are open and approachable. Most of the time, if I have a query, I will receive a response immediately."

• "I often need to ask multiple questions in the form of many emails or in person meetings to get the information I need. The replies are within 24 hours though."

• "This has improved immensely during my time here. Although there still are times when it will take a long time and many people to get the answer you are looking for."

We also added a new element to the question this year, offering a definition of what "effective and timely communication" means: "Do you feel you are given all of the information you need? Do your contacts get back to you within 48 hours?". This was helpful in making the data collected more meaningful.

13. When we asked Staff Members if the facilities at Lifetime Networks are accessible to them, 11% indicated that this question was not applicable to them. Of the remaining Staff Members, 86% answered "yes" and 7% answered "no".

- "LNV is commendably accommodating"

- "As someone who works off site, it can be difficult to make onsite events work. Luncheons and 3:30 or 4:00 training sessions are not inclusive off all staff."

- "Larger meeting room/more meetings rooms would be nice though."

- "Parking could be better."

14. This year, we added questions about the Lifetime Networks' website at the request of our Accessibility Committee; they are working hard to ensure that everyone who wants to access the website is able to.

	Every day	A few times a week	About once a week	A few times a month	Once a month	Less than once a month	Skipped question
How often do you visit our website?	1%	2%	11%	18%	18%	43%	6%

We asked respondents what type of information they are looking for when the visit the website, and answers included (in order of most often mentioned to least often mentioned): event information, general information, contact information, hours, photos, job postings, and accessing "The know".

When respondents were asked the following, they reported:

	Always	Usually	Sometimes	Rarely	Never	Skipped Question
When you visit our website, is it easy for you to find the information you are looking for?	25%	57%	7%	5%	2%	4%

Some suggestions to improve the website were:

- o "Perhaps changing the colour of the font from grey to a darker colour (on the staff contacts page there is a grey background with grey font)."

- o "Maybe put a link to the staff/board of directors list on the "contact us" page? I have gone to that section before looking for the staff list (eventually I do find it easily though!)"

- o "I think the website is great, but I think the program info section could be reorganized to be more clear (no specific ideas though). Perhaps sharing the schedule of one person could show how individuals are involved in many different programs within Lifetime, and what that looks like."

15. For the first time this year, we asked staff members if they identified with any of the ethnic backgrounds asked about in the 2016 Canadian census. We chose the Census categories so that we can compare Lifetime Networks' results to the demographics of our region in our Cultural Competency and Diversity report. Interestingly, of the respondents 14% chose not to answer this question and 12% skipped the question Out of the remainder who chose to identify their ethnic background, 54% identified as European, 3% as First Nation, 3% as Chinese, 3% as Black, 7% as Latin American, 3% as Southeast Asian, 3% as West Asian, 7% as Japanese, and 21% as other. Several respondents chose more than one category, which explains why the total percentage is 104.

16. For the third year in a row, we asked staff members if their diversity-related needs (i.e. regarding cultural background, religious affiliations, sexual orientation and gender identity) are respected and met by Lifetime Networks. 100% of people who found the question applicable answered "yes", which is the same as last year. 32% of respondents did not think the question was applicable to them. Some of the comments included:

- "I don't think I have any diversity related needs . Having said that, I'm part of the dominant culture so my needs are likely being met without me having to do much advocating."

- "I have not had any barriers in terms of diversity-related needs, nor any off-putting comments. Lifetime has also been very accommodating for giving time off for holidays that are not celebrated in BC."

- It would be pleasant to include "holy days" into the realm of days off where there could be 2 paid days per year. In my case, Diwali (festival of lights) and Vaisakhi (marking the birth of Sikh order) as these largely celebrated similar to Christmas.

Feedback and Quotations from Staff Members:

- Stepping into a new position that gives me more responsibility, more insight into the organization, and getting to know people better.
- My highlight has been working with the individuals that access Lifetime, seeing them grow and enjoy their time in community with others.
- Probably developing closer relationships with participants and knowing they trust and value me. Also becoming a program instructor made my year because I've wanted to be one for a long time and I'm so happy with my job position!
- Every day I am in awe of the wonderful humans employed by Lifetime.
- Lifetime Networks is an incredible organization run by incredibly committed people.
- Lots of flexibility for both staff and participants, there is always laughter in the offices.
- Being part of someone's Network and planning his birthday celebration is something I really cherish.
- Interacting with amazing, unique, motivated and inspiring participants and staff!
- Attending the volunteer Christmas party at the Mustard Seed with the individual I support.

GOAL GRID – 2019 RESULTS AND 2020 GOALS

#	2019 IMPROVEMENT GOAL	2020 IMPROVEMENT GOAL	INDICATORS FOR SUCCESS	PERSON RESPONSIBLE	TARGET DATE	2019 COMPLETION DATE/STATUS	2020 COMPLETION DATE/STATUS
1.	Achieve an average of a 45% response rate across all 4 survey categories.	Achieve a more realistic 40% average response rate across all survey categories.	When the survey is completed, at least 40% of the people we send the surveys to will complete the survey and send it back.		August 2020	October 2019: Goal not met. Average response rate across all 4 survey categories: 31%	
2.	Increase the percentage of Staff Members who agree or strongly agree that working with Lifetime Networks is sustainable for the long term to 65%	Maintain the same numbers and 68% of Staff Members will agree or strongly agree that working with Lifetime Networks is sustainable for the long term.	When Staff Members complete the survey, at least 68% of them will agree that working with Lifetime Networks is sustainable for the long term.		August 2020	October 2019: Goal met! 68% Staff Members agree or strongly agree that working with Lifetime Networks is sustainable for the long term.	
3.	Maintain the percentage of respondents (across all categories) who	Maintain the percentage of respondents (across all categories) who	An average of 85% of respondents in all survey categories will indicate that the events Lifetime		August 2020	October 2019: Goal met and exceeded on the average	

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#	2019 IMPROVEMENT GOAL	2020 IMPROVEMENT GOAL	INDICATORS FOR SUCCESS	PERSON RESPONSIBLE	TARGET DATE	2019 COMPLETION DATE/STATUS	2020 COMPLETION DATE/STATUS
	indicate that the events Lifetime Networks hosts throughout the year are valuable to them at 77.5%.	indicate that the events Lifetime Networks hosts throughout the year are valuable to them at 85%	Networks hosts throughout the year are valuable to them.			across all categories: 87.5%. Supported Individuals 95% Families 84% Volunteers 94% Staff 77%	
4.	Achieve an average of 85% of respondents across *all 4 categories* who indicate that they receive timely and effective communication from their contacts at Lifetime Networks.	Maintain an average of 90% of respondents across all survey categories who indicate that they receive timely and effective communication from their contacts at Lifetime Networks.	At least 90% of respondents will answer "yes" to the question about receiving timely and effective communication from their contacts at Lifetime Networks.		August 2020	October 2019: Goal met! Average: 92% Supported Individuals 85% Families 95% Volunteers 95% Staff 93%	
5.	85% of Staff Members will agree or strongly agree that they receive recognition for	Maintain an average of at least 85% of Staff Members who agree or strongly agree that they receive	At least 85% of Staff Members will agree or strongly agree with this question on the annual survey.		August 2020	October 2019: Goal met! 88% of Staff Members agree or strongly agree that they receive	

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#	2019 IMPROVEMENT GOAL	2020 IMPROVEMENT GOAL	INDICATORS FOR SUCCESS	PERSON RESPONSIBLE	TARGET DATE	2019 COMPLETION DATE/STATUS	2020 COMPLETION DATE/STATUS
	their work in a way that works for them.	recognition for their work in a way that works for them.				recognition for their work in a way that works for them	
6.	To raise the percentage of Staff Members who agree or strongly agree that they receive the support and mentoring from their supervisors that they need to do their role well from 83% to 85%.	To raise the percentage of Staff Members who agree or strongly agree that they receive the support and mentoring from their supervisors that they need to do their role well from 84% to 85%	At least 85% of Staff Members will agree or strongly agree with this question on the annual survey.		August 2020	October 2019: Goal almost met. 84% of Staff Members agree or strongly agree that they receive the support and mentoring from their supervisors that they need to do their role well	
7.	Maintain at 85% the percentage of Staff Members who strongly agree or agree that working with Lifetime Networks gives them	To maintain 90% of Staff Members who strongly agree or agree that working with Lifetime Networks gives them the opportunity to	At least 90% of Staff Members will agree or strongly agree with this question on the annual survey		August 2020	October 2019: Goal exceeded! 93% of Staff Members strongly agree or agree that working with Lifetime Networks gives	

#	2019 IMPROVEMENT GOAL	2020 IMPROVEMENT GOAL	INDICATORS FOR SUCCESS	PERSON RESPONSIBLE	TARGET DATE	2019 COMPLETION DATE/STATUS	2020 COMPLETION DATE/STATUS
	the opportunity to develop their professional skills.	develop their professional skills				them an opportunity to develop their professional skills	
8.	New Goal: Increase agreement rate by 2% in each category for people who are involved with Person Centered Plans that they are satisfied with the process and the information they receive. Agree/strongly agree rates: Supported Individuals 76% Families and Caregivers 83% Staff Members 78%	To increase the satisfaction percentage of Individuals Supported across all 3 PCP questions by 2% (to 85%) and to maintain the satisfaction percentages for Families (at 89%) and Staff (at 90%).	Supported Individuals' average across all 3 PCP questions will be 85%, and the average for Families will be 89% and for Staff will be 90%		August 2020	October 2019: This year's survey questions were re-worded and expanded so that there were 3 questions about PCPs. The average agree & strongly agree percentage across all three new questions: Supported Individuals: 83% Families: 89% Staff: 90%	

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#	2019 IMPROVEMENT GOAL	2020 IMPROVEMENT GOAL	INDICATORS FOR SUCCESS	PERSON RESPONSIBLE	TARGET DATE	2019 COMPLETION DATE/STATUS	2020 COMPLETION DATE/STATUS
9.	New Goal: Add more questions on the survey regarding the PCP process to receive more useful data.	Include the same 3 PCP questions on next year's survey so that the results can be compared	The survey that goes out in July 2020 will include the same 3 PCP questions that the survey that went out in July 2019 included.		July 2020	July 4, 2019 – Goal complete. This year's survey contains 3 questions about PCP process	
10.	New Goal: To allocate 20 hours extra staff resources at survey time to be able to offer conducting the survey interview style (i.e. a CSW hired to interview individuals and families only – not staff – to protect confidentiality of peers).	To allocate 30 hours of extra staff resources (i.e. CSW time – Oliver in particular) to assist with conducting the survey interview-style and with compiling the survey results.	There will be 30 extra hours in the budget to allow for a CSW to be hired to help with survey administration.		July 2020	July 2019 – Goal met. Oliver hired and reaches out via phone to offer to complete the survey interview-style to a list of individuals that we thought would prefer this method. Oliver also helped out with survey compilation and data analysis.	

#	2019 IMPROVEMENT GOAL	2020 IMPROVEMENT GOAL	INDICATORS FOR SUCCESS	PERSON RESPONSIBLE	TARGET DATE	2019 COMPLETION DATE/STATUS	2020 COMPLETION DATE/STATUS
11.		New Goal: Draft and send out a fifth category of survey for Community Partners (i.e. CLBC, sponsors, employers)	In addition to surveys sent out to Supported Individuals, Families/Caregivers, Volunteers and Staff Members, there will be a fifth distinct survey sent out to Community Partners		June 2020		