



Quality Improvement Update— November 2009

The following outlines progress on the some of the organization's performance targets for 2009-10:

Program and Measure Type	Indicator	Target	Actual Performance So Far
Community Options— Effectiveness	Percentage of Persons Served Involved in the Community More Than 65% of Time Supported	More Than 50%	58.79%
Residential Services— Effectiveness	Percentage of Persons Served Receiving at Least Five Hours of Unpaid Supports Each Month	More Than 30%	26.5%
Residential Services— Efficiency	Number of Days Elapsed Between Medication Errors	More Than 4 Days	3.15 Days
Respite— Efficiency	Percentage of Time Splinter Court is Utilized	More Than 80%	75.14%
CCRCS— Service Access	Percentage of Persons Served in Contact with Program Staff Within 28 Days of Referral	More Than 65%	67.5%
Family Support— Effectiveness	Number of Days Elapsed Between Family Registrations on respiteservices.com	Less Than 8 Days	8.71 days
Family Support— Service Access	Percentage of Families Commencing Service Within 40 Days of Referral	More than 67%	46.6%
Business Functions	Percentage of Staff Suffering a WSIB-Reportable Injury	Less than 4%	0.9%
Business Functions	Percentage of Staff Up To Date in CPR and CPI certification	More than 90% for each	CPR— 92.74% CPI— 79.53%

For most programs, the organization's efficiency measure related to number of persons served. **As of October 1st, all programs are on pace to support more persons served than they did last year** (based on persons served per full-time Facilitator equivalent).

Accessibility Report Update:

As of October 1st, the organization has been unable to address any of the outstanding items categorized as architectural in nature. The organization continued its commitment to ameliorate some communication and attitudinal barriers noted in the report through staff training and continuing to resource staff hours to develop augmented communication systems.