



Service Satisfaction Survey

Provincial Overview

June 2008

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Executive Overview

Introduction

The 2008 CLBC Service Satisfaction Survey is the second survey CLBC has produced. An initial survey was administered in 2006 to establish a baseline of how individuals and families thought CLBC was performing in its first year of operation. When the 2006 survey was sent out, a commitment was made to canvas the same individuals and families a second time. The 2008 survey fulfills that commitment.

The primary objective of the survey is to identify areas of concern where CLBC can improve supports and services into the future.

A total of 5,333 surveys were mailed to a random sample of families of children, families of adults and self-advocates across BC. At this writing 957 questionnaires have been returned representing a return rate of 18%.

Key Findings

- ▶ Overall, it is agreed by the majority, 78 percent, that the individual receiving services is well supported by his or her service provider(s); 36 percent 'strongly agree'.
- ▶ With respect to community access and inclusion, 60% of persons receiving services participate in activities with individuals who do not have developmental disabilities, without support from a paid caregiver or support worker; 34% participate regularly and 26% participate occasionally. The findings are similar to those obtained in 2006.
- ▶ 75% feel the individual is 'safe' or 'very safe' in the community; 2% feel 'not safe' with the remainder replying 'somewhat safe' or 'neutral'. Again the findings are similar to those found in 2006 when 74% reported to feel safe.
- ▶ 17% reported to be waiting for requested paid supports or services with approximately seven-in-ten of this group experiencing a wait period of less than 1-2 years.
- ▶ The quality of relationship with CLBC is strong as a majority agree with the following statements:
 - Concerns were listened to (71% agree, 7% disagree, 22% neutral or not applicable)
 - Individual receiving services is well supported (68% agree, 13% disagree, 19% neutral or not applicable)
 - My family and I have a trusting relationship with CLBC staff (67% agree, 9% disagree, 24% neutral or not applicable)

- Individual was provided with services he or she needed (63% agree, 16% disagree, 21% neutral or not applicable)
 - Concerns were addressed in a timely manner (60% agree, 15% disagree, 25% neutral or not applicable)
 - The individual is provided with useful referrals and resources (55% agree, 15% disagree, 30% neutral or not applicable)
 - Easy to access information for the services needed (50% agree; 21% disagree, 29% neutral or not applicable)
- ▶ Overall satisfaction with the services provided by CLBC to the individual receiving services is high with 66% being satisfied; 28% are 'very satisfied'. A total of 12% are dissatisfied with the remaining 21% being neutral in their views. These findings are once again similar to those obtained in 2006 when 63% reported to be satisfied.

Detailed Findings

1.0 Profile of Respondents

- ▶ The majority of those responding to the survey are parents or a guardian (66%) of an individual receiving services, 10% are family members and 10% 'other' such as a caretaker or friend. A total of 14% are self-advocates.
- ▶ Just over one-third (37%) are 19 years of age or under, 36% are 19 to 42 years, and 27% are 43 years of age or over.
- ▶ The majority, 60% live with a family. A total of 15% live with a caregiver and an equal number live in a group home. A total of 9% live alone.

	Total
Relationship to Individual Receiving Service	(956) %
Parent/Guardian	66
Family Member	10
Self-Advocate	14
Other	9
Friend	1
Age of Individual Receiving Services	(932) %
0-5 years	3
6-10 years	9
11-15 years	15
16-19 years	9
19-30 years	22
31-42 years	15
43-54 years	18
55+ years	9
Current Residence of Individual Receiving Services	(939) %
With Family	60
With a Caregiver	15
In his or her own place	9
In a Group Home	15
<i>*Please note results are based on those responding to question</i>	

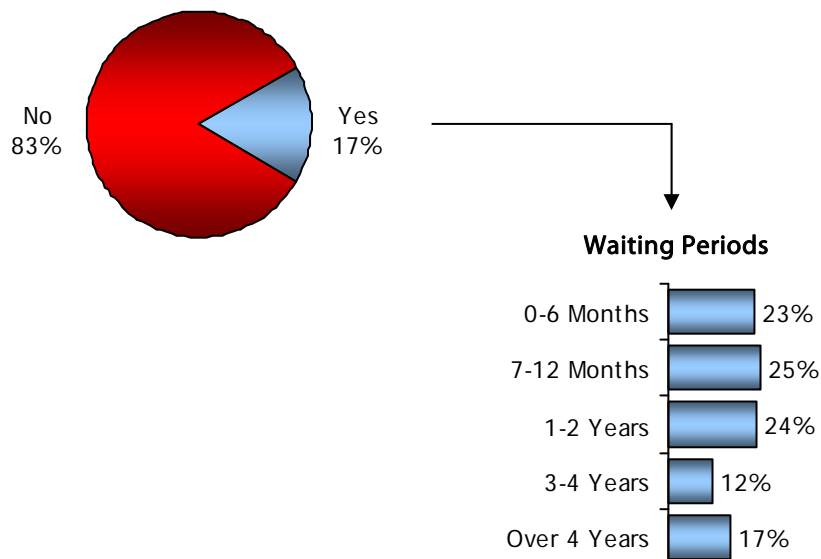
- ▶ The chart following details the geographic distribution of respondents.

Region of Respondents	Total (957) %
Vancouver Coastal	10
Surrey, Delta, Richmond	13
Southern Van. Isle	12
North	5
Northern Interior	11
Southern Interior	7
Upper Fraser	8
Central-Upper Isle	28
Simon Fraser	8

2.0 Request for Paid Supports or Services

- ▶ 17% report to be waiting for requested paid supports or services which have not yet been provided. This level translates to 19% of parents of a child, 14% of parents of an adult and 16% of self advocates.
- ▶ Approximately half of this group (48%) has waited less than one year; about seven-in-ten have waited less than two years.

Waiting for Requested Paid Supports or Services



Base: (n=916)

Q.2) Have you requested paid supports or services, which have not been paid yet?

Base: Answered "Yes" (n=151)

Q.3) How long have you been waiting?

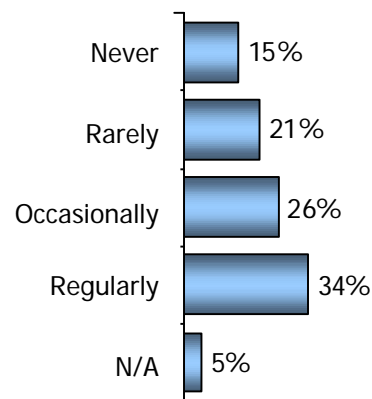
- ▶ The incidence of those waiting for services by region range from a low of 11% in the Northern Interior and Upper Fraser to a high of 26% in Vancouver Coastal.

% within Each Region Waiting for Services	
Vancouver Coastal (n=95)	26
Surrey, Delta, Richmond (n=120)	18
Southern Van. Isle (n=113)	14
North (n=43)	12
Northern Interior (n=105)	11
Southern Interior (n=62)	19
Upper Fraser (n=74)	11
Central-Upper Isle (n=267)	14
Simon Fraser (n=78)	17

3.0 Community Access and Inclusion

- ▶ Approximately six-in-ten report that the person receiving services participates in activities with individuals who do not have developmental disabilities, without support from a paid caregiver or support worker; 34% participate regularly and 26% participate occasionally.

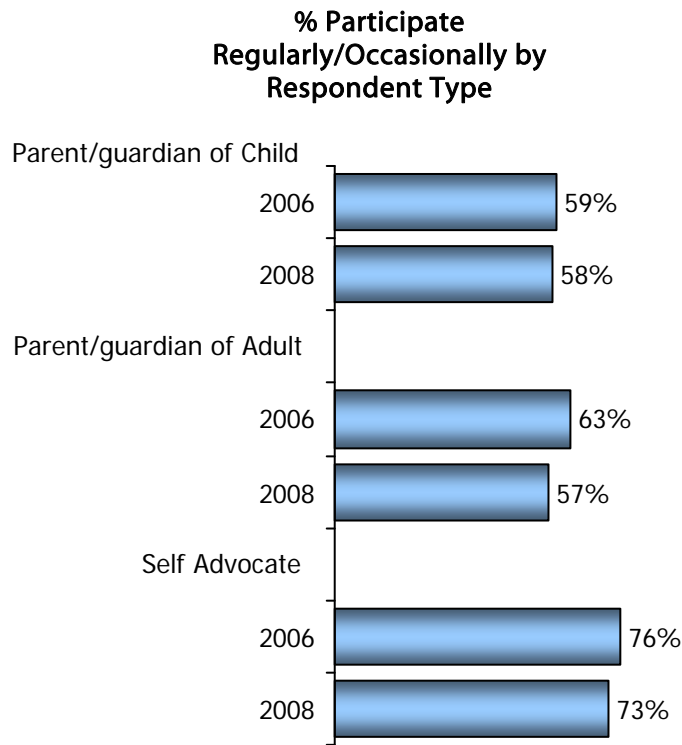
Participation Levels of Persons without Support with Individuals without Developmental Disabilities



Base: (n=870)

Q4.) Without support from a paid care giver or support worker, how often does the person receiving service participate in activities with individuals who do not have developmental disabilities?

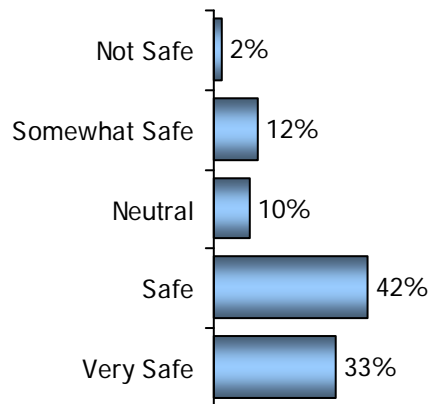
- ▶ Among self-advocates, the level of regular/occasional participation increases to 73% (50% participate regularly). The findings are very similar to the 2006 responses.



Base: 2008 – Parent of Child (n=330), Parent of Adult (n=421), Self Advocate (n=119)
 Q4a.) Without support from a paid care giver or support worker, how often does the person receiving service participate in activities with individuals who do not have developmental disabilities?

- ▶ Furthermore, the majority, 75% feel the individual is 'safe' or 'very safe' in the community; 2% feel 'not safe' with the remainder replying 'somewhat safe' or 'neutral'. The findings are very similar to those obtained in 2006 when 74% reported to feel 'safe' or 'very safe'.

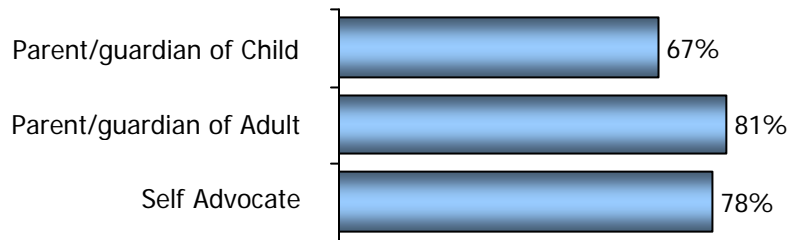
Perceived Safety within Community



Base: (n=943)
 Q5.) With the current supports that the individual receives from family, friends and CLBC, on a scale of 1 to 5 please indicate if you feel the person is safe in the community?

- ▶ Parents/guardians of children are not surprisingly slightly more concerned about safety than parents/guardians of adults or self-advocates. A total of 67% of parents/guardians of children feel safe, in contrast to 81% of parents/guardians of adults and 78% of self-advocates.

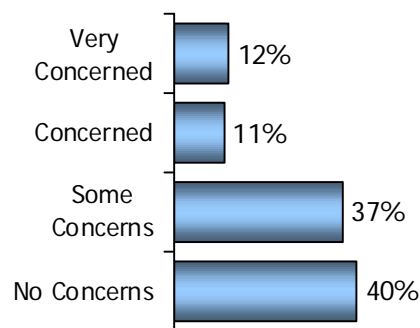
% Feel Very Safe/Safe by Respondent Type



Base: 2008 – Parent of Child (n=365), Parent of Adult (n=458), Self Advocate (n=120)
Q5a.) With current supports that the individual receives from family, friends, and CLBC, on a scale of 1 to 5, please indicate if you feel the person is safe in the community?

- ▶ While the majority feel safe in their communities, most still have some concerns about the individual's well-being, with 12% being 'very concerned'. The findings are similar to those obtained in 2006.

Concerns about Individual's Well Being

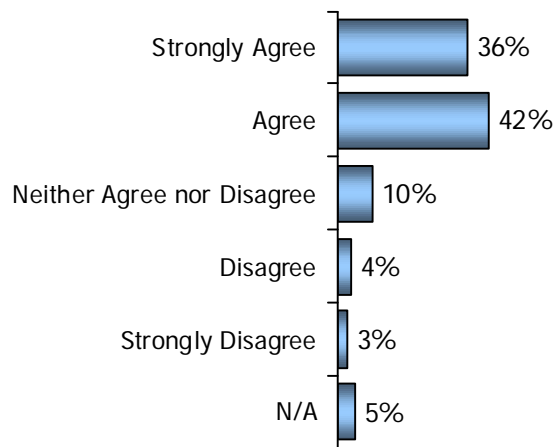


Base: (n=929)
Q6.) Do you have any concerns about the individual's well being?

4. Satisfaction Levels with CLBC Services

- Overall, it is agreed by the majority, 78%, that the individual receiving services is well supported by his or her service provider(s); 36% 'strongly agree'.

Well Supported by Service Provider



Base: (n=782)

Q7.) I feel the individual receiving services is well supported by his or her service provider?

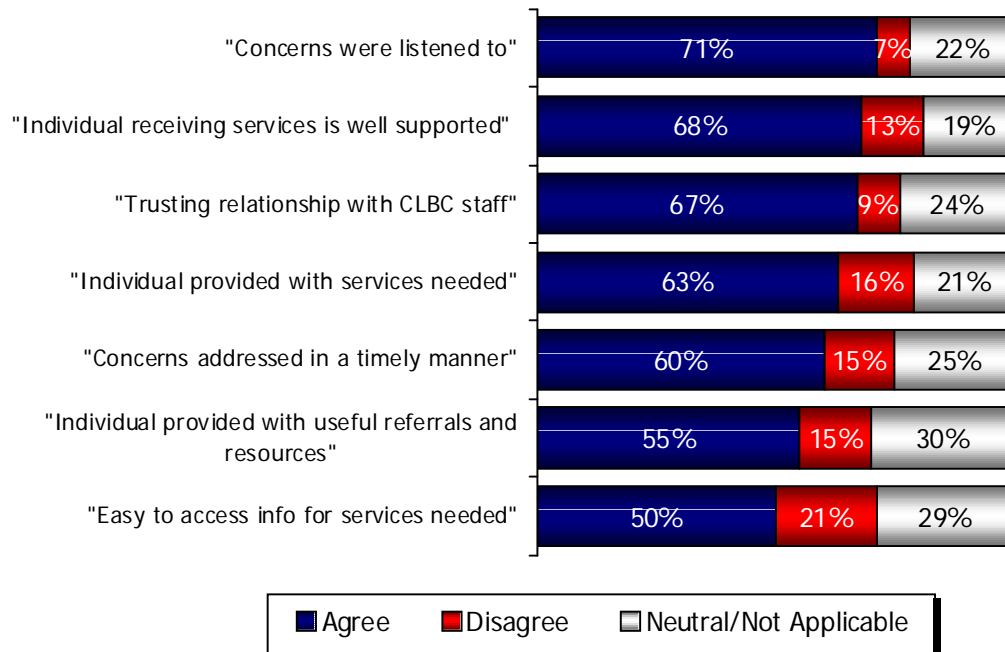
- Agreement ranges from 70% of those residing in the Simon Fraser and Southern Interior regions to about 85% of those in Southern Vancouver Island, North and Upper Fraser regions.

% Agree by Region	
Vancouver Coastal (n=95)	80
Surrey, Delta, Richmond (n=120)	72
Southern Van. Isle (n=113)	86
North (n=43)	84
Northern Interior (n=105)	73
Southern Interior (n=62)	70
Upper Fraser (n=74)	84
Central-Upper Isle (n=267)	80
Simon Fraser (n=78)	69

▶ Further evidence that the quality of relationship with CLBC is strong is that a majority agree with the following statements:

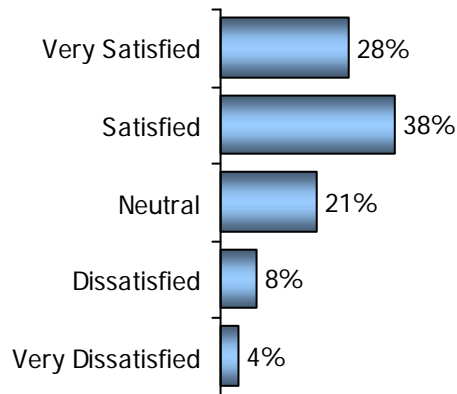
- Concerns were listened to (71% agree, 7% disagree, 22% neutral or not applicable)
- Individual receiving services is well supported (68% agree, 13% disagree, 19% neutral or not applicable)
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- Individual was provided with services he or she needed (63% agree, 16% disagree, 21% neutral or not applicable)
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- The individual is provided with useful referrals and resources (55% agree, 15% disagree, 30% neutral or not applicable)
- Easy to access information for the services needed (50% agree; 21% disagree, 29% neutral or not applicable)

Agreement with Statements



- Overall satisfaction with the services provided by CLBC to the individual receiving services is high with 66% being satisfied, 28% being 'very satisfied'. A total of 12% are dissatisfied with the remaining 21% being neutral in their views.

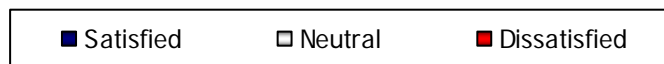
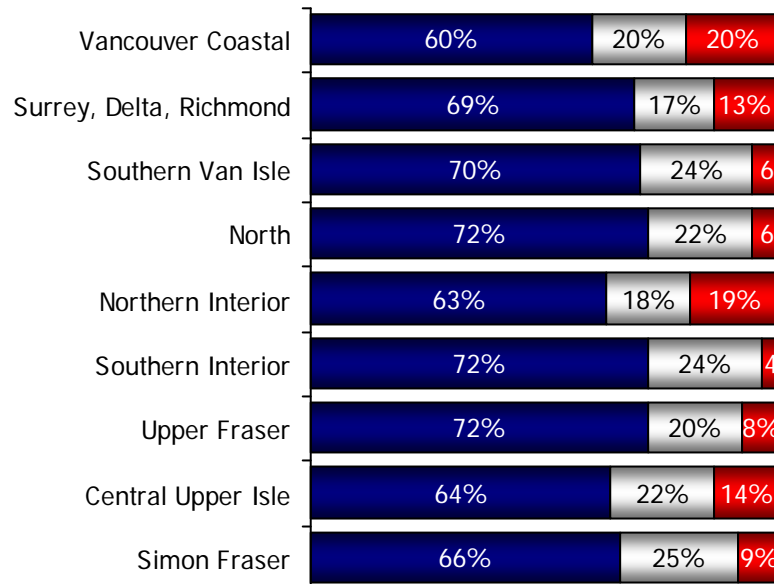
Overall Satisfaction with Services Provided by CLBC



Base: (n=771)
 Q9.) Please rate your overall satisfaction with the services provided by CLBC to the individual receiving services?

- Overall satisfaction levels are highest in the North, Southern Interior and Upper Fraser regions and most challenged on Vancouver Island and Vancouver Coastal regions.

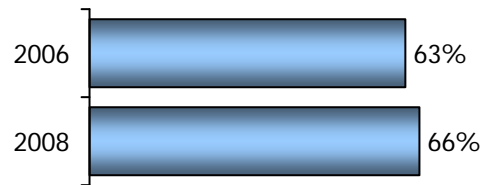
Overall Satisfaction with Services Provided by CLBC by Region



Base: (n=771)
 Q9a.) Region of Respondent *Please rate your overall satisfaction with the services provided by CLBC to the individual receiving services?

- ▶ The findings are similar to those reported in 2006 when 63% reported to be 'very satisfied' or 'satisfied'.

% Very Satisfied/Satisfied by Measure



Appendix

Questionnaire



Service Satisfaction Survey

Please take a few minutes to answer the following questions to the best of your ability. We provide you with an opportunity to express views in your own words at the end of the survey. We greatly appreciate your input.

1. What is your relationship to the individual receiving services?

- Parent / Guardian Friend
 Family member Other: _____

2. Have you requested paid supports or services, which have not yet been provided?

- Yes No (skip question 3 and go to question 4)

3. If you answer “yes” to question 2, how long have you been waiting?

- 0-6 months 7-12 months 1-2 years 3-4 years over 4 years

4. Without support from a paid caregiver or support worker, how often does the individual receiving services participate in activities with individuals who do not have developmental disabilities?

(Example: church, recreation like swimming or bowling, and clubs.)

- Never Rarely Occasionally Regularly N/A

5. With the current supports the individual receives from family, friends, and CLBC, on a scale of 1 to 5, please indicate if you feel the person is safe in the community by circling the appropriate number.

- | | | | | |
|----------|---------------|---------|------|-----------|
| Not Safe | Somewhat Safe | Neutral | Safe | Very Safe |
| 1 | 2 | 3 | 4 | 5 |

6. Do you have any concerns about the individual’s well-being?

- | | | | |
|----------------|-----------|---------------|-------------|
| Very Concerned | Concerned | Some Concerns | No Concerns |
| _____ | _____ | _____ | _____ |



Service Satisfaction Survey

7. I feel the individual receiving services is well supported by his or her service provider(s).

Strongly Agree
 Agree
 Neither Agree nor Disagree
 Disagree
 Strongly Disagree
 N/A

8. Please indicate your level of agreement with the following statements about how CLBC staff has worked with you.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A
My concerns were listened to						
My concerns were addressed in a timely manner						
I was provided with useful referrals and resources						
The individual was provided with the services he or she needed						
I find it easy to access information for the services needed						
I feel the individual receiving services is well supported						
My family and I have a trusting and respectful relationship with the social worker						

9. Please rate your overall satisfaction with the services provided by CLBC to the individual receiving services.

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied
 _____ _____ _____ _____ _____

