

Quality Improvement Report Card 2017-18


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 are happy with our services.		We asked six satisfaction questions. We had an approval rating over 93% across the board.
Whole Agency: We wanted our community partners to be happy with our services		We asked nine questions. There was a 100% approval rating on all of the questions.
Community Inclusion Programs: We wanted to develop new community based resources.		We developed six new community resources. We are hoping to develop more.
Residential Services: We wanted to make sure that persons served have connections to people that aren't paid to support them.		Persons served kept up their family supports, but not as much with volunteers and friends.
Respite: We wanted to make sure that the respite house was used as often as possible.		The respite house was used on 69% of days in the past year.
Child Care Resource Consultants: We wanted to make sure that kids aren't prevented from accessing child centres because of lack of funding.		No children were unable to attend centres because of a lack of resources due to their enhanced needs.
Family Support: We wanted to make sure that families are coming to our drop ins.		We had a lot of families come to the drop ins, but we are hoping to have a few more next year.
Family Home: We wanted to make sure that family home arrangements stayed intact and were long-lasting.		93% of Family Home situations stayed intact through the year. This is really good, and a bit more than last year.
Whole Agency: We wanted to make sure that staff sick time was kept to a manageable range.		All of our service divisions had manageable sick time rates.
Residential Services: We wanted to decrease medication errors.		Our medication errors went up a bit this year.
SIL: We wanted to make sure that persons served have plans that have socially valued role.		We can do a better at making sure personal plans have these things in them.
Whole Agency: We wanted to limit the number of staff injuries.		We would like there to be no staff injuries, but we ended up having a few.
Whole Agency: We wanted our staff turnover rates to be low.		Our part-time turnover was too high (25%), but our full-time turnover was low (1.7%).
Whole Agency: We wanted to make sure that staff got calls back from our Manager On-Call System as quickly as possible.		70% of calls were responded to within six minutes.

Where Can I Get More Information?

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