

2022/23 - ANNUAL REVIEW OF CLIENT SATISFACTION

MAY 10, 2022



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1. INTRODUCTION

Banyan is always seeking to understand client needs and perspectives. This report provides an overview of the tools and methods we use to gather client feedback, results of data collected in 2022/23, and the resulting recommendations for improvement within our programs.

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 Program Coordinator offers the survey to clients by phone with a goal to obtain at least ten responses monthly. 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 talking with Grocer-Ease staff helped to ease your social isolation?
4. Are you treated in a polite and respectful manner by the staff of Grocer-Ease?
5. Do you know who to contact if you have any concerns?
6. What do you like about the Grocer-Ease program?
7. How can we improve the Grocer-Ease program?

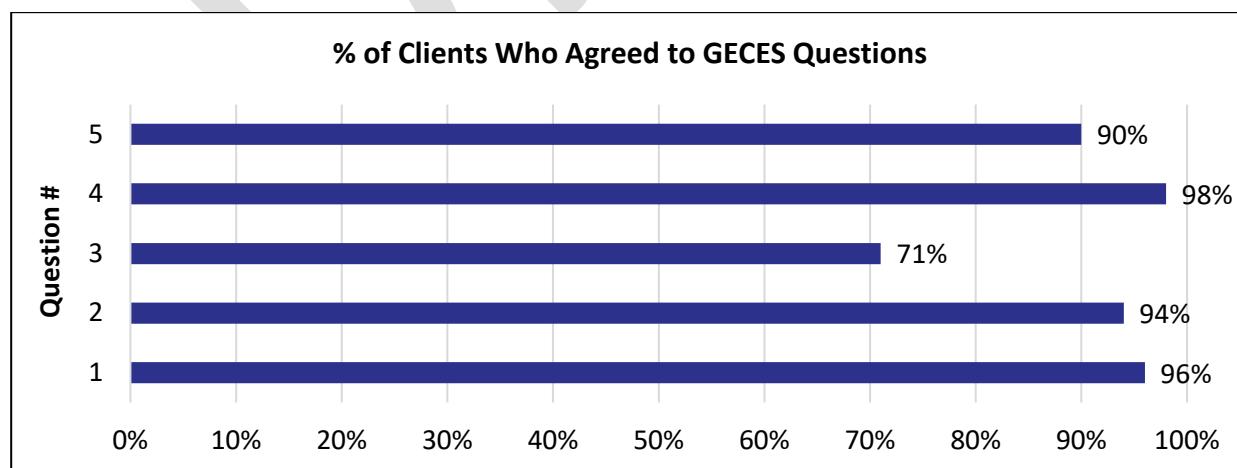
2.2 – Sample Size & Response Rate

In 2022/23, there were 52 surveys collected and 464 clients served, for a response rate of 11%.

The response rate declined significantly compared to the previous year. In 2021/22, there were 155 surveys collected and 558 clients served, for a response rate of 28%.

2.3– Results

The following chart shows the percentage of clients who agreed in questions 1-5 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	13	<ul style="list-style-type: none"> • “Very caring staff.” • “My shopper is very respectful and pleasant.” • “Grocer-ease staff always look for the best deals which is very helpful.” • “Flexibility, shoppers are always willing to work with you.”
Supporting Independence	10	<ul style="list-style-type: none"> • “Service is very helpful as I have mobility issues.” • “Convenient and wonderful to have. I recently lost my car and the program provides an accessible way to get groceries.” • “It keeps me at home, and it is a service I rely on.”
Other	--	<ul style="list-style-type: none"> • “I enjoy actually talking to someone rather than a machine.” • “I like the way the program is set up. I email in what I would like and then I get it the next day.” • “Fair pricing for service costs.”

Grocer-Ease Client Comments - Areas for Improvement		
Theme	# of Clients	Examples
Time of Delivery or Contact	3	<ul style="list-style-type: none"> • “Would prefer early A.M. but that is not available with my shopper.” • “I’d like to be contacted Thursday afternoon instead of Wednesday.” • “A particular time would be helpful so I can go out with my friend because my husband cannot put away the groceries.”
Expand Scope of Stores	2	<ul style="list-style-type: none"> • “Expand eligible stores for a wider variety of food. For example, the pre-made food at Fortinos.” • “Expand scope of available stores (e.g., Sobeys, Goodness Me, etc.)”
Other	--	<ul style="list-style-type: none"> • “Would prefer smaller portions. I wish the shopper would purchase products with smaller portions.” • “Consistent communication when delivering add-ons (shopper sometimes omits additions).” • “I would appreciate a bigger cart for more potential space.” • “Look into allowing clients to send pictures of products to shoppers for reference.”

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 community-based 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 completed surveys to MCCSS. Staff are also required to report whether a survey was offered prior to discharging clients 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 97 of 177 clients discharged from non-residential programs in 2022/23. Staff reported that 36 clients completed the survey, resulting in an overall response rate of 20%.

NRYES Offers & Response Rates by Program (2022/23)		
Program	Survey Offers	Response Rate
Bridge/PASS	6 of 31 (19%)	4 of 31 (13%)
Community Clinical	36 of 49 (73%)	17 of 49 (35%)
Reintegration	24 of 52 (46%)	15 of 52 (29%)
Youth Mental Health Court Worker	31 of 45 (69%)	0 of 45 (0%)

- The Bridge response rate decreased compared to the previous year (28% vs. 13%).
- The Clinical response rate increased compared to the previous year (21% vs. 35%).
- The Reintegration response rate increased compared to the previous year. In 2021/22 the response rate could not be calculated because there were less than 5 responses.
- The YMHCW response rate remained very low across both years.

3.3– Results

On September 26, 2022 the Ministry announced the decommissioning of their Youth Justice Outcomes Framework SharePoint Site. This was the online portal through which Banyan accessed results for the Non-Residential Youth Experience Survey (NRYES) and the Outcome Data Collection Form (ODCF). MCCSS has communicated that they are currently exploring a new solution that will modernize data collection and reporting processes. In the meantime, it is still mandatory for staff to collect and submit the NRYES and ODCF, but we will have no way to access that data until a new website has been developed.

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 Case Coordinators offer the survey to clients at the 14th day of care, and again every 30 days after that. A unique code is assigned to each client and identified on each survey. This code protects client anonymity while enabling Banyan to see when multiple surveys are completed by the same individual.

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

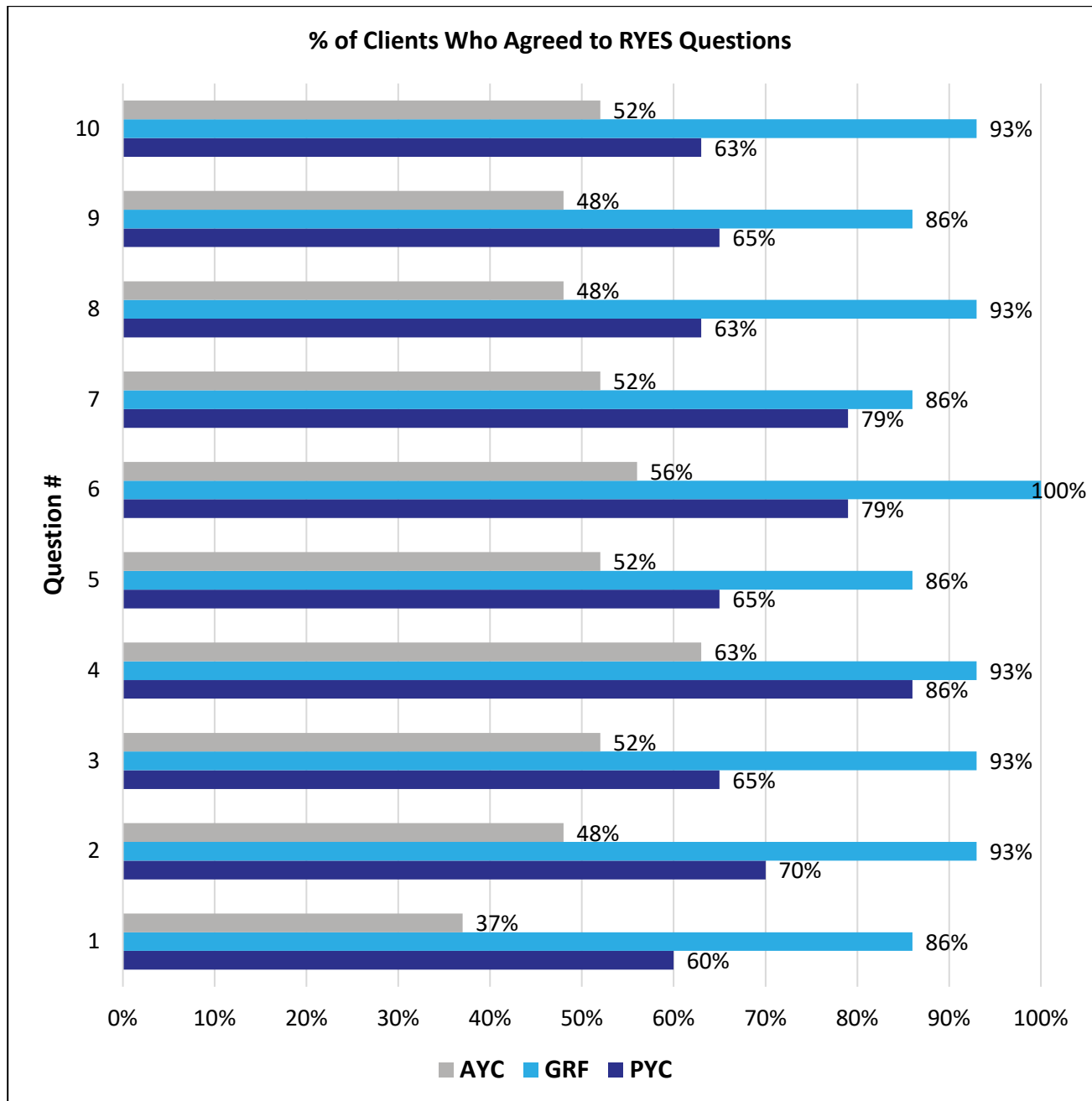
There were 84 clients who completed a survey in 2022/23, and 130 clients who were eligible to complete a survey during this period. The overall response rate was 65%.

RYES Response Rate by Program			
	Surveys Completed	Clients Eligible	Response Rate
AYC	27	37	73%
PYC	43	73	59%
GRF	14	20	70%

The calculation of response rates considered which clients were due for a survey during the period, based on the number of days that had passed since their date of entry. Those who were not eligible for a survey were excluded from the calculation (e.g. clients whose length of stay was shorter than 14 days).

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

About half (48%) of clients at AYC were satisfied overall (i.e. they had a total survey score greater than 70%). This was lower than the previous year, when 74% of clients were satisfied overall.

The statement most agreed with (63%) was 'I know who I can talk to if I am concerned or upset'. The statement least agreed with (37%) was 'Privileges are given and taken fairly at this facility'.

Statements that fewer than 50% of clients agreed with at AYC included:

- Privileges are given and taken fairly at this facility.
- Staff are consistent with the rules and expectations.
- Staff help me to feel safe.
- I have been given the opportunity to participate in programs or presentations while I have been here.

AYC Client Comments - Positive Themes		
Theme	# of Youth	Examples
Staff Compliments	6	• "Staff are nice, everyone is the same, rules are on point."
Gym	3	• --
Food	2	• --
School	2	• --
Entertainment	2	• "PS4." • "TV."
Other	--	• "Environment, safety."

AYC Client Comments - Areas for Improvement		
Theme	# of Youth	Examples
More Entertainment	4	• "DVD player as a level 4 incentive." • "No Netflix and poor selection of movies." • "More movies, channels, and Netflix." • "Allow Netflix."
More/Different Food	4	• "Food could be better, more healthy things." • "More snacks on weekends." • "More snacks at nighttime." • "More snacks, new cook."
More Programming	3	• "Open arts & crafts room back up." • "More programming besides just watching a youtube video." • "More activities."
Staff Issues	3	• "Staff not to be grumpy." • "Proper staff, being more fair."
Longer Phone Calls	2	• "Not enough phone time." • "Longer phone calls."
Shower/Washroom Times	2	• "Showers should be any time after school so we don't have to stink." • "Be able to use to washroom during school without consequence."
Other	--	• "More tuck." • "Switching units." • "Instead of rooming up for chores do them whenever we ask."

4.5– Peninsula Youth Centre Results

About three-quarters (74%) of youth at PYC were satisfied overall (i.e. they had a total survey score greater than 70%). This was similar to the previous year, when 71% of clients were satisfied overall.

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

- I know who I can talk to when I am concerned or upset.
- My rights were reviewed with me.

- I know what to do if I have a complaint or problem.

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

- Privileges are given and taken fairly at this facility.
- Staff help me to feel safe.
- Someone told me about resources and supports available in the community.

PYC Client Comments - Positive Themes		
Theme	# of Youth	Examples
Food	16	<ul style="list-style-type: none"> • "Great food." • "The food is good." • "Three meals a day."
Staff Compliments	8	<ul style="list-style-type: none"> • "Friendly staff." • "The interaction between staff and youth." • "I can play games with staff."
Gym	9	<ul style="list-style-type: none"> • --
Programming & Activities	9	<ul style="list-style-type: none"> • "We can play games to pass the time." • "When we do group activities and board games together." • "We get a lot of things to do."
TV & Video Games	6	<ul style="list-style-type: none"> • "TV." • "Watching movies together." • "PS4."
Social Worker & Support	4	<ul style="list-style-type: none"> • "Talking with the social worker." • "Good mental health support." • "Supports I receive."
Other	--	<ul style="list-style-type: none"> • "Get to meet new kids." • "Tuck bucks." • "Fair rules." • "Level 4."

PYC Client Comments - Areas for Improvement		
Theme	# of Youth	Examples
Longer Phone Calls	6	<ul style="list-style-type: none"> • "Longer phone calls." • "Phone time. You only get 30 mins max and that is not long enough."
More Outside Time & Activities	6	<ul style="list-style-type: none"> • "More outside & gym." • "Need more activities to stay busy." • "More moving around."
Staff Issues	4	<ul style="list-style-type: none"> • "Some staff attitude." • "Staff and their mood."
More/Different Food	4	<ul style="list-style-type: none"> • "More fruits." • "More snacks." • "New menu change."
Level System	4	<ul style="list-style-type: none"> • "I think they should be less hard on level 4 drops. It should be easier to get to level 4." • "Personal clothing perks, more stuff allowed." • "Level 4 perks."
Tuck	3	<ul style="list-style-type: none"> • "How much tuck we get." • "Some stuff on the tuck cart (more hygiene products, more snacks)."

		<ul style="list-style-type: none"> • “More tuck.”
Movie Selection	3	<ul style="list-style-type: none"> • “More of a movie selection.”
Other	--	<ul style="list-style-type: none"> • “Unlocked doors.” • “School, jobs.” • “Youth, space.”

4.6 – G.R. Force Results

At GRF, 86% of clients were satisfied overall (i.e. they had a total survey score greater than 70%). This was slightly lower than the previous year, when 100% of clients were satisfied overall. However, it is important to consider the small sample sizes at GRF when interpreting this.

Over 80% of clients agreed with every statement.

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

GRF Client Comments - Positive Themes		
Theme	# of Youth	Examples
Food	5	<ul style="list-style-type: none"> • --
Gym & Programming	5	<ul style="list-style-type: none"> • --
School	4	<ul style="list-style-type: none"> • “The school program and the teacher.”
Staff Compliments	3	<ul style="list-style-type: none"> • --
Other	--	<ul style="list-style-type: none"> • “Reintegration supports, learning experiences and growth tools.” • “Kids are nice. I like the mattresses.” • “Freedom, trust, and respect.” • “The PS4 and TV.”

GRF Client Comments - Areas for Improvement		
Theme	# of Youth	Examples
TV & Video Games	5	<ul style="list-style-type: none"> • “More DVD players and gaming systems.” • “Smart TV upstairs.”
Level System	3	<ul style="list-style-type: none"> • “When I first came DVDs were only a level 4 only item, however it is never a solid expectation. This causes tensions with other youth especially when there are only a few DVD players.” • “More money for higher levels.” • “More than just level 2 should get coffee.”
Other	--	<ul style="list-style-type: none"> • “The food changed when we stopped going with staff. Instead of changing the system from us going to Costco, management could set a strict set of rules and educate staff on how to shop properly.” • “Classroom needs to be cleaned more frequently.” • “Outside time longer, more time on the phone.” • “To be able to call anyone.” • “Nicotine use.” • “Later bedtimes.”

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 program. 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?

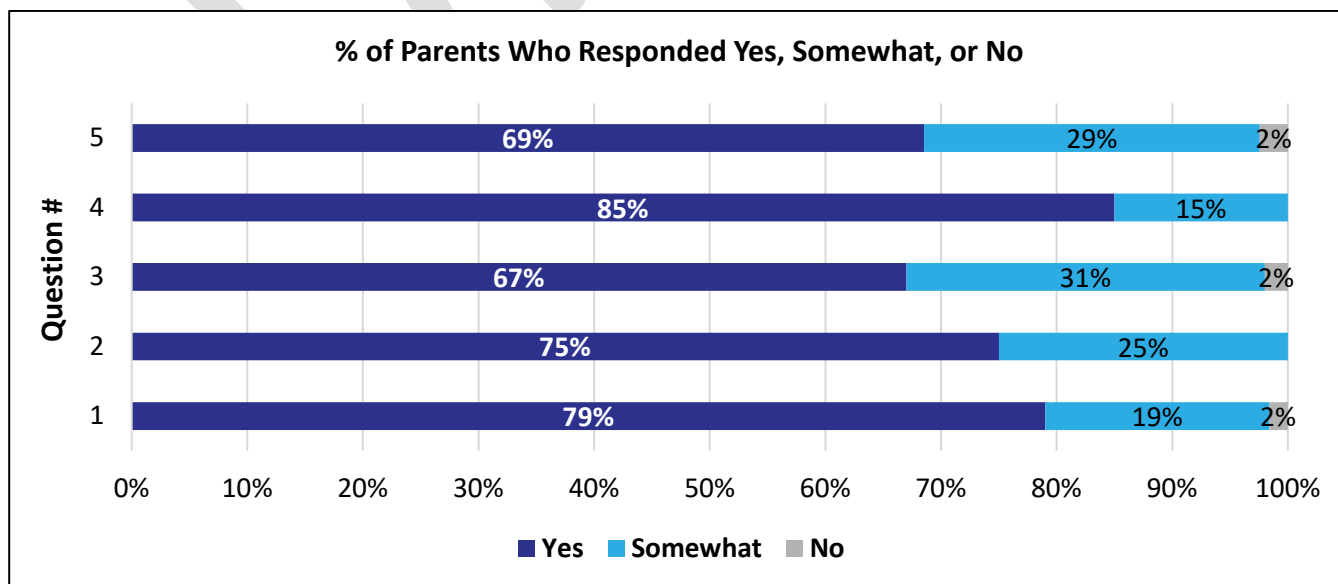
5.2 – Sample Size & Response Rate

124 parents completed this survey in 2022/23. There were 123 children enrolled in groups that ended during this period; however, 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 enrolled in groups that ended during a period, so we cannot calculate the response rate.

5.3 – Results

The majority (79%) of parents were satisfied with their experience in SNAP groups, while 19% were somewhat satisfied and 2% were neutral. This was similar to the previous year. The question most agreed with (85%) was 'Has your participation helped you gain more skills as a parent?' The question least agreed with (67%) was 'Has your participation helped you understand your child's strengths better?'

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
Improved Knowledge, Skills, or Relationships	84	<ul style="list-style-type: none"> “It made me aware of why my children behave the way they do, because of some of my parenting habits.” “We both learned to take a step back and deal with things at a calmer level. It helped us learn to talk more and yell less.” “My child learned to communicate better and calmly express his emotions. It made our relationship astronomically better.” “Reduced yelling from the whole family.”
Group Sharing & Support	38	<ul style="list-style-type: none"> “Seeing other parents with similar struggles and hearing their advice.” “The group discussions were very in depth and helpful.” “Group discussion was helpful. It was great learning from other parents.” “Being around other parents, knowing you’re not going through it alone.”
Communication	29	<ul style="list-style-type: none"> “The communication strategies changed the way we speak to him.” “Learning about effective communication and understanding body cues.” “How to practice active listening and assertive communication.”
Emotional Regulation	17	<ul style="list-style-type: none"> “Exploring ways to stay calm and collected.” “Learning about hard thoughts and how to turn them into cool thoughts.” “It made me realize the importance of controlling my anger.”
Rewards & Discipline	17	<ul style="list-style-type: none"> “The reward chart worked well with our child.” “New techniques for discipline instead of immediately grounding.” “I learned to apply consistent rewards and punishments.”
Staff Compliments	13	<ul style="list-style-type: none"> “I felt supported in a judgement-free environment. Thank you to the SNAP staff for providing this opportunity.” “It is evident how much the staff care.” “Staff made the group fun and not so ‘work’ like.” “Excellent enthusiasm of staff.” “The SNAP team is great!”
Homework & Booklets	9	<ul style="list-style-type: none"> “Homework helped so much because it was motivation to actually do the things learned in lessons.” “The homework was helpful for me to observe patterns of behaviours.” “I like being able to refer back to the booklet for help.” “The weekly logs were a great way of learning.”
Small Group Size	4	<ul style="list-style-type: none"> “It’s a small group so everyone participates and interacts.” “With groups being small I felt a lot of our specific issues were addressed.”
Role Play	4	<ul style="list-style-type: none"> “Seeing my son doing the role play was helpful.”

SNAP Parent Comments - Areas for Improvement		
Theme	# of Parents	Examples
More Personalized	12	<ul style="list-style-type: none"> “Perhaps an initial survey to help focus the course to the specific group, rather than just a general program. For example, there were no boys in our group that had any issues with stealing or bullying.” “More individualized, specific strategies for each child.” “Direct insight from staff as to strengths and weaknesses for each child.”

		<ul style="list-style-type: none"> • “More question time for things specific to us.” • “Spend more time on specific behavioral problems.” • “More examples of real situations in class.”
More or Longer Sessions	12	<ul style="list-style-type: none"> • “Make it longer than 12 weeks and allow us to start the program over.” • “Very short weekly sessions that at times are monopolized by other participants going on tangents.” • “Program could be longer and more time per session.” • “The time could be longer - 90-minute sessions. Sometimes it felt rushed.” • “Add a few more sessions.”
Issues with the Materials	10	<ul style="list-style-type: none"> • “The roleplaying videos feel unrealistic. Actual kids behave differently.” • “The in-person classes didn’t refer to the booklet.” • “Sometimes the slideshows and the handouts didn’t match up.” • “I want to fix some of your powerpoints.” • “The videos need updating.”
More Parent/Child Interaction	6	<ul style="list-style-type: none"> • “More joint child-parent group time.” • “More interactions with the kids.” • “Kids and parents should go over the program together, so kids know parents are learning stuff as well.”
Time or Location	6	<ul style="list-style-type: none"> • “The location is difficult to get to during rush hour.” • “The time could have been later, 5:30 to 7:00.” • “Later start time would be better.” • “Maybe weekend hours?”
More Access to Material Using Social Media or Technology	5	<ul style="list-style-type: none"> • “A link to review videos during the week between sessions.” • “Have an Instagram for parenting advice.” • “TikTok videos with tips. Social media and Facebook groups.” • “Have a website or reminders online about parenting and goals of SNAP.” • “Make the slides available to review at home.”
More Role Play	4	<ul style="list-style-type: none"> • “I really could have benefited from role-playing more scenarios that happen at home.” • “More role playing.”
Other	--	<ul style="list-style-type: none"> • “Guidance should be given to members who share too much.” • “Messaging that parents cause most of the stress in a situation. Our kids are challenging, and that aspect seemed to not be acknowledged.” • “Longer time each week with fewer sessions. A condensed option.” • “More encouragement to do the exercises in the manual.” • “How to spend quality time with child on limited time schedules.” • “Seems like some people could use more help than just parenting skills.”

6. SURE CLIENT EXPERIENCE SURVEYS

6.1 – Survey Design & Administration

In this program there are four surveys:

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

All four surveys are optional and delivered in the final session of groups. The Experience Surveys are anonymous; however, the Outcome Evaluations are not.

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?

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 Outcome Evaluation (SYEO) – Questions 1-3 of the SYOE are rated on a scale (strongly agree, agree, neutral, disagree, strongly disagree), while 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've had some success in achieving my desired outcomes.
4. How did this program help you?
5. What did you like most about this program?

SURE Parent Outcome Evaluation (SPEO) – Questions 1-4 of the SPOE are rated on a scale (strongly agree, agree, neutral, disagree, strongly disagree), while 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've had some success in achieving my desired outcomes.
5. How did this program help you?
6. What did you like most about the program?

6.2 – Sample Size & Response Rate

There were 32 Youth who completed the SYES survey in 2022/23, out of 93 Youth who were enrolled in groups that ended during the period. This is a response rate of 34%.

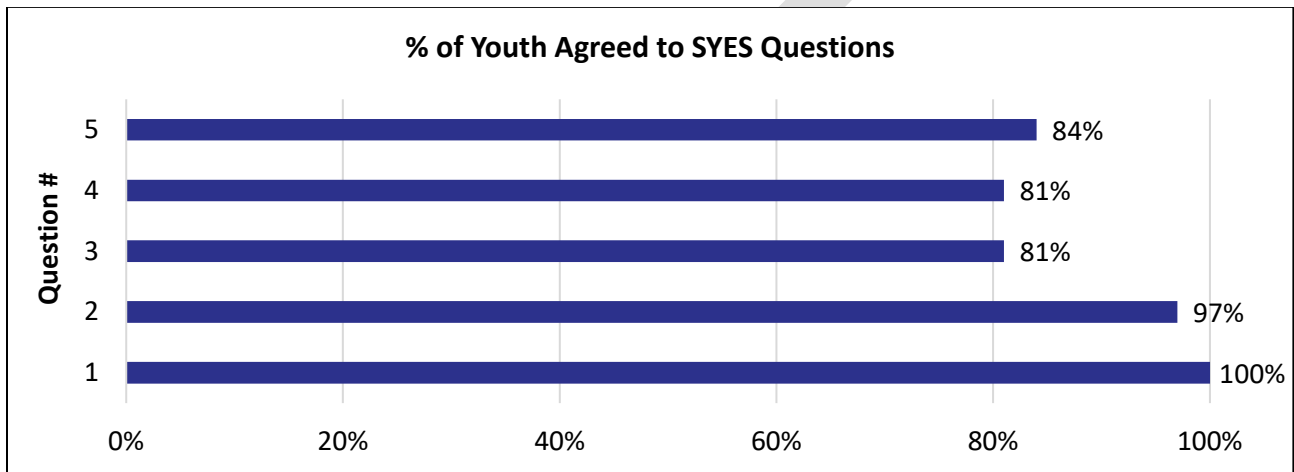
There were 39 Parents who completed the SPES survey in 2022/23. Currently there is no report in Caseworks that tells us the number of parents enrolled in groups that ended during a period, so we cannot calculate the response rate.

There were 38 youth who completed the SYOE survey in 2022/23, out of the 93 youth who were enrolled in groups that ended during the period. This is a response rate of 41%.

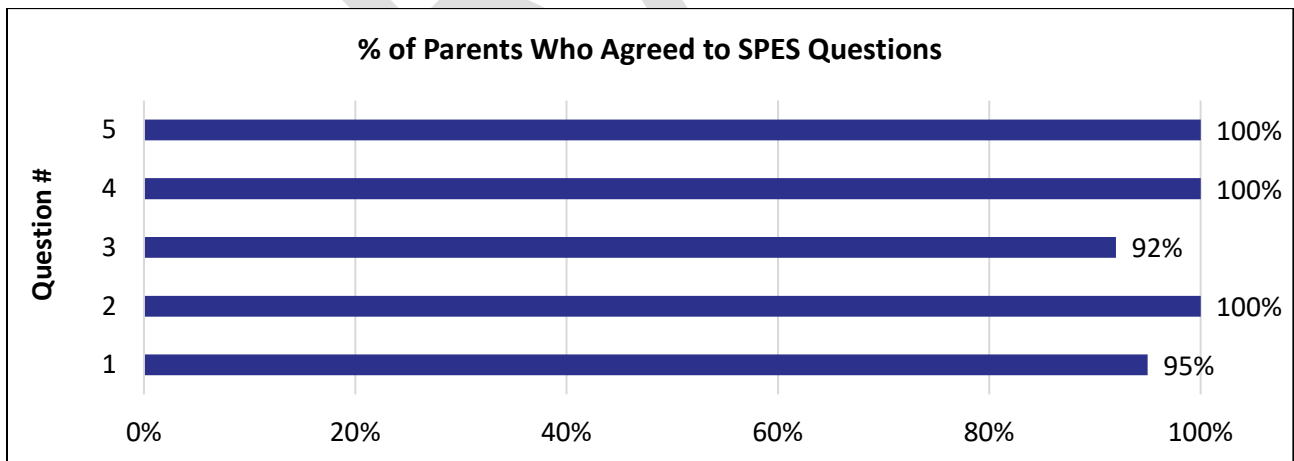
There were 33 parents who completed the SPOE survey in 2022/23. Currently there is no report in Caseworks that tells us the number of parents enrolled in groups that ended during a period, so we cannot calculate the response rate.

6.3 – Results

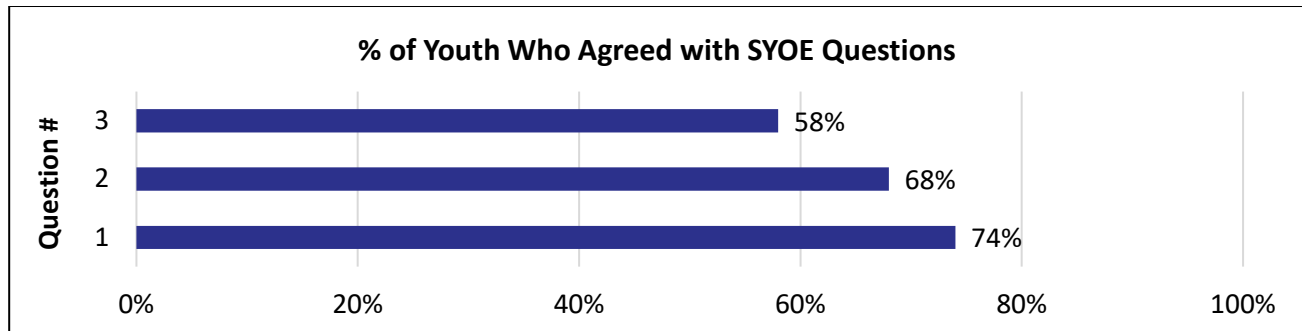
The following chart shows the percentage of youth who agreed to questions in the experience survey:



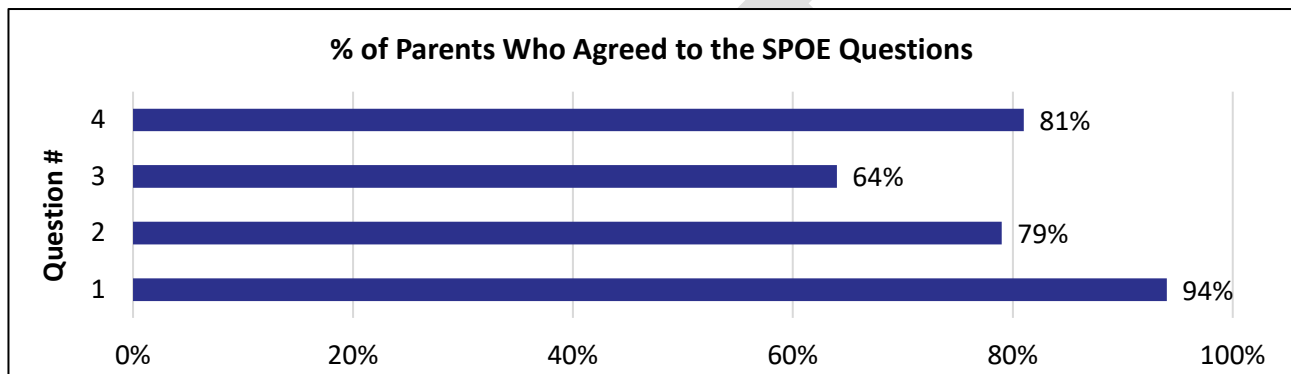
The following chart shows the percentage of parents who agreed to questions in the experience survey:



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



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



The following tables summarize themes from the qualitative comments provided by youth in SURE groups:

SURE Youth Comments - Positive Themes		
Theme	# of Individuals	Examples
Supportive Environment/ Group Dynamic	7	<ul style="list-style-type: none"> “I liked that I was being included and people were asking my opinion more often.” “It was one on one and there was time for me to get to talk.” “Being able to have group conversations and hearing other people’s points of view.” “Every family was open and supportive of everyone’s problems.” “How casual and not formal it was.” “How everyone felt more like friends than just people in the program.” “It is inclusive.”
Staff Compliments	6	<ul style="list-style-type: none"> “Please give staff a raise for being so nice and kind.” “The program leader was great.” “(Staff member) is really nice and easy to talk to.” “Working with (staff member).” “The staff were very helpful and nice.” “The amazing people who taught me. Awesome, sweet and kind people.”
Improved Knowledge or Skills	4	<ul style="list-style-type: none"> “It gave me control over my thoughts and how I act.” “It helped me identify my struggles. It helped me acknowledge my triggers and how to avoid them.”

		<ul style="list-style-type: none"> • “I learned something new every day and it helped me in real life situations.” • “I liked the activities, I found out that they meant more than I thought.”
SURE Bucks	3	<ul style="list-style-type: none"> • “SURE Bucks.” • “Getting SURE bucks of course.” • “Everything, especially the SURE bucks.”
Other	--	<ul style="list-style-type: none"> • “I felt like it was perfect for a lot of people who need it.” • “I had an overall great time.” • “Getting to meet new people and make friends.”

SURE Youth Comments – Areas for Improvement		
Theme	# of Individuals	Examples
--	--	<ul style="list-style-type: none"> • “It would be better if you talked about more mature topics. I felt that everything we talked about is stuff I already know.” • “Think more about what someone under stress might be feeling and maybe that they can't think right.” • “Maybe add some hands-on projects.”

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

SURE Parent Comments - Positive Themes		
Theme	# of Individuals	Examples
Staff Compliments	5	<ul style="list-style-type: none"> • “They were wonderful facilitators.” • “(Staff) is an awesome leader, very patient and compassionate.” • “Just want to thank the staff for making this program so amazing.”
Improved Knowledge or Skills	3	<ul style="list-style-type: none"> • “I definitely improved in my parenting skills by taking a look at my own issues/problems.” • “Amazing set of tools I can apply to just about any situation.” • “This program has helped our household create some calm and productive communication to resolve problems.”
Group Sharing & Support	2	<ul style="list-style-type: none"> • “The size of the group is ideal for sharing and feeling comfortable.” • “I looked forward coming to this class every week to listen to others and share my own thoughts.”
Other	--	<ul style="list-style-type: none"> • “It was a wonderful experience. It outdid every expectation my daughter and I had. Would highly recommend.” • “Great program overall. I think sometimes, when parents are given best practice, away from students might be effective.” • “Thank you for helping us before the long group starts.” • “We really enjoyed the interactive part of the program and when we were able to try some of the tools we learned during class.” • “Absolutely loved the program, would like for my son to join again.”

SURE Parent Comments – Areas for Improvement		
Theme	# of Individuals	Examples
More or Longer Sessions	6	<ul style="list-style-type: none"> • “Definitely interested in a longer Program. This one was helpful but deeper focus on the topics would be better.”

		<ul style="list-style-type: none"> • “Longer sessions or longer program span.” • “9 weeks is too short.”
More Discussion or Participation	5	<ul style="list-style-type: none"> • “Participants should be required to develop communication skills by elaborating on answers rather than ‘I don't know’ as a response.” • “The child should be encouraged to respond and share their perspectives in challenging situations.” • “Other parents and their kids could have participated better.” • “I would have liked a little more discussion.”
Other	--	<ul style="list-style-type: none"> • “I would have liked my child to be with other youth closer to her age.” • “Adjust the start time – 5 pm is hard to accommodate.” • “I wish we had more work to bring home.” • “Some extra visual pieces.” • “Get enough marbles for parents and grandparents, as well as children.”

7. DISCUSSION & RECOMMENDATIONS

7.1 – Grocer-Ease Client Experience Survey

The response rate for this survey is low and has declined significantly compared to previous years. For a few months, the program was dealing with performance issues related to a student who was assigned to conduct surveys. There was also an issue of compliance with the survey procedure, resulting from time constraints of the Program Coordinator.

The procedure for this survey was recently updated to make the targeted response rate more realistic. Previously, staff were directed to conduct an annual survey with all clients on service for over a year. With 465 clients served in 2022/23, this would be a considerable amount of work in addition to program operations. In the revised version of the procedure, staff are directed to collect ten surveys per month. The Program Manager and Program Coordinator were trained on this in March 2023, and hopefully this will encourage survey collection in 2023/24.

Satisfaction results in this program are consistently high. As people were generally very satisfied, there was not a lot of feedback provided about ways to improve the program. The lowest level of agreement is found in question three, where 29% of clients expressed that the program has not helped to ease their social isolation; this makes sense since it is not a direct goal of the program. Additionally, 10% of clients did not know who to contact if they had concerns.

Recommendations:

- Monitor compliance with the revised survey procedure in 2023/24 and help to problem solve around any time constraints preventing survey collection.
- When clients acknowledge the program has not eased their social isolation, consider sharing information about programs and resources that directly address this issue.
- During the annual check-in with clients, ensure staff emphasize how they can provide feedback (positive or negative) and who to contact if they have a concern.

7.2 – Non-Residential Youth Experience Survey

We cannot control how many clients decline to complete the NRYES, however we are mandated by the Ministry to offer it to all clients of community-based youth justice programs at the time of discharge. An offer rate of 100% is not realistic due to multiple factors, however it should be at the higher end of the spectrum.

Our clinical youth justice programs achieved the highest offer rate (73%). In programs with a low offer rate (Bridge and Reintegration), either the survey is not being offered consistently, or offers are not being reported on consistently in Caseworks.

In the past we have received valid feedback about barriers to making survey offers. For example, because the survey is only administered in hard copy, opportunities to make offers are limited to in-person meetings. However, it is not uncommon to lose contact with a client due to lack of engagement or other changes to life circumstances (moving away, becoming incarcerated).

Recommendations:

- Re-train staff on the NRYES procedure, in particular the mandatory offering of the NRYES, and reporting on offers in Caseworks.
- To minimize the chance of missing a survey offer due to lost contact, encourage staff to offer it prior to the end of service.

7.3– Residential Youth Experience Survey

Response rates at AYC and GRF were good, however the response rate at PYC can be improved. This year, the responsibility for survey administration was transferred from Clinicians to Case Coordinators. The transition did temporarily impact survey offers and may be one reason why the response rate was lower at PYC.

At AYC, results demonstrated a decline in satisfaction compared to the previous year. At PYC and GRF, results demonstrated decent satisfaction levels and the results didn't change much from the previous year.

Across both secure custody programs, the least agreed to statements were that privileges are given and taken fairly, and that staff help them to feel safe. Lack of satisfaction with programming options was a continuing theme at AYC.

Clients provided less qualitative feedback compared to the previous year. This is partially due to a change in survey questions; when we started asking clients to list three positive and three negative things, it resulted in many three-word responses. Changes to how the survey is administered (and who administers it) may have also impacted this.

When requesting positive feedback, the most common responses were liking the food, gym, and staff. In general, clients would like to see more options for programming/activities/entertainment, more snacks, and longer phone calls. Many also had various opinions about rules relating to the level system.

Recommendations:

- As part of the Residential Quality Improvement Plan, Managers met recently to revise the survey and its procedure. Case Coordinators should be trained on the revised procedure shortly.
- Monitor compliance with the survey procedure to encourage higher response rates.
- We are currently partnering with McMaster's Spark team to evaluate programming within our secure and open custody facilities. The project should provide next steps to address client satisfaction in this area.
- There is a demand for more entertainment options (e.g. Netflix, movie selection). Managers may want to consider if there is a way to leverage that within the level system.

7.4– SNAP Parent Experience Survey

Although we're not able to calculate an exact response rate, with 124 responses we know it is high.

Satisfaction results were very positive and did not change much compared to the previous year. Overall, clients report the program is successful in helping them to improve their parenting skills. However, about a third expressed that the program did not help them to understand their child's strengths.

This survey tends to generate a lot of qualitative feedback. This year, the majority mentioned at least one improvement they noticed in knowledge/skills within their household. The most common area of improvement in was communication, followed by emotional regulation, and then effective rewards and discipline. Clients also very much appreciated the shared group nature of the experience.

When asked about ways to improve the program, some clients felt it should include more/longer sessions, and more personalized advice and support. A few mentioned issues with the group materials; for example, the videos were outdated/unrealistic, or the booklets/handouts didn't match what was presented in session. A few wished there had been more parent/child interaction, and a few wanted the start time to be later.

Recommendations:

- Consider if and how the program should be helping parents to understand their children's strengths.
- Consider extending the length of sessions to 90 minutes to allow for more group discussion about personal examples.

7.5 – SURE Parent & Youth Surveys

The response rate for this survey can be improved (only a third of youth discharged completed one).

Satisfaction was generally very high (at least 80% of clients responded yes to every question in both surveys). However, parents were slightly more likely than youth to agree that they enjoyed the activities and had a good understanding of the topics.

Youth did not provide much qualitative feedback. Parents provided some very positive comments about the staff and skills learned. Some parents would have liked there to be more and/or longer sessions, and others would have liked to see group members participate better in the discussions.

Recommendations:

- There is another survey offered to parents and youth in this program which focuses on outcomes (as opposed to satisfaction with the group experience). Consider merging the surveys to consolidate the data.
- Create a procedure for the administration of this survey and train staff on it.
- Monitor compliance with the new procedure to encourage higher response rates.
- Encourage clients to provide more detailed feedback about ways to improve the program.