

<b>WOMEN'S SERVICES - KOOTENAY HAVEN TRANSITION HOUSE - Program Plan April 1<sup>st</sup> 2016 –March 31<sup>st</sup> 2017</b>		
<b>Category</b>	<b>Findings (last Year)</b>	<b>Activities (Current Year)</b>
<p><u>Effectiveness Measures:</u></p> <p>i. Safer place to live (Target 75%)</p> <p>ii. To increase understanding of cycle of violence. (Target 75%)</p> <p>iii. To increase knowledge of help available in the community (Target 75%)</p>	<p><u>Effectiveness Findings (Last Year) 2015-16:</u> Each of the 3 effectiveness outcome measures exceeded the targeted achievement ratios. Service delivery effectiveness results were collected using a pre and post interview based survey. Multiple choice survey questions were posed to clients upon admission and at discharge or after educational teachings components had been completed.</p>	<p><u>Effectiveness Activities (Current Year) 2016-17</u></p> <p>Continue to use pre and post surveys to measure the identified effectiveness outcomes. Continue to complete post survey at discharge or after educational teaching components are completed as this has served to increase completion ratios. Achievement ratios remain consistent with the established minimum target of 75% for each of the 3 outcome measures.</p>
<p><u>Efficiencies</u></p> <p>To maintain service utilization rates at or above 60%</p>	<p><u>Efficiency Findings (Last Year) 2015-16:</u> The occupancy rate data was collected and recorded monthly by way of a manual data tracking sheet. Monthly occupancy rates were tallied at the end of the fiscal year and then divided by 12 (months) to determine the annual monthly average. This annual monthly average was then tabulated as a percentage. The formula utilized is as follows: (100% occupancy is 10 beds x 365 days per year= 3650 bed stays). Actual occupancy for the year was 2608 bed stays. This equates to a 71% average occupancy rate for the year. This is 403 more stays than prior year; but we only served 3 additional women overall.</p>	<p><u>Efficiency Activities (Current Year) 2016-17</u></p> <p>Continue to monitor and maintain occupancy rates at a minimum 60% ratio.</p>
<p><u>Accessibility:</u></p> <p>i. To maintain access by continuing, whenever possible, to include or extend service access to women at-risk of violence but also who experience concurrent issues.</p> <p>ii. To respond whenever possible to individualized requests for accommodations.</p>	<p><u>Accessibility Findings (Last Year) 2015-16:</u> Program staff had 67 requests to accommodate for special needs (9 for mobility; 52 for dietary; and 6 for learning disabilities). Upon review these requests were deemed reasonable and we were able to accommodate. Regarding the mobility issues requests we provided services on one level of the house and transportation beyond the norm. We also purchased speciality items as available and whenever possible to address other special needs requests for accommodation. As was the case throughout the three previous years, many women reported concurrent issues (72 of 94). The trend whereby women report more than one co-occurring issue (sometimes as many as three or four) continues. 45 women reported substance misuse issues; 84 reported homelessness; and 40 women reported a mental health diagnosis. Staff regularly receives trainings which are helping them become more knowledgeable about concurrent issues. This knowledge is invaluable because many women served experience addictions and mental health issues while simultaneously experiencing exposure to violence.</p>	<p><u>Accessibility Activities (Current Year) 2016-17:</u></p> <p>Continue to maintain and broaden program access to include those women experiencing concurrent issues at a minimum of 50%.</p>

<b>WOMEN'S SERVICES - KOOTENAY HAVEN TRANSITION HOUSE - Program Plan April 1<sup>st</sup> 2016 –March 31<sup>st</sup> 2017 (Continued)</b>		
<b>Category</b>	<b>Findings (last Year)</b>	<b>Activities (Current Year)</b>
<p><u>Administrative Objectives</u></p> <p>i. To increase customized staff development trainings for staff in Women's Services program.</p> <p>ii. Acquire new educational resources acquired</p>	<p>-Little Warriors Training (2 staff)</p> <p>-Safety Planning (1 Staff)</p> <p>-Domestic and Sexual Violence Forum (2 staff)</p> <p>-First Aid (10 Staff)</p> <p>-2day ICAT/Coordination conference (2 staff)</p> <p>-Annual EVA/BCSTH Conference (1 frontline staff, 1 Supervisor)</p> <p>-In-service on Personality Disorders (8 staff)</p> <p>-Women's Rights (About Canada &amp; Aboriginal rights)</p> <p>-Surviving Domestic Violence</p> <p>-Respect (A girls guide to getting respect and dealing when your line is crossed)</p> <p>-Building Motivational interviewing skills</p> <p>-Coping with Chaos</p> <p>- Everyday Positive Thinking, by Louise Hay and Friends</p> <p>-Rebuilding: when your relationship ends, Third Edition, by Dr. Bruce Fisher and Dr. Robert Alberti</p> <p>-He's Just Not Your Type (And That's A Good Thing), by Andrea Syrtash</p> <p>-Daring Greatly: how the courage to be vulnerable transforms the way we Live, Love, Parent, and Lead, by Brene Brown</p> <p>-In The Realm of Hungry Ghosts: close encounters with addiction, by Gabor Mate</p> <p>-Stop Walking on Eggshells: Taking your life back when someone you care about has borderline personality disorder, by Paul T. Mason, MS and Randi Kreger</p> <p>-The Anxiety &amp; Phobia Workbook, Fifth Edition, by Edmund J. Bourne, PHD Twelve New Resources</p>	<p><u>Administrative Objectives (Current Year) 2016-17</u></p> <p>i. Consistently at time of intake admit only one or two high needs clients at a time to ensure capacity to serve families fleeing violence.</p> <p>ii. Market using updated poster, and public education events to encourage consistent number of intakes throughout the fiscal. Create postcard sized hand-out to match poster for distribution at events.</p> <p>iii. Continue to train staff to more effectively manage commonly occurring concurrent issues so they are better equipped to support women with diverse presenting issues, while maintaining and increasing knowledge of anti-violence theory and practice.</p> <p>iv. Continue to case manage request for accommodations to creatively meet any reasonable accommodation requests</p> <p>v. Continue to research and make available (deliver) relevant staff trainings (minimum of two in-service opportunities for staff) during the 2016-17 fiscal year. This year Assist will be one of the trainings offered</p> <p>vi. Continue to expand the on-site resource library with a minimum of 5 new educational tools (books, workbooks, videos, etc.) for educational purposes of both women served and staff.</p> <p>vii. Administrator, and staff team, will make concerted effort to ensure that past participant feedback yields a higher return rate. Feedbacks will be sought from past participants at Christmas gatherings as has been the past practice but additionally will seek feedback over the phone when supporting past clients in aftercare calls. Increase from 15% return to 25% return as a goal.</p>