

Quality Improvement Report Card 2021-22



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 were happy with how we have dealt with COVID.		We asked four satisfaction questions. The satisfaction levels averaged around 90%, but we were hoping for a bit more.
Whole Agency: We wanted our community partners (other agencies) to be happy with our services.		We asked nine satisfaction questions and had high satisfaction ratings. But nobody knew about our Strategic Plan that we worked on.
Whole Agency: We wanted to make sure that staff sick time was kept to a manageable range.		Our sick rates were under 5% in most programs, but higher in Residential. Working in Residential has been really hard during COVID.
Community Inclusion Programs: We wanted to develop new community based resources.		We developed four new community resources. We were hoping to develop twice as many, but COVID was a barrier.
Community Inclusion Programs: We wanted lots of staff to be trained in how to do good planning		This was hard to do because of COVID, but six staff got some training in planning.
Residential Services: We wanted to make sure that persons served have connections to people that aren't paid to support them.		We did way better than last year but aren't close to doing as well before COVID.
Residential Services: We did not want to have many medication errors.		We still have more medication errors than we would like.
Residential Services: We wanted to get staff trained in sign language.		We did pretty well with this. Ten staff were trained in sign language.
Community Services: We wanted persons served to have valued social roles		Around 77% of persons served had a social role noted in their plan, but lots of plans need an update and need to be caught up.
Child Care Resource Consultants: 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.
Child Care Resource Consultants: We wanted to make sure the items in the resource library got used a lot.		We can do a lot better— items were only used 16% of the time, but child care centres were closed because of COVID.
Child Care Resource Consultants: We wanted families to be happy with the services.		We asked eight satisfaction questions, and all of them were rated more than 90% satisfied!
Family Support: We wanted to make sure that families are coming to our drop ins and virtual sessions.		We did great this year— we had 11 families attend sessions this year.
Family Support: We wanted families to get into service as quickly as possible after being referred.		We were really happy with this— over 95% of families got service within 90 days.

What We Wanted to Do	Our Grade	Comments
Respite: We wanted the Respite house to get used as much as possible.		We did better than last year, but the house was only used on 60% of days in the year. Some renovations and COVID made it hard to use it more.
Family Home: We wanted to make sure that family home arrangements stayed intact and were long-lasting.		We did great— 90% of our Family Home arrangements lasted all year.
Kwik Shred: We wanted to make sure that the persons served who work there were getting lots of shifts.		All of the persons served who work at Kwik Shred worked at least once a week.
Kwik Shred: We wanted Kwik Shred to become a more thriving business.		We had some expenses we were not expecting. We are also looking for ways to expand our revenue stream.
Kwik Shred: We wanted people working at Kwik Shred to have the chance to get other jobs.		One person who worked at Kwik Shred was able to move on to another job.
Employment Supports: We wanted to help lots of persons served get jobs.		We helped twelve people find paid jobs!
Employment Services: We wanted lots of persons served to do our employment training.		Twelve people did our pre-employment training program this year!
Employment Supports: We wanted people who did the employment training to finish the whole program.		92% of people who started the employment training finished it!
Health and Safety: We wanted to limit the number of staff injuries.		We would like there to be no staff injuries, but we had more than last year and way more than we wanted.
Human Resources: We wanted our staff turnover rates to be low.		Our part-time turnover rate nearly doubled last year. We need to do a lot of work on this.
Human Resources: We wanted to hire people referred by other staff.		Six new staff were referred by people who already work for us.
Human Resources: We wanted to get more staff applying for full-time jobs when they are posted.		We did a bit better on this than we did last year, but are still not where we want to be. Only around six people apply for internal jobs.
Whole Agency: We wanted to lower our long-term costs like owed vacation time, etc.		Our long-term costs were reduced to a very manageable level this year.

How Many People Did Every Program Support?

Program	Number of People
Community Inclusion	83
Residential Services	49
Family Home	15
Respite	73

Program	Number of People
Community Services (including Gananoque)	148
CCRCS	218
Family Support	254
Employment Support	41

Where Can I Get More Information?

This report card does not show everything that we worked on this year. We have a report that has *a lot* more detail. This is called our Quality Improvement Report.

We also write lots of plans every year. We write plans to work on accessibility, risk management, technology, and lots of other things. We also do a review of any complaints that we get every year. We also have a long term Strategic Plan for CLKD. This is all in the Quality Improvement Report as well.

If you want a copy of the Quality Improvement Report, you can find it on our website:

www.myckd.ca

Who Should I Contact If I Have Questions?

If you have questions, you can contact:

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