

STATS 2023 REPORT

INDICATOR

 **SERIOUS OCCURRENCES**

MEASURE

Serious Occurrence Reports (SOR) Submitted to MCCSS that are considered high risk

TARGET

0 - High risk Injuries or deaths.
<3 "Level 1" SOR submitted to MCCSS

RATIONAL + EXPLANATION

High risk is defined as incidents that involve media attention. Level 1 SOR involves death or injury to people supported - we may still have natural deaths or illnesses in a year that would be reported to MCCSS but would be low risk.

DATA SOURCE
SOR REPORTS

QUARTER STATUS

Q1
Total 1

Q2
Total 0

Q3
Total 0

Q4
Total 0

INDICATOR

 **MEDICATION ERRORS**

MEASURE

High risk Medication Administrative Errors

TARGET

0 - High Risk Medication Administration Errors

RATIONAL + EXPLANATION

High risk is defined as administration errors that require medical intervention.

DATA SOURCE
MED ERROR REPORTS

QUARTER STATUS

Q1
Total 0

Q2
Total 0

Q3
Total 0

Q4
Total 0

INDICATOR

 **SATISFACTION OF THE PEOPLE WE SUPPORT**

MEASURE

% of people supported that indicate they are happy with their supports.

TARGET

90%

RATIONAL + EXPLANATION

Satisfaction may have been impacted by restrictions during the COVID-19 pandemic.

DATA SOURCE
SURVEY

SURVEY RESULT
89%

INDICATOR

 **FAMILY/CAREGIVER ENGAGEMENT**

MEASURE

% of families that indicate satisfaction with the supports received by their loved ones.

TARGET

80%

RATIONAL + EXPLANATION

Our family survey is new in 2023, and is the beginning of our family engagement efforts.

DATA SOURCE
FAMILY SURVEY

SURVEY RESULT
91%

INDICATOR

 **COMMUNITY ENGAGEMENT**

MEASURE

% of people supported who indicate they are able to participate in the community activities that interest them
% of people supported who have participated in a publicly organized community event/activity

TARGET

90%

RATIONAL + EXPLANATION

CLNP mission is to support people to be contributing members of their community - for individuals this may be community events or smaller social engagements. Other individuals prefer to not engage with others.

Funding restrictions may make it difficult to support everyone who wants to be more active in the community, however our goal is to support individuals to rely on informal supports where possible.

DATA SOURCE
COORDINATOR TRACKING AND SURVEY

SURVEY RESULT
83%

Q1
14.8%

Q2
22%

Q3
29.9%

Q4
33.3%

INDICATOR

 **WAIT FOR SERVICE**

MEASURE

people waiting for MCCSS funded service in our area by program

TARGET

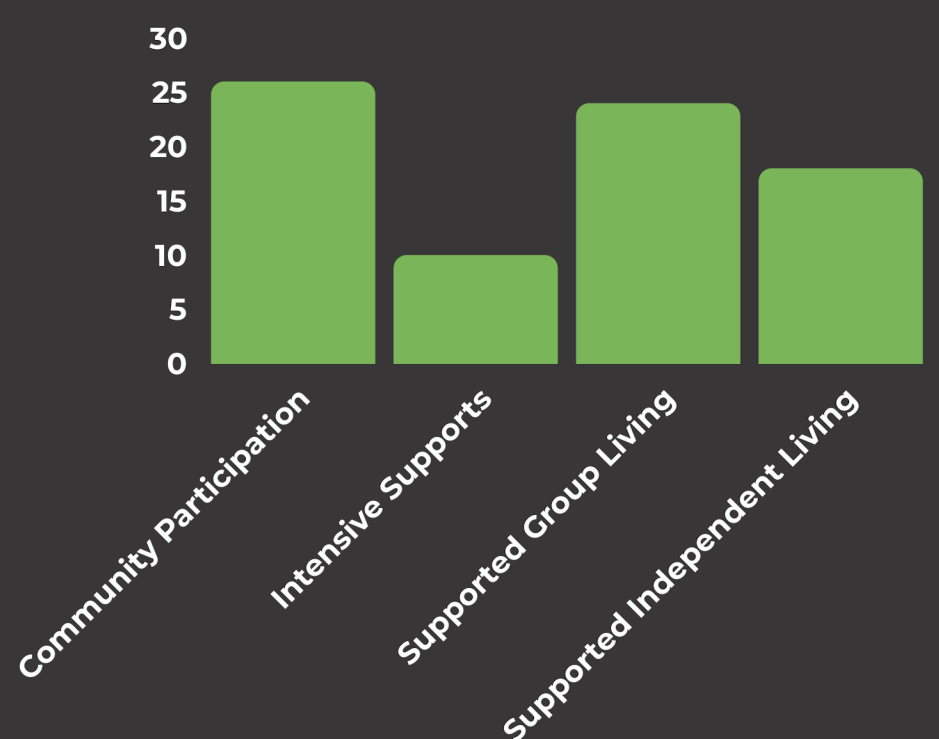
Year over year variance

RATIONAL + EXPLANATION

CLNP does not control the number of people approved for service, nor the number of spaces funded for service. This indicator is strictly an indicator of need for service in the region. Note that a person may be placed on the list for more than one service.

DATA SOURCE
ANNUAL DSO MEETING REPORTS

WAITLIST: 2023

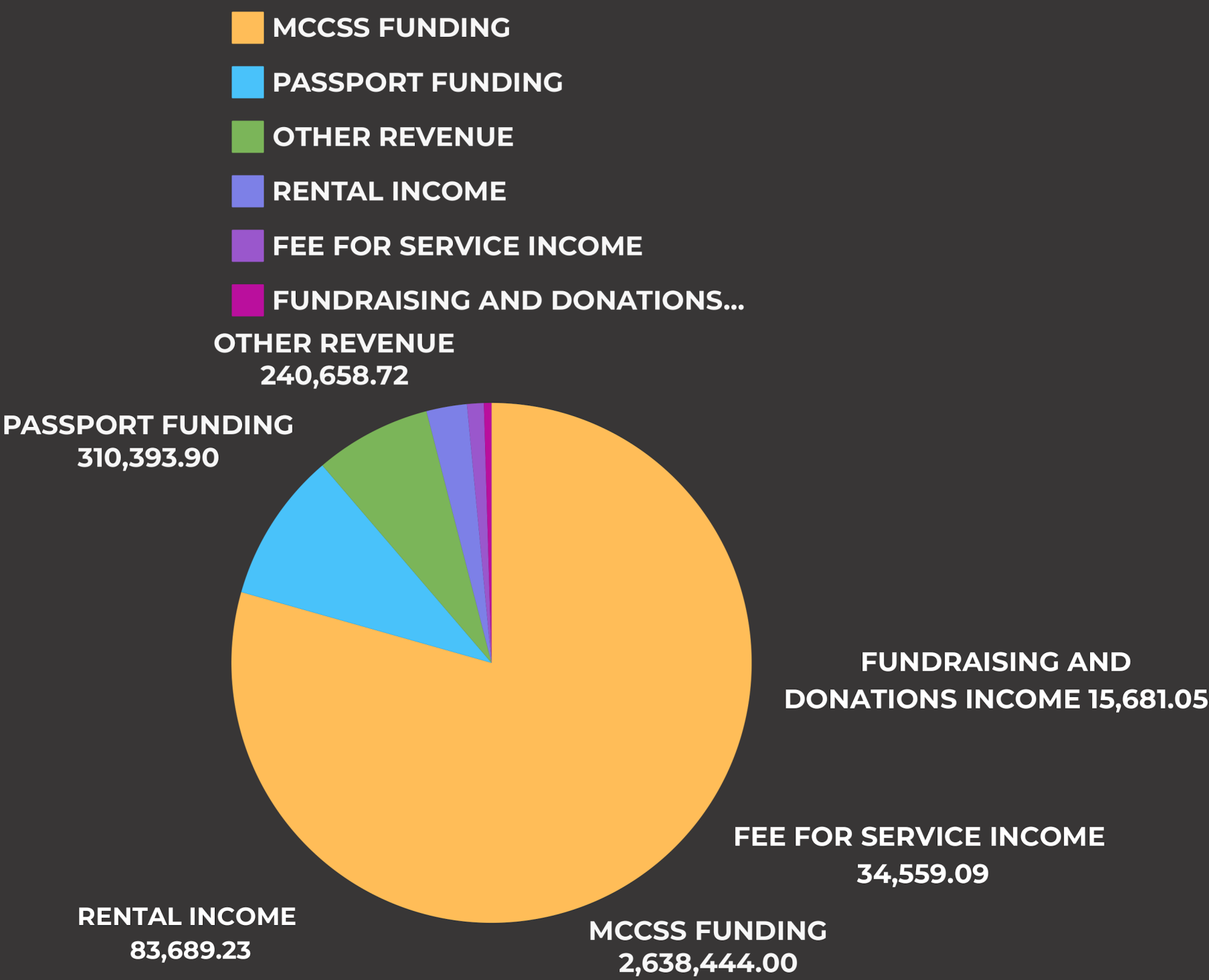


REVENUE AND EXPENSES BY QUARTER

JANUARY - DECEMBER 2023

REVENUE

JAN - DEC 2023



EXPENSES

JAN - DEC 2023

