

## Quality Improvement Report Card 2020-21

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
<b>Whole Agency:</b> We wanted to make sure that persons served were happy with how we have dealt with COVID.		We asked four satisfaction questions, with an average approval rating of 92%
<b>Whole Agency:</b> We wanted new staff to be happy with their work so far		We asked six satisfaction questions, with an average approval rating of 87%
<b>Community Inclusion Programs:</b> We wanted to develop new community based resources.		We developed six new community resources. We were hoping to develop twice as many, but COVID was a barrier.
<b>Residential Services:</b> We wanted to make sure that persons served have connections to people that aren't paid to support them.		This was hard to do this year because of COVID. We tried to make up for it with technology.
<b>Community Services:</b> We wanted persons served to have valued social roles		Around 65% of persons served had a social role noted in their plan.
<b>Child Care Resource Consultants:</b> We wanted families to get into service as quickly as possible after being referred.		Over 95% of families were in service within 60 days of being referred.
<b>Family Support:</b> We wanted to make sure that families are coming to our drop ins and virtual sessions.		We had 78 families attend sessions this year.
<b>Family Home:</b> We wanted to make sure that family home arrangements stayed intact and were long-lasting.		All of our Family Home situations stayed intact through the year, except for someone who moved out on their own.
<b>Whole Agency:</b> We wanted to make sure that staff sick time was kept to a manageable range.		Our sick rates were under 5% in every program, which is pretty good during COVID.
<b>Residential Services:</b> We wanted to decrease medication errors.		Our medication errors were up by 8% this year.
<b>Employment Services:</b> We wanted Kwik Shred to become a more thriving business.		The pandemic and stay-at-home orders had a pretty big impact on business this year.
<b>Whole Agency:</b> We wanted to limit the number of staff injuries.		We would like there to be no staff injuries, but we had about the same as last year.
<b>Whole Agency:</b> We wanted our staff turnover rates to be low.		Our part-time turnover is still too high (25%), but this was an improvement over the last three years.
<b>Whole Agency:</b> We wanted to manage our long-term costs like owed vacation time, etc.		COVID made it hard for people to take time off. Our costs tripled this year.

### Where Can I Get More Information?

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