

OUTCOMES REPORT CARD



We met our goal or target and are pleased with the outcome.



We have not met our goal yet, but we are on the right track.



We have identified the goal and there is more work to be done.

Here are some of the goals that are most important to us at CLPS, and a report card on how well we achieved desired outcomes.

PRIORITIZE PERSONALIZED SUPPORTS.

- Between 2018 and 2019, our Neutral Planning & Facilitation Team increased the number of plans it co-designed with the people we support by over 300%. The number of goals reached through co-designed plans continues to grow.
- We use technology to track individual goals with precision and care. Staff are proficient in working with people to support their goals and to share progress amongst the support team.
- Staff representing all of CLPS' teams have received training in person-centered practices.



What's Next:

Continue building a diverse staff complement that allows people to choose the staff they want to work with based on their personal interests, goals, and values. We want to grow our Neutral Planning & Facilitation team to meet the needs of anyone who may want the service.

INCREASE COMMUNITY AWARENESS OF OUR PERSONALIZED AND INCLUSIVE SUPPORT SERVICES.

- We hired a full-time Communications & Marketing Coordinator. Nearly all CLPS events are advertised on our website, Facebook, and Instagram. Our dedicated team also reaches out directly to people and families when an event matches up with their interests.
- Several of our events this year have been broadcast online, live and free of charge.
- We are supporting more people with Individualized Services than ever before. In fact, we are supporting 95% more people today than in 2018.



What's Next:

Continue building our expertise on accessible communications, so that community members with all abilities are aware of our support services.



The flag raising ceremony on May 1 was well attended—in person and online!

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PRIORITIZE COMMUNITY.

- Our mission is to support people with disabilities to build better lives in the community. One way we do this is to foster connections with community partners.
- Our list of community partners continues to grow. We are establishing partnerships with new sectors to honour the diversity of the people we support and their interests within our community.
- New and exciting this year: Trestle Brewing Company showcased the artwork of people we support. The artists were celebrated at an opening ceremony, and several of the artists sold their pieces during the month-long exhibition. This is one of many examples in which community partnerships have opened opportunities for the people we support to engage inclusively in community life.



What's Next:

Reinforce our current practice to prioritize natural, community-based supports over staff support. This involves empowering relationships between the people we support and their friends, families, and neighbours.



George shows off his artwork, which was showcased & up for sale in his own community.

SUPPORT STAFF WELLNESS.

- For the first time, CLPS has a group whose primary mission is to advocate for employee mental wellness.
- The *Wellness for Employees* team is in its infancy. Even still, they have already launched an initiative to gather input from all staff on areas for improvement when it comes to mental wellness. The team is now action planning to strengthen wellness in the workplace culture.



What's Next:

The wellness team's goal is to empower staff with the skills and resources needed to look after themselves and to support their colleagues. Next steps include compiling a thorough list of community resources and developing a peer support network.