



Fort St. John Association  
For Community Living

# 2015 Satisfaction Report

Summary from our 2015 Outcomes Management Report

Working towards our Mission:

"Supporting adults with developmental disabilities to achieve full and meaningful lives in our community by providing resources to individuals and families."

*"The achievements of an organization are the results of the combined effort of each individual person"*

Vince Lomardi

We are Accredited



CARF = Commission on Accreditation of Rehabilitation Facilities

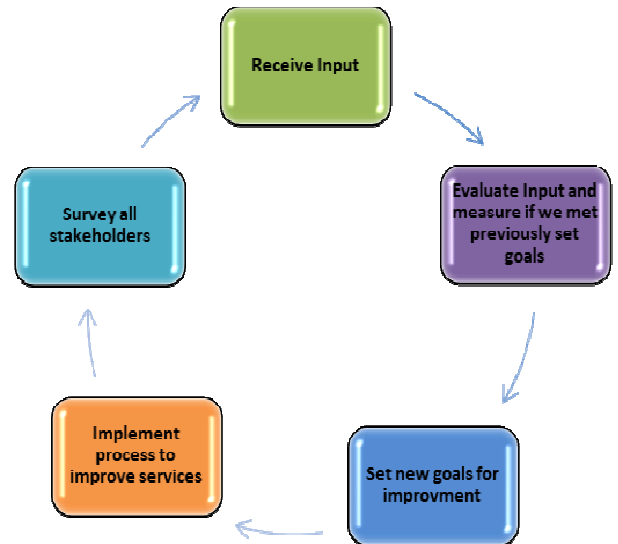
## Welcome to our Satisfaction Report

Every year we create an Outcomes Management Report which contains all the details of our efforts to continually improve our services; this is a quick summary of that report. If you are interested in viewing the full Outcomes

Management Report, you can find it on our website at [www.fsjacl.com](http://www.fsjacl.com). We are constantly working on improving our services, in part we do this by asking your input through surveys. We then take this input, review it, set goals for improvement, and then evaluate how we are doing in meeting those goals.

### Were you Satisfied with our Services?

- 90% of the people we serve were satisfied with our services.
- 95% of the families that responded to the survey were satisfied.
- 96% of our staff that completed the survey were satisfied in working for the FSJACL.
- 100% of our external stakeholders were satisfied with the services we provide.



## Supported Employment Program

- We exceeded our target of finding people jobs - 9 people on our Supported Employment list got jobs this year and our goal was 7.
- 95% of the people that have jobs have held them for over 3 months which tells us we are helping find good matches between the employee and employer.
- 10 businesses got on board this past year and are ready and willing to hire a person with a disability; our goal was 6. Thank you to the businesses of Fort St. John!

## What we discovered?

**For Our Full  
Outcomes  
Management  
Report  
Go to our  
website at:**

[www.fsjacl.com](http://www.fsjacl.com)

The FSJACL served a total of 57 people last year, an increase of 8 people from the year before.

94% of the people surveyed said they are happy with the things they do at the FSJACL. However, they would like to learn more skills, have more activity choices and have more paid work.

100% of the families surveyed said the FSJACL is proactive, is advocating for the people we support and handles their concerns in a timely manner. They would like more opportunities for the person they support to develop more friends and to also have more work.

98% of the staff surveyed said the FSJACL was responsive to the needs and wishes of the individuals receiving services.

Staff would like more involvement in the Person Centered Planning process with the people we support.

Staff retention was 65% last year. This is a decrease of 8% from the previous year. This means 35% of our staff left the FSJACL last year.

- ⇒ 36 of 62 staff completed the survey – a 58% response rate.
- ⇒ We had a 46% increase in the number of casual staff in our residential programs.
- ⇒ 63% of staff took less than 37.5 hours of sick-time last year. This is an improvement of 12%. This may be a direct result of increased use of our health & wellness program, in addition to having more staff to cover absences which means less burn-out and less stress for our regular staff!

## Some Actions We Took Last Year

We received another 3 year accreditation from CARF!

We participated in “Mentorability”, a provincial initiative to match employers with people who have disabilities to give them an opportunity to learn more about their business. Mentorability was a huge success and resulted in 2 employment placements.

We joined “CASE” the Cdn Association for Supported Employment.

We joined the provincial “Mapping” project which shares employment success stories from around the province.

Our Facebook page is becoming more popular, check it out!

We would like to sincerely thank each and every person that has taken time to give us feedback and help make this an even better organization!

### FSJACL

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everyone belongs



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