



# Rivercity Inclusion's Performance Outcomes Report Card

Every year, Rivercity Inclusion programs create meaningful goals and objectives that are client-focused to improve our service delivery. This report card showcases some of the goals that we achieved.

## 2 Residential Group Homes & Day Programs

For clients who receive service in more than one program, we collaborated in establishing their Personal Service Plans, rather than completing one for each individual program, thereby increasing efficiency.

## 4 Adult Day Programs

New clients were contacted to initiate the intake process within 10 days of receiving the referral, resulting in timely access into the program.

## 6 Residential Group Homes

We increased the number of residential employees who obtained their Class 4 Driver's Licenses. This allows our clients to access community more regularly.

## 1 Supported Child Development

We were able to attend 5 local events where we shared information about the program with families, to better service our community.

## 3 Infant Development

We averaged intakes within 2 months of the referral date, beating our goal of 3 months, so families received service more quickly.

## 5 Early Intervention Therapy (OT, PT, Speech)

Families who attended the programs, indicated they found all therapy services very effective and were satisfied with the support they received.

## 7 Community Access Services

Our goal was to measure if youth enjoyed attending the program. We created a survey and all that were submitted reflected 100% success.

### Where can I get more information?

This report card does not showcase all program goals. Our "Performance Outcomes and Improvement Plan" includes all of that information, which can be found on our website at: [www.rivercityinclusion.ca](http://www.rivercityinclusion.ca)