



Dengarry

Professional Services Ltd.

ANNUAL REPORT

January 1, 2023 – December 31, 2023



Executive Summary

2023 was a busy year once again. Recruitment and retention have remained a real and concerning issue for Dengarry. Despite best efforts across the organization, we hired less employees but lost approximately the same number of employees as years past. As a result of this, the overall number of employees decreased by 10% from 2022. This was very noticeable in our frontline leaders as we lost 25% of our leadership this year. Some positions were backfilled relatively quickly but others were not and the workload fell to the rest of the team.

Despite these human resource challenges, Dengarry completed its CARF Accreditation Survey in June. I am happy to state that we passed the survey and received another 3-year accreditation. Comments from the surveyors include: “Dengarry is commended for demonstrating a highly person-centered approach to services, as the supports are very individualized to each person’s needs.” “Funders and referral entities voiced a high level of satisfaction with Dengarry as an organization. They described the staff members as super knowledgeable, approachable, responsive and diligent”. Thank you to everyone for all their hard work and dedication throughout the course of the year to make such a strong survey possible.

However, these Human Resource challenges have also caused us to evaluate our ability to continue to deliver supports to the Individuals at a high-quality level that they are accustomed to. We have amalgamated some of our programs to best utilize the staffing available. Also, Individuals’ support needs changed throughout the pandemic and many Individuals are not wanting as much support from Dengarry as they previously did. We proactively worked with those Individuals that have individualized support hours to create person-centered plans based on the hours of support they are wanting now.

I want to thank everyone for their dedication to Dengarry.



President

PERFORMANCE MEASUREMEANT AND MANAGEMENT

Dengarry Professional Services Ltd. constantly monitors and assesses its performance against a series of indicators and targets. This is done by setting specific, measurable goals and tracking performance to achieve the desired support and business outcomes. The Management Team reviews and analyzes the results to determine areas of improvement. The following review and analysis, positions Dengarry to develop and initiate performance improvement changes.

2023 PERFORMANCE IMPROVEMENT PLAN

FIVE YEAR LONG-TERM PLANNING GOALS								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Quesnel Community Inclusion Contract Restructuring	To restructure the Quesnel Community Inclusion contract to move to a group CI model	CI contract and program successfully being restructured	Manager President	Unknown	Manager President	01/01/2024		Removed from long term plan as program hours have reduced
Prince George Community Inclusion Contract Restructuring	To restructure the Prince George Community Inclusion contract to move to a group CI model	CI contract and program successfully being restructured	Manager President	Unknown	Manager President	01/01/2024		Removed from long term plan as program hours have reduced
Bus Stop For 395 Johnston Ave	To improve access for individuals to engage in services at 395 Johnston Ave	A functioning bus stop	Quesnel Assistant Manager	N/A	Manager Quesnel Assistant Manager	01/01/2026		Removed as supports no longer run out of building

PG CI Office Building - wheelchair accessibility	To approach building manager to review changing needs of individuals and discuss meeting accessibility needs for individuals in the building	Meeting completed	Manager	N/A	Manager President	01/01/2026		Building has new ownership that will need to be approached
HomeShare Contractor access to ShareVision	HomeShare Contractors will have access to Sharevision to complete necessary reporting	Home Share Contractor access	IT Administrator Managers	n/a	IT Administrator Home Share Coordinators	01/01/2028		

2022 PERFORMANCE IMPROVEMENT PLAN CARRY OVER ITEMS

Risk Management Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Enhance Health and Safety Training	Train key personnel in a train the trainer model to deliver the updated information	Trained key personnel in each region	Manager	n/a	Manager Key Personnel	31/05/2023		Not Completed due to constant changes in the leadership team Move to 2024 PIP
		All staff have received the updated training	Key personnel			30/09/2023		

Technology Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Dengarry Server	Research possible solutions for VPN and DNS services outside of the Server App	Identified VPN and DNS services	IT Administrator	0	IT Administrator	30/06/2023	30/06/2023	

Service Delivery Improvement								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Culture, Diversity and Inclusion awareness	To improve the Individual's awareness and access to different cultural activities in the community	Completion of list of community cultural events for each region	Assistant Managers	0	Assistant Managers Team Leaders HSC, Frontline staff	30/4/2023	30/4/2023	Continue the goal on 2024 PIP to ensure Individual awareness of events

Organizational Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Recruitment	To revise Dengarry's recruitment efforts to provide training to supervisors to increase their skill set	Training for Supervisors	President Manager	Identified in Budget Plan	Supervisors	30/6/2023		Not met due to turnover in leadership group- Revise goal for 2024 PIP

2023 PERFORMANCE IMPROVEMENT PLAN NEW ITEMS								
Service Delivery Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
ShareVision Forms Program Guidelines Residence Checks Individual Guidelines	To move Individual and program forms from PDF format into ShareVision	Completion of new forms and reduction in printing and scanning	IT Administrator Manager	n/a	IT Administrator	31/12/2023	15/10/2023	Residence Check forms have been moved to Sharevision
ISP Layout	Changing the layout in ShareVision to better reflect Dengarry's process for ISP development	Updated Layout	IT Administrator President	n/a	IT Administrator Assistant Manager	30/06/2023	29/05/2023	
		Creation of a user guideline						
Outreach Charting	Changing the layout in ShareVision to better reflect Dengarry's process for outreach charting and reporting	Updated Layout	IT Administrator Manager	n/a	IT Administrator Assistant Manger	30/09/2023		Not Completed will be moved to 2024 PIP

Organizational Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Artificial Intelligence Usage	To research the process and costs to utilize AI technology for scanning, filing and workflow	Completion of research	President IT Administrator Administrative Assistants	n/a	IT Administrator President	31/05/2023	31/05/2023	
Leave Management Forms and Process	To revisit the process and costs associated with moving to a fully automated scheduling system in ComVida	Completion of research	President IT Administrator Manager	n/a	IT Administrator President Manager	30/11/2023		Not completed - will be evaluated if this will be transferred to 2024 PIP
Retention/Morale	To develop different methods to recognize and celebrate the contributions of all employees	The implementation of staff recognition efforts in each region	President Manager Assistant Managers	Identified in Budget Plan	Assistant Mangers Team Leaders HomeShare Coordinators	30/04/2023	Q – 30/04/3023 PG- 17/12/2023	Continue to refine recognition efforts for 2024
Recruitment	To target different potential recruitment audiences by utilizing radio ads	Applicants indicating they applied due to the radio ad	President Manager	Identified in Budget Plan	President Manager	30/03/2023	30/03/2023	

Organizational Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Home Share Policies	To review and updated Dengarry policies to be reflective of CLBC's new HS Standards	Review Completed	HS Coordinators Assistant Manger Manager	n/a	HS Coordinators Manager	15/04/2023	15/05/2023	Approximately half the policies have been revised continue in 2024
		Policies Updated				31/12/2023		

Risk Management Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Violence Risk Assessments	Update the process and documentation for Violence Risk Assessments	Completion of updated Violence Risk Assessments	President Manager	n/a	Manager	30/06/2023	30/06/2023	

Technology Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
ShareVision Notifications	To use ShareVision to notify supervisors of completed Residence Checks forms	Notification system being operation	IT Administrator	n/a	IT Administrator Manager	31/12/2023	15/10/2023	

2023 Outcomes Performance Data Report

****HS = Home Share, SL = Supported Living, CI = Community Inclusion, ES = Employment Services**

Effectiveness								
Objectives	Measures	Program Type Applied To**	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating/Influencing Factors (if goal not met)
To assess the number of Individuals who access non-ADL community-based activities	% of Individuals that regularly access non-ADL community-based and led group activities	SL CI	Annually	ShareVision	Assistant Managers Team Leader Home Share Coordinators	65%	66%	Difficulty scheduling intake appointments with some Individuals
Number of individuals that have lasted in residential placements for 1 year	% of Individuals who have celebrated their one-year anniversary in 2023 in the same Home Share placement as they started the previous year	HS	Annually	Exit Summaries	Assistant Managers HS Coordinators	90%	90%	
Increase the number of Individuals who obtained employment this year	Number of Individuals who have obtained a regular position or volunteer position in 2023	ES	Annually	ShareVision	Team Leaders Vocational Counsellors	3	2	Resistance remains from the pandemic to hire Individuals

Efficiency								
Objectives	Measures	Program Type Applied To**	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating/Influencing Factors (if goal not met)
To measure the increased workload to reschedule in town home visits	Number of scheduled home visits per region that the contractor cancels within 2 days of the scheduled appointment	HS	Annually	Internal Tracking Form Contractor Charting	Home Share Coordinators	5 per region per quarter	3.6	
To measure the increased workload to reschedule out of town home visits	Number of scheduled home visits per region that the contractor cancels within 5 days of the scheduled appointment	HS	Annually	Internal Tracking Form Contractor Charting	Home Share Coordinators	5 per region per quarter	1.8	
To measure the amount of time it takes from original booking to complete the home visit	Per region, the average number of days after rescheduling to complete the home visit	HS	Annually	Internal Tracking Form Contractor Charting	Home Share Coordinators	Within 10 business days	12.8	Many cancellations were due to illness in the home and not rescheduled until people were healthy
To provide services as per contract	Number of contracts that deliver 95% of contracted support hours	CI SL ES	Annually	Service Level tracker	Manager	19	5	Lack of staff, Individuals not wanting full complement of individualized support hours. Was an increase in utilization between the first and second half of the year

Service Access								
Objectives	Measures	Program Type Applied To**	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating/ Influencing Factors (if goal not met)
Minimize time it takes individuals to access services	Time it takes from receiving an identifying profile from CLBC for CI programs to start services	CI	Annually	Misc. Trackers	Managers Team Leaders	14 days	16.8	
Minimize time it takes individuals to access services	Time it takes from receiving an identifying profile from CLBC for SL programs to start services	SL	Annually	Misc. Trackers	Managers Team Leaders	21 days	19	
Time it takes a Home Share individual to move in to a home	Time it takes from receiving an identifying profile from CLBC for HS programs to start services	HS	Annually	Misc. Trackers	Managers Home Share Coordinators	45 days	55.76	Youth transitioning to adult services are being referred sooner for better transition planning
Minimize time it takes individuals to access services	Time it takes from receiving an identifying profile from CLBC for ES programs to start services	ES	Annually	Misc. Trackers	Managers Team Leaders	5 days	>90	Individual was referred long before they were ready to access support due to personal reasons

Satisfaction								
Objectives	Measures	Program Type Applied To**	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating/ Influencing Factors (if goal not met)
Measure satisfaction of supports received by individuals.	Percentage of respondents that rated question 1 as “Yes” and “Most of the Time”	CI	Annually	Question #1 of Satisfaction Survey	Managers	85%	94%	
Measure satisfaction of supports received by individuals.	Percentage of respondents that rated question 1 as “Yes” and “Most of the Time”	SL	Annually	Question #1 of Satisfaction Survey	Managers	85%	90%	
Measure satisfaction of supports received by individuals.	Percentage of respondents that rated question 1 as “Yes” and “Most of the Time”	HS	Annually	Question #1 of Satisfaction Survey	Managers	85%	100%	
Measure satisfaction of supports received by individuals.	Percentage of respondents that rated question 1 as “Yes. Everything is Good”	ES	Annually	Question #1 of Satisfaction Survey	Managers	85%	100%	

Business Function Improvements								
Objectives	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating /Influencing Factors (if goal not met)
To ensure there is adequate staffing to cover the organizations contractual obligations	Per Region, the number of hours due to unpaid leaves, tardiness and no shows	All Employees	Annual	ComVida	Manager	4000 hrs for the organization	7942.84	Several employees that were on extended medical leaves
To ensure there is adequate staffing to cover the organizations contractual obligations	Vacant scheduled positions unfilled for greater than 45 consecutive days	All Employees	Annual	ComVida	Manager	3	10	Difficulty with recruitment, casual employees not able to work the rotations due to other commitments
To ensure there is adequate staffing to cover the organizations contractual obligations and to measure the number of short notice calls that need to be attended to	Total number of single day sick occurrences	All Employees	Quarterly	ComVida	Manager	260 days	223	Reflective of active employees only at the time of reporting
Minimize organization's utilization of overtime	Overtime hours utilized within the fiscal year	Frontline Employees	Annually	ComVida	Manager	To reduce OT hours to 480hrs (20% of 2022)	546.51	Difficulty with recruitment, lack of availability with existing casuals, vacancies and long-term medical leaves used up casual availability

To minimize increased workload due to correcting errors and identify and mitigate common scheduling errors	Average number of Scheduling/ Payroll corrections that need to be completed in ComVida each pay period	All Employees	Annually	Payroll corrections spreadsheet	Manager	15	8.9	
To assess the amount of time Supervisors are providing direct support due to staffing shortfalls	The number of hours Supervisors spend providing frontline support when no staff are available	Supervisors	Calendar Year	ComVida	Manager	100	40	

2023 Individual Statistics and Demographics

The following represents the statistics and demographics for 2023. These statistics and demographics compared to previous years assists Dengarry to understand longitudinal trends within the organization. After analyzing these trends adjustments to service delivery can be made to better service the Individuals we support.

Admissions	
Total Admissions: 43	
Total Discharges: 43	
Total Clients active at end date of report: 206	
Total Unique Clients Served during Report Period: 201	

*The high number of admissions and discharges is a reflection of program amalgamations to better utilize resources

Demographic breakdown of Unique Clients Served

By Gender		
Gender	Number of Individuals	Percentage
Female	86	43%
Male	113	56%
Other	1	0%

By Age		
Age Range	Number of Individuals	Percentage
10 - 19	4	2%
20 - 29	54	27%
30 - 39	41	20%
40 - 49	33	16%
50 - 59	30	15%
60 - 69	24	12%
70 and Over	13	6%

By Ethnicity		
Ethnicity	Number of Individuals	Percentage
Caucasian	137	68%
Chinese	1	0%
Filipino	2	1%
First Nations	55	27%
German	1	0%
Other	3	1%
Spanish	1	0%

By Primary Characteristics		
Primary Characteristics	Number of Individuals	Percentage
DD and Mental Health	41	20%
Autism Spectrum Disorder	27	13%
Developmental Disabilities	126	63%
Autism and Mental Health	6	3%

By Employment Status		
Employment Status	Number of Individuals	Percentage
Not Currently Seeking Employment	143	71%
Seeking Employment	18	9%
Employed	39	19%

By Substance Misuse / Addictions		
Substance Misuse / Addictions	Number of Individuals	Percentage
No Substance Misuse/Addiction	182	91%
Substance Misuse/Addiction	18	9%

By Legal Services Involvement		
Legal Services Involvement	Number of Individuals	Percentage
Involvement with Legal Services	5	2%
No Involvement with Legal Services	195	97%

By Physical and Medical Needs		
Physical and Medical Needs	Number of Individuals	Percentage
No Physical or Medical Needs	114	57%
Physical Needs	12	6%
Medical Needs	30	15%
Physical and Medical Needs	44	22%

Breakdown of Referrals and Exits

By Exit Reason (Discharged in reporting period)		
Exit Reason	Number of Individuals	Percentage
Individual Left Services	22	51%
Not Specified	15	35%
Dengarry Cancelled Service	4	9%
Time Limited Supports Ended	1	2%
Deceased	1	2%

*The number of "Not Specified" reflect Individuals that changed programs due to program amalgamations.

By Referral Source (All clients served in reporting period)		
Referral Source	Number of Individuals	Percentage
CLBC	248	100%

By Time on Referral List (All clients served in reporting period - as of end date of the report)		
Time	Number of Individuals	Percentage
< 30 Days	13	37%
31 - 60 Days	7	20%
61 - 90 Days	2	6%
> 90 Days	13	37%

By Time in Program (All clients served in reporting period - as of end date of the report)		
Time	Number of Individuals	Percentage
< 30 Days	2	1%
31 - 60 Days	15	6%
61 - 90 Days	1	0%
91 days - 6 Months	10	4%
6 - 12 Months	17	7%
1 - 2 Years	27	11%
3 - 5 Years	40	16%
6 - 10 Years	95	38%
> 11 Years	42	17%

Breakdown By Program Type

Individuals may participate in multiple program types depending on their needs.

Home Share

Admissions	
Total Admissions: 14	
Total Discharges: 9	
Total Individuals active at end date of report: 112	
Total Unique Individuals Served during Report Period: 120	

Staffed Residential Supports

Admissions	
Total Admissions: 19	
Total Discharges: 6	
Total Individuals active at end date of report: 46	
Total Unique Individuals Served during Report Period: 51	

*Reflects the changes due to the amalgamation of programs.

Community Inclusion

Admissions	
Total Admissions: 8	
Total Discharges: 8	
Total Individuals active at end date of report: 35	
Total Unique Individuals Served during Report Period: 43	

Employment Services

Admissions	
Total Admissions: 2	
Total Discharges: 5	
Total Individuals active at end date of report: 12	
Total Unique Individuals Served during Report Period: 17	

Employee Turnover

	New Hires	Employees Left	Current Employees
Organization	19	21	69
Kamloops	1	5	15
Prince George	9	4	23
Quesnel	9	12	31

2023 Satisfaction Survey Results

Dengarry utilizes satisfaction surveys with Individuals, Family Members/Legal Representatives, Contractors, Employees and Stakeholders, to glean information on the effects our services are having. Through analysis of the results Dengarry can make changes to its service delivery to better meet the needs of all person supporting the Individual.

Individual Satisfaction Survey – Home Share

	No	Sometimes	Most of the Time	Yes
Are you happy with the support you receive?	0%	0%	4%	96%
	No, I Would Like More	Yes. Everything is Good	I would Like Less Support	
Do you have enough support?	4%	92%	4%	
	No	Sometimes	Most of the Time	Yes
Do you have enough help with your medical concerns and health needs?	4%	0%	0%	96%
Do you get to do the activities that are important to you in the community?	0%	4%	8%	88%
Do you feel you are learning the skills to be safe while in the community?	0%	4%	4%	92%
Do you feel able to make your own choices and decisions?	0%	20%	16%	64%
Do you feel Dengarry staff and/or HSP listens to you and responds to your needs and concerns?	0%	0%	4%	96%

Other Comments or Ideas:

- Were focused on specific requests related to additional supports or desired activities

General Comments:

- “Yes can’t complain. All is good here.”
- “It just feels like normal life for me. It pretty much the only home I know.”

Individual Satisfaction Survey – Community Inclusion (CI)

	No	Sometimes	Most of the Time	Yes	
Are you happy with the support you receive?	0%	6%	6%	88%	
	No I Would Like More	Yes. Everything is Good	I would Like Less Support		
Do you have enough support?	12%	88%	0%		
	Cooking	Street Safety	Online/Internet Safety	Sexual Education	Other
What skill would you like to learn the most?	30%	18%	6%	0%	46%
	No	Sometimes	Most of the Time	Yes	
Do you get to do the activities that are important to you in the community?	0%	0%	12%	88%	
Do you feel you are learning the skills to be safe while in the community?	12%	6%	6%	76%	
Do you feel able to make your own choices and decisions?	0%	12%	12%	76%	
Do you feel Dengarry staff listens to you and responds to your needs and concerns?	0%	0%	6%	94%	

General Comments:

- Many positive comments about staff being upbeat, supportive and fostering relationships
- Many expressions of happiness and satisfaction with current supports and activities

Individual Satisfaction Survey – Supported Living

	No	Sometimes	Most of the Time	Yes	
Are you happy with the support you receive?	5%	5%	0%	90%	
	No I Would Like More	Yes. Everything is Good	I would Like Less Support		
Do you have enough support?	15%	85%	0%		
	Cooking	Street Safety	Online/Internet Safety	Sexual Education	Other
What skill would you like to learn the most?	25%	10%	5%	0%	60%
	No	Sometimes	Most of the Time	Yes	
Do you get to do the activities that are important to you in the community?	0%	15%	5%	80%	
Do you feel you are learning the skills to be safe while in the community?	0%	10%	0%	90%	
Do you feel able to make your own choices and decisions?	0%	15%	0%	85%	
Do you feel Dengarry staff listens to you and responds to your needs and concerns?	0%	15%	15%	70%	

General Comments:

- A desire to learn more specific skills like cooking, banking, art and languages
- Appreciation for current supports received
- Concerns raised about staff not always listening or fulfilling certain responsibilities
- Specific requests for additional days of support

Individual Satisfaction Survey – Employment Services

	No	Sometimes	Most of the Time	Yes
Are you happy with the support you receive?	0%	0%	0%	100%
	No. I would like more	Yes. Everything is Good	I would like less Support	
Do you have enough support?	0%	100%	0%	
	No, I do not feel included.	Yes, I do feel included.	I am currently not working	
Do you feel included and part of the team with your co-workers?	0%	100%	0%	
	No, I do not feel valued and respected	Yes, I do feel valued and respected	I am not currently working	
Do you feel valued and respected at your job?	0%	100%	0%	
	No	Sometimes	Most of the time	Yes
Do you feel able to make your own choices and decisions?	0%	20%	0%	80%
Do you feel Dengarry Professional Services Ltd. Staff listens to you and responds to your employment needs concerns?	0%	0%	20%	80%

General Comments:

- “Stephanie is a great job coach.”

Active Family Legal Representative Survey

	No	Sometimes	Most of the Time	Yes
Do you feel your family member/s needs are being met?	0%	0%	33%	67%
Do you feel the activities of our family member is being supported and are in line with their wants?	0%	0%	22%	78%
Do you feel your family member has a voice in their decision making?	0%	11%	22%	67%
Do you feel your family member is supported to interact with their family and friends as much as they want to?	0%	0%	11%	89%
Do you feel your family member has the opportunities to learn new skills to become more independent?	0%	0%	22%	78%
Do you feel Dengarry staff demonstrate professionalism and caring?	0%	0%	22%	78%
Do you feel Dengarry staff listens and responds to your concerns	0%	11%	22%	67%

General Comments:

- Support for families to have specialized training or receiving suggestions to the support the Individual's goals for independence
- Keeping the families informed about Individual related issues with the Individual's approval

Stakeholder Survey

	Poor	Below Average	Average	Good	Excellent
Dengarry Professional Services Ltd.'s ability to provide the information you want clearly and quickly is					
When dealing with Dengarry representatives, their conduct and professionalism is					
Dengarry's ability to respond to concerns is					
	No	Sometimes	Most of the Time	Yes	
Have you been satisfied with Dengarry's response to the COVID-19 pandemic to keep individuals, staff and the community informed and safe?					

General Comments:

- No Stakeholders completed the survey's sent to them

Contractor Climate Survey

	I don't like it	It is ok	It is what I thought it would be	I find it very rewarding	
How would you rate your overall satisfaction with home sharing?	0%	15%	25%	60%	
	Very Poor	Somewhat Helpful	What I expect	Above and beyond what I expected	
How would you rate the level of ongoing support from Dengarry?	0%	5%	40%	55%	
	Very Poor	Somewhat Helpful	What I expect	Above and Beyond what I expected	No Applicable
How would you rate the overall level of support you have received in times of crisis?	5%	0%	25%	35%	35%
	Unable to find Respite	Can find Respite support sometimes	Have adequate Respite		
How would you describe your ability to access respite support?	5%	10%	75%		
	Not Supported	Partially Supported	Very Supported	Not Applicable	
If there was a transition in your home in the past year, how do you feel you were supported by Dengarry Professional Services Ltd. through this time.	0%	0%	15%	85%	

	0-3 Year	4-7 Years	8-10 Years	11-14 Years	15+ Years
Home many years have you been a Home Share Contractor for?	10%	30%	10%	10%	40%
	Your Family	Individual's Family	Friend/ Neighbor/ Acquaintance	None of the above	Another HS Provider
In the past year, what source have you used to obtain breaks from providing supports to the Individual?	45%	25%	15%	10%	5%

General Comments:

- Difficulty finding respite and the funding attached to respite.
- Expressed satisfaction for the support received.

Employee Climate Survey

	Not a good experience	Less than average experience	Satisfactory Experience	Good Experience	Excellent Experience
Please rate your experience working at Dengarry	0%	6%	0%	56%	3
*Concerns about being short staffed, feeling underappreciated and burnt out *Positive feedback about management efficiency and support					
	Not accessible at all	Somewhat hard to access	Accessible	Easily Accessible	
Please rate the accessibility of site/program information.	3%	0%	38%	59%	
*Mixed feedback but most eventually find it manageable					
	0	1-3	4-6	7-9	10+
How many staff meetings are you attending per year?	6%	32%	25%	6%	32%
*Some find attendance difficult due to work schedules					
	Very Poor	Poor	Satisfactory	Good	Excellent
Please rate how well you are supported by your co-workers.	0%	3%	12%	53%	32%
Please rate your efforts to create a positive morale in the workplace.	0%	3%	9%	50%	38%
Please rate the overall support by your supervisor and members of the leadership team.	0%	3%	6%	53%	38%
How effective do you find the support for technology related tools to do your job?	0%	0%	38%	37%	25%

Suggestions for Improvement:

- Hiring more staff
- Providing better communication
- Enhancing recognition and appreciation

This concludes Dengarry Professional Services Ltd.'s 2023 Annual Report.