

# 2023/24- ANNUAL REVIEW OF CLIENT SATISFACTION

Created May 14<sup>th</sup> 2024



## TABLE OF CONTENTS

<b>1. INTRODUCTION .....</b>	<b>3</b>
<b>2. GROCER-EASE CLIENT EXPERIENCE SURVEY .....</b>	<b>3</b>
2.1 – SURVEY DESIGN & ADMINISTRATION	3
2.2 – SAMPLE SIZE & RESPONSE RATE	3
2.3 – RESULTS	3
<b>3. NON-RESIDENTIAL YOUTH EXPERIENCE SURVEY.....</b>	<b>4</b>
3.1 – SURVEY DESIGN & ADMINISTRATION	4
<b>4. RESIDENTIAL YOUTH EXPERIENCE SURVEY .....</b>	<b>5</b>
4.1 – SURVEY DESIGN & ADMINISTRATION	5
4.2 – SAMPLE SIZE & RESPONSE RATE	5
4.3 – RESULTS COMPARISON	6
4.4 – ARRELL YOUTH CENTRE RESULTS	6
4.5 – PENINSULA YOUTH CENTRE RESULTS	7
4.6 – G.R. FORCE RESULTS	8
<b>5. SNAP PARENT EXPERIENCE SURVEY.....</b>	<b>8</b>
5.1 – SURVEY DESIGN & ADMINISTRATION	8
5.2 – SAMPLE SIZE & RESPONSE RATE	9
5.3 – RESULTS	9
<b>6. SURE CLIENT EXPERIENCE SURVEYS .....</b>	<b>12</b>
6.1 – SURVEY DESIGN & ADMINISTRATION	12
6.2 – SAMPLE SIZE & RESPONSE RATE	12
6.3 – RESULTS	13
<b>7. PAR CLIENT EXPERIENCE SURVEYS.....</b>	<b>16</b>
7.1 - SURVEY DESIGN & ADMINISTRATION	16
7.2 - SAMPLE SIZE & RESPONSE RATE	16
7.3 - RESULTS	16
<b>8. PAC CLIENT EXPERIENCE SURVEYS.....</b>	<b>18</b>
8.1 - SURVEY DESIGN & ADMINISTRATION	18
8.2 - SAMPLE SIZE & RESPONSE RATE	19
8.3 - RESULTS	19
<b>9 DISCUSSION &amp; RECOMMENDATIONS .....</b>	<b>20</b>
9.1 - GROCER-EASE CLIENT EXPERIENCE SURVEY	20
9.2 - RESIDENTIAL YOUTH EXPERIENCE SURVEY	20
9.3 –SNAP PARENT EXPERIENCE SURVEY	21
9.4 –SURE PARENT & YOUTH SURVEYS	22
9.5 –PAR SURVEYS	22
9.6 –PAC SURVEYS	23
9.7 - GENERAL OBSERVATIONS	23

## 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 2023/24, 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 1-6 of the survey are rated on a scale (Yes, Somewhat, No), while questions 7 and 8 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 fresh fruit and vegetables to your diet?
4. Has talking with Grocer-Ease staff helped to ease your social isolation?
5. Are you treated in a polite and respectful manner by Grocer Ease staff?
6. Do you know who to contact if you have any concerns?
7. What do you like about Grocer Ease?
8. How can we improve Grocer-Ease?

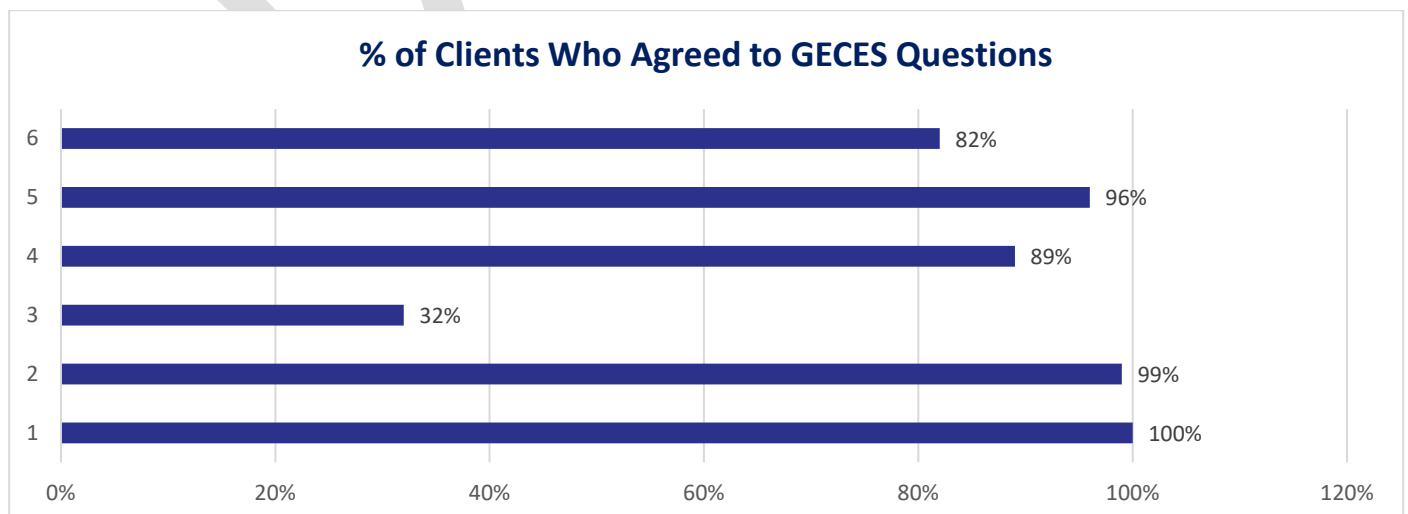
### 2.2 – Sample Size & Response Rate

In 2022/23, there were 97 surveys collected and 301 clients served, for a response rate of 32%.

The response rate has increased significantly compared to the previous year. In 2023/24, there were 52 surveys collected and 464 clients served, for a response rate of 11%.

### 2.3– Results

The following chart shows the percentage of clients who agreed in questions 1-6 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	12	<ul style="list-style-type: none"> <li>• “The flexibility and friendliness of staff. My shopper goes above &amp; beyond to get what I need.”</li> <li>• “Client loved that the program takes so much care of her and her husband. She loved the Christmas and Easter basket of food received. Her shopper is so good to her”.</li> <li>• “Everything- the girls are lovely and go the extra mile to help people”.</li> </ul>
Supporting Independence	8	<ul style="list-style-type: none"> <li>• “I couldn't live without it. Shopper is polite. Appreciates service and loves the fact that the shopper knows what she needs.”</li> <li>• “Client is completely blind and says she'd be lost without our service.”</li> <li>• “Program has helped immensely. Very pleased with the service.”</li> <li>• “Client has severe anxiety and doesn't leave home. This program has helped immensely”.</li> <li>• “Shopper always calls and puts away groceries and knows exactly what the client likes”.</li> </ul>
Other	--	<ul style="list-style-type: none"> <li>• “Likes that the program helped her by providing food baskets.”</li> <li>• “I love everything. The program is outstanding”.</li> </ul>

Grocer-Ease Client Comments - Areas for Improvement		
Theme	# of Clients	Examples
Time of Delivery or Contact	7	<ul style="list-style-type: none"> <li>• “Doesn't like the fact that her current shopper doesn't work Friday”.</li> <li>• “Client wishes shopper had more time to chat but understands. Is happy with the 5 min visit”.</li> <li>• “Client suggested coming on different days to better maximize savings for coupons/flyer deals”.</li> <li>• “Wishes there were more specified times so they didn't have to wait around all day without knowing”.</li> </ul>
Alternative means of payment/ Lower Fees	5	<ul style="list-style-type: none"> <li>• “Offer debit at the door”.</li> <li>• “Accepting debit/credit, also, having the shopper deposit the money sooner so client can budget better and isn't wondering when/if the money will come out of their account”.</li> <li>• “Less expensive fee, would be good if clients could pay with debit cards”.</li> </ul>
Other	--	<ul style="list-style-type: none"> <li>• “Client doesn't like when someone goes on holidays. She stresses out about the person that would be covering as they don't know her”.</li> <li>• “Lower fees because of higher food prices”.</li> <li>• “Better at answering/receiving of phone messages”</li> </ul>

### 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.

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 RYES to each Youth 30 days after their intake into a secure or open custody program and will continue to be offered in alignment with the review of Case Management Plans (at 90 days and every 6 months after that). The youths OTIS number will be included on the survey. This code protects client anonymity while enabling Banyan to see when multiple surveys are completed by the same individual.

In 2023/24 as part of the Residential Quality Improvement Plan, the youth experience survey was revised this means it is not always possible to compare year on year results.

Questions 1-6 of the survey are rated on a scale (1 = strongly disagree, 5 = strongly agree), while questions 7, 8 and 9 are open-ended. The questions are:

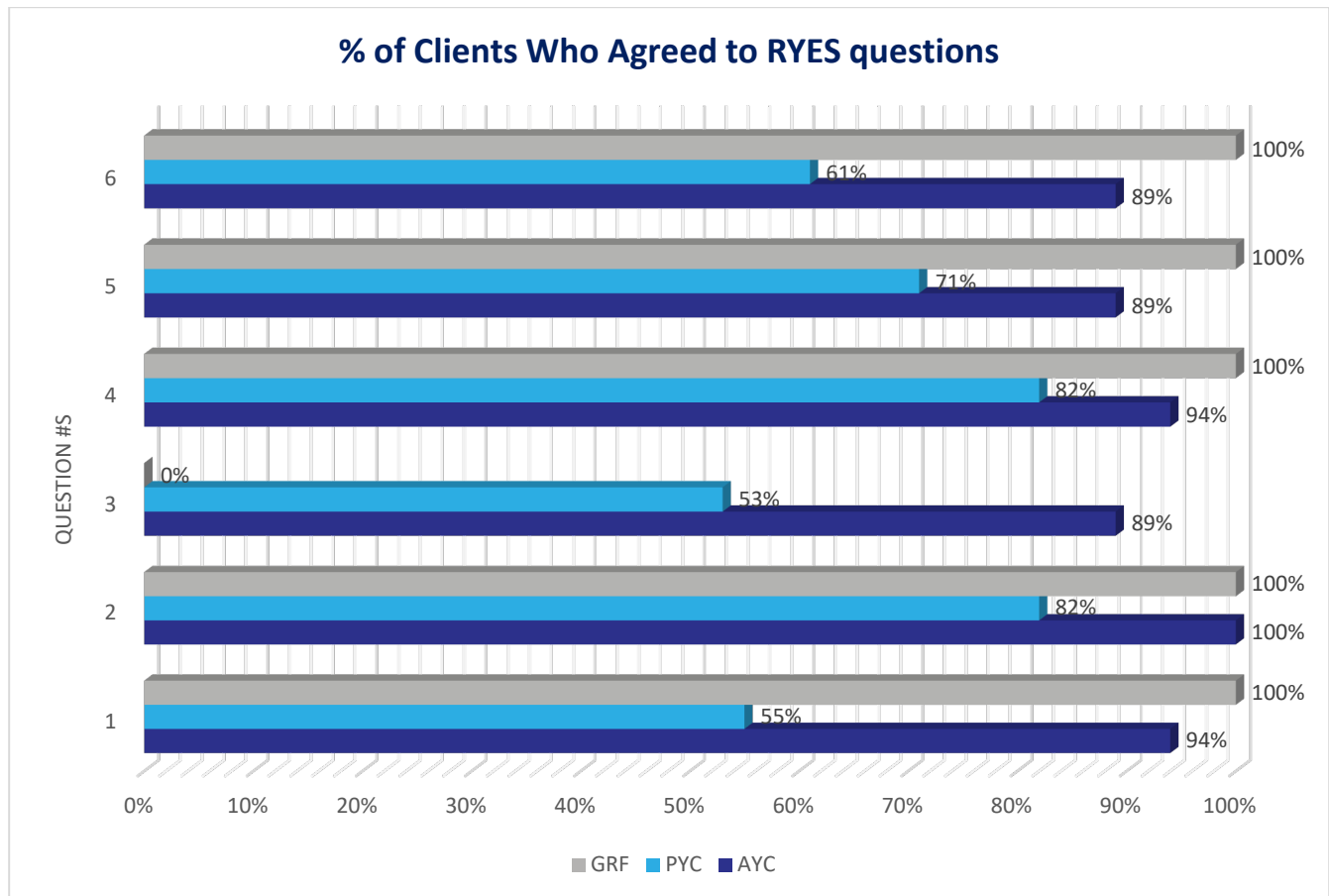
1. Overall, I feel respected in the facility.
2. I understand the rules and expectations.
3. I have benefitted from the programming and activities.
4. My rights were reviewed with me.
5. I know what to do if I have a complaint or a problem.
6. Someone told me about resources and supports available in the community.
7. What makes you feel safe at the facility (PYC,AYC,GRF)?
8. What are some things you’ve liked about your experience at the facility (PYC,AYC,GRF)?
9. What are some things you would like to see changed at the facility (PYC,AYC,GRF)?
10. Do you have any other feedback?

### **4.2 – Sample Size & Response Rate**

There were only 57 clients who completed a survey in 2023/24, compared with 84 in 2022/23.

### 4.3– Results Comparison

The following chart shows the percentage of clients who agreed to questions 1-6 of the survey, by program:



### 4.4– Arrell Youth Centre Results

Almost all clients (94%) of clients at AYC were satisfied overall (i.e. the # of clients who completed a survey during the period, who responded 'agree' or 'strongly agree' to at least 4 of 6 questions). This is considerably higher than the previous year (48%). It is important to take into account, however, that the questions asked in 2023/24 were different to those asked in 2022/23, plus the way this indicator is calculated has also been changed.

The statement most agreed with (100%) was 'I understand the rules and expectations'. The statements least agreed with (89%) were, 'I have benefitted from the programming and activities', 'I know what to do if I have a complaint or a problem' and 'Someone told me about resources and supports available in the community'.

At least 75% of youth at AYC agreed with all statements included in the survey.

AYC Client Comments - Positive Themes		
Theme	# of Youth	Examples
Safety	8	<ul style="list-style-type: none"> <li>• Staff always being there and the cameras.</li> <li>• Staff (5 comments)</li> </ul>

AYC Client Comments - Positive Themes		
Theme	# of Youth	Examples
		<ul style="list-style-type: none"> <li>• Peers and Programming</li> <li>• My room</li> </ul>
Gym	2	<ul style="list-style-type: none"> <li>• Programming, gym, outside and movies</li> </ul>
Food	2	<ul style="list-style-type: none"> <li>• --</li> </ul>
School	2	<ul style="list-style-type: none"> <li>• --</li> </ul>
Other	1	<ul style="list-style-type: none"> <li>• Meeting people</li> </ul>

AYC Client Comments - Areas for Improvement		
Theme	# of Youth	Examples
More Entertainment	1	<ul style="list-style-type: none"> <li>• More books added and more choice over what can be bought.</li> </ul>
More/Different Food	1	<ul style="list-style-type: none"> <li>• --</li> </ul>
More Programming	4	<ul style="list-style-type: none"> <li>• More options for programming</li> </ul>

#### 4.5– Peninsula Youth Centre Results

68% of youth at PYC were satisfied overall (i.e. the # of clients who completed a survey during the period, who responded 'agree' or 'strongly agree' to at least 4 of 6 questions). This is about the same as the previous year (74%). It is important to consider, however, that the questions asked in 2023/24 were different to those asked in 2022/23, plus the way this indicator is calculated has also been changed.

The statement most agreed with (82%) were 'I understand the rules and expectations' and 'My rights were reviewed with me'. The statements least agreed with (55%) was, 'Overall, I feel respected in the facility'.

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

- I understand the rules and expectations.
- My rights were reviewed with me.

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

- Overall, I feel respected in the facility.
- I have benefitted from the programming and activities.
- Someone told me about resources and supports available in the community.

PYC Client Comments - Positive Themes		
Theme	# of Youth	Examples
Safety	9	<ul style="list-style-type: none"> <li>• The staff watching us makes me feel safe</li> </ul>
		<ul style="list-style-type: none"> <li>• My IP and Staff.</li> </ul>
		<ul style="list-style-type: none"> <li>• The staff that I get along with and the other youth.</li> </ul>
		<ul style="list-style-type: none"> <li>• Just being here and being able to do programming</li> </ul>
		<ul style="list-style-type: none"> <li>• The one to one program</li> </ul>
Food/Gym	6	<ul style="list-style-type: none"> <li>• The gym, second plates of food, jokes we've shared and the laughs too.</li> <li>• The gym, staff and youth here.</li> </ul>

PYC Client Comments - Positive Themes		
Theme	# of Youth	Examples
		<ul style="list-style-type: none"> <li>Overall alright, poor customer service at times but weight room and steak on a bun make up for it.</li> </ul>
Staff Compliments	9	<ul style="list-style-type: none"> <li>The good staff that I meet</li> <li>The staff, youth, rules and the school</li> <li>Kids get emotional support Staff do the job professionally</li> </ul>
Programming & Activities	7	<ul style="list-style-type: none"> <li>The dog Program Option to go to church Can use the school computer</li> <li>I graduated</li> <li>When the staff play games with you</li> </ul>
Other	--	<ul style="list-style-type: none"> <li>Level 4</li> </ul>

PYC Client Comments - Areas for Improvement		
Theme	# of Youth	Examples
Safety	10	<ul style="list-style-type: none"> <li>Its jail, you are never safe</li> <li>Nothing makes me feel safe. Needs better staff</li> <li>Nothing makes me feel safe (8)</li> </ul>
Longer Phone Calls	14	<ul style="list-style-type: none"> <li>More time on the phone</li> <li>Get more phone time to talk with family and catch up.</li> </ul>
More Outside Time & Activities	2	<ul style="list-style-type: none"> <li>Add a music program.</li> <li>That we need more games</li> </ul>
More/Different Food	5	<ul style="list-style-type: none"> <li>The food. Other than that - I don't know.</li> <li>Food Menu</li> <li>That kids get the food that they want if the cook is okay with it</li> </ul>
Level System	5	<ul style="list-style-type: none"> <li>Your points or level should not change for defending yourself.</li> <li>The rules and levels.</li> </ul>
Other	6	<ul style="list-style-type: none"> <li>PYC is a great jail to be if you need to get better I would not recommend coming here twice.</li> <li>Needs protective custody in PYC</li> <li>Everything including phone calls, food and programming.</li> <li>Everything. More phone time, more tuck and better schooling.</li> </ul>

#### 4.6 – G.R. Force Results

This fiscal year, we received only 1 survey from GRF. There is insufficient data therefore to do an analysis of client satisfaction. The reason given for surveys not being completed was that there was not a Case Coordination at GRF for most of the year.

## 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?

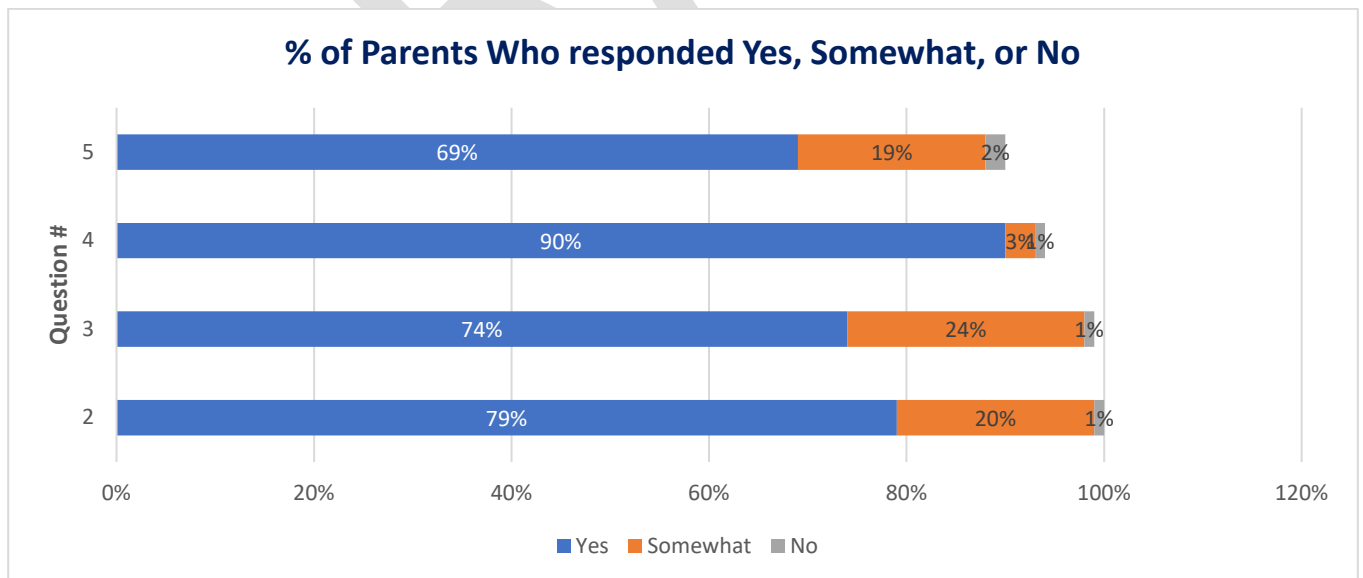
## 5.2– Sample Size & Response Rate

137 parents completed this survey in 2023/24. There were 96 children enrolled in groups that ended during this period; for many children there were two parents in attendance. 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 (96%) of parents were either satisfied or somewhat satisfied with their experience in SNAP groups. No parents were somewhat dissatisfied or dissatisfied. This was similar to the previous year. The question most agreed with (90%) was ‘Has your participation helped you gain more skills as a parent?’ The question least agreed with (69%) was ‘Has your participation improved your relationship with your child?’

The following chart shows the percentage of parents who responded yes, somewhat, or no to questions 2,3,4,5:



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	32	<ul style="list-style-type: none"> <li>• Being more confident. Not feeling guilty.</li> <li>• Parenting strategies, mostly those that encourage positive interactions despite difficult situations. I think this program should be made available (if not mandatory) for all families regardless of the child's behaviour. Every parent should have these skills!</li> <li>• I liked the calm down strategies. I learned different ways to relax before responding to a situation</li> <li>• Helping me to de-escalate situations better. Walking away can be an effective strategy. We can't always fix. We sometimes need to listen and validate.</li> </ul>
Group Sharing & Support	20	<ul style="list-style-type: none"> <li>• Really loved hearing other parents' stories and how they handled situations. Loved all the different tools and suggestions.</li> <li>• Being in a group setting with other parents who can relate to how I feel with regards to when my child is having difficulties.</li> <li>• Group conversations have been very helpful in feeling less isolated concerning issues we are experiencing.</li> </ul>
Communication	10	<ul style="list-style-type: none"> <li>• Learning strategies to help my child, especially effective communication. Watching videos where skills were demonstrated were extremely helpful.</li> <li>• Communication skills and the understanding of the origin of my child's behaviour.</li> <li>• Using techniques of the steps. Understanding the value of communication.</li> </ul>
Emotional Regulation	27	<ul style="list-style-type: none"> <li>• Child learning strategies to help with emotions</li> <li>• Controlling temper in situations/conflicts to maintain cool and understand how to engage "SNAP" during school conflicts.</li> <li>• Ways to disengage and calm myself before responding to situations. Breathing.</li> <li>• I found I learned a lot more as to how to help my son through his emotional state</li> </ul>
Rewards & Discipline	6	<ul style="list-style-type: none"> <li>• Language to use when talking to my child; rewards vs punishment.</li> <li>• Discipline strategies. VIBE. PASTE. Hearing what my child is learning and trying to communicate better with him.</li> <li>• Reward systems and learning to see things from my child's point of view.</li> </ul>
Homework & Booklets	5	<ul style="list-style-type: none"> <li>• Homework ensured I reviewed the topic discussed in session.</li> <li>• Having homework each week was helpful to stay accountable in between sessions.</li> <li>• The handouts, the booklet- great resources.</li> </ul>
Role Play	10	<ul style="list-style-type: none"> <li>• Roleplaying- Get to see the strategies in action</li> </ul>

SNAP Parent Comments - Areas for Improvement		
Theme	# of Parents	Examples
More Personalized	8	<ul style="list-style-type: none"> <li>Overall program is great but would be great to have 1:1 support/check-ins during 12 weeks as a point of trouble shooting for challenges.</li> <li>More of why they act this way, Realistic scenarios, i.e.- multiple kids.</li> <li>More individualized support outside of group. i.e. a phone call between sessions.</li> <li>Allowing different family dynamics. Not all families are the same. Found it difficult to implement the same things due to being a single parent of 2.</li> </ul>
More or Longer Sessions	16	<ul style="list-style-type: none"> <li>Sessions felt rushed at times, even an extra 30 minutes would be helpful. To have slides/presentation emailed. more joint sessions.</li> <li>Slightly longer sessions but overall very well done and beneficial to families.</li> <li>Make the time longer from 1 hour to 1.5 hours and possibly make the length of course less.</li> <li>Session lengths were short and did not allow much time for sharing experiences and asking questions.</li> <li>Group for parents seems too short to go in depth (i.e. ending after 45 minutes)</li> </ul>
Issues with the Materials	9	<ul style="list-style-type: none"> <li>Including more background in the booklet or slide content to help explain in more detail when looking back.</li> <li>I liked the combination of PowerPoint that didn't necessarily cover the exact point of the book, but felt like the booklet could be used more in class and seemed like an outsider in the sessions.</li> <li>Better handouts, material present on screen was much better than book which had limited information.</li> <li>Take the time out module back to the drawing board. Too much value placed on "obedience"-Culturally irrelevant. Forms too much work; invasive.</li> </ul>
More Parent/Child Interaction	5	<ul style="list-style-type: none"> <li>Maybe more child and parent classes.</li> <li>More joint sessions with more role play.</li> <li>More insights into what is happening in child group and how your own child is responding.</li> <li>More child and parent interaction under supervision of SNAP Program. Staff along with their feedback.</li> </ul>
Use of time outs	5	<ul style="list-style-type: none"> <li>Time outs and swearing.</li> <li>A new method to time-outs. I found that hard to do with my child at her age.</li> <li>Other options besides time-outs.</li> <li>Take the time out module back to the drawing board. Too much value placed on "obedience"-Culturally irrelevant. Forms too much work; invasive.</li> </ul>
More discussion/feedback	4	<ul style="list-style-type: none"> <li>Sometimes it worked out that there was time at the end for a more open discussion. Perhaps that could be put in at the end to have time to bounce things off of the other parents.</li> </ul>

SNAP Parent Comments - Areas for Improvement		
Theme	# of Parents	Examples
		<ul style="list-style-type: none"> <li>• More discussion/feedback within group members Less topics to cover and more time to practice</li> </ul>
Location	3	<ul style="list-style-type: none"> <li>• Hard to get through town at 4:45pm.</li> <li>• Maybe just locations.</li> <li>• The location-driving downtown-yuk. The time - I work till 5pm. More in class work and less homework.</li> </ul>
Other	--	<ul style="list-style-type: none"> <li>• I found some parents used group discussion for personal therapy. These conversations should have been shut down sooner.</li> <li>• Can it be addressed in different ways with children with learning difficulties.</li> <li>• Helping with getting the school on board with the program and set things up with them.</li> </ul>

## 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

Both surveys are optional and anonymous and delivered in the final session of groups.

**SURE Youth Experience Survey (SYES) and SURE Parent Experience Survey (SPES)**- Questions 1-7 of the SYES and SPES are rated on a scale (strongly agree, agree, neutral, disagree, strongly disagree). Questions 8,9 and 10 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 am getting along better with my family.
4. I had some success in achieving my desired outcomes.
5. I would recommend this program to others who might need it.
6. I noticed an improvement in our communication.
7. I learned better ways to respond to challenging thoughts and emotions.
8. How did this program help you?
9. What did you like most about this program?
10. What would you change about this program and why?

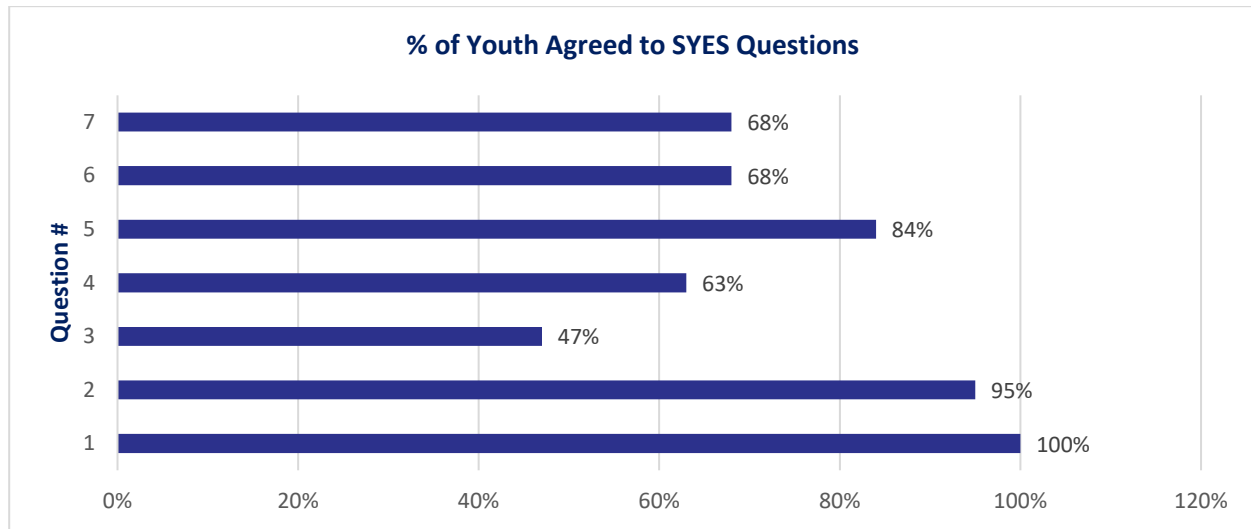
### 6.2 – Sample Size & Response Rate

There were 19 Youth who completed the SYES survey in 2023/24, down from 32 in 2022/23, out of 81 Youth who were enrolled in groups that ended during the period. This is a response rate of 23% lower than the response rate in 2022/23 (34%).

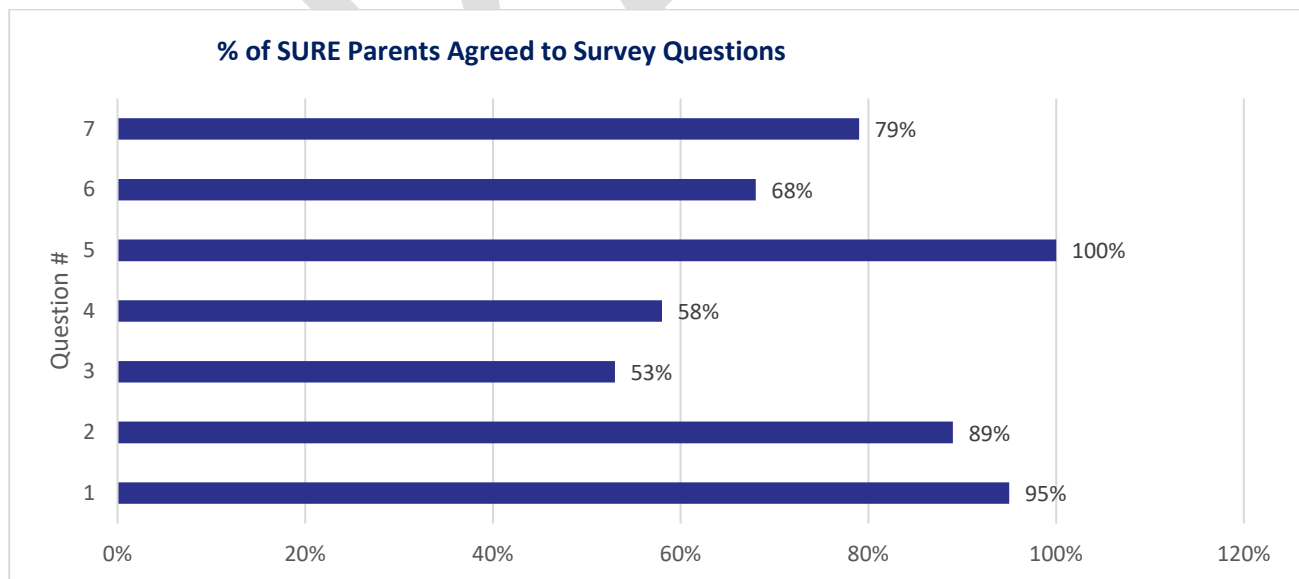
There were 19 Parents who completed the SPES survey in 2023/24. This is down from 39 in 2022/23. Currently there is no report in Caseworks that tells us the number of parents enrolled in groups that ended during a period, so we cannot calculate the response rate.

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

<b>SURE Youth Comments - Positive Themes</b>		
<b>Theme</b>	<b># of Individuals</b>	<b>Examples</b>
Supportive Environment/ Group Dynamic		<ul style="list-style-type: none"> <li>Group discussions with everyone and just talking about life.</li> </ul>
Improved Knowledge or Skills	18	<ul style="list-style-type: none"> <li>This program helped me because before I didn't know how to stop in an argument, I would just keep going on and on. But ever since the group, I feel I know when to stop and I handle things better now.</li> <li>Learning to communicate better with others and expressing my feelings better.</li> <li>Helped me respond to emotions, thoughts and to control and understand them and actions.</li> <li>Being able to see slide shows on what I am feeling and able to share. I like the surebucks too.</li> </ul>
SURE Bucks	3	<ul style="list-style-type: none"> <li>Getting rich in SURE bucks</li> </ul>

<b>SURE Youth Comments – Areas for Improvement</b>		
<b>Theme</b>	<b># of Individuals</b>	<b>Examples</b>
Other	--	<ul style="list-style-type: none"> <li>I would change that we didn't really play games and that the story that staff member told us about the boy that he taught who went to jail. It was really depressing .</li> <li>I thought that SURE bucks were kind of annoying because if you don't know the answer, or feel comfortable raising your hand to talk, then you don't get a prize. Others do and it puts you down and discourages you.</li> <li>Add an extra week, make program longer.</li> <li>The worksheets something don't match my examples.</li> </ul>

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

<b>SURE Parent Comments - Positive Themes</b>		
<b>Theme</b>	<b># of Individuals</b>	<b>Examples</b>
Staff Compliments	2	<ul style="list-style-type: none"> <li>The Facilitators were all very nice and welcoming. Everything seemed organized and well put together. I liked the handouts and work pages</li> </ul>
Improved Knowledge or Skills	20	<ul style="list-style-type: none"> <li>We have learned a few strategies to communicate but still need some improvement. Overall very good program.</li> <li>I learned how to communicate with my child and learned he might not always be able to communicate his feelings.</li> <li>This program gave me tools I didn't even know I needed to deal and communicate with Payton more effectively and respectfully.</li> <li>The systematic approach to identifying emotions' and challenges and building strategies to combat difficult situations. I like the involvement of the kids in talking about strategies and getting the parents and kids to</li> </ul>

SURE Parent Comments - Positive Themes		
Theme	# of Individuals	Examples
		<p>world together on strategies- helping build the parent/ child relationship.</p> <ul style="list-style-type: none"> <li>I loved the module on the trauma responses and the nervous system. The video was awesome as well. I appreciate how the leaders shared personal experience and identified with the kids, showing we all can learn.</li> </ul>
Group Sharing & Support	1	<ul style="list-style-type: none"> <li>It gave my child the opportunity to interact with other kids who have similar challenges to him and feel less alone. It also helped my child to hear and develop useful strategies for managing big feedings from another mentor figure that wasn't me!</li> </ul>

SURE Parent Comments – Areas for Improvement		
Theme	# of Individuals	Examples
More or Longer Sessions	1	<ul style="list-style-type: none"> <li>Make it longer per visit and in total length in order to dive deeper and practice what we have learned. Make a group for older teens.</li> </ul>
More Discussion or Participation	5	<ul style="list-style-type: none"> <li>Maybe sitting in a circle and doing icebreakers with each other. More group work to get participation. Some activities that would involve creativity (i.e. art, etc.) The time 5pm may be restrictive for some people to make after work.</li> <li>I would love for this program to have a block of time for the kids or parents to discuss whatever is bothering them at the moment. At one point someone in the group did have an issue that was bothering them and I loved that the facilitator allowed the individual to talk regardless of the amount of time it took! Just want to support her in the fashion that makes her feel safe and loved.</li> <li>I would make it so the families get to talk and get to know each people.</li> <li>More children involvement - act out some problems together as a team.</li> </ul>
Other	--	<ul style="list-style-type: none"> <li>Very complex concepts that need more examples/more than one otherwise sometimes it doesn't sink in. -Using words that haven't been defined- maybe use more kid friendly words to explain. -To work on it through the week, it would be useful to have modules to refer to. - Helpful to all learn the same techniques. -Sometimes move too fast. - Activities could have been more inclusive i.e. painting the box could have foam stickers as well that are more tactile.</li> </ul>

## 7. PAR CLIENT EXPERIENCE SURVEYS

### 7.1- Survey Design & Administration

The PAR Client Experience Survey is an optional and anonymous survey for clients in our PAR. There are Questions 1-5 of the survey are rated on a scale (1 = strongly agree, 5 = strongly/disagree), while question 6 is open-ended. The questions are:

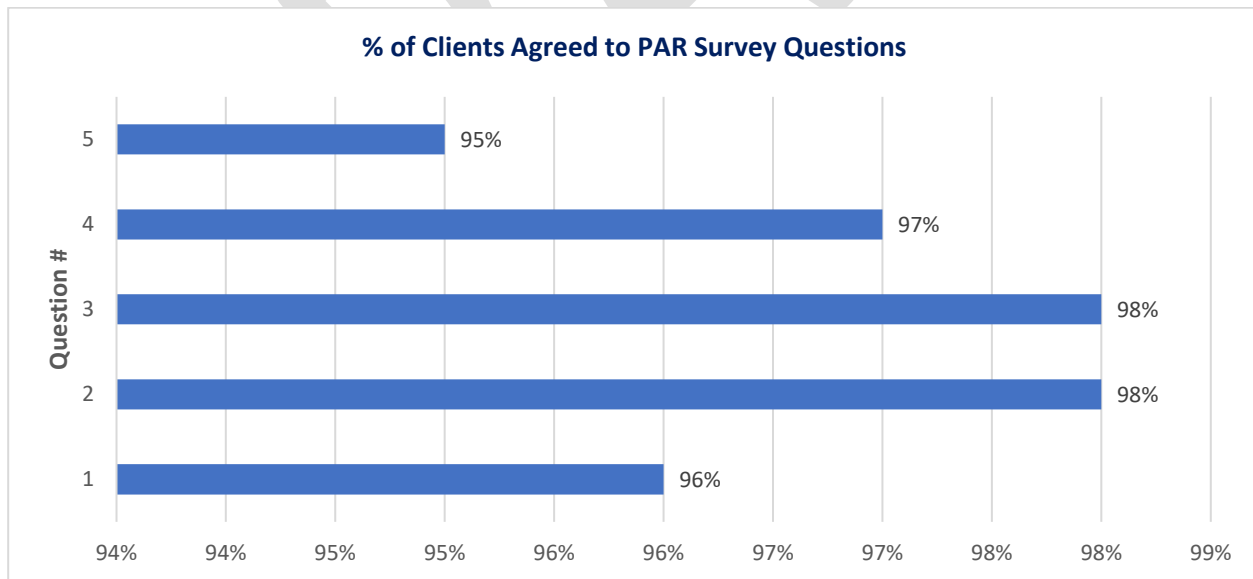
1. I was provided with an intake appointment quickly after I called in to start with PAR.
2. During my intake and during orientation, I received adequate information about program.
3. The PAR group facilitators lead discussions well and delivered information clearly while I was attending group.
4. I gained some knowledge or perspective through my attendance at the PAR program.
5. Attendance at the PAR program helped me reflect on my behaviour and encouraged me.
6. What did you like about the PAR program.

### 7.2 - Sample Size & Response Rate

In 2023/24, there were 158 surveys collected. This is the first year that this data has been collected and at present there is no balanced scorecard for this program.

### 7.3- Results

The following chart shows the percentage of clients who agreed in questions 1-5 of the survey:





The following tables summarize themes from the qualitative comments provided by clients in the PAR program:

PAR Client Comments - Positive Themes		
Theme	# of Individuals	Examples
Supportive Environment/ Group Dynamic	20	<ul style="list-style-type: none"> <li>• The overwhelming feeling of safety</li> <li>• I really enjoyed how the material was presented. By having Facilitators who were friendly and easy going, it allowed me to vulnerable which greatly influenced my takeaway from each session.</li> <li>• I liked everything about the PAR Program especially where everyone can speak and be heard.</li> <li>• Open discussions and it touched on things that made me want to be a better person.</li> <li>• The Facilitators, the different perspectives of the attendees, the opportunity to reflect and explore myself, my choices and my actions.</li> </ul>
Staff Compliments	33	<ul style="list-style-type: none"> <li>• I liked how nice the staff was.</li> <li>• I liked the fact that the instructors were very knowledgeable about the things they spoke about. The instructors were very kind</li> <li>• The PAR Facilitators where relatable, friendly, professional and knowledgeable.</li> <li>• engaging, passionate and down to earth facilitators.</li> </ul>
Improved Knowledge or Skills	15	<ul style="list-style-type: none"> <li>• I liked the fact that everything we discussed I already use and apply in my life for the last 13 years.</li> <li>• Helped me to self -reflect- identify areas that I need improvement so that I can have control over my life. I got what I need to have a better future. Learning life skills and listening to alternative opinions and viewpoints.</li> <li>• Par program can definitely help a person get back to be being a mature, responsible and collective person. Taught me most to breath and think a bit before reacting.</li> </ul>
Schedule	5	<ul style="list-style-type: none"> <li>• Availability and flexibility with weekly meetings.</li> <li>• The accommodation to my busy schedule. There's lots of times to attend</li> <li>• Flexible schedule. Staff works with you.</li> </ul>
Other	7	<ul style="list-style-type: none"> <li>• I love everything. I loved being there and talking .</li> <li>• loved how I was picked to speak. I did not like to before but now I do and I'm very thankful.</li> <li>• Free place to talk with no judgement. Staff didn't push me to talk about what I didn't want too.</li> </ul>

PAR Client Comments – Areas for Improvement		
Theme	# of Individuals	Examples
No improvement needed	68	<ul style="list-style-type: none"> <li>• Nope, they executed everything properly. I actually felt enlightened to be in the group and understand different coping methods.</li> </ul>

PAR Client Comments – Areas for Improvement		
Theme	# of Individuals	Examples
		<ul style="list-style-type: none"> <li>• It's absolutely perfect. It's helpful to a lot of people.</li> <li>• Nothing at all. I want to thank the PAR Program for making me be a better person towards myself and others.</li> <li>• Everything was great- keep up the good work. You are doing great!</li> </ul>
Time/Scheduling/location	8	<ul style="list-style-type: none"> <li>• If anything, maybe to be able to come more than once a week.</li> <li>• I wish there was more time for one on one discussions with the facilitators.</li> <li>• Closer to the East End.</li> </ul>
Groups/ homework	10	<ul style="list-style-type: none"> <li>• Would be more effective in one on one sessions.</li> <li>• Smaller groups.</li> <li>• If I had to make a change I think it would be to include some written work to take home and reflect on after the class.</li> <li>• I have social anxiety and classes started to become big during the end of my courses/class and made me a little more uncomfortable.</li> <li>• having mixed classes with men and women to possibly get more insight from both genders.</li> <li>• Class sizes are smaller/ keeping with the same group of people throughout the weeks. I think this would increase class participation.</li> <li>• Maybe more interactive activities besides talking.</li> </ul>

## 8. PAC CLIENT EXPERIENCE SURVEYS

### 8.1- Survey Design & Administration

The PAC Client Experience Survey is a voluntary, and anonymous six question survey that is offered to both parent and youth involved in the PAC program. In accordance with 17-7-5 PAC Client Experience Survey, all parents and youth are offered the survey in hard copy at the last session of the PAC program.

Questions 1-4 of the survey are rated on a scale ((1 = strongly agree, 5 = strongly/disagree), while questions 5, and 6 are open-ended. The questions are:

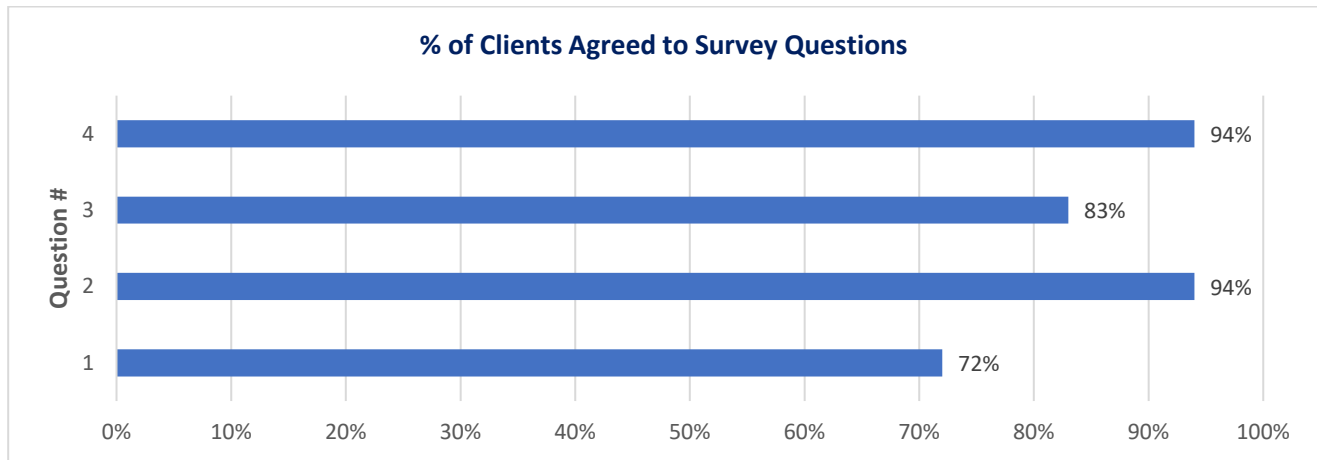
1. My family situation has improved.
2. I am better equipped to manage conflict.
3. I have a better understanding of my family members perspective.
4. I am satisfied with the service I received in the PAC program.
5. What did you find most helpful about the PAC program?
6. How could the PAC program be improved?

## 8.2- Sample Size & Response Rate

There were 12 parent/ guardians and 6 children who completed this survey in 2023/24 out of 27 clients who completed the program. This is a response rate of 66%%

## 8.3- Results

The following chart shows the percentage of clients who agreed in questions 1-4 of the Survey:



The following tables summarize themes from the qualitative comments provided by clients in the PAC program:

PAC Client Comments - Positive Themes		
Theme	# of Individuals	Examples
Supportive Environment/ Communication	6	<ul style="list-style-type: none"> <li>• Having someone to talk to.</li> <li>• My child had someone to talk to. I'm a single parent and it can be hard. There are times when my child doesn't want to talk to me. I have noticed her behaviour change with support of the PAC Worker. Was a good advocate for us, too.</li> <li>• I find its good that we have someone to talk to and they help with problems. There is no more toxic stuff and less fights.</li> <li>• The PAC program has become a bridge to help family members to understand each other's perspective.</li> </ul>
Staff Compliments	4	<ul style="list-style-type: none"> <li>• Staff member always listens to my concerns of what has been happening with the boy's behaviors and asks questions of the boys to get them to participate in problem solving. Has given them handouts that they can use about different things we are trying to work on such as sleep habits, morning routines- etc.</li> <li>• Staff member shows that she truly cares about our family and didn't feel she was just another worker. My child and I are able to talk freely without judgement.</li> </ul>

PAC Client Comments - Positive Themes		
Theme	# of Individuals	Examples
		<ul style="list-style-type: none"> <li>Having Staff as part of a family dynamics, has been a game changer for the better! Knowing there is someone that is vested in our well-being-knowing that in a certain time every two weeks) we will have her as our touch stone.</li> </ul>
Improved Knowledge or Skills	4	<ul style="list-style-type: none"> <li>The resources and always different problem-solving techniques.</li> <li>The materials to help improve the children's behaviors.</li> </ul>

PAC Client Comments – Areas for Improvement		
Theme	# of Individuals	Examples
No improvement needed	5	<ul style="list-style-type: none"> <li>Wouldn't change a thing</li> </ul>
Wait times	1	<ul style="list-style-type: none"> <li>Shorter wait times</li> </ul>

## 9 DISCUSSION & RECOMMENDATIONS

### 9.1- Grocer-ease Client Experience Survey

The response rate for this survey increased in 2023/24, which indicates that mitigating strategies put in place in 2023/24 (updated procedure and training) have been effective.

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. Several clients, however, did mention the need for the program to introduce alternative means of payment, for example debit cards. The lowest level of agreement is found in question 3 with 32% of clients expressing that the program had not helped them to add fresh fruit and vegetables to their diet. This makes sense since it is not a direct goal of the program. There was, however, a huge increase in the number of clients that agreed that talking with Grocer-Ease staff helped to ease their social isolation, from 29% to 89%

#### Recommendations:

- Continue to monitor compliance with the survey procedure in 2024/25 and help to problem solve around barriers preventing survey collection.
- Consider options for introducing the use of debit cards by clients for payment of fees and groceries.

### 9.2- Residential Youth Experience Survey

At present we are unable to track how many youths were offered a survey to complete so are unable to calculate the response rate. The number of surveys completed (57), however, is certainly lower than last year (84) and only one survey was completed at GRF because the program did not have a Case Coordinator for most of the year.

At AYC, results demonstrated an increase in satisfaction compared to the previous year, although it's worth bearing in mind that only 18 youth completed the survey. At PYC, results demonstrated decent satisfaction levels and the results didn't change much from the previous year.

At AYC at least 75% of youth agreed with all statements included in the survey. Lack of satisfaction with programming options was a continuing theme and at PYC only 53% of youth at agreed they have benefitted from the programming and activities offered.

Changes were made to the structure of the survey in 2023/24 to encourage more qualitative feedback from the youth. As a result, PYC received more qualitative feedback compared to the previous year, although comments from AYC and GRF remained low.

When requesting positive feedback, the most common responses were liking the food, gym, and staff. This year clients were asked an open-ended question about what made them feel safe at the facility and there were some positive comments from youth, including many saying that staff made them feel safe and staff are to be commended for this. 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:**

- Add an option to Caseworks to report on how many youths were offered the survey but declined so the response rare can be cancelled.
- Ensure that GRF youth are provided with the opportunity to complete the surveys, regardless of staffing issues, to ensure their voices are heard.
- Monitor continued 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.

### **9.3– SNAP Parent Experience Survey**

Although we're not able to calculate an exact response rate, with 137 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 improve their relationship with their child?

Once again, this survey generated 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, emotional regulation, followed by group sharing and then communication. Clients also very much appreciated the role-playing aspect of the program.

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 wanting more time for discussion and feedback and other had issues with the group materials; for example, the material presented on screen being better than in the book which had limited information. A few wished there had been more parent/child interaction, and three had issues with the downtown location.

**Recommendations:**

- Consider if and how the program should be helping parents to improve their relationship with their child.
- Consider extending the length of sessions to allow for more group discussion about personal examples.
- Add a report to Caseworks that tells us the number of parents who enrolled in groups that ended during a period, so we can calculate the response rate.

## 9.4 – SURE Parent & Youth Surveys

The response rate for this survey can be improved (less than one quarter of youth discharged completed one).

Only 47% of youth agreed and 54% of parents agreed they were getting on better within the family. Less than 75% of youth and parents agreed that they had some success in achieving desired outcomes and/or noticing an improvement in communications.

Neither youth nor parents provided much qualitative feedback. Parents provided some very positive comments about the skills learned. One parent would have liked there to be more and/or longer sessions in order to dive deeper and practice what they have learned and others would have liked to see group members participate better in the discussions.

**Recommendations:**

- Ensure staff are trained and in compliance with 17-7-6 SURE Client Experience Survey.
- Carry out regular audits of how many surveys are completed to encourage higher response rates.
- Consider placing additional emphasis on family interaction during groups as a way of improving family dynamics
- Encourage clients to provide more detailed feedback about ways to improve the program.

## 9.5 – PAR Surveys

In 2023/24, there were 158 surveys collected. This is the first year that this data has been collected and at present there is no balanced scorecard for this program. The overall response from clients was overwhelmingly positive. 63 of the comments said that clients would not change a thing about the program, with over 95% percentage of clients agreeing with each statement.

Comments included 33 positive statements about staff, referencing that they were knowledgeable, very kind, relatable, friendly, professional, engaging, passionate non-judgmental and down to earth facilitators.

A majority of clients mentioned the supportive environment and positive group dynamics and learning new skills and strategies. Several clients mentioned it may be beneficial to have smaller classes to encourage class participation

**Recommendations:**

- Create a procedure to guide completion of the survey
- Create a BSC so survey results can be monitored quarterly

## 9.6– PAC Surveys

Three-quarters of the participants completed the survey. The lowest positive response (72%) was to the question 'my family situation has improved'. Over 90% of respondents, however agreed they were better equipped to manage conflict.

No recommendations.

## 9.7- General observations

1. While many programs had good response rates more needs to be done to ensure clients in other programs (SURE, Residential, Grocer Ease) have their opportunity to provide feedback on the services they receive.
2. Similar to incident reporting, the collating and analysis of client survey Information is time consuming and labour intensive, especially the trending and analysis of narrative feedback. In 2024/25 it is suggested the organization explores other ways of achieving this.
3. Ensure that Caseworks, as part of the annual client satisfaction data report, provides all necessary information, for example, number of parents who enrolled in SNAP groups, how many youth were offered the survey etc. to ensure compliance rates can accurately be calculated.