

Quality Improvement Report Card 2019-20


Every year, Community Living Kingston and District sets goals to try to make ourselves better. We collect all sorts of data to try to see how we are doing.

Every year, we put together an Quality Improvement Report with all sorts of information and statistics about how we did with our goals. However, this report can sometimes be very detailed and complicated. This report card is an attempt to let people who are important to us know how we did, but in an easier format.


What Do the Grades Mean?



Thumbs up: We met our goal and have a pretty good handle on things.

















We did OK: We either met the goal, but didn't do as well as last year or we just missed the goal but feel like we're on the right track.



We're working on it! We didn't meet the goal, and we have some work to do

How Did We Do?

| What We Wanted to Do | Our Grade | Comments |
|--|---|---|
| Whole Agency: We wanted to make sure that persons served are happy with our services. |  | We asked five satisfaction questions. We had an approval rating of over 93% on all of the questions. |
| Whole Agency: We wanted staff to be happy with our EAP and peer support/mentoring. |  | Staff were happy with all services except EAP. We fixed this by changing EAP providers. |
| Community Inclusion Programs: We wanted to develop new community based resources. |  | We developed eleven new community resources. We were hoping to develop at least three more. |
| Residential Services: We wanted to make sure that persons served have connections to people that aren't paid to support them. |  | Friends and volunteers were a lot better than last year, but family supports were less. |
| Respite: We wanted to make sure that the respite house was used as often as possible. |  | The respite house was used on 70% of days in the past year, about the same as the year before. |
| Child Care Resource Consultants: We wanted to make sure that kids aren't prevented from accessing child centres because of lack of funding. |  | No children were unable to attend centres because of a lack of resources due to their enhanced needs. |
| Family Support: We wanted to make sure that families are coming to our drop ins. |  | We had a lot of families come to the drop ins, but we'd like more to come each month. |
| Family Home: We wanted to make sure that family home arrangements stayed intact and were long-lasting. |  | 83% of Family Home situations stayed intact through the year. |
| Whole Agency: We wanted to make sure that staff sick time was kept to a manageable range. |  | Our sick rates were pretty low across the board. |
| Residential Services: We wanted to decrease medication errors. |  | Our medication errors were down by 3% this year, but we think we can improve even more. |
| Employment Services: We wanted Kwik Shred to become a more thriving business. |  | For the second year in a row, we met most our business targets at Kwik Shred and increased work opportunities for persons served. |
| Whole Agency: We wanted to limit the number of staff injuries. |  | We would like there to be no staff injuries. There were a few, but they were down by almost 65% |
| Whole Agency: We wanted our staff turnover rates to be low. |  | Our part-time turnover was too high (28%), but this was a huge improvement over last year. |
| Whole Agency: We wanted to manage our long-term costs like owed vacation time, etc. |  | These costs were reduced by 8%. |

Where Can I Get More Information?

You can get more information in our Quality Improvement Report, which is on our website: www.communitylivingkingston.org. Or you can contact Jeff Harrison at jeffrey.harrison@clkingston.ca