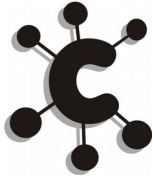


Community Connections Support Services

Satisfaction Survey Report

2015



Community Connections Support Services

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Community Connections Support Services Satisfaction Survey Report 2015

Community Connections Support Services presents this report based on feedback collected between January 2015-December 2015. 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:

Informal:

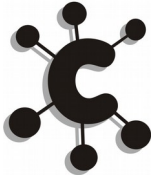
Community Connections Support Services is an agency focused on providing services that are person-centered. In doing so, our expectation is that all those receiving services do so according to their specific individual needs. As a result, all support workers ask for and adjust services according to the 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.

Over the course of the year, we receive informal feedback from our stakeholders via email, phone-calls, meetings, and open-house sessions. We include this feedback here as well as in our Annual Complaint Review, available upon request.

Formal:

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.



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Review of 2014 Recommendations:

Consumer Satisfaction

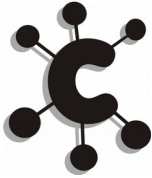
1. Note event/activity suggestions and consider making them on-going, regularly scheduled events
 - Complete
2. generate and implement new ideas for group activities
 - On-going
3. ensure that 6 month summary goals and progress are being shared with the people supported.
 - Incomplete. Carried forward for 2016.

Stakeholder Satisfaction

1. Decentralizing leadership overall: appoint two service coordinators in the W. Kootenay, identify senior Home Share Coordinators in each region
 - Done for Residential. In progress for Home Share.
2. Well defined recruitment strategy for HSP that includes advertising, screening and home study.
 - In progress
3. Schedule regular liaison meetings with each regional CLBC office to discuss strategy, trends, problem solving, communication and relationship development
 - In progress.

Employee Satisfaction

1. ensure all orientation lists in each area are comprehensive, meet agency standards and are reviewed/updated quarterly to reflect various job components
 - In progress. Update schedule changed to every 6 months
2. decentralize leadership and establish clear role definition for our service coordinators so energies are not divided and coordinators are more accessible from a leadership perspective
 - Done.
3. make attempts to provide all training requests
 - Done.
4. regular training regarding lines of communication and agency structure and vision
 - Incomplete. Carried forward for 2016.
5. approach CLBC regarding wage parody
 - Incomplete. Appears again in recommendations for 2016.
6. personalized recognition apart from evaluations by all service coordinators
 - Incomplete. Carried forward to 2016.



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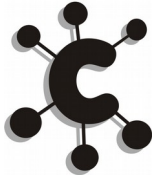
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7. review with service coordinators the need to monitor support worker's completion of duties to reduce the burden on other support staff
 - Done.
8. performance issues to be dealt with in a timely and proactive way
 - On-going
9. service coordinators to be trained regularly in agency protocols and response to request for accommodation
 - On-going
10. consistent approach to internal job postings and opportunities
 - Done.
11. facilitate team building
 - On-going

Home Share Satisfaction

1. make attempts to obtain and provide information on new referrals to share with potential caregivers to ensure a better match.
 - Attempts made without consistent success.
2. Continue to increase training in Aging in Place issues and offer training in this area in the West Kootenays
 - In progress
3. Liaise with CLBC regarding support for caregiver groups in the East and West Kootenay
 - Done
4. Clarify employee vs contractor rights and expectations
 - Incomplete and carried forward



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Consumer Satisfaction 2015

Informal:

As noted previously, 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. Though we frequently receive input from persons served regarding service changes, we have not received any complaints about our services during this reporting period.

Formal:

The Consumer Satisfaction Surveys have been distributed to all those in receipt of residential support services and those receiving services in the community support program in Kelowna and the West Kootenays. 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.

42 completed surveys were returned to us. This represents 48% of all those supported in Community Support and Residential Support. Demographics of the samples are demonstrated in the following illustrations:

Sample Population:

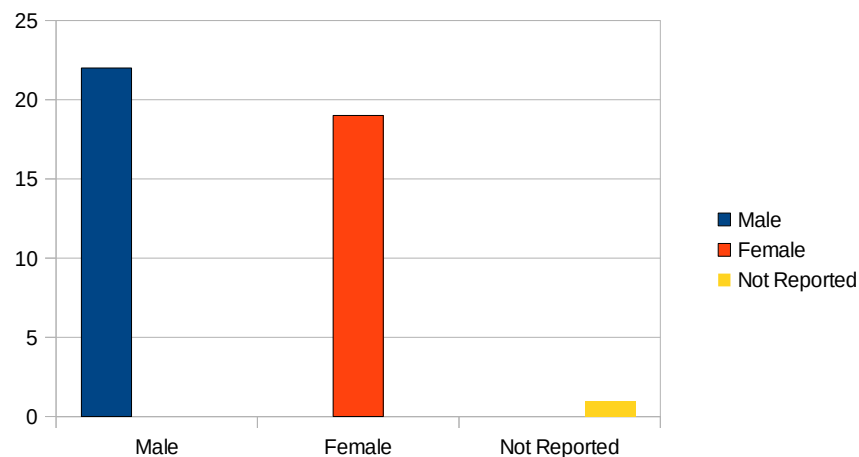
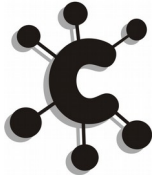


Illustration 1: Gender Demographic



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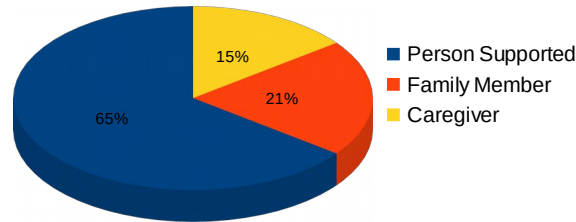
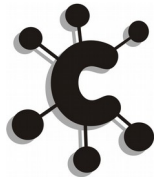


Illustration 2: Sample Population

The first area we addressed was a reflection of support workers' accountability, interest and creativity in the supports they provide. We asked consumers to provide information based on a 3 point scale (Great, OK, Not So Great).

<i>* note: numbers indicate percentage of responses</i>	Great!	OK	Not So Great
a. Showing up on time	85	15	0
b. Keeping our appointments with you	90	10	0
c. Letting you know what's going on at CCSS and in Kelowna	74	26	0
d. Letting you know how you're doing towards your goals	58	39	3
e. Helping you do the things you want to do	79	21	0
f. Being respectful to you and your family	85	15	0

We also asked consumers to let us know if they would recommend our services to their friends. Out of 42 responses; 33 people said yes, 1 person said no, and 8 did not respond.



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

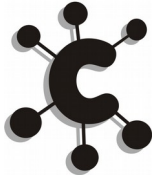
Event <i>*note: numbers indicate percentage</i>	Great!	OK	Not So Great	Haven't Been
a. Canucks hockey trip	30	3	0	67
b. BC Lions football trip	33	3	0	64
c. Craft Group	28	10	5	57
d. Coffee Clubs	23	8	0	69
e. Men's Group	26	11	6	57
f. Health and Safety Month events	21	11	3	65
g. Ladies who lunch	19	3	0	78
h. Swim Clubs	16	6	0	78
i. Walking group	27	8	0	65
j. Naramata Retreat	20	6	3	71
k. Music in the Park Nights	41	5	0	54
l. Dinner and a Movie @ CCSS	26	9	3	57
m. Dinner Club	37	8	0	55
n. Bowling and Burgers	42	8	0	50
o. Thursday Socials	34	3	6	57

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:

“Services are excellent” (family member).

“(person supported) loves having friends and stuff to do with them” (caregiver).

“(support worker) has been so amazing at letting us know how (person supported) program works, offering support and communication”(family member).



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“My support worker shocked me in his ability to go far and beyond in what he does” (person supported).

“Should be a no bullying zone”(person supported).

“(person supported) enjoys all social aspects of all CCSS activities”(family member).

“Appreciate extra involvements” (caregiver).

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

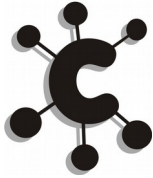
volleyball, basketball, soccer, hockey, football	beading
Waterslides	sewing
Jam night	Resume and cover letter training
Pumpkin carving	Budgeting class
baking	Go-karting
Movie night	Arts and crafts
bowling	

Participants were also asked for suggestions on making services in Kelowna better meet their needs.

Some feedback included:

- More events
- Better bus services
- Better handi-dart services

With the on-going expansion of our website for persons supported, 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.



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Of the 38 respondents, 11 reported that they use the website for persons served. Of these, 9 reported that they found the website helpful. There were no additional comments in this area.

We recognize the increased use of social media as a means for people to communicate and stay connected. We were interested in seeing if Facebook or Twitter would help to make our agency more accessible to the people it serves.

We asked:

<i>*note: numbers indicate percentage</i>	Yes	No	response rate
Do you use Facebook?	38	62	93
Would you like us to use Facebook?	45	55	69
Do you use Twitter?	4	96	60
Would you like us to use Twitter?	5	95	45

As an agency interested in providing individualized services to those we support, we wondered how to best support cultural diversity for the people receiving services.

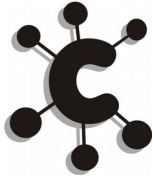
We asked if there was more we could do, as an agency, to support people's cultural heritage.

We received only 2 responses to this question:

- attendance at a Pow Wow
- Church visits

Comparative Statistical Analysis (please refer to Appendix A)

- **Accountability measure for adequate goal setting and communication:** significant difference from 2014 to 2015 on indicators for letting persons supported know what's going on at CCSS and progress toward their goals. Indicates a need to analyze consistency of reporting back to persons served (ie medium used, language, goal setting and reporting)
- **Accountability measure for creative supports:** significant difference from 2014 to 2015 on indicator: 'Helping you do the things you want to do'. Indicates a need to evaluate interest in current activities, attention to new activity suggestions, flexibility and accommodation of program
- **Accountability measure for reliability:** historically positive statistics on showing up on time with a noted decrease in 2015.
- **Accountability measure for overall performance:** consistent decreasing trend noted on indicator: 'recommending services to someone else'.



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Recommendations:

- communicate progress toward goals back to consumer in a formal and plain language format. This could mean a written summary back to consumer and / or caregiver or family member
- hold regular annual planning meetings with person supported and caregiver to establish meaningful and measurable goals
- establish a contact sheet for community support workers
- clarify identification of and reporting on measurable goals with community support workers
- facilitate > 60% of activity requests / suggestions and report back to persons supported regarding planning for events
- change time of year when surveys are sent out. Possible 'flooding' of surveys to persons supported by all community agencies. This may increase response rate
- offer choice to complete survey on-line to increase accessibility and efficiency
- ensure request for 'no bullying zone' is followed up on and clarity sought

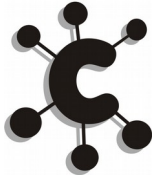
Stakeholder Satisfaction 2015

Informal:

Community Connections Support Services strives to be an agency that is accessible to all stakeholders. We provide a number of ways for stakeholders to provide feedback and make inquiries regarding the services we provide via telephone, email, planning meetings, liaison meetings, and our website. Feedback we have obtained informally has been used to inform how we provide support to the people we serve as well as our employees and contractors. Feedback has also informed policy changes and accountability procedures. We value our stakeholder's input in all aspects of service delivery. More information is also available in our annual Complaint Review. For a copy of this report please contact Jacqueline Burnham 250.491.2907 ext.105

Formal:

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 26 completed surveys which represents a 40% response rate.



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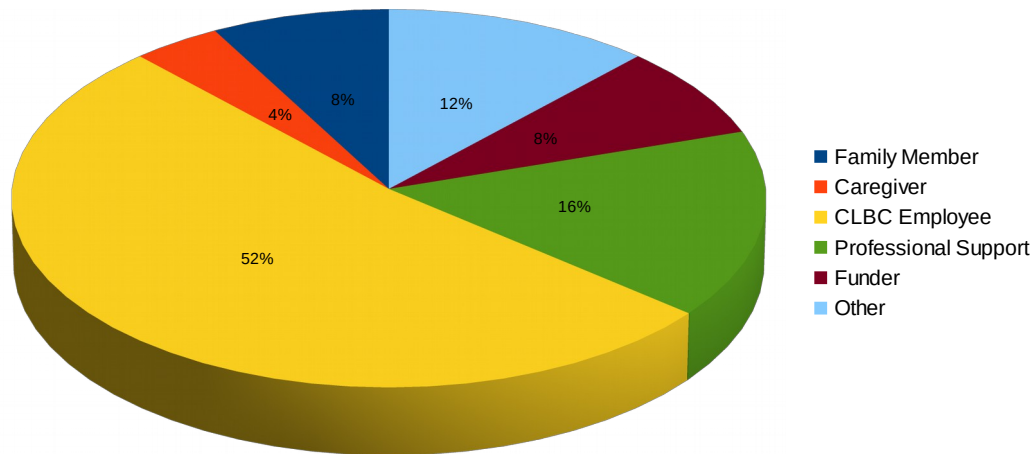
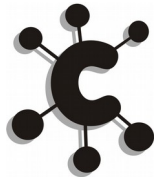


Illustration 3: Stakeholder Sample

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
Empowers the people we support and advocates for their rights	0	0	38	58	4	0
Is a leader in our community in providing services for persons with disabilities that are effective and cost efficient	0	0	29	54	17	0
Responds to the needs of persons served by the organization	0	0	42	58	0	0
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	0	0	29	63	8	0
Programs have clearly defined tasks, activities and outcomes	0	0	50	29	21	0
Communicates with individuals receiving services, families, caregivers, team members and society members on community living issues	0	0	38	50	13	0



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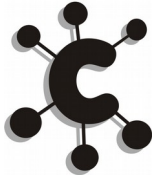
Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	No Data
Provides opportunities for people served with common interests to connect for friendships	0	4	38	42	17	0
Understands that it works in different regions of the province and, as such, works differently in each area to support people most effectively	0	0	38	33	25	4

Section Two: Ethics, Attitudes and Responsibilities

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	No Data
Recognizes the vulnerability of the people served and the professional obligation to protect them	0	0	38	63	0	0
Honours beliefs, values and cultures of people served & their families & appreciates the uniqueness and potential of each individual	0	0	29	63	8	0
Team members maintain honesty, integrity, objectivity while meeting the highest level of standards for service delivery	0	4	42	54	0	0
Team members recognize and respect the importance of confidentiality	0	0	50	46	4	0

Section Three: Communication

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	No Data
Employees respond promptly to my requests	0	4	25	67	0	4
There is effective communication between CCSS and myself	0	4	29	63	0	4
I feel comfortable approaching employees of CCSS with a concern, question or new idea about support provision.	0	0	29	63	0	8
I feel that I am involved in decision-making within the agency	0	4	33	25	17	21



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Section Four: Health and Safety

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	33	42	17	8
Safety concerns are addressed in a timely manner	0	0	25	54	17	4

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:

25% of the sample report being Satisfied with our services.

67% of the sample report being Extremely Satisfied with our services.

4% of the sample report being Dissatisfied

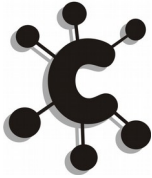
4% did not provide an answer

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

“Unable to effectively answer all the questions as I work in admin. It is very apparent in our office that Community Connections does an exceptional job with the home share providers and our clients. I have always heard nothing but positive comments about the coordinators in this area. They are compassionate and easy to see that they love what they do. I personally feel very lucky to associate with all of them! I admire the great work they do!” (CLBC Employee)

“Long standing agency with lots of history, knowledge of the community, resources, facilities and programs. Historical knowledge of individuals and families in the community. Variety of services and programs. Urban and rural perspective. Responsive to requests.” (CLBC Employee)

“Great employees, great organization!” (Family Member)



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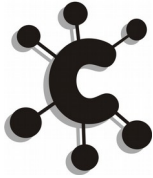
“Community Connections does set a high standard in our community. Keep up the great work.”
(Caregiver)

“Thank you for the excellent service that you provide. I enjoy working with your team and while there may be ups and downs sometimes, I know that we are all in it for the greater good. I really appreciate that both our teams are open to learning and growing so that we can continue to improve and work better together to support our communities. Thank you for seeking, accepting and utilizing our feedback and working with your team to adapt to our needs (without compromising your values and ethics), and the needs of the people we all support.” (CLBC Employee)

Feedback we have gathered informally has indicated that stakeholders are very satisfied with our services over all. Many stakeholders have expressed gratitude for the support we provide, our responsiveness and the values with which we provide services to the people we support.

Comparative Statistical Analysis (please refer to Appendix B)

- **Measure for Advocacy:** declining trend reaching new low percentage in 2015
- **Measure for Policies and Procedures:** consistent increasing trend possibly indicating an increase in familiarity and reference made to by management
- **Measure for Program tasks, activities and outcomes:** 2015 result is lowest recorded indicating further analysis of this area. Statistics in this area also reflect stakeholder's inability or reluctance to comment and may indicate a need for better feedback and agency communication with stakeholder population
- **Measure for Communication:** 2015 stats have reached parity with highest recorded indicating that agency is communicating valuable information to stakeholders
- **Measure for Providing Community Access:** data suggests lowest since 2010 indicating a possible need to make improvements in this area. May also be indicative of program growth across agency (larger sample size)
- **Measure for Cultural Diversity:** marked increase in satisfaction in this area indicating effective efforts
- **Measure of Responsiveness:** high percentage peaking a three year trend indicating effectiveness of efforts made to improve in this area



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Recommendations:

- increase advocacy training and awareness for persons supported
- ensure community access goals remain a priority in all service areas
- expand survey population
- consistently improve communication efforts with all stakeholders (ie Great News, publicize website)

Employee Satisfaction

Informal:

As with all other stakeholders, CCSS maintains employees' ability to provide feedback in an on-going way to all service levels via telephone, email, planning meetings and our website. In addition, all service areas are managed by their own Service Coordinator whose primary function is to provide support to the teams involved in providing support. Feedback is obtained in an on-going way during frequent and consistent team meetings, site visits, telephone meetings and email. Specific resource/service area issues raised are addressed as they occur. Larger, more systemic issues are brought forward during Management Support Team Meetings and addressed at an agency level.

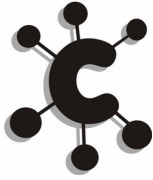
Formal:

Feedback was requested of all employees at Community Connections. In response, we received 64 completed surveys. This represents a 58% response rate.

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
<i>(note: numbers indicate percentage)</i>					
Empowers the people we support and advocates for their rights	0	0	36	63	2
Is a leader in our community in providing services for persons with disabilities that are effective and cost efficient	0	2	42	55	2



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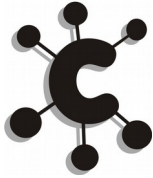
Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	No Data
Responds to the needs of persons served by the organization	0	0	44	55	2
Provides team members with the necessary support and resources to do their work	0	9	42	45	3
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	0	2	38	58	3
Programs have clearly defined tasks, activities and outcomes	0	3	50	44	3
Communicates with individuals receiving services, families, caregivers, team members and society members on community living issues	0	6	44	47	3
Provides opportunities for people served with common interests to connect for friendships	0	5	55	38	3
Supports the health and wellness of our employees	2	8	39	48	3

Section Two: Ethics, Attitudes, and Responsibilities

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	No Data
<i>(note: numbers indicate percentage)</i>					
Team members recognize the vulnerability of the people served and the professional obligation to protect them	0	0	35	63	2
Team members honor beliefs, values and cultures of the people served and appreciate the uniqueness and potential of each individual.	0	0	39	60	2
Team members recognize that competent service requires collaboration as a team	0	6	48	44	2
Team members maintain honesty, integrity and objectivity while meeting the highest level of standards for service delivery	0	3	47	48	2
Team members recognize and respect the importance of confidentiality	0	0	47	52	2

Section Three: Communication

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	No Data
<i>(note: numbers indicate percentage)</i>					
Communication between the service coordinator and team members is efficient and effective	0	8	52	38	2



Community Connections Support Services

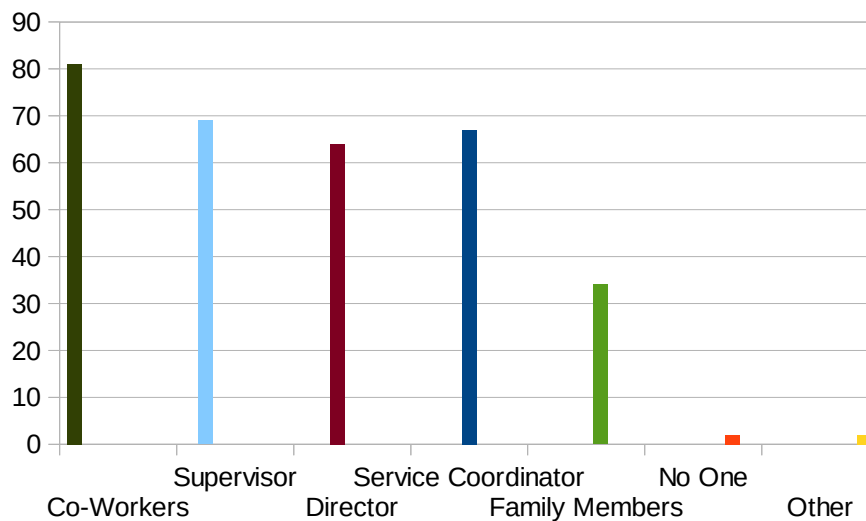
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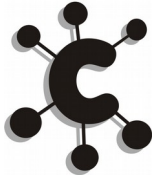
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Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	No Data
The service coordinator responds promptly to my requests	0	5	47	47	2
The service coordinator regularly communicates with employees about the organization	0	10	40	48	2
Communication received from the service coordinator about the organization contains sufficient detail	2	5	47	45	2
Regular house meetings are held	0	2	42	55	2
All employees are encouraged to function as a team	0	7	37	55	2
There is effective communication between people where I work	0	18	45	35	2
There is effective communication between all of our programs	2	17	62	18	2

Participants were also 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:





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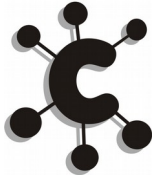
Section Four: Health and Safety

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	No Data
<i>(note: numbers indicate percentage)</i>					
Health and Safety procedures are in place to protect employees, participants and volunteers	0	2	45	53	0
I feel adequately trained to handle an emergency situation	0	7	53	40	0
Safety concerns are addressed in a timely manner	3	3	48	45	0
I feel safe when providing support to individuals within their home	0	2	47	52	0
I feel safe when providing support to individuals in the community	2	5	48	45	0

Section Five: Your Work

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	No Data
<i>(note: numbers indicate percentage)</i>					
The information I received during my orientation was valuable	0	2	54	44	0
I have a clear idea of my job responsibilities	0	2	44	54	0
I receive necessary training to perform my job effectively	0	4	56	40	0
I receive feedback through regular employee performance evaluations	4	9	51	37	0
I am supported to take on new responsibilities	2	7	44	47	0
I feel valued as an employee	2	14	37	47	0
I feel that I receive recognition for doing a good job	2	11	44	44	0
I feel that I am involved in decision-making within my program	4	11	40	46	0
I feel that I am involved in decision-making within my organization	5	25	39	32	0

Additionally, we asked employees to report on their overall satisfaction with their job. Out of the 64 responses we received: 1 employee reported dissatisfaction in their job, 31 reported that they are satisfied with their job and 25 reported extreme satisfaction with their job at Community Connections Support Services.

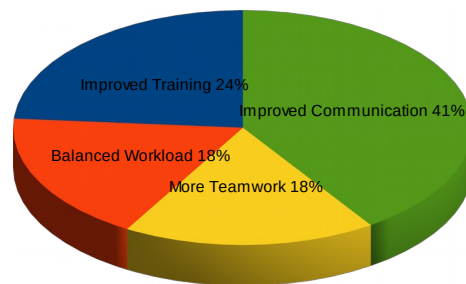


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The next portion of the survey asked employees to make suggestions on how to make Community Connections a better place to work. Employees were given an opportunity to leave a comment but were also asked to rate the importance of some key issues related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



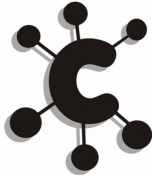
Employees were also asked if they would recommend our services to a family member or friend. In addition, they were asked if they would recommend employment with our agency to a family member or friend. The results are as follows:

96% of employees would recommend our services to a family member or friend.

86% of employees would recommend employment with our agency to a family or friend.

Sample of Additional Comments:

“Co-workers and supervisors are approachable, knowledgeable, helpful, and it is great to be able to share my observations as a new casual staff and be listened to, not brush away because I know less and everyone knows more. Thanks for including me in the team. I feel I have been accepted by the people I support and by all others I had the chance to work with.”



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“This is the first time I have had a "job" where I felt I was valued as an employee and have felt supported by my employer.”

“The most important thing is that CC is person centred in the real sense of the word. All opinions are welcome. Every single employee has a voice and say. Yes, our organization gives freedom to employees in more than one ways. For example, you own your shifts and so easy to switch without any messy paperwork. As I am beginning to understand CC better and the people working, it is becoming a better experience everyday. I am loving my job and the support from this wonderful organization.”

“Great organization to work for, have been understanding, patient and compassionate regarding my personal health issues in the past. Serve employees and persons needing support in both an organized and compassionate manner.”

“More training on brain injuries, aspects of disabilities, what to expect and how to "handle". Somehow improve the team work strategies to support each other on difficulties. More appreciation and support to members who experience difficulties with client.”

“My main concern is lack of consistency within the team because of individuals who feel they do not need to follow the policies and procedures.”

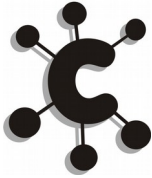
“At times I do not feel heard. I feel there are groups within our team. Caregivers can be very difficult to deal with. It is so nice when I do receive praise by our people and their families as our job can be difficult.”

“Overall satisfied with job and find rewarding but unfortunately not viewed as a long term career because of low pay.”

“Communication mechanisms facilitate excellent multilateral communication (within teams, and management). Perhaps they could be applied to inter-team communication.”

Comparative Statistical Analysis (please refer to Appendix C)

- **Indicator for Area in Need of Improvement:** statistical trends indicate a need for improved communication. Area chosen most frequently by employees to improve the agency
- **Overall Trends:** indicate improvement and growth in every area except for health and safety procedures and communication
- **2014:** There are no quantitative stats for this year. In 2014 the agency issued surveys that were



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'narrative' to provide for qualitative stats. Interestingly, the results from the 2014 survey served to provide reference to quantitative stats for previous and subsequent years

Recommendations:

- change survey questions from subjective to objective measures to inform recommendations
- change number of survey questions to reflect that data that is most valuable. A smaller survey may also prompt a higher response rate
- integrate a qualitative survey every 3rd year to balance results and provide for narrative
- share final report with all employees personally to close feedback loop and ensure employees are aware of impact of feedback
- issue interim survey requesting information on what communication issues employees would like to see addressed
- provide training in conflict resolution, team building, interest based negotiation, non-violent communication
- increase interaction between management and front line supports
- casual group events and invitations to participate resource – resource
- increase transparency and communication regarding agency activities, reports, strategic planning and community membership
- offer survey option to provide name, location, resource

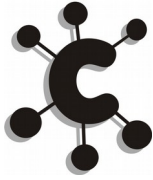
Home Share Provider Satisfaction 2015

Informal:

Community Connections Support Services maintains Home Share Providers' ability to provide feedback in an on-going way via telephone, email, planning meetings and our website. In addition, Home Share Providers are subject to on-site visits by their Home Share Coordinators on a quarterly basis.

Formal:

Feedback was requested of all Home Share Providers contracting with Community Connections Support Services at September 2015. The sample population includes Home Share Providers in the West Kootenays, East Kootenays and the Central Okanagan. In response, we received 49 completed



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surveys. This represents 35% of all Home Share Providers contracting with CCSS.

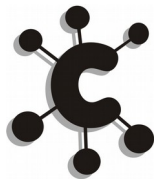
Information on the following sections was collected using a 5 point rating scale (Strongly Disagree, Disagree, Agree, Strongly Agree or Don't Know).

Section 1: The Organization

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
<i>(note: numbers indicate percentage)</i>					
Empowers the people we support and advocates for their rights	2	2	17	77	2
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	2	2	19	77	0
Programs have clearly defined tasks, activities and outcomes	2	2	27	61	8
Understands that it works in different regions of the province and, as such, works differently in each area to support people most effectively	2	4	27	40	27

Section 2: Ethics, Attitudes, and Responsibilities

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
<i>(note: numbers indicate percentage)</i>					
My Home Share Coordinator is flexible and accommodating around scheduling appointments, keeping in mind the schedule of our home.	2	0	9	89	0
Community Connections honours the beliefs, values, and cultures of the people served and their families and appreciates the uniqueness and potential of each individual.	2	2	20	74	2
Community Connections' Home Share Coordinator maintains honesty, integrity and objectivity while meeting the highest level of standards for service delivery.	2	0	20	78	0
Community Connections' Home Share Coordinator recognizes and respects the importance of confidentiality.	2	0	13	85	0
My Home Share Coordinator is knowledgeable about CLBC practices.	2	2	20	72	4



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Section 3: Communication

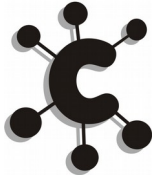
Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
<i>(note: numbers indicate percentage)</i>					
My Home Share Coordinator responds to questions or concerns in a timely manner.	2	2	18	78	0
There is effective communication between the Home Share Coordinator and myself	2	0	20	78	0
I feel comfortable approaching my Home Share Coordinator with a concern, question or new idea about support provision	2	0	17	81	0
My Home Share Coordinator is respectful when explaining policies and expectations of CCSS.	2	0	18	80	0

Section 4: Home Share Service Provision / Relationship

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
<i>(note: numbers indicate percentage)</i>					
Health and Safety procedures are in place to protect participants, families, employees, and volunteers.	2	0	30	68	0
My Home Share Coordinator assists with requests for referrals regarding identified needs for the person I support to access services / resources.	2	2	22	70	4
My Home Share Coordinator promotes services that are person-centered.	0	0	28	72	0
My Home Share Coordinator is knowledgeable regarding Home Share Services.	2	0	17	77	4
My Home Share payment is accurate and delivered on time.	2	0	13	85	0
Questions I have regarding my contract, payment or other administration issues are addressed in a timely manner.	2	4	15	77	2

Section 5: Overall Satisfaction

<i>(note: numbers indicate percentage)</i>	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied
After considering everything, how satisfied are you with the services provided by our agency?	2	2	21	75



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Home Share Providers were also asked if they would recommend our services to a family member or friend. 96% of the respondents reported that they would recommend our services.

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

	Yes	No
I access the CCSS Home Share website for information and support	65%	35%
I access the CCSS Home Share Manual for information and support	94%	6%

Some additional comments included the following:

“Extremely impressed with how helpful staff of CCSS have been. Very accommodating and always make themselves available to answer questions”

“Unaddressed issues facing all caregivers: horrendous price increases in food and increase in gasoline prices. An established facility for emergency care. Issues remain unaddressed.”

“Would like to have a list of all home-share providers in the same area to support each other and organize stuff. Confidentiality seems to be in the way.”

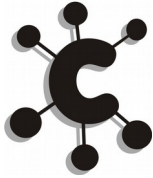
“CC HSP manual is brilliant.”

“(Coordinator) is very respectable, professional, answers all questions.”

“Both individuals supported receive excellent service from CCSS.”

This year, we also asked Home Share Providers what training opportunities they would benefit from most. Some of the suggestions were:

- Training related to individuals; adults who have been abused
- Would like to offer some training in mindfulness/awareness and non-verbal communication skills
- Behavioural management
- cooking classes for diabetes
- other ideas from caregivers/HSP that are helpful
- diabetes training



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Comparative Statistical Analysis (please refer to Appendix D)

- Measures for Agency Function: stats generally indicate an increase in areas related to program structure, payment reliability and resources
- Measure for Relationship with Agency: decreased percentages noted in areas of communication, objectivity, responsiveness
- Downward Trends: areas such as health and safety, overall satisfaction and program definition are showing a steady decline. Possible indications are recent growth, turnover in coordination and increase in health and safety expectations

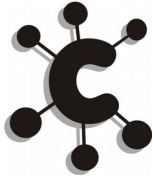
Recommendations:

- facilitate >50% of training requests
- facilitate information sessions regarding agency standards and codes of ethics
- reorganize HSH manual for ease of reference
- increase networking opportunities in all regions
- offer option to receive survey on-line

Home Share Recipient Satisfaction 2015

This year we generated and sent out surveys to those people supported in Home Share Services. The agency supports 147 people throughout the East and West Kootenay and the Central Okanagan. We received 48 completed surveys in response. This indicates a 33% response rate.

	Yes	No
<i>(note: numbers indicate percentage)</i>		
Do you feel part of your household?	100	0
Is your personal space respected?	100	0
Are you supported to work toward independence?	81	19
Do you contribute to decision making in your household?	98	2



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	Yes	No
If you choose, are you supported to maintain contact with your family?	96	4
Are you supported to access your community and be a part of community events?	100	0
Does your caregiver assist you in setting personal goals and review your progress with you?	98	2
Do you feel comfortable speaking with your Home Share Coordinator?	98	2
Do you have someone to talk to if you have a concern about your living situation?	100	0
Would you like more opportunities to contribute to your community through work or volunteering?	35	65
Would you recommend our services to your friends?	98	2
Do you access our website?	15	85
Is it helpful?	33	67
Do you use Facebook?	40	60
Would you like us to use Facebook?	29	71
Do you use Twitter?	2	98
Would you like us to use Twitter?	2	98

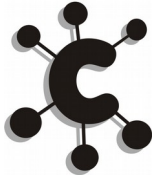
In addition to the questions above, we also asked if there was anything we can help someone learn.

42% of respondents said Yes and offered suggestions:

- curling
- driving
- how to cook
- computer use
- knitting
- interior design
- to read
- communication
- independent living

We also wondered what people supported would like to see in their community that speaks to their interests? Responses were as follows:

- Horseback riding
- interior design



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- greater inclusion
- fishing
- more activities for those living with a disability
- gym specifically for people with disabilities

We asked if there were any events or activities that people would like to see us offer and were provided with the following suggestions:

bowling	swimming	Movies	Picnics
Dances	camps	Lunches	Bbq's
Mountain climbing	White water rafting	Hockey games	Nail art
Day programs	curling		

We requested feedback on how best to support people's cultural heritage and received the following responses:

- attend the Royal Canadian Legion in Castlegar
- Pow Wow
- friendship centre
- Russian events
- Events celebrating Christianity

Feedback was also provided for ideas on how local towns can better meet the needs of those supported. Suggestions here indicated a need for better, more reliable public transportation and employment opportunities.

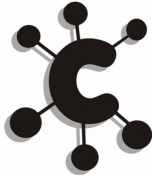
Some additional comments included the following:

“Placement into groups should be more easily accessible and a list of these services available”

“Really like (Home Share Coordinator) and find her fun and easy to work with”

“Would like to have own email and be allowed to be on the internet”

“Without the support of CCSS I wouldn't be where I am today”



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Recommendations:

- this is the first year that we have issued surveys to persons served in Home Share. Return rates are favourable and the format appears user-friendly
- make attempts to facilitate >40% of requests made for training, events and cultural support
- increase information for persons served on Home Share website

External Reviews

In 2015, CLBC conducted a number of on-site visits to review services provided by CCSS. These visits included assessment of our Home Share Services, Community Support Services as well as our Residential Services. Overall, the feedback we received from CLBC was positive and we were considered to be providing services in line with CLBC standards.

Measuring Efficacy of Tools

Analysis of tools and response rates and trends have resulted in the following recommendations:

- issue surveys in spring of each year
- change response options to a 3 point rating scale
- ensure questions reflect an objective response

Report Prepared: January 2016
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