

Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Community Connections Support Services Satisfaction Survey Report 2011

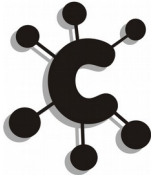
Community Connections Support Services presents this report based on the results of satisfaction surveys collected between September-December 2011. Its purpose is to provide the agency with a broad reflection on the efficacy of services being delivered to all stakeholders based on self-report of satisfaction. It is the intent of the agency to analyze and use the data returned in considering future program planning, performance improvement, strategic planning, advocacy efforts, financial planning and resource planning.

Data Collection:

Community Connections Support Services is an agency focused on providing services that are person-centered. In doing so, our expectation is that all those receiving services do so according to their specific individual needs. As a result, all support workers ask for and adjust services according to the reported and changing needs of those we support. Therefore, this input from service recipients is requested on an on-going basis and is consistently being considered in service provision planning.

Community Connections Support Services continues to maintain a current and relevant presence on the Internet. We request and encourage feedback on all these sites from all stakeholders.

In the interest of receiving formal and comprehensive feedback on our services, Community Connections Support Services distributed satisfaction surveys to four target groups. Information was submitted voluntarily from our employees, consumers, stakeholders and home share providers. The following report demonstrates the findings of all surveys and offers recommendations based on those outcomes.



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Review of 2010 Recommendations:

Consumer Satisfaction 2010

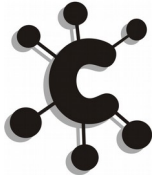
- Advertise Website
Sent flyer to Community Support recipients, employees and Home Share Providers
- Explore more activities that are geared toward the women we support
More co-ed activities being provided such as monthly socials. Also, hosted a 'Make-over' night that was quite successful.
- Look into Transit Trip, dance, DJ, Vancouver Trip
Ongoing
- Investigate possibility of buying a 15 passenger van
Ongoing

Stakeholder Satisfaction 2010

- Publicize website to stakeholders vs. creation of a newsletter
Ongoing

Employee Satisfaction 2010

- Create service manuals for each service area to more clearly establish service goals and principles.
Not completed: Relevancy not established
- Develop linkages to web materials to encourage communication and collaboration on-line (increase communication).
Not completed: work with Management Support Team to start this
- Create a conference / retreat for employees (training, communication, clarity of role).
Booked for Spring 2012
- Continue to provide training opportunities.
Continue to solicit feedback from staff re: opportunities
- Establish management committee meetings.
Bi-weekly meetings happening



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Consumer Satisfaction

The Consumer Satisfaction Surveys have been distributed to all those in receipt of services in the community support program provided by Community Connections Support Services in Kelowna, B.C. Information on these forms is meant to reflect the thoughts of the people supported and has been provided by the people we support, a family member or a caregiver of someone supported by our agency.

33 completed surveys were returned to us. Demographics of the samples are demonstrated in the following illustrations:

Sample Population:

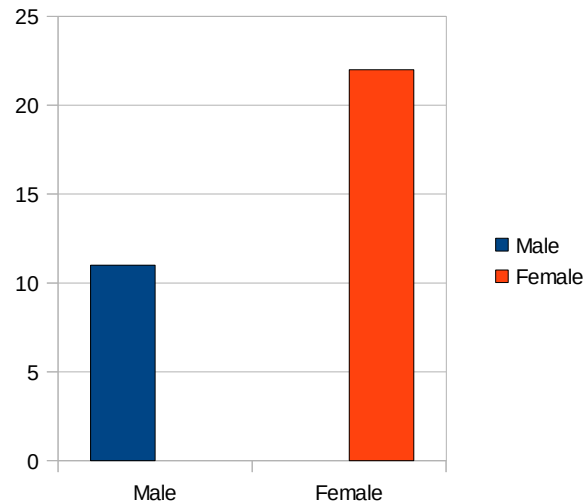
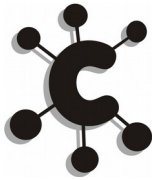


Illustration 1: Sample Population



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

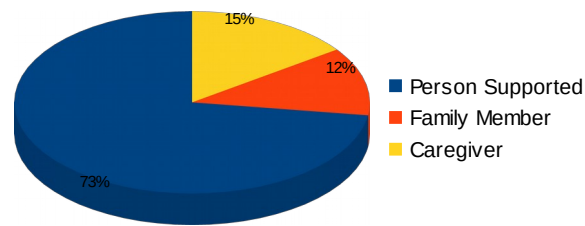
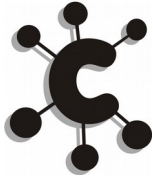


Illustration 2: Sample Population

The first area we asked feedback for was accountability, interest and creativity of support workers. We asked consumers to provide information based on a 4 point scale (Great, OK, Not So Great, Unknown). Figures for 2009 and 2010 are also provided for comparison.

	Great!			OK			Not So Great			Unknown		
	'11	'10	'09	'11	'10	'09	'11	'10	'09	'11	'10	'09
<i>* note: numbers indicate percentage</i>												
a. Showing up on time	85	81	88	12	19	12	0	0	0	3	0	0
b. Keeping our appointments with you	82	74	91	15	22	9	0	4	0	3	0	0
c. Letting you know what's going on at CCSS and in Kelowna	76	74	81	15	19	16	0	7	3	9	0	0
d. Letting you know how you're doing towards your goals	70	67	68	21	26	25	0	3	7	9	3	0
e. Helping you do the things you want to do	85	70	78	12	26	22	0	0	0	3	3	0



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

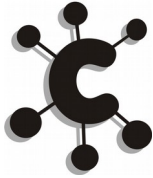
PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

f. Being respectful to you and your family	88	81	91	10	15	9	0	0	0	3	3	0
--	-----------	----	----	-----------	----	---	----------	---	---	----------	---	---

We also asked consumers to let us know if they would recommend our services to their friends. Out of 33 responses; 27 people said yes and 6 did not respond.

The next section explored satisfaction with the group events that Community Connections Support Services puts on in an on-going way. The results are as follows:

Event <i>*note: numbers indicate percentage</i>	Great!	OK	Not So Great	Haven't Been
a. Canucks hockey trip	16	3	0	81
b. BC Lions football trip	16	0	0	84
c. Craft Group	22	6	0	72
d. Coffee Clubs	22	9	0	69
e. Men's Group	16	9	0	75
f. Health and Safety Month events	31	3	0	66
g. Ladies who lunch	25	3	0	72
h. Swim Clubs	16	3	3	78
i. Walking group	31	9	0	60
j. Naramata Retreat	47	3	3	47
k. Music in the Park Nights	13	6	0	81
l. Dinner and a Movie @ CCSS	34	3	0	63
m. Dinner Club	31	6	0	44
n. Bowling and Burgers	47	3	0	50
o. Thursday Socials	41	9	0	50



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Participants in the consumer satisfaction survey were also given an opportunity to provide any comments, suggestions for other events / activities that they would like to see us offer, and how services could better meet their needs. Some of the comments were:

“ It's a fantastic service, thanks!” (caregiver)

“ Keep up the good work.” (person receiving support)

“ The service comm conn provides to the individuals I support is top notch, professional and always respectful.” (caregiver)

“(person receiving supports) looks forward to and enjoys her outings and activities with her friends at Community Connections. She says: everyone is so nice” (family member)

Some of the suggestions offered for facilitating other events or activities included:

- social with dance once per month
- floor hockey
- another Naramata trip per year
- more sports trips to see soccer, baseball, etc.
- camping trip

With the expansion of our website created specifically for the people we support, we felt it would be informative to gain some feedback related to the effectiveness of the site. We asked respondents to let us know if they use the website and if so, if it is helpful. We also asked for suggestions as to how we might make it better.

Of the 33 respondents, 9 reported that they use the website for persons served. Of these 9, all reported that they found the website helpful and a few provided us with some additional information:

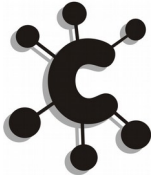
“Website is excellent!”

“Good – Have a training session on it”

“More pictures”

Recommendations:

- We hope to continue to improve on the accountability, interest and creativity of our support. We're pleased that this year's numbers reflect an on-going trend to improving these practices.



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

- Continue to investigate new and diverse opportunities for events available to persons served.
- Provide a training session in the use of our website to persons supported and their family members and caregivers.
- Investigate the possibility of a space that would allow us to hold more dances / DJ events while remaining cost effective.
- Identify a contact person regarding Advocacy issues and provide information sessions to persons supported.
- Develop media room – movies, music, karaoke
- Expand training opportunities for persons served

Stakeholder Satisfaction

The stakeholder satisfaction survey was prepared for those who have a relationship with Community Connections Support Services. Feedback was requested from six target groups: family members, caregivers, CLBC employees, professional support, funder and others identified. Our agency received 29 completed surveys.

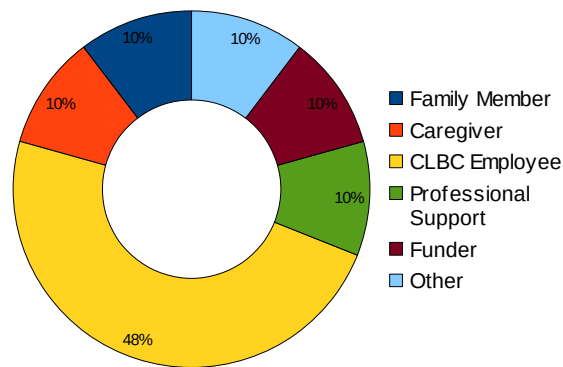
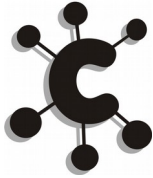


Illustration 3: Stakeholder Sample



Community Connections Support Services

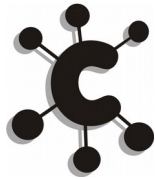
275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Section One: The Organization

This section addressed points relating to how stakeholders feel about the agency's performance in general. Data was collected using a 6 point scale (Strongly Disagree, Disagree, Agree, Strongly Agree, Don't Know or No Data). The results are reported in percentages and are illustrated as follows:

Community Connections:	Strongly Disagree		Disagree		Agree		Strongly Agree		Don't Know		No Data	
	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10
Empowers the people we support and advocates for their rights	0	0	0	0	24	21	69	71	3	8	4	0
Is a leader in our community in providing services for persons with disabilities that are effective and cost efficient	0	0	0	0	17	21	72	50	3	29	7	0
Responds to the needs of persons served by the organization	0	0	0	0	31	14	59	86	3	0	7	0
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	0	0	0	0	38	14	41	57	10	29	10	0
Programs have clearly defined tasks, activities and outcomes	0	0	0	0	41	36	31	43	17	21	10	0
Communicates with individuals receiving services, families, caregivers, team members and society members on community living issues	0	0	0	0	45	43	41	43	3	14	11	0
Provides opportunities for people served with common interests to connect for friendships	0	0	0	0	31	29	55	42	7	29	7	0
Understands that it works in different regions of the province and, as such, works differently in each area to support people most effectively	0	0	0	0	34	21	38	29	17	50	11	0



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

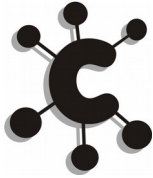
PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Section Two: Ethics, Attitudes and Responsibilities

Community Connections:	Strongly Disagree		Disagree		Agree		Strongly Agree		Don't Know		No Data	
	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10
Recognizes the vulnerability of the people served and the professional obligation to protect them	0	0	3	0	24	14	62	79	0	7	11	0
Honours the beliefs, values and cultures of the people served and their families and appreciates the uniqueness and potential of each individual	0	0	0	0	17	21	72	71	0	7	11	0
Team members maintain honesty, integrity and objectivity while meeting the highest level of standards for service delivery	0	0	3	0	34	36	45	64	7	0	11	0
Team members recognize and respect the importance of confidentiality	0	0	0	0	24	36	66	50	0	14	11	0

Section Three: Communication

Community Connections:	Strongly Disagree		Disagree		Agree		Strongly Agree		Don't Know		No Data	
	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10
Employees respond promptly to my requests	0	0	3	0	28	29	52	57	0	14	18	0
There is effective communication between CCSS and myself	0	0	7	0	17	29	62	71	0	0	13	0
I feel comfortable approaching employees of CCSS with a concern, question or new idea about support provision.	0	0	3	0	21	29	62	71	0	0	14	0
I feel that I am involved in decision-making within the agency	0	0	7	7	34	29	21	29	7	36	31	0



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Section Four: Health and Safety

Community Connections:	Strongly Disagree		Disagree		Agree		Strongly Agree		Don't Know		No Data	
	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10
Health and Safety procedures are in place to protect participants, families, employees and volunteers	0	0	0	0	45	29	31	57	14	14	10	0
Safety concerns are addressed in a timely manner	0	0	0	0	38	29	31	57	17	14	14	0

Section Five: Overall Satisfaction

Respondents were asked to rate their overall satisfaction with the services provided by our agency on a scale of 1-4 with 1=Extremely Dissatisfied and 4=Extremely Satisfied. The results were as follows:

3% of the sample of stakeholders report being Dissatisfied with our services.

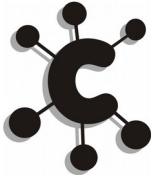
21% of the sample of stakeholders report being Satisfied with our services.

62% of the sample of stakeholders report being Extremely Satisfied with our services.

Several of the stakeholders provided us with additional feedback in the comments section. Some of these are provided below:

“Community Connections has been a valuable resource in assisting in identifying suitable caregivers to provide respite care for families with children with disabilities. They respond quickly to questions and inquiries, are open, clear and very transparent with how they conduct their business. I appreciate the support they have provided me with a level of professionalism and courtesy. They have a vested interest in supporting individuals with disabilities and making systems work for the individual. A pleasure to work with the organization.” (other)

“The Community Connections Support Services team has always impressed me with their



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

dedication and sincere (sic) care for the individuals they support (sic). I have been in this profession for many years and you can tell when caregivers are in this field for just a paycheck and those who in this field for so much more. The Community Connections Support Services team is in for so much more.” (CLBC employee)

“Community Connections is an innovator and a leader in services to the people they provide support to. It has been a pleasure to be involved with them over the years.” (caregiver)

“Some intricacies of the Home Share Program continue to require some attention and tweaking, but given the openness with which we have always been able to discuss any issues/concerns, I have full confidence that this will be successfully worked through.” (CLBC employee)

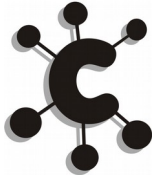
“I know that as a service to my son Community Connections does a very good job. There isn't a lot of communication between myself and staff but probably that is because things are going so well!” (family member)

“When answering this survey I am referring to residential supports. It might have been useful to have it broken into different services as answers would have varied. Community Connections is very person centered agency that when issues have been identified, Brian has responded immediately. I appreciate that when Brian is posed with a challenge from CLBC he is open and honest about what he can and can't do. I feel confident that if he takes on something that it will be carried through with. I appreciate his articulation and creativity when issues arise as well as his continued focus on the person/family being supported. I appreciate the diversity of residential staff and the knowledge and experience they bring to the person they are supporting and to their home.” (CLBC employee)

“CLBC doesn't always hear back from CC regarding outcome of concerns identified. - CLBC feels some CC staff present with a defensive tone when at meetings with CLBC with regards to planning for individuals. - it has been observed that there has been inappropriate use of comments from CC staff when in meetings with homeshare providers (ie: questioning if individuals might have a higher need than the HS provider has indicated.) - continuous comments about 'not having alternate placements for individuals' when CLBC identifies concerns with existing placements. positive: - working relationship with CLBC has improved overall.” (CLBC employee)

Recommendations:

- Include contact with CLBC team – liaison meetings
- Training with staff re: personal vs. professional



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

- Expand website
- Consistent follow through with complaints
- Fostering a culture of continuous quality improvement by encouraging others to feel comfortable to register complaints and concerns
- Respond professionally to a request for change in service delivery without taking questions/concerns/complaints personally

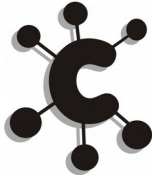
Employee Satisfaction

Feedback was requested of all employees at Community Connections, including residential support workers, community support workers, respite and home share coordinators and our management team. In response, we received 42 completed surveys. In the interest of maintaining confidentiality for our employees, we did not ask to have their position with Community Connections revealed.

Information on the following sections was collected using a 4 point rating scale (Strongly Disagree, Disagree, Agree, Strongly Agree)

Section One: The Organization

Community Connections:	Strongly Disagree		Disagree		Agree		Strongly Agree		No data	
	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10
<i>(note: numbers indicate percentage)</i>										
Empowers the people we support and advocates for their rights	0	0	0	0	29	0	69	81	12	0
Is a leader in our community in providing services for persons with disabilities that are effective and cost efficient	0	0	0	4	38	15	60	58	2	0
Responds to the needs of persons served by the organization	0	0	0	0	45	38	52	65	12	4
Provides team members with the necessary support and resources to do their work	0	0	7	4	48	31	43	42	2	0



Community Connections Support Services

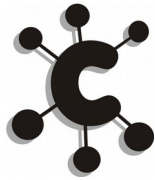
275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Has policies and procedures in place to ensure effective, reliable and consistent services are provided	0	0	2	8	36	46	60	65	2	4
	Strongly Disagree		Disagree		Agree		Strongly Agree		No data	
	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10
Programs have clearly defined tasks, activities and outcomes	0	0	2	0	64	35	31	42	2	0
Communicates with individuals receiving services, families, caregivers, team members and society members on community living issues	0	0	7	19	40	38	50	27	2	0
Provides opportunities for people served with common interests to connect for friendships	0	0	10	12	40	62	48	38	2	0
Supports the health and wellness of our employees	0	0	10	12	38	50	50	42	2	0

Section Two: Ethics, Attitudes, and Responsibilities

	Strongly Disagree		Disagree		Agree		Strongly Agree		No data	
	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10
Team members recognize the vulnerability of the people served and the professional obligation to protect them	0	0	0	0	28	23	73	77	0	0
Team members honor beliefs, values and cultures of the people served and appreciate the uniqueness and potential of each individual.	0	0	0	0	33	19	68	81	0	0
Team members recognize that competent service requires collaboration as a team	0	0	3	4	43	46	55	50	0	0
Team members maintain honesty, integrity and objectivity while meeting the highest level of standards for service delivery	0	0	3	4	40	46	58	50	0	0
Team members recognize and respect the importance of confidentiality	0	0	0	4	35	31	65	65	0	0



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

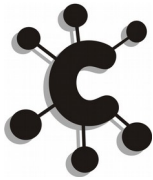
PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Section Three: Communication

	Strongly Disagree		Disagree		Agree		Strongly Agree		No data	
	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10
Communication between the service coordinator and team members is efficient and effective	0	4	13	8	41	54	46	35	0	0
The service coordinator responds promptly to my requests	0	4	5	4	49	38	46	54	0	0
The service coordinator regularly communicates with employees about the organization	0	4	18	12	46	38	36	38	0	8
Communication received from the service coordinator about the organization contains sufficient detail	0	4	10	4	62	58	28	31	0	4
Regular house meetings are held	0	0	3	4	51	35	46	54	0	8
All employees are encouraged to function as a team	0	0	3	4	36	23	62	73	0	0
There is effective communication between people where I work	0	4	10	4	46	58	44	31	0	4
There is effective communication between all of our programs	3	8	15	15	59	46	23	19	0	12

In addition to the 4-point rating scale in the area of communication, participants were asked the following question: Which of the following groups would you feel comfortable approaching about a concern or new idea? Check all that apply.

The categories to choose from were Co-workers, Immediate Supervisor, Director, Service Coordinator, Family Members, No one, and Other. The results are illustrated below:



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

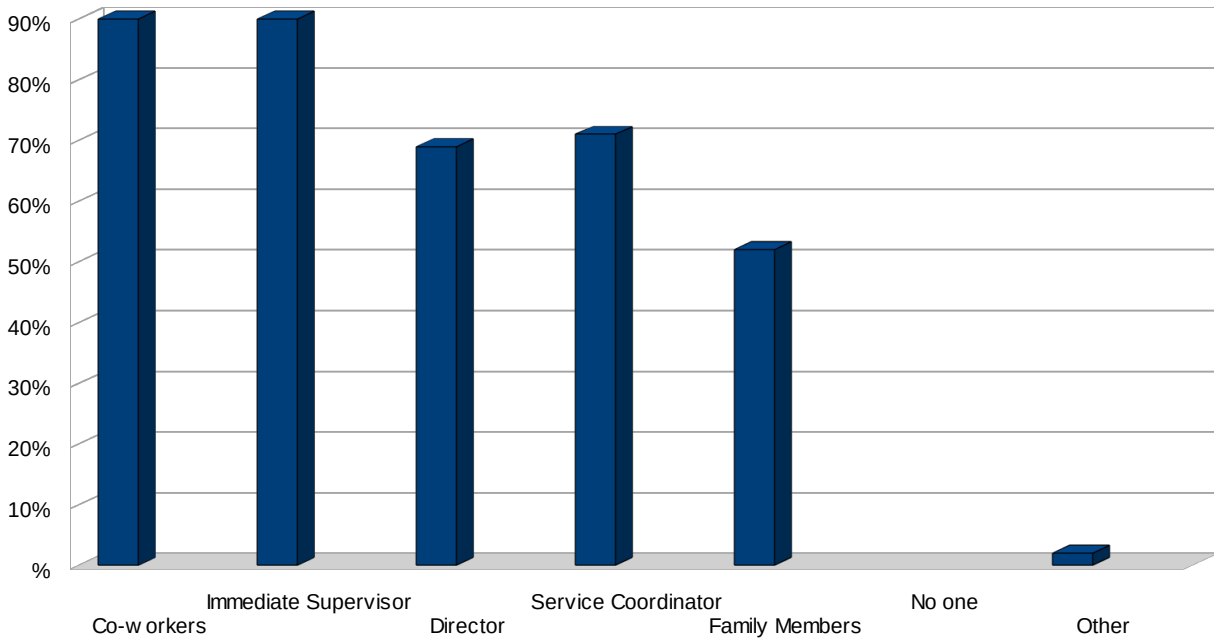
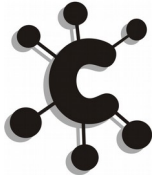


Illustration 4: Employee rating on ability to communicate with target stakeholders

Section Four: Health and Safety

	Strongly Disagree		Disagree		Agree		Strongly Agree		No data	
	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10
Health and Safety procedures are in place to protect employees, participants and volunteers	0	0	3	0	41	46	56	54	0	0
I feel adequately trained to handle an emergency situation	0	0	0	8	46	54	54	38	0	0
Safety concerns are addressed in a timely manner	0	0	0	0	49	62	51	38	0	0
I feel safe when providing support to individuals within their home	0	0	3	4	46	35	51	58	0	4



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

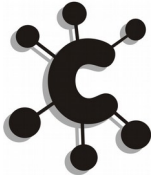
PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

I feel safe when providing support to individuals in the community	0	0	3	0	51	42	46	54	0	4
--	---	---	---	---	----	----	----	----	---	---

Section Five: Your Work

	Strongly Disagree		Disagree		Agree		Strongly Agree		No data	
	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10
The information I received during my orientation was valuable	0	0	0	4	51	38	49	50	0	8
I have a clear idea of my job responsibilities	0	0	0	8	54	31	46	62	0	0
I receive necessary training to perform my job effectively	3	0	5	4	49	46	44	46	0	4
I receive feedback through regular employee performance evaluations	3	0	8	4	54	50	36	35	0	12
I am supported to take on new responsibilities	0	0	8	12	51	38	41	46	0	4
I feel valued as an employee	0	4	10	4	38	42	51	50	0	0
I feel that I receive recognition for doing a good job	0	4	10	4	46	38	44	54	0	0
I feel that I am involved in decision-making within my program	0	4	8	15	69	38	23	35	0	8
I feel that I am involved in decision-making within my organization	3	4	18	15	64	46	15	27	0	8
	Extremely Dissatisfied		Dissatisfied		Satisfied		Extremely Satisfied		No Data	
	'11	'10	'11	'10	'11	'10	'11	'10	'11	'10
After considering everything, how satisfied are you with your job? Extremely Dissatisfied - Extremely Satisfied	0	0	0	8	46	27	51	65	3	0

The next portion of the survey asked employees to make suggestions on how to make Community Connections a better place to work. Employees were given an opportunity to leave a comment but were also asked to rate the importance of some key issues related to their employment. They were asked to rate in order of importance, with 1 having the greatest importance; issues such as Improved



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Training, More Balanced Workload, More Teamwork, Improved Communication and Other. The results in the following illustration demonstrates the number of times each category was chosen as the most important issue to address:

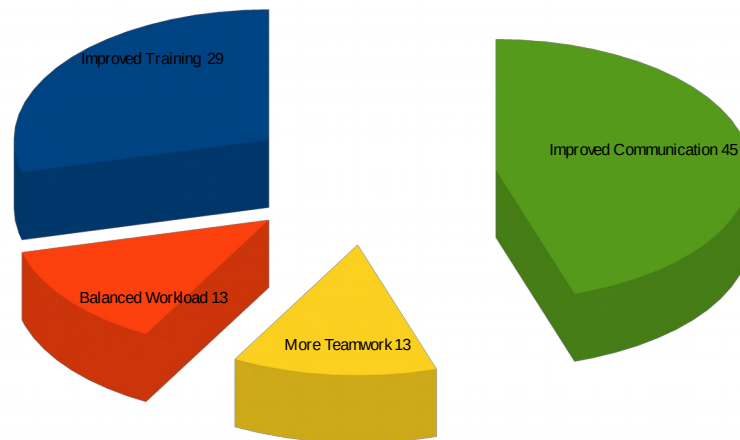
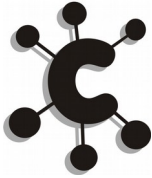


Illustration 5: Most important issue related to making CCSS a better workplace as described by employees

Employees were also asked if they would recommend our services to a family member or friend. In addition, they were asked if they would recommend employment with our agency to a family member or friend. The results are as follows:

100% of employees would recommend our services to a family member or friend.

95% of employees would recommend employment with our agency to a family or friend.



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

(5% chose not to respond)

Some comments provided include the following:

“To always remember who we in service to. I agree that accountability helps to keep people safe. As the agency grows in size and responsibility, I hope that it can always remain mindful that during the day to day supports being offered, paperwork deadlines take second place to being involved and engaged with the people whom we serve. I believe that the CCSS teams provide amazing, respectful, positive, person centered supports to all those whom they have the pleasure to serve. During this time of growth and the challenges it brings, I believe that CCSS has remained true to its Mission Statement! It is an honor to be part of this great team. Thank (sic) you .”

“...unsure, the reputation that CC has in the larger community is accurate. They do not deal with conflict well.”

I feel Community Connection provides a wide range of services to the community out there. It is offered in a very professional and respectful way. I must say that as an employee of Community Connection am very proud and privilege (sic) to be part of such an amazing team of people.”

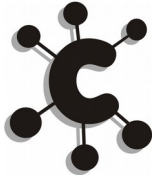
“I'm very proud to be apart (sic) of this agency!”

“I feel CCSS operates on the basis of fairness and high integrity when dealing with its employees and residents alike. It is a privilege to work for you.”

“I have been an employee for the past 8 years with the organization. In this time the organization has been wonderful to me. I always felt appreciated, respected and valued. Wonderful place to work.”

“Community connections is a great place to work. Our wages are fairly competitive, and the homelike atmosphere is much nicer to work at.”

“the best job I have ever had no exceptions. The people are great. I really feel at home with this organization.”



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Recommendations:

- Lines of communication workshop
- Personal vs. professional
- Share survey results and request feedback
- 'Ideas' section for team website
- Advertise Team website
- Spring training event
- Socials? Contests? Ideas to improve morale?

Home Share Satisfaction

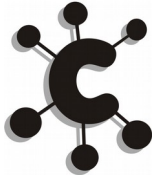
Feedback was requested of all Home Share Providers contracting with Community Connections Support Services at September 2011. The sample population includes Home Share Providers in the West Kootenays, East Kootenays and the Central Okanagan. In response, we received 40 completed surveys in total. As Contracted Home Share is a relatively new service area for the agency, comparative data from previous years is not available.

Information on the following sections was collected using a 5 point rating scale (Strongly Disagree, Disagree, Agree, Strongly Agree or Don't Know).

**Numbers represent percentages*

Section 1: The Organization

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	No data
Empowers the people we support and advocates for their rights	0	0	43	45	5	7
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	0	0	40	53	0	7
Programs have clearly defined tasks, activities and outcomes	0	3	52	28	10	7
Understands that it works in different regions of the province and, as such, works differently in each area to support people most effectively	0	3	43	25	23	7



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

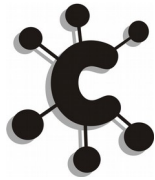
PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Section 2: Ethics, Attitudes, and Responsibilities

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	No data
My Home Share Coordinator is flexible and accommodating around scheduling appointments, keeping in mind the schedule of our home.	0	0	27	68	3	3
Community Connections honours the beliefs, values, and cultures of the people served and their families and appreciates the uniqueness and potential of each individual.	0	0	27	62	5	5
Community Connections' Home Share Coordinator maintains honesty, integrity and objectivity while meeting the highest level of standards for service delivery.	0	3	30	59	3	5
Community Connections' Home Share Coordinator recognizes and respects the importance of confidentiality.	0	2	24	65	3	5
My Home Share Coordinator is knowledgeable about CLBC practices.	0	0	40	48	8	3

Section 3: Communication

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	No data
My Home Share Coordinator responds to questions or concerns in a timely manner.	0	0	46	54	0	0
There is effective communication between the Home Share Coordinator and myself	0	0	35	62	3	0
I feel comfortable approaching my Home Share Coordinator with a concern, question or new idea about support provision	0	0	35	65	0	0
My Home Share Coordinator is respectful when	0	0	40	60	0	0



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

explaining policies and expectations of CCSS.						
---	--	--	--	--	--	--

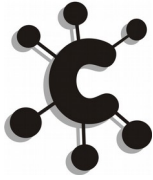
Section 4: Home Share Service Provision / Relationship

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	No data
Health and Safety procedures are in place to protect participants, families, employees, and volunteers.	0	0	53	41	6	0
My Home Share Coordinator assists with requests for referrals regarding identified needs for the person I support to access services / resources.	0	0	47	44	3	6
My Home Share Coordinator promotes services that are person-centered.	0	0	43	49	6	3
My Home Share Coordinator is knowledgeable regarding Home Share Services.	0	0	43	51	0	6
My Home Share payment is accurate and delivered on time.	0	0	34	60	0	6
Questions I have regarding my contract, payment or other administration issues are addressed in a timely manner.	0	0	37	48	8	5

Section 5: Overall Satisfaction

	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	No Data
After considering everything, how satisfied are you with the services provided by our agency?	0	0	41	53	6

Home Share Providers were also asked if they would recommend our services to a family member or friend.



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

97% of the respondents reported that they would recommend our services. The remaining 3% chose not to answer the question.

We also asked Home Share Providers about their access of resources we have provided. The results are as follows:

	Yes	No	No Data
I access the CCSS Home Share website for information and support	70%	26%	3%
I access the CCSS Home Share Manual for information and support	88%	9%	3%

Some additional comments included the following:

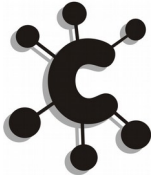
“ We are still new at this but find everyone involved are very professional as well as down to earth. Appreciate that very much....”

“You guys are great and after working for quite a number of agencies throughout the years, I can say that you not only do a great job of advocating for the individuals I support but I have felt well represented at all times. ~Thank You!!”

“Working with (Home Share Coordinator) is a joy, she is very approachable and understanding of myself and my clients. I am very comfortable talking with her and she is an asset to us all. She is very realistic which makes it much easier to have an honest open conversation about the needs of people who care for special need individuals. She is terrific support for all parties involved and she cares for all those she is in contact with”

“having just joined the family of Community Connections, I can only speak to the small amount of contact I have had. The connections I have made with my coordinator have been good, and I look forward to a great relationship with him and the whole group. Thank you for including me in your survey.”

“If I was stuck on a Question of some kind I would always resort to (Home Share Coordinator) or the web-site, last a manual. Overall I feel well supported for the needs of (Person Served) and myself. I appreciate this survey as well.”



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Recommendations:

- Maintain current path: continue to support and monitor
- Develop caregiver training / networking opportunities
- Promote networking and support through Home Share website

Report Prepared: March 2012

By: Jacqueline Burnham, Quality Assurance Manager