

# Quality Improvement Report Card

Inclusion Chilliwack Society  
2025

## Introduction

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**Our vision is for a community that values and includes everyone.**

Every year, Inclusion Chilliwack works hard to improve the way we support people.

We set goals to help us get better at what we do, and we collect lots of information to see how we're doing. This includes feedback from the people we support, their families, and our staff, as well as other data that helps us understand what's working and what needs improvement.

We put all of this information into a big report called the Quality Improvement Report.

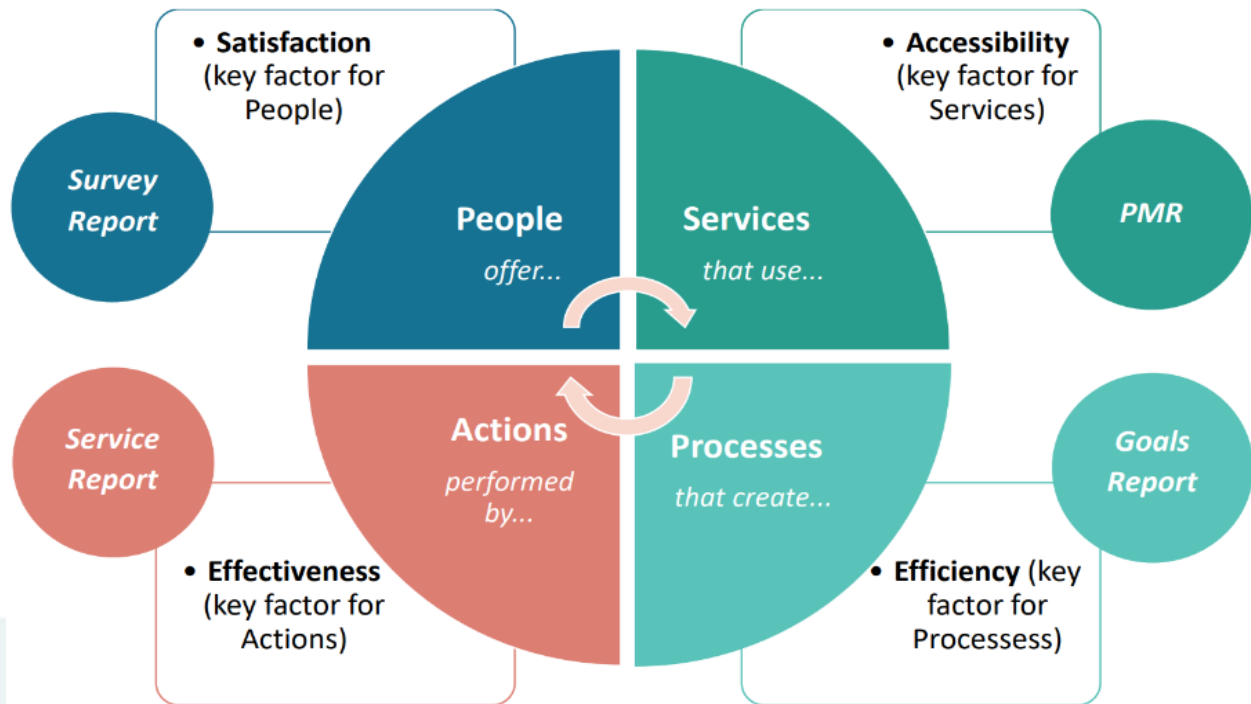
This report includes detailed statistics, charts, and explanations about how we achieved our goals. It's a great tool for tracking progress, but it can be long and sometimes hard to understand for people who don't work with data every day.

That's why we created this report card.

It's a simpler, easier-to-read version of the full report. The goal is to help everyone, whether you're a person we support, a family member, a staff member, or part of the community, quickly see how we're doing and where we're heading. It's our way of being open and honest about our progress and making sure everyone can be part of the conversation.

## How We Measure Improvement

So, how do we track whether or not things are getting better? We look at people’s experiences, how well our services are performed, what staff do in their daily work, and how well our systems support that work. By looking at all of this together, we can understand what is working well and what needs to be improved.



This model explains how our Continuous Quality Improvement (CQI) system brings together people, services, actions, and processes into one continuous improvement cycle for Performance Measurement Reporting (PMR) and CARF accreditation reporting.

We start by understanding people’s experiences through satisfaction data from surveys, and by assessing service performance using PMR indicators. Staff actions are then evaluated for effectiveness through service reports, while organizational processes are assessed for efficiency through goals reporting. Information from all four areas feeds back into the system, helping us see what is working, where improvements are needed, and how changes to actions and processes can improve services and outcomes for people.

## What Our Ratings Mean

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To make results easier to understand, we use three simple status levels to show how things are going. These reflect whether goals were met, how confident we feel about the results, and what our next steps are.

### On Track: ✓

We met the goal and things are going well. We feel like we've got a solid understanding of what's needed and how to keep it going.

### Doing Okay: 👍

We reached the goal, but not quite as strongly as last year. Or, we came close to the goal and feel confident that we're heading in the right direction.

### Needs Work: ●

We didn't meet the goal this time, and we know there's more we need to do. We're already working on ways to improve.

## How Did We Do?

1	How many people responded to our surveys.	✓	Exceeded the goal.
2	How likely people are to recommend our services.	✓	Exceeded the goal.
3	How positive the overall survey responses were.	👍	Just made the goal and on the right track.
4	How many of our survey goals were achieved.	👍	Just missed the goal but on the right track.
5	How often do we look at accessibility issues.	✓	Exceeded the goal.
6	How well staff performed in key skill areas.	✓	Exceeded the goal.
7	How satisfied families or employers were with our services.	✓	Exceeded the goal.
8	How well we did in safety or vehicle inspections.	✓	Exceeded the goal.
9	How our hours of service are compared with what was planned.	👍	Just missed the goal but on the right track.
10	How our overtime hours are compared with what was planned.	●	Target not defined or data unavailable.
11	How well employees did in required training modules.	✓	Exceeded the goal.
12	How satisfied employees are to work here.	✓	Exceeded the goal.
13	How often we give feedback to employees.	✓	Exceeded the goal.
14	How often staff participated in wellness programs.	●	Did not meet the goal, needs improvement.
15	How well we support a diverse and inclusive workplace.	●	Target not defined or data unavailable.
16	How often we provide orientations to new employees	✓	Exceeded the goal.
17	How many staff left the organization (lower is better).	✓	Exceeded the goal.
18	How closely we followed required safety procedures.	✓	Exceeded the goal.
19	How often accidents or injuries occurred (lower is better).	●	Did not meet the goal, needs improvement.
20	How well we tracked and reported individual goals.	✓	Exceeded the goal.
21	How satisfied individuals are to receive support here.	✓	Exceeded the goal.
22	How often planning tools were completed as expected.	✓	Exceeded the goal.
23	How often staff completed their crisis prevention training as required.	✓	Exceeded the goal.
24	How well individuals are connected to their communities.	✓	Exceeded the goal.

## What We're Talking About

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The section below gives more details about the things we look at to help us understand how our organization is doing and how we can make it better.

### 1. Survey Response Rates

**Target:** 33% **Actual:** 50%

We invited people to share their experiences through a survey. Our goal was a one-third response rate, which we surpassed.

### 2. Overall Net Promoter Score

**Target:** 70% **Actual:** 74%

This score reflects how likely people are to recommend our services. We achieved a strong result above our target.

### 3. Overall Outcome Positivity

**Target:** 85% **Actual:** 85%

We aimed for most survey responses to be positive, and we just made our goal. We aim to increase this momentum for next year.

### 4. Overall Survey Targets Met

**Target:** 50% **Actual:** 46%

We aimed to meet at least half of our survey goals and just missed the benchmark. We will continue working toward completing the remaining goals.

### 5. Accessibility Reports Completion Rate

**Target:** 90% **Actual:** 96%

We aimed to complete accessibility reports on time and accurately. These reports help us identify and remove barriers to ensure our services are inclusive. We exceeded our goal.

### 6. Policy Competency Scores

**Target:** 90% **Actual:** 92%

Staff performance in understanding our policies was strong, surpassing our expectations.

## 7. Family & Employer Satisfaction Survey Scores

**Target:** 90% **Actual:** 94%

Survey results showed high satisfaction among families and employers.

## 8. Vehicle Inspection Scores

**Target:** 90% **Actual:** 96%

Vehicle safety and maintenance inspections were completed with excellent results.

## 9. Service Level Hours Report Compliance

**Target:** 95% **Actual:** 94%

We just missed our goal, but we will try better for next year by reviewing our systems.

## 10. Overtime Hours Report Compliance

**Target:** n/a **Actual:** n/a

This measure was not tracked this year in a reliable way. We will try again.

## 11. Employee Relias Scores

**Target:** 80% **Actual:** 89%

Employees performed well on Relias training modules, exceeding our goal.

## 12. Employee Satisfaction Survey Scores

**Target:** 74% **Actual:** 84%

Employee satisfaction exceeded our target. This is an excellent indicator for ICS!

## 13. Performance Appraisals Completion Rate

**Target:** 75% **Actual:** 87%

We exceeded our expectations for this goal of completing employee performance reviews by adjusting the completion timelines.

## 14. Wellness Activities Engagement Rate

**Target:** 75% **Actual:** 61%

Participation in wellness activities was lower than expected but improved by 15% from last year. We will explore new ways to engage people.

## 15. Diversity & Inclusion Index

**Target:** n/a **Actual:** n/a

This measure wasn't tracked this year, and we're working on improving that.

## 16. Orientation Completion Rate

**Target:** 80% **Actual:** 85%

Most new staff completed an orientation, exceeding our goal. Our target takes in to consideration new employees hired at the end of the year.

## 17. Turnover Rate (Reversed)

**Target:** 82% **Actual:** 84%

We aimed to retain more staff and we exceeded our target, improving significantly from last year's results.

## 18. H&S Inspection/Review Compliance Rate

**Target:** 90% **Actual:** 98%

We significantly increased our numbers by 9% from last year in all areas of Health & Safety monitoring.

## 19. Accidents/Injuries Rate (Reversed)

**Target:** 78% **Actual:** 72%

We just missed our goal for reducing accidents and injuries, and we know we can do better.

## 20. Goals Report Score

**Target:** 90% **Actual:** 95%

Almost all individuals had personal, meaningful goals and made progress. We met and exceeded targets in all areas.

## 21. Individual Satisfaction Survey Scores

**Target:** 85% **Actual:** 93%

Individuals reported high satisfaction with our services. This is something we are extremely proud to announce.

## 22. My Plan Completion Rate

**Target:** 80% **Actual:** 89%

We met our goal for completing personal plans improving by 12% from last year's findings. Our target reflects a pass for new people just joining our services.

## 23. CPI Training Completion Rate

**Target:** 80% **Actual:** 89%

We adjusted our target for full completion of CPI training to compensate for new employees and training opportunities and exceeded our target.

## 24. Social Capital Report Scores

**Target:** 75% **Actual:** 87%

We improved by 33% from last year in meeting our goal for measuring community connection.



## What Do We Do Now?

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We did well in many areas - like training, satisfaction, health and safety and setting goals for people - and that's something to celebrate. But we also missed the mark in a few places, like wellness participation and accident/injuries.

Next, we should recognize our successes, figure out what's getting in the way of the lower scores, and start tracking things we didn't measure this year, like diversity and overtime hours. This will help us keep improving and stay focused on what matters most.

## Acknowledgements

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