

ANNUAL REVIEW OF CLIENT SATISFACTION 2021/22

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1. INTRODUCTION

Banyan is always seeking to understand client needs and perspectives. We have implemented a systematic approach to gathering feedback in every program, because we strongly believe client voices should inform quality improvement and impact measurement. Their input helps us to deliver great service.

This report provides an overview of the tools and methods we use to gather client feedback, as well as the results of data collected in 2021/22. This is followed by a brief discussion and recommendations as to how we might apply this knowledge.

2. GROCER-EASE CLIENT EXPERIENCE SURVEY

2.1 – Survey Design & Administration

The Grocer-Ease Client Experience Survey (GECES) is an optional and anonymous survey for clients in our Grocer-Ease program. Following procedure 17-7-3, the survey is offered once annually over the phone by the Supervisor of Community Services (or students overseen by the Supervisor). Questions 1-8 of the survey are rated on a scale (Yes, Somewhat, No), while questions 9 and 10 are open-ended. The questions are:

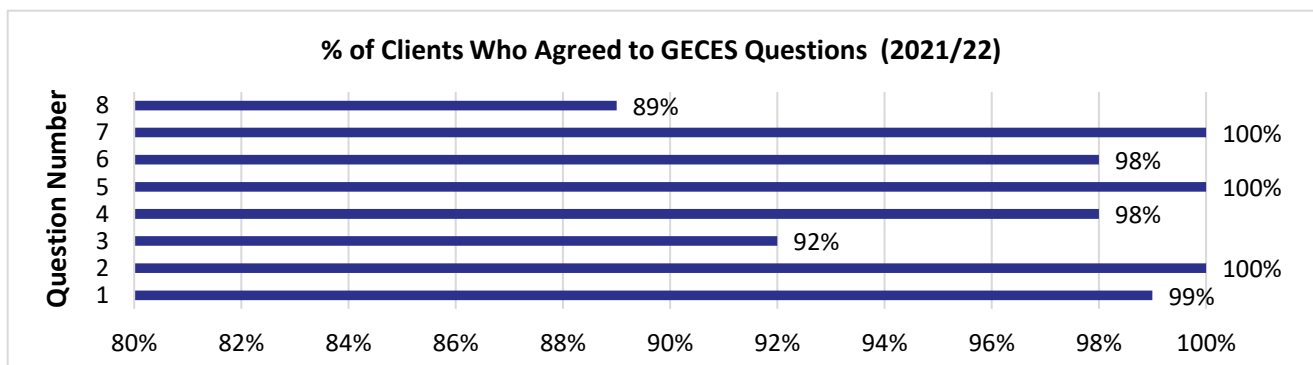
1. Are you satisfied with the service you receive from Grocer-Ease?
2. Has Grocer-Ease helped you to stay in your home?
3. Has Grocer-Ease helped you to add more fresh fruit and vegetables to your diet?
4. Do you feel you are listened to when submitting your grocery list?
5. Are you treated in a polite and respectful manner by the staff of Grocer-Ease?
6. Do you know who to contact if you have any concerns?
7. If a friend were in need of similar help, would you recommend the Grocer-Ease program?
8. Has talking with Grocer-Ease staff helped to ease your social isolation?
9. How can we improve the Grocer-Ease program?
10. Do you have any other comments?

2.2 – Sample Size & Response Rate

155 clients completed the survey in 2021/22. All clients on service for over a year should have been offered a survey. Because there were 458 clients carried forward from 2020/21, this means there was a response rate of 34%. We do not track survey offers in this program, but it's possible not everyone eligible was offered one.

2.3 – Results

The following chart shows the percentage of clients who agreed in questions 1-8 of the GECES:



The following tables summarize themes from the qualitative comments provided by Grocer-Ease clients:

Grocer-Ease Client Comments - Positive Themes		
Theme	# of Clients	Examples
Staff Compliments	56	<ul style="list-style-type: none"> • “I have a wonderful grocery shopper. She treats me like a queen!” • “Very attentive staff, never makes me feel like I am being a pest.” • “All 3 of the shoppers I have had were amazing.” • “She is extra helpful and extra polite. • “She is excellent, she listens and helps me in any way she can.” • “He is an angel. He goes above and beyond.”
Supporting Independence	3	<ul style="list-style-type: none"> • “This program has helped me a lot. I can’t get out but I feel supported.” • “I wouldn’t have been able to stay in my home for this long.” • “I love the program, it has allowed me to stay in my house.”
Other	--	<ul style="list-style-type: none"> • “I’m happy to have someone to talk to.” • “I don’t know what I would do without it.” • “Reliable service and always on time.” • “The price is really reasonable.” • “Very happy with the substitutes she finds for me.” • “I wish I had known about this program a lot sooner.”

Grocer-Ease Client Comments - Areas for Improvement		
Theme	# of Clients	Examples
Not Getting Desired Items	10	<ul style="list-style-type: none"> • “Go to other stores to get everything on the list.” • “Allowing for a different store if the picked store doesn’t have it.” • “Sometimes I get the wrong items.” • “They don’t have what I want sometimes.” • “Make sure we are able to get exactly what we want.” • “Make substitutes so if meals are planned I can still cook them.”
Payment Method	6	<ul style="list-style-type: none"> • “It would be great if you got debit or credit machines.” • “Pay by card, it is very hard to get out to get the cash.”
Store Selection	3	<ul style="list-style-type: none"> • “Allow for Walmart.” • “More store options like organic food from Goodness Me.”
Frequency of Shops	3	<ul style="list-style-type: none"> • “I wish I could use it more!” • “Make it so we can order every week again.” • “Walmart delivers more than once per week.”
Other	--	<ul style="list-style-type: none"> • “She can’t come in to help me put the groceries away.” • “Make it less scheduled, so I can just call in when I need to.” • “Wish that my shopper could be more accommodating.” • “I’m not happy about paying for bags.” • “Suggest new foods that are on the shelves.” • “I couldn’t find the website easily.” • “I wish the food was always fresh.” • “Change the fee as it is too expensive.”

3. NON-RESIDENTIAL YOUTH EXPERIENCE SURVEY

3.1 – Survey Design & Administration

The Non-Residential Youth Experience Survey (NRYES) is an optional and anonymous survey for clients in non-residential youth justice programs (Reintegration, Bridge, Counselling and Assessment, Substance Abuse Counselling and Youth Mental Health Court Worker). This tool was designed by the Ministry of Children, Community and Social Services (MCCSS) as part of their Youth Justice Outcomes Framework. Staff are required to offer the survey to every youth at their last scheduled meeting, or around the time of goal completion. They must then mail any completed surveys to MCCSS. Staff are also required to report whether a survey was offered prior to closing cases in Caseworks.

Questions 1-13 of the survey are rated on a scale (1 = strongly disagree, 5 = strongly agree), while question 14 is open-ended. The questions are:

1. I was treated with respect.
2. I was listened to and I could say what was on my mind.
3. I could turn to staff when I needed help.
4. This program helped me achieve my goals.
5. The skills I have learned will help me in the future.
6. This program helped me understand the consequences of my behaviors.
7. I have a better understanding of and was given information about resources, services and programs to help me in my community.
8. My experience in this program helped me to plan my goals and make positive choices.
9. Staff helped me make choices about school and/or work.
10. I learned how to get along with others.
11. This program helped me and my family better support each other.
12. This program helped me to look for and use support from others.
13. This program helped me get involved in more activities in the community than I used to.
14. Do you have any other comments or suggestions?

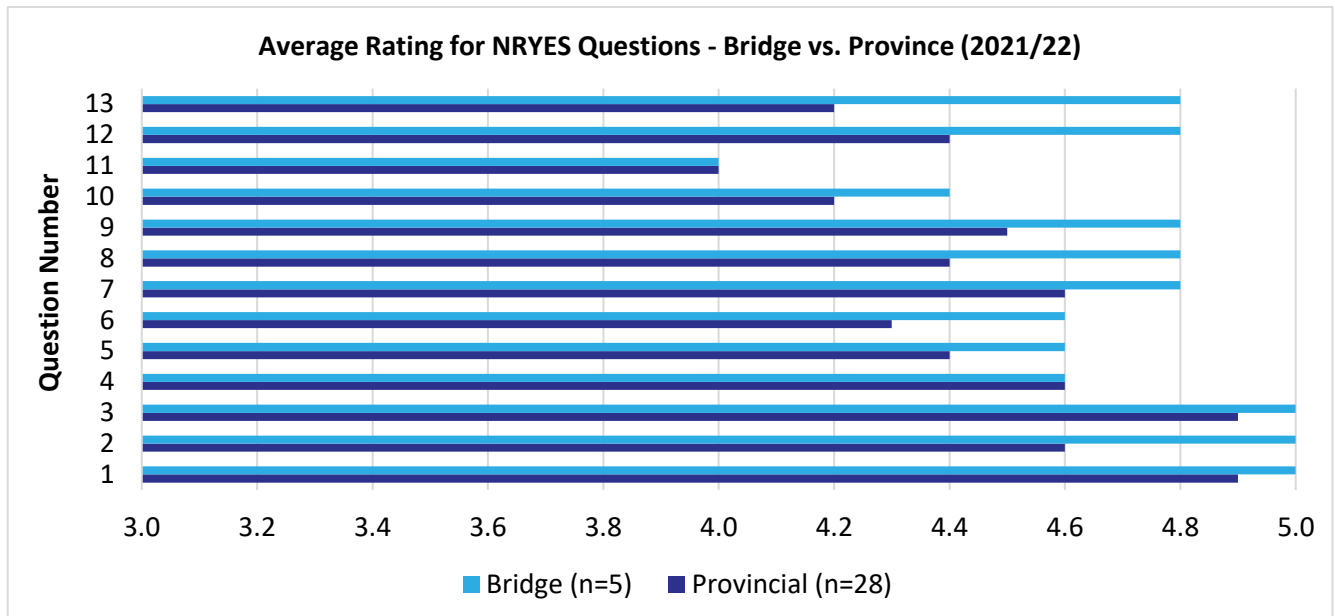
3.2 – Sample Size & Response Rate

The survey was offered to 76 of 144 youth discharged from non-residential programs in 2021/22. There were 21 completed surveys in the Ministry portal, resulting in an overall response rate of 15% (out of all clients discharged).

NRYES Offers & Response Rates by Program (2021/22)			
Program	Clients Discharged Who Were Offered a Survey	# NRYES in Portal	Response Rate (Total Clients Discharged)
Bridge/PASS	13 of 18 (72%)	5	28%
Clinical – Counselling & Assessment, Substance Abuse	39 of 76 (51%)	16	21%
Clinical – Youth Mental Health Court Worker	8 of 8 (100%)	Less than 5 responses	--
Reintegration Hamilton	11 of 36 (31%)	Less than 5 responses	--
Reintegration Niagara	5 of 8 (63%)	Less than 5 responses	--

3.3– Bridge Results

The following chart shows the average rating for each question in the Bridge program, compared to the average rating in similar programs across the province. Note: 4= agree and 5= strongly agree.

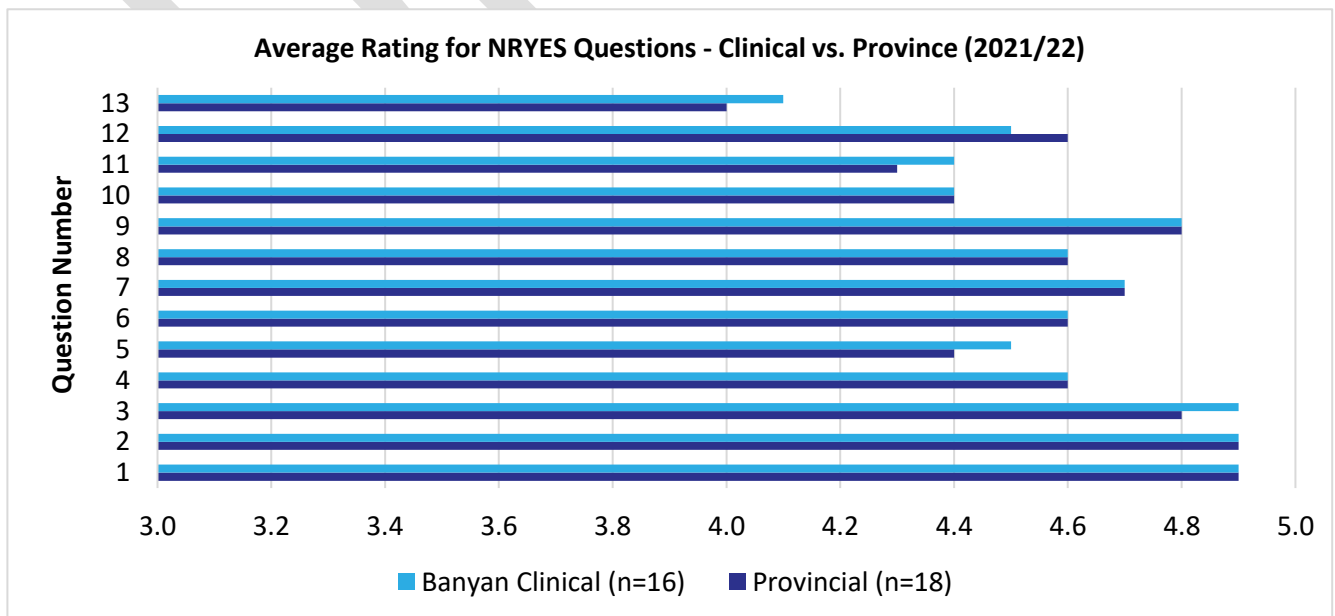


A few narrative comments provided by youth in the Bridge/PASS programs included:

- “They were always there if I needed help.”
- “I can read and write better.”
- “It changed me to be better.”

3.4– Clinical Results

The following chart shows the average rating for each question in the C&A and Substance Abuse programs, compared to the average rating in similar programs across the province. Note: 4= agree and 5= strongly agree.



A few narrative comments provided by youth in the Clinical programs included:

- “They were incredibly respectful and provided immense feedback and advice regarding the challenges in my life and helped me understand what I need to focus on in order to be successful.”
- “[My Clinician] was great and very helpful, whenever I needed to talk she was there and for however long I needed to talk.”
- “I really appreciated all the help I got mentally especially when adjusting back in society.”

4. RESIDENTIAL YOUTH EXPERIENCE SURVEY

4.1 – Survey Design & Administration

The Residential Youth Experience Survey (RYES) is an optional and anonymous survey for clients in residential youth justice programs. Banyan’s Clinicians administer the survey during clinical visits with youth. They are instructed to offer it at the 14th day of care, and again every 30 days after that. Clinicians assign a unique code number to each client, which is identified on each survey. This code protects client anonymity while enabling Banyan to see when multiple surveys are completed by a unique individual.

The Staff Quality and Risk Committee re-designed this survey during the first quarter of 2021/22. Due to significant changes, results from the new version cannot be compared to the previous version. The analysis in this report includes results from the new version collected between July 1, 2021 and March 31, 2022 (Q2-Q4).

Questions 1-10 of the survey are rated on a scale (1 = strongly disagree, 5 = strongly agree), while questions 11 and 12 are open-ended. The questions are:

1. Privileges are given and taken fairly at this facility.
2. Staff are consistent with rules and expectations.
3. Staff clearly explained the rules and expectations to me.
4. I know who I can talk to if I am concerned or upset.
5. I have been given opportunities to learn new skills or ways to make better choices.
6. My rights were reviewed with me.
7. I know what to do if I have a complaint or a problem.
8. Staff help me to feel safe.
9. I have been given the opportunity to participate in programs or presentations while I have been here.
10. Someone told me about resources and supports available in the community.
11. What are the three most positive things at the [program]?
12. What are the three things you would like to see changed at the [program]?

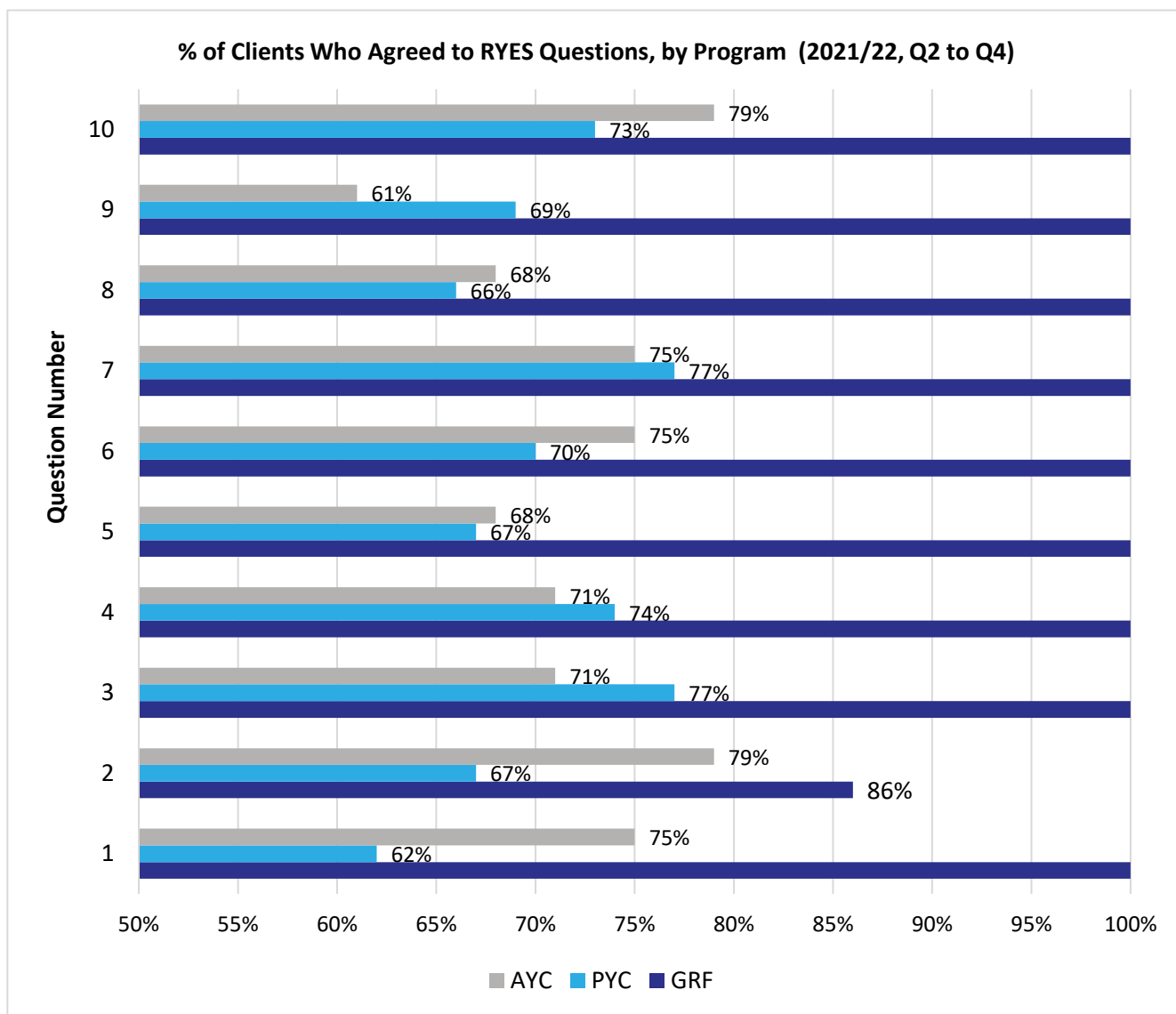
4.2 – Sample Size & Response Rate

82 clients completed the survey between Q2-Q4 of 2021/22. Of these, 28 were from AYC, 47 were from PYC, and 7 were from GRF.

We are not able to calculate response rates for this survey. Eligibility is based on the amount of time since a client’s entry into the program (e.g. a client is eligible at day 14, day 44, day 74 etc.). To calculate the number of clients eligible for a survey during a given period, we would have to look at how much time passed since entry for each client served during the period, and then determine if one of their survey eligibility dates fell within the period. We do not currently have a report in Caseworks that provides this information.

4.3– Results Comparison

In analyzing results, we only consider the most recent survey completed by each client. The following chart shows the percentage of clients who agreed to questions 1-10 of the survey, by program:



4.4– Arrell Youth Centre Results

74% of youth at AYC were satisfied overall (i.e. they had a total survey score greater than 70%).

Statements that at least 75% of youth agreed with at AYC included:

- Privileges are taken and given fairly at this facility
- Staff are consistent with rules and expectations
- I know what to do if I have a complaint or a problem
- My rights were reviewed with me
- Someone told me about resources and supports available in the community

Statements that fewer than 65% of youth agreed with at AYC included:

- I have been given the opportunity to participate in programs or presentations while I have been here.

The following tables summarize themes from qualitative comments provided by youth at AYC:

AYC Client Comments - Positive Themes		
Theme	# of Youth	Examples
Staff Compliments	15	<ul style="list-style-type: none"> • “The staff are very helpful and care about our wellbeing.” • “I like that staff are involved in physical sports.” • “Staff are great at AYC.”
Gym, Recreation	9	--
Food	9	--
Help, Support, Social Work	7	<ul style="list-style-type: none"> • “They help kids with struggles in their lives.” • “There are great supports... Everything is taken seriously.” • “They help me with problems. They offer reintegration stuff.”
Music	4	--
School	3	--
Programs	3	<ul style="list-style-type: none"> • “Very good programming for youth.”

AYC Client Comments - Areas for Improvement		
Theme	# of Youth	Examples
More Programs	8	<ul style="list-style-type: none"> • “Better programs.” • “More talking programs.” • “To be in more programs and trying new things.”
Longer Phone Calls	8	<ul style="list-style-type: none"> • “A little more phone time.” • “Phone calls should be made longer.”
More/Different Food	6	<ul style="list-style-type: none"> • “More food at 8:30 snack.” • “Better snacks, more dessert.” • “New food menu.”
Shorter Quiet Time	5	<ul style="list-style-type: none"> • “Length of quiet time changed to half hour.”
Canteen, Tuck, Allowance	5	<ul style="list-style-type: none"> • “All levels should get tuck, it’s only fair.” • “More allowance.”
Staff Issues	5	<ul style="list-style-type: none"> • “Need more staff.” • “Some staff talk behind people’s back.” • “Staff take stuff not personal.” • “Some staff make fun of kids and are rude.” • “Some staff let fights go on a little.”
Later Bedtime	3	<ul style="list-style-type: none"> • “The bedtime should be longer.”
Music in Gym/Outside	3	<ul style="list-style-type: none"> • “Speaker for courtyard and gym that is for mp3.” • “Mp3 in the gym.”
Recreation Equipment	3	<ul style="list-style-type: none"> • “Better recreation equipment.” • “The basketball nets.”
Other	--	<ul style="list-style-type: none"> • “Bullying.” • “Shade on the sportsplex.” • “No cap on takeout orders.” • “Put the units back to normal.” • “More people coming in for haircuts.” • “To make it from level 3 to level 4 should only be 1 week.” • “Fridge on the unit for cold drinks.”

4.5– Peninsula Youth Centre Results

71% of youth at PYC were satisfied overall (i.e. they had a total survey score greater than 70%).

Statements that at least 75% of youth agreed with at PYC:

- Staff clearly explained the rules and expectations to me.
- I know what to do if I have a complaint or a problem.

Statements that fewer than 65% of youth agreed with at PYC:

- Privileges are given and taken fairly at this facility.

The following tables summarize themes from the qualitative comments provided by youth at PYC:

PYC Client Comments - Positive Themes		
Theme	# of Youth	Examples
Staff Compliments	10	<ul style="list-style-type: none"> • “Staff are ready at all times if there is a problem.” • “Staff are nice.” • “Respectful staff.” • “The staff always have good advice.”
Food	9	<ul style="list-style-type: none"> • “The food is amazing.”
Gym, Recreation	8	<ul style="list-style-type: none"> • “I like that we get to go to the gym.”
School	4	<ul style="list-style-type: none"> • “I got my English credit.”
Help, Support, Social Work	3	<ul style="list-style-type: none"> • “The social worker.” • “Staff give a lot of support.” • “I can get support outside in the facility.”
Personal Growth	3	<ul style="list-style-type: none"> • “My stay here has taught me a lot about respecting myself and made me a lot stronger mentally.” • “Learning to manage anger, to be more responsible, to respect others.” • “I appreciate the discipline and routine I’m learning.”

PYC Client Comments - Areas for Improvement		
Theme	# of Youth	Examples
Level System Rules	12	<ul style="list-style-type: none"> • “Give level 1’s more things to do.” • “You shouldn’t have to be level 3 to buy hygiene items.” • “You shouldn’t lose your level for self-defense.” • “Extra call time for lower level youths.” • “Put more things for level 2-3 to achieve.” • “Level 4 juice for dinner.” • “Everyone should start at level 4.” • “It should be easier to make levels.” • “Having the workout room at any level should be mandatory.” • “Be able to lift weights at level 1.” • “Level 2 video games.”
Staff Issues	7	<ul style="list-style-type: none"> • “Some staff are nice, but some abuse their power too much.” • “They pick favorites or just don’t care to rate you good.” • “The staff all being on the same page and having same rules for kids.” • “Staff can give attitude but take off points if a youth does.” • “A lot of youth are having issues with one staff.” • “Some staff respond to questions as if I am dumb or they don’t care.”

		<ul style="list-style-type: none"> • “Respect level from some staff.”
Specific Items or Equipment Wanted	6	<ul style="list-style-type: none"> • “Punching bag.” (2 youth) • “Pool table.” (2 youth) • “Foosball table.” • “Coloring books or sketch pads.” • “Better pencil sharpeners.” • “Better toothbrushes.”
Longer Phone Calls	5	<ul style="list-style-type: none"> • “More call time.” • “Improved call privileges to boost mood and help keep a level head.” • “We need longer phone calls.”
More/Different Food	4	<ul style="list-style-type: none"> • “More variety of snacks.” • “More food provided.” • “More food options as I don’t consume meats.”
Canteen, Tuck	3	<ul style="list-style-type: none"> • “How many canteen items you can get a week.” • “Family should be able to top money for tuck.” • “More tuck and candy.”
School	3	<ul style="list-style-type: none"> • “School hours.” • “School subjects.” • “We can’t have entertainment such as DVD players while in school when that helps most of us to get work done.”
Phone Contacts (Girlfriends)	2	<ul style="list-style-type: none"> • “Expanded contacts like girlfriend, not only mom... My woman I’ve been with for the past 2 years is more important to me than family.” • “Allow phone calls from girlfriends even if they aren’t pregnant. The relationship still matters.”
Other	--	<ul style="list-style-type: none"> • “Hot water showers.” • “Help kids get jobs for when they leave.” • “Access to programs.” • “No quiet time.” • “More sports and organized games.” • “Niagara is hard as you’re in a room all day sitting on your thoughts.”

4.6 – G.R. Force Results

100% of youth at GRF were satisfied overall (i.e. they had a total survey score greater than 70%). All GRF clients agreed with all questions, except for one client who felt neutral about question 2.

The following tables summarize themes from the qualitative comments provided by youth at GRF:

GRF Client Comments - Positive Themes		
Theme	# of Youth	Examples
Staff	3	<ul style="list-style-type: none"> • “Nice staff.” • “Interactive staff.”
Activities, Recreation	3	<ul style="list-style-type: none"> • “Ping pong, cooking, walks.” • “Basketball, ping pong.” • “Lots of activities.”
Takeout, Pizza	3	<ul style="list-style-type: none"> • “Takeout Tuesday.” • “Saturday pizza.”
Other	--	<ul style="list-style-type: none"> • “Great food.” • “I can get extra school done.”

GRF Client Comments - Areas for Improvement		
Theme	# of Youth	Examples
More Outings	3	<ul style="list-style-type: none"> • “More reintegration leaves.”
More Visits	2	<ul style="list-style-type: none"> • “Visits need to start happening, it’s essential.” • “Visits from family!”
Other	--	<ul style="list-style-type: none"> • “Better video gaming systems.” • “Healthier choices of food.” • “A work program.” • “Be able to call friends.” • “More comfortable chairs.” • “Disney plus.”

5. SNAP PARENT EXPERIENCE SURVEY

5.1 – Survey Design & Administration

The SNAP Parent Experience Survey (SPES) is an optional and anonymous survey that enables parents to provide feedback on the SNAP for Girls and SNAP for Boys programs. Staff offer the survey to all parents in the final session of groups.

Question 1 is rated on a scale (satisfied, somewhat satisfied, neutral, somewhat dissatisfied, dissatisfied). Questions 2-5 are rated on a different scale (yes, somewhat, no). And questions 6 and 7 are open-ended. The questions are:

1. How satisfied were you with the SNAP parent group?
2. Has your participation helped you to understand your child’s problems better?
3. Has your participation helped you to understand your child’s strengths better?
4. Has your participation helped you gain more skills as a parent?
5. Has your participation improved your relationship with your child?
6. What aspects did you find most helpful?
7. What aspects could be improved?

5.2 – Sample Size & Response Rate

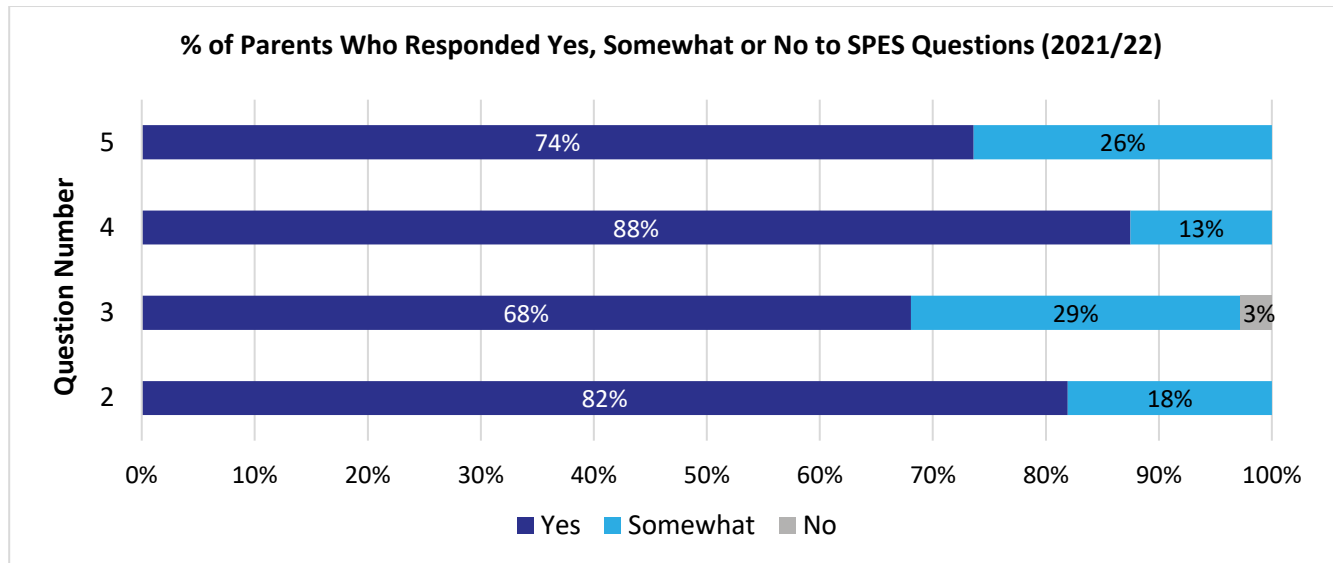
72 parents completed this survey in 2021/22.

There were 74 children who attended groups during this period; some had only one parent attend, while others had both parents attend. Currently there is no report in Caseworks that tells us the number of parents who attended groups during a period, so we cannot calculate the response rate.

5.3 – Results

86% of parents were satisfied with their experience in SNAP groups, while 8% were somewhat satisfied and 6% were neutral.

The following chart shows the percentage of parents who responded yes, somewhat, or no to each question:



The following tables summarize themes from the qualitative comments provided by parents in SNAP groups:

SNAP Parent Comments - Positive Themes		
Theme	# of Parents	Examples
Group Sharing & Support	15	<ul style="list-style-type: none"> • “Knowing I am not the only parent struggling was a great feeling.” • “Being able to talk to others who were experiencing the same problems was very therapeutic and helpful.”
Improved Communication	13	<ul style="list-style-type: none"> • “I learned how to word things so they are effective.” • “I learned new ways to communicate without yelling.” • “I found it very helpful to think about language and communication. I’m re-approaching how to communicate instructions effectively.” • “Learning strategies to get my child to listen more.”
Improved Emotional Regulation	10	<ul style="list-style-type: none"> • “We learned techniques to manage and prevent meltdowns.” • “The program made me more aware of a situation before I would react, allowing me to address a situation without it blowing up.” • “Observing my child react positively while frustrated is the best result.” • “My child learned he can control his reactions.”
Staff Compliments	10	<ul style="list-style-type: none"> • “When I needed info to be explained again, he was very patient and clear.” • “[The staff] were incredibly engaging, kind, helpful and good natured. They went through the curriculum with exceptional clarity.” • “[The staff] was very knowledgeable and helpful.” • “His understanding, patience, and willingness to help in any way possible.” • “Group leaders were great at keeping us engaged and having us practice.”
Homework & Booklets	8	<ul style="list-style-type: none"> • “The homework was helpful to remember to practice the skills.” • “I liked having materials to reflect back on and reference when needed.” • “I like the logs that he had to fill out because him seeing his behavior helped him learn and change it.”
Understanding the Child’s Perspective	8	<ul style="list-style-type: none"> • “Examples of how my parenting techniques are being interpreted by my child were helpful.”

		<ul style="list-style-type: none"> • “The reminder of a parent’s perception vs. a child’s perception makes it easier to understand where my child is coming from.” • “Making sure to provide directions appropriate for their age and understanding.”
Reward Charts	6	<ul style="list-style-type: none"> • “I found the reward charts to be the most helpful.” • “Lessons about reward charts and discipline helped our family the most.”
Role Playing	5	<ul style="list-style-type: none"> • “Having an outsider observe how we interact during role play and letting me know where I am getting lost was helpful.” • “We enjoyed role playing. It led to great conversations about self-control.”
Other	--	<ul style="list-style-type: none"> • “It was great to have one on one sessions when needed.” • “We have noticed a big change at home and school.” • “The SNAP group changed my son’s life and the whole family’s life!” • “Fabulous program with real improvements.” • “The kids have a safe zone to express feelings without fear of punishment.” • “Instead of emphasizing the negative, I now reinforce the positives and it feels much easier to manage.” • “The group helped me feel more confident and make better decisions.” • “My daughter and I attending something together made a big difference.” • “My child loves coming to SNAP.”

SNAP Parent Comments - Areas for Improvement		
Theme	# of Parents	Examples
More or Longer Sessions	13	<ul style="list-style-type: none"> • “One hour tends to go quickly and there is a lot of information.” • “Having it run longer than an hour would be helpful as we always seemed to have more to share with each other.” • “Sometimes we ran out of time discussing problems and how to solve them.” • “The program could be a little longer. Maybe a couple of sessions where parents are able to get help on specific situations.” • “Longer – maybe 2 sessions for each pivotal skill.” • “12 weeks is too short.”
More Relevant Examples	7	<ul style="list-style-type: none"> • “More discussions about how certain things influence our family. Individual issues like screaming, triggers, trauma.” • “Help with more out of the ‘normal’ behavioral situations.” • “The program seemed to be geared to kids with mild to medium behaviors and assumed kids were neurotypical. Seemed like at least half the families had children with higher defiance and needs.” • “More time for parents to share specific struggles/behaviors (as opposed to using random examples). I found many sample problems irrelevant, which surprised me, since to qualify for the program your child has to be exhibiting a clinical amount of problem behaviors. More focus on violence and aggression would have been helpful.”
Siblings	3	<ul style="list-style-type: none"> • “A way to involve the siblings and other family members.” • “Please return the sibling group.”
One on One	2	<ul style="list-style-type: none"> • “More one on one.”
Reviewing Homework	2	<ul style="list-style-type: none"> • “Going over the kid’s books, what they learned and what their homework was would have been really helpful.” • “More focus on reinforcing the previous week’s work.”
Other	--	<ul style="list-style-type: none"> • “The challenge is my child displays compliance in group but not at home.”

	<ul style="list-style-type: none"> • “Group was too big, easy to get off track. Took a long time to go over rating goals and how the week went.” • “If the group had 2 weeks between each session it would give busy parents more time to implement the skills learned.” • “Would be helpful to have forms with more than just parent options for kids in foster care with non-parents attending.” • “More joint session practice.” • “My only complaint is the program was run in the summer.” • “Camera placement could have been better... Sound would also cut out when a video was being played.” • “More techniques to control anger.” • “Slides from the presentation should be shared with parents to review.”
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6. SURE YOUTH & PARENT SURVEYS

6.1 – Survey Design & Administration

There are four surveys offered to clients of the SURE program:

- SURE Parent Outcome Evaluation
- SURE Youth Outcome Evaluation
- SURE Parent Experience Survey
- SURE Youth Experience Survey

The ‘outcome evaluations’ are optional, but not anonymous, and they are designed to assess program impacts. The ‘experience surveys’ are optional and anonymous, and they are designed to assess client satisfaction. Staff offer these surveys to all youth and parents in the final session of groups.

SURE Parent Outcome Evaluation (SPOE) - Questions 1-4 of the SPOE are rated on a scale (strongly agree, agree, neutral, disagree, strongly disagree). Questions 5 and 6 are open-ended. The questions are:

1. I learned better ways to respond to challenging thoughts and emotions.
2. I’m getting along better with my child.
3. I’ve noticed an improvement in my child’s communication.
4. I have had some success in achieving my desired outcomes.
5. How did this program help you?
6. What did you like most about the program?

SURE Youth Outcome Evaluation (SYOE) - Questions 1-3 of the SYOE are rated on a scale (strongly agree, agree, neutral, disagree, strongly disagree). Questions 4 and 5 are open-ended. The questions are:

1. I learned better ways to respond to challenging thoughts and emotions.
2. I’m getting along better with the important people in my life.
3. I have had some success in achieving my desired outcomes.
4. How did this program help you?
5. What did you like most about the program?

SURE Parent Experience Survey (SPES) - Questions 1-5 of the SPES are rated on a scale (strongly agree, agree, neutral, disagree, strongly disagree). Questions 6 and 7 are open-ended. The questions are:

1. My program leader was well prepared and did a good job of facilitating the group.
2. I felt respected and included by the program leader and others in the group.
3. I have a good understanding of the topics we covered.
4. I had fun and enjoyed the activities.
5. I would recommend this program to other families who might need it.
6. What could make this program better?
7. Do you have any other comments?

SURE Youth Experience Survey (SYES) - Questions 1-5 of the SYES are rated on a scale (strongly agree, agree, neutral, disagree, strongly disagree). Questions 6 and 7 are open-ended. The questions are:

1. My program leader was well prepared and did a good job of facilitating the group.
2. I felt respected and included by the program leader and others in the group.
3. I have a good understanding of the topics we covered.
4. I had fun and enjoyed the activities.
5. I would recommend this program to other families who might need it.
6. What could make this program better?
7. Do you have any other comments?

6.2 – Sample Size & Response Rate

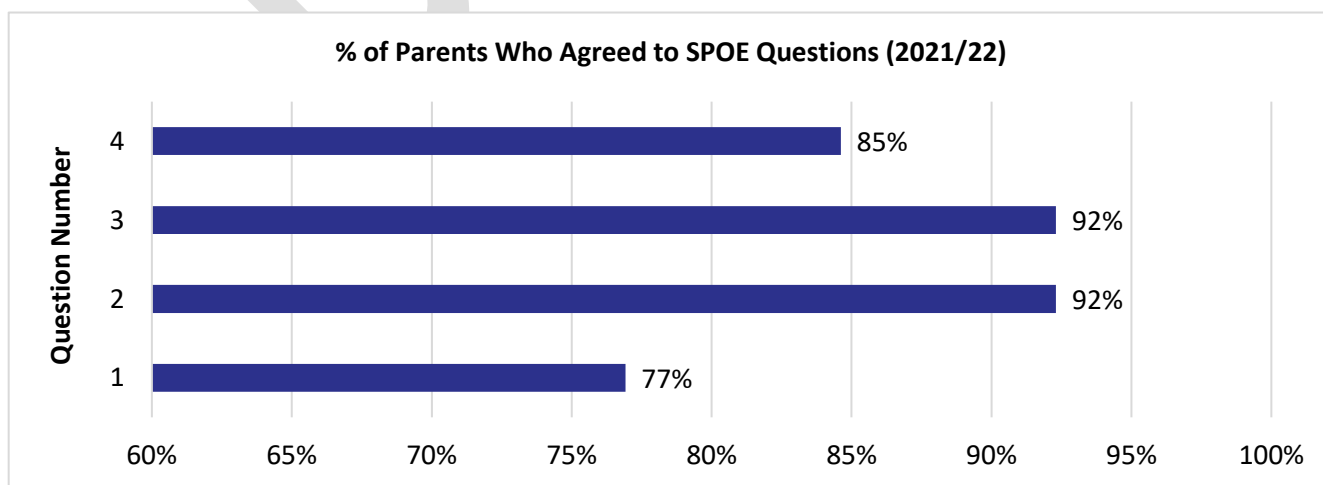
13 parents completed the SURE Parent Outcome Evaluation in 2021/22. The response rate is unknown, as there is no report in Caseworks that tells us the total number of parents who attended groups during a period.

13 youth completed the SURE Youth Outcome Evaluation in 2021/22, out of 23 youth who attended groups during that period, resulting in a response rate of 57%.

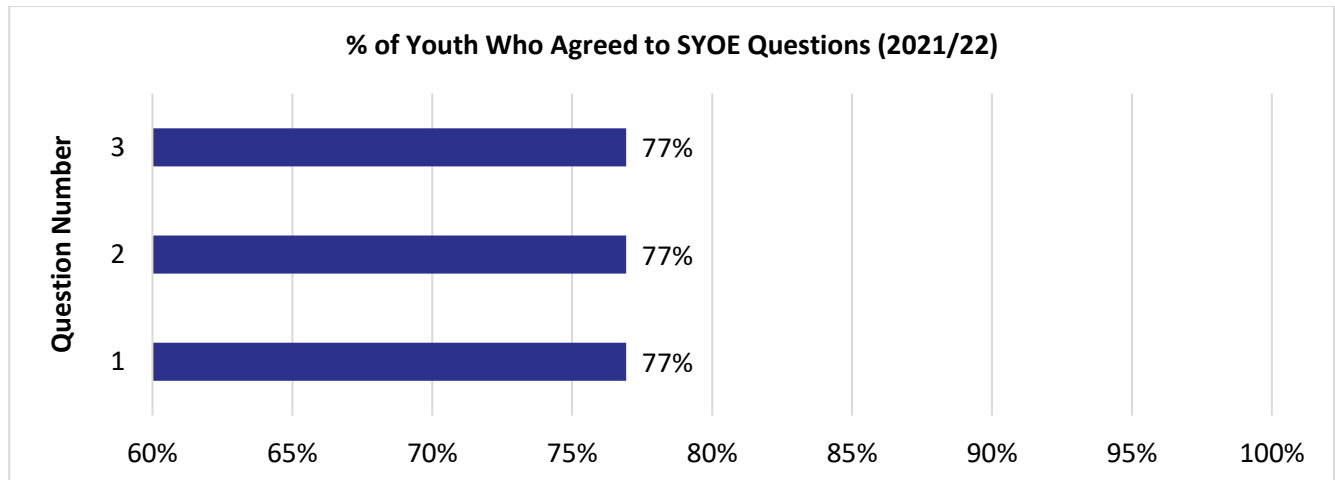
The sample sizes and response rates for the experience surveys are unknown, as we do not currently have reports in Caseworks to view results of these surveys.

6.3 – Results

The following chart shows the percentage of parents who agreed to questions in the outcome evaluation:



The following chart shows the percentage of youth who agreed to questions in the outcome evaluation:



The following table summarizes themes from the qualitative comments provided by parents in SURE groups:

SURE Parent Comments - Positive Themes		
Theme	# of Individuals	Examples
Improved Communication	6	<ul style="list-style-type: none"> • “My daughter and I communicate more efficiently compared to the start.” • “It provided a common understanding of terms that help in conversations.” • “We have a more open dialogue now.”
Staff Compliments	5	<ul style="list-style-type: none"> • “The instructor does a great job at teaching the material. My daughter could relate to him.” • “The warmth and positive attitude of [the staff].”
Group Sharing & Support	4	<ul style="list-style-type: none"> • “Learning as a group was helpful. It validated our feelings as parents.” • “Sharing and hearing experiences from the other family was encouraging.” • “I liked seeing her participate and share in group sessions.”
Improved Emotional Regulation	3	<ul style="list-style-type: none"> • “Gave me the tools to help her with regulating her emotions.” • “Helped me recognize when and how I respond poorly.” • “He’s able to recognize triggers and is working toward better regulation.”
Understanding the Child’s Perspective	3	<ul style="list-style-type: none"> • “It helped me understand what his triggers are.” • “It helped me understand how my child processes her thoughts/feelings.” • “It provided me with a better understanding of what is sometimes happening with her.”
Other	--	<ul style="list-style-type: none"> • “The content was very suitable for youth to understand.” • “The format was relaxed, fun and engaging.” • “There wasn’t a lot of families so he could focus on each individually.” • “It was fun and informative.” • “It helped teach my daughter about the consequences to actions.”

The following table summarizes themes from the qualitative comments provided by youth in SURE groups:

SURE Youth Comments - Positive Themes		
Theme	# of Individuals	Examples
Improved Emotional Regulation	8	<ul style="list-style-type: none"> • “It helped me control my anger better.” • “It helped me control my emotions, to think before I speak.” • “It taught me to self-soothe.”
Group Sharing & Support	5	<ul style="list-style-type: none"> • “I liked that it was welcoming and interesting. It wasn’t just a basic and boring group. It was fun and easy to talk in.” • “I liked how you can talk about your problem without being judged.” • “I liked talking about how I feel and acting situations out with the group.”
Games	3	<ul style="list-style-type: none"> • “I liked the games we played.” • “There were games and not just learning.”
Other	--	<ul style="list-style-type: none"> • “The positive vibes.” • “SURE bucks.” • “Painting.” • “The 4 F’s (fight flight freeze and face).”

We cannot report on comments relating to areas for improvement, as this was asked in the experience surveys, which we do not have reports for in Caseworks.

7. DISCUSSION & RECOMMENDATIONS

7.1 – Grocer-Ease Client Experience Survey

This survey has a good sample size (155) and a decent response rate (34%). However, staff have communicated they’re lacking a tool to identify which clients are eligible for a survey. Because of this, it is likely not all clients eligible were offered one in 2021/22. There is also an issue with data entry in Caseworks where the space for comments is too limited, resulting in some feedback being cut off.

As in previous years, the Grocer-Ease program demonstrated high satisfaction among clients; 99% of respondents agreed they were satisfied and 100% agreed it helped them stay in their home. A small proportion (11%) did not agree it reduced their social isolation, and a small proportion (8%) did not agree it helped them include more fruits and vegetables in their diet.

Most of the positive feedback related to Grocer-Ease staff; over a third of respondents expressed compliments towards the people supporting them. Staff should be proud of the overwhelming gratitude their clients have shown for the high quality of care they provide. Even though all clients agreed the program helped them remain in their home, only 3 provided comments about this.

Although clients are happy with the service overall, 7% of respondents mentioned issues with not always getting the items they wanted. Additionally, 4% of respondents mentioned wanting to pay with debit or credit. For clients with limited mobility and income, getting to the bank for cash can be a significant barrier.

Recommendations:

- Consider reducing the number of questions rated on a scale, and adding an open-ended question about how the program has helped them. This may generate more narrative feedback, especially in regards to how the program has supported them to live independently in their homes.

- Build a report in Caseworks that enables the Supervisor of Community Services to identify clients eligible for a survey (i.e. a year has passed since they entered service, or since they were last surveyed).
- Lengthen comment boxes on the electronic version of the survey in Caseworks.
- Ensure staff have a standardized approach to making substitutions when specific items are not available.
- Consider if and how we might begin accepting alternative payment methods (debit and/or credit).

7.2 – Non-Residential Youth Experience Survey

Only half of clients eligible for this survey were offered one, and only 28% of those offered a survey completed one. The overall response rate (out of all clients discharged in the period) was just 15%. The Youth Mental Health Court Worker program was an exception to this, as all clients discharged were offered a survey.

However, there are legitimate reasons why the overall response rate for this survey will never be 100%. Staff are instructed to offer it at the last scheduled meeting, but it often isn't possible to know when that will be. For a significant proportion, service stops suddenly due to life circumstances, or staff may lose contact despite their best efforts. There were additional barriers during the pandemic, as a lot of service was happening remotely. And in recent months, Probation Officers have asked staff of Reintegration programs to provide types of service that never involve in person contact with a youth (e.g. shopping for certain items).

It is worth noting that sample sizes were low in similar programs across Ontario in 2021/22. Our C&A and Substance Abuse programs contributed 16 of the 18 surveys collected provincially in the category of youth justice mental health. We received a communication from MCCSS in December 2021 indicating that survey collection had faltered due to the pandemic but is expected to return to normal moving forward.

Bridge - Although the sample size was small (5), all respondents from the Bridge program strongly agreed they were treated with respect, listened to, and could turn to staff when they needed help. The lowest average rating was in question 11 (this program helped me and my family better support each other), where 1 of 5 respondents strongly disagreed (note that family support is not a direct goal of the program). Average ratings for every question met or exceeded provincial benchmarks. The rating for question 13 (this program helped me get involved in more activities in the community) was considerably higher than the provincial average. It would be interesting to see if results would be similar with a larger sample size. A larger sample would also generate more narrative comments.

Counselling Programs – All respondents from our non-residential youth counselling programs agreed they were treated with respect, listened to, and could turn to staff when they needed help. There was also a high level of agreement in question 9 (staff helped me make choices about school and/or work). The lowest average rating was in question 13 (this program helped me get involved in more activities in the community), where only half of respondents agreed (note that referrals to community activities is not a direct goal of the program). In light of the provincial response rate discussed above, the usefulness of provincial benchmarks for these programs is questionable.

Recommendations:

- Sample sizes and response rates need to be improved. Consult with staff to determine how best to address barriers to survey completion.

7.3 – Residential Youth Experience Survey

In the previous version, question 5 asked whether youth learned skills and question 9 asked whether youth benefited from programming. In the new version, youth are asked if they were given opportunities to learn skills or participate in programs. As a result of these changes, the new version of this survey no longer contains any questions relating to outcome measurement. An objective of our 2021-2026 strategic plan is to

have good outcome measurements in every program, so we need to consider if this should be achieved through the survey or some other way. On a positive note, the new open-ended questions (11 and 12) were successful in generating narrative comments.

The quality of data could likely be improved with changes to survey method and design. A significant proportion of youth gave every question a rating of 1, or gave every question a rating of 5, which suggests there was not a lot of thought put into responses. The high frequency of survey offers could be playing a role in this; for example, if a youth is in our care for a year, they will have been offered the same survey 12 times. It may not be reasonable for us to expect them to put the same level of thought into the twelfth survey as they did into the first. Another factor could be the number of questions; youth might be willing to review the survey in more detail if it were not as long.

Youth across residential programs generally agreed that rules and expectations were clearly explained, their rights were reviewed with them, and they knew what to do if they had a complaint or a problem.

At AYC, 54% of youth identified staff as one of the aspects they liked most about the facility, while 14% commented about perceived issues with staff. They were generally happy with staff and agreed they are fair and consistent with rules. Other aspects they appreciated included the gym and recreation, food, and supports they received (e.g. from social workers or reintegration workers). Only 61% of youth agreed they were given opportunities to participate in programs, and about a third of youth commented on a desire for more or better programming. About a third of youth also mentioned wanted more or longer phone calls.

At PYC, 21% of youth identified staff as one of the aspects they liked most about the facility, while 15% commented about perceived issues with staff. A few youth commented that it depends on the person (i.e. some are viewed more favorably than others). Other aspects that youth appreciated included the food, the gym and recreation. Only 62% agreed that privileges are given and taken fairly, and about a quarter of youth shared opinions about how rules relating to the level system should be changed.

At GRF, although the sample size was small (5), responses demonstrated very high satisfaction. All clients agreed with all questions, with the exception of one client who felt neutral about question 2 (staff are consistent with rules and expectations). Youth were happy with the staff, activities, and food, and they wanted to more community outings and visits.

These results should be viewed in the context of each program. In 2021/22, PYC served about 3 times as many clients as AYC, and AYC had an average length of stay that was about 4 times longer than that of PYC. Because AYC served a smaller number of clients, and clients had longer stays, these youth had more opportunity to develop rapport with staff and to stabilize their behavior. It's likely they achieved higher levels, and therefore had less dissatisfaction with rules relating to privileges and the level system. Different approaches to the application of the level system could also be a factor. Regarding programming at AYC, staff report the long length of stays is contributing to lower satisfaction. This is because youth remain in the facility well after they've completed core programming. The older average age of clients exacerbates this trend, as a significant proportion have completed high school and do not need to spend time in class.

In 2021/22 we began piloting two new level system incentives: access to mp3 players and Takeout Tuesday. It was interesting to note that many youth across the programs mentioned these in their comments. Some identified them as things they liked, others had opinions about rules relating to them. This suggests the new incentives are valuable to youth and achieved some level of success in encouraging buy-in to the level system.

Recommendations:

- Determine if and how this survey will be used to measure outcomes in residential programs.
- Revisit the survey design and method to see if we can improve the quality of data.

- After making any changes to survey design or method, ensure a report in Caseworks gives us the information needed to estimate a response rate for the survey.
- Ensure staff across programs have a standardized understanding and approach to the level system.
- Ensure the identified gap in programming is addressed in the upcoming residential evaluation.

7.4– SNAP Parent Experience Survey

This survey has a healthy sample size (72). Although the exact response rate is unknown, we can assume it was good because the number of parents who completed a survey was very close to the number of children who attended group. The survey was successful at generating lots of narrative comments.

Results for this program were very positive. Most respondents fully agreed they were satisfied with the program (86%), that it helped them understand their child’s problems (82%), and that it helped them gain more skills as a parent (88%). Three quarters agreed their relationship with the child improved, and two-thirds agreed it helped them understand their child’s strengths.

Positive outcomes mentioned by parents in their comments included improved communication with their child (18%), improved emotional regulation for themselves and/or their child (14%), and a better understanding of their child’s perspective or developmental stage (11%). Aspects of the program parents identified as helpful in their comments included sharing with other parents in a group setting (21%), excellence of staff (14%), homework and booklets (11%), reward charts (8%) and role-playing (7%). Regarding areas for improvement, parents commented they would like more or longer sessions (18%), and for staff to use examples that are more relevant to high-needs children or to specific behaviors (10%).

Recommendations:

- Ensure a report in Caseworks gives us the information needed to estimate a response rate for the survey.
- Consider if it is possible to extend the length of sessions beyond an hour.

7.5 – SURE Parent & Youth Surveys

The sample sizes and response rates for these surveys could be improved.

Results for this program were also very positive. Nearly all parents (12 of 13) agreed the program helped them get along better with their child and improved their child’s communication skills. About three quarters agreed their own emotional regulation skills improved. Positive outcomes mentioned by parents in their comments included improved communication (46%), improved emotional regulation (23%) and a better understanding of their child’s perspective (23%). Aspects of the program parents identified as helpful in their comments included staff excellence (38%) and sharing with others in a group setting (31%).

Most youth (10 of 13) agreed the program helped them get along better with important people in their lives and improved their emotional regulation skills. In the youth comments, 62% mentioned improved emotional regulation, 38% mentioned it was helpful to share with others in a group setting, and 38% mentioned enjoying the games and activities.

We were not able to analyze results of the experience surveys, which included comments about areas for improvement, because there was no report available in Caseworks.

Recommendations:

- Ensure all clients eligible for a survey are offered one.
- Ensure reports in Caseworks give us the information needed to estimate response rates, and to analyze results of the experience surveys.