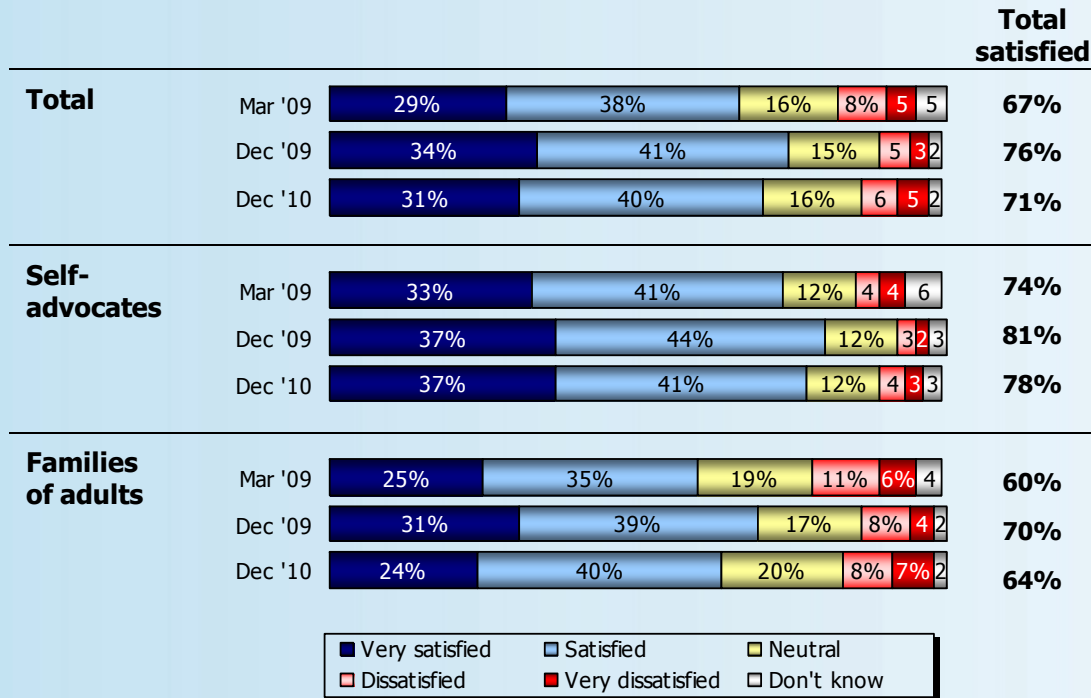


December 2010 Community Living BC Service Satisfaction Survey



MUSTEL GROUP
MARKET RESEARCH

➤ Overall Satisfaction with Services Provided by CLBC

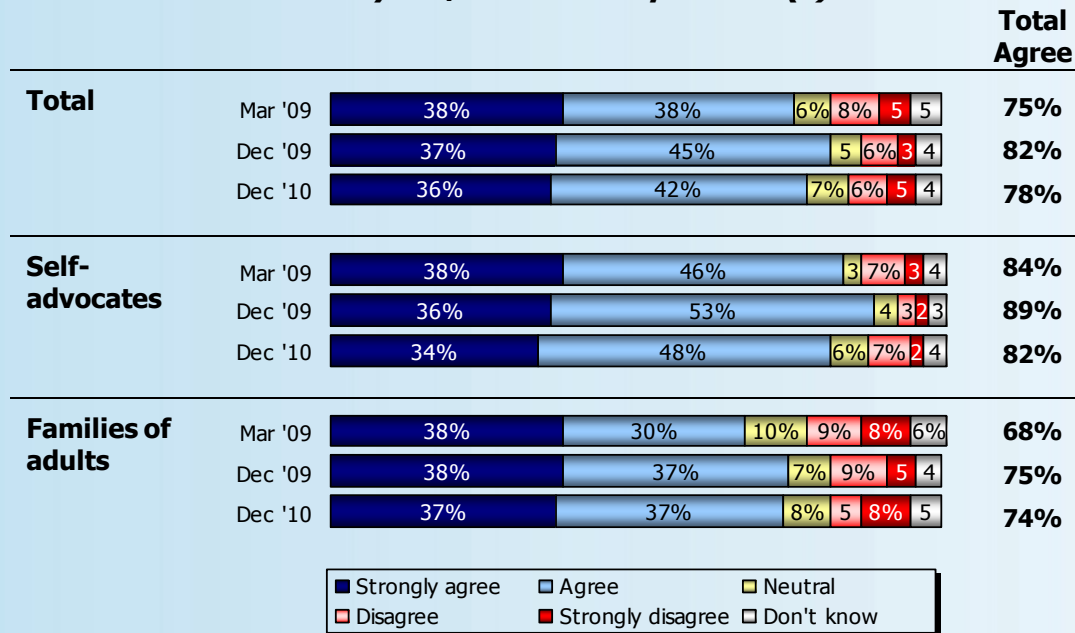


Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

Q.8) Overall how satisfied are you with the services you receive from Community Living BC./Please rate your overall satisfaction with the services provided by CLBC to the individual receiving services.

Level of Agreement with Statement Regarding Level of Support by Service Providers

I feel the individual receiving services is well supported by his/her service provider(s)*



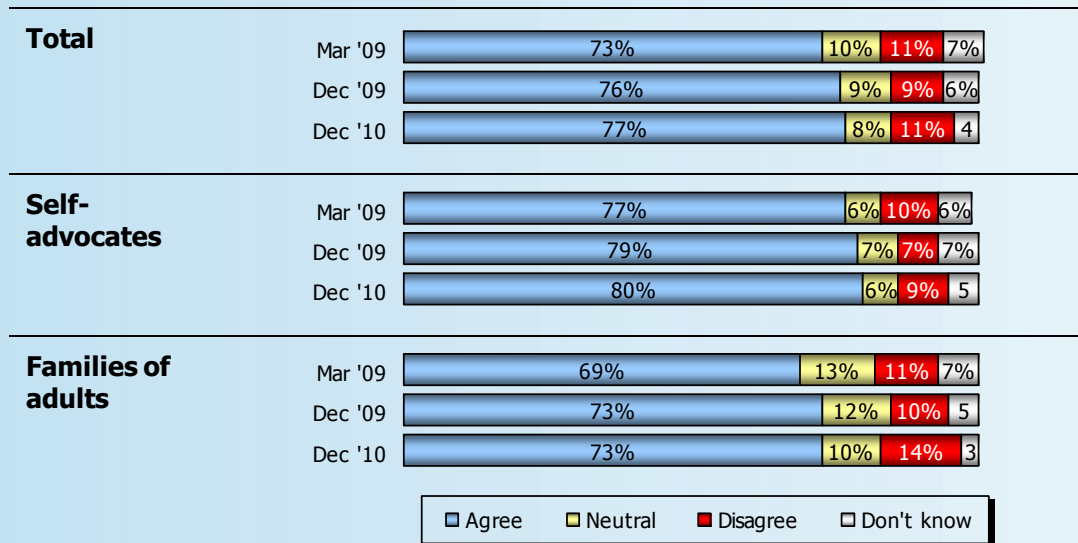
Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

Q.6) To what extent do you agree or disagree with the statement:

*Self Advocate wording: I feel well supported by my service provider(s)

➤ Agreement with Service Statements

*"My family and I have a **trusting and respectful relationship** with CLBC staff"*



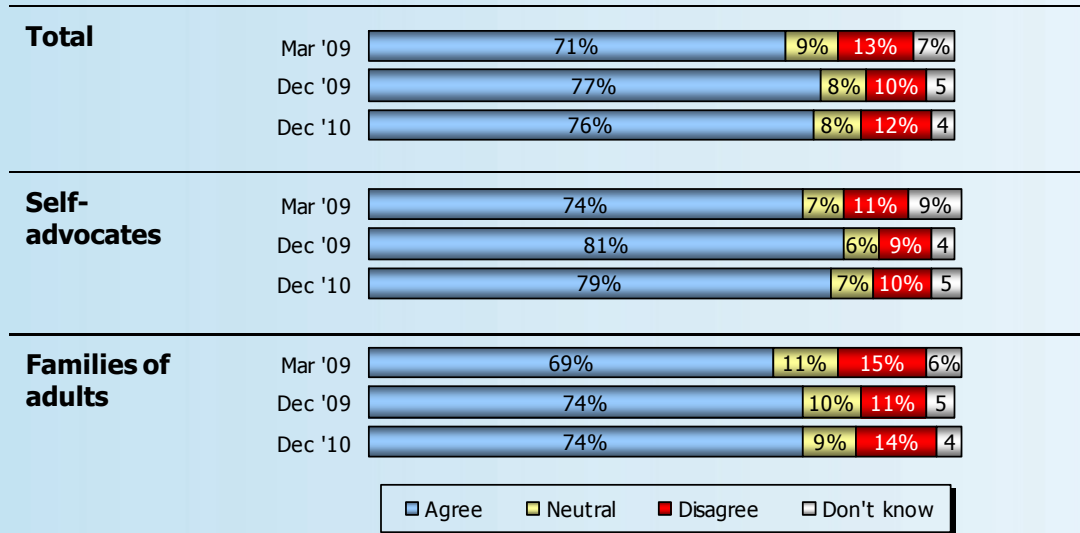
Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

Q.7) To what extent do you agree or disagree with the following statements about how CLBC staff has worked with you.

continued...

➤ Agreement with Service Statements (*cont'd*)

"My concerns were listened to"



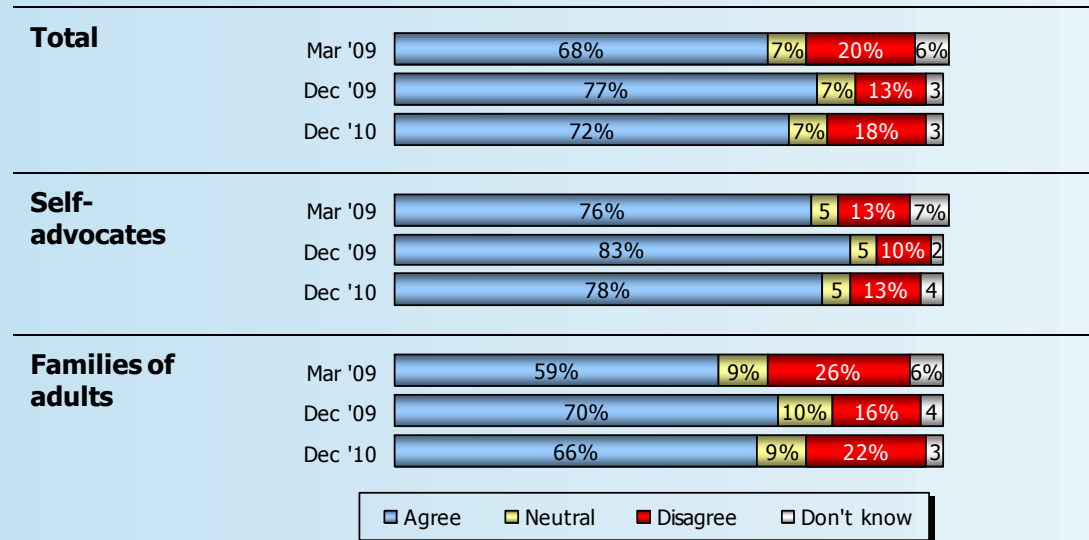
Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

Q.7) To what extent do you agree or disagree with the following statements about how CLBC staff has worked with you.

continued...

➤ Agreement with Service Statements (*cont'd*)

"I/the individual was provided with the services needed"



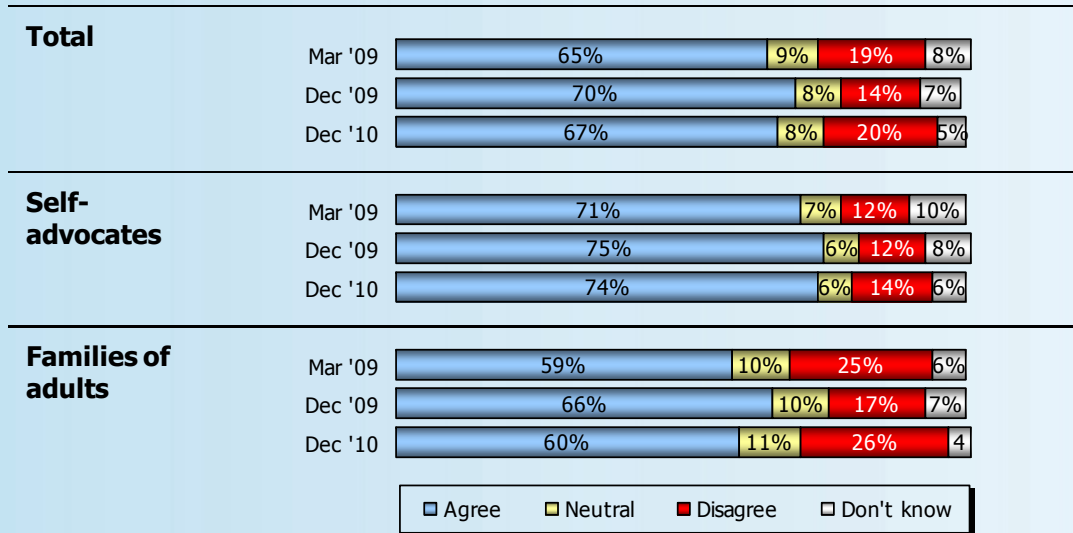
Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

Q.7) To what extent do you agree or disagree with the following statements about how CLBC staff has worked with you.

continued...

➤ Agreement with Service Statements (*cont'd*)

*"My concerns were addressed
in a timely manner"*



Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

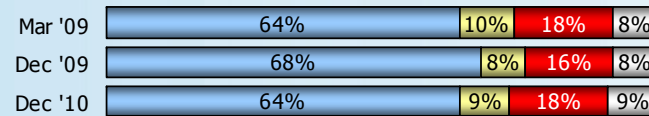
Q.7) To what extent do you agree or disagree with the following statements about how CLBC staff has worked with you.

continued...

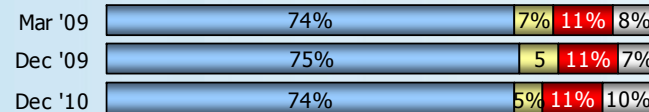
➤ Agreement with Service Statements (*cont'd*)

"I was provided with useful referrals and resources"

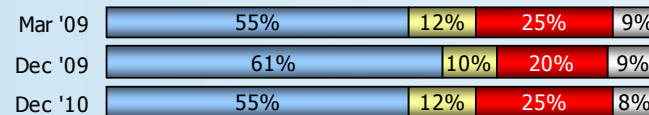
Total



Self-advocates



Families of adults



Agree
 Neutral
 Disagree
 Don't know

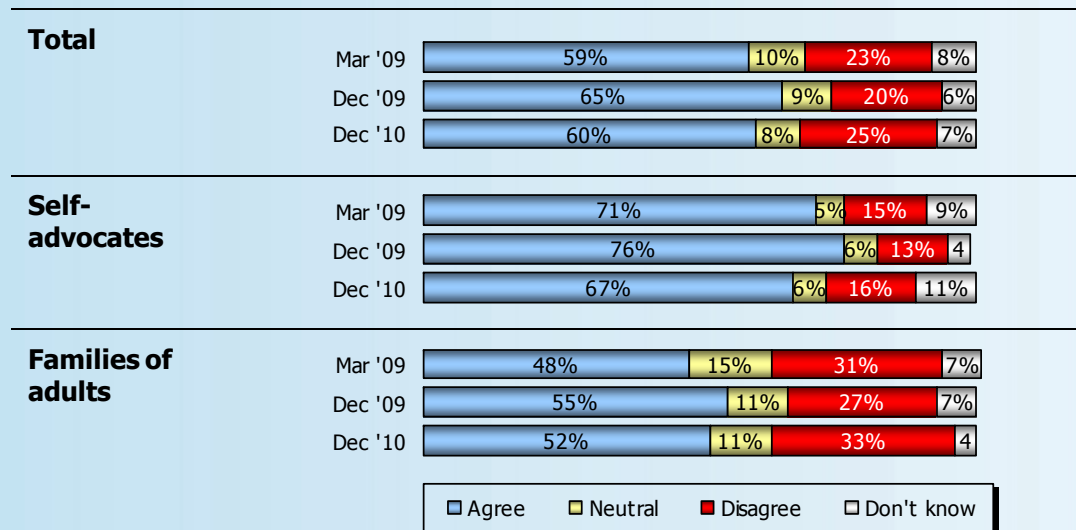
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Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

Q.7) To what extent do you agree or disagree with the following statements about how CLBC staff has worked with you.

continued...

➤ Agreement with Service Statements (*cont'd*)

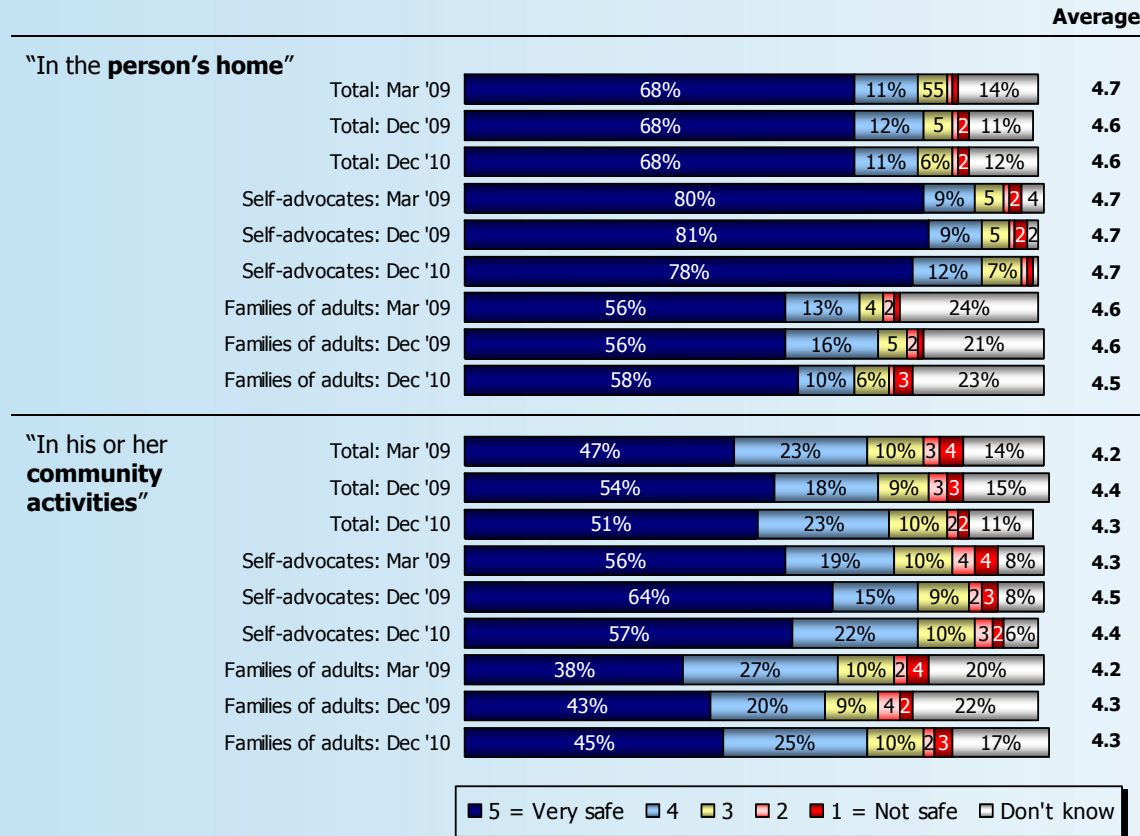
*"I find it **easy to access information** for the services needed"*



Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

Q.7) To what extent do you agree or disagree with the following statements about how CLBC staff has worked with you.

➤ Adequacy of Safeguards of CLBC Funded Services ...

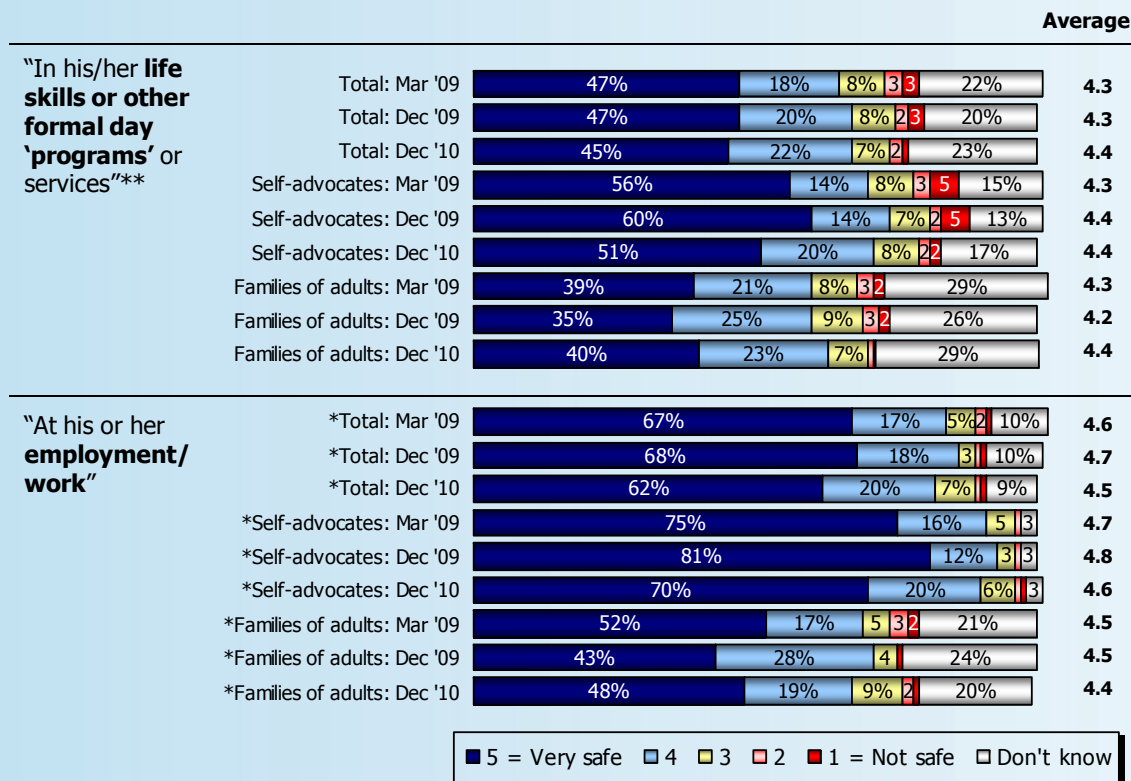


Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

continued...

Q.5a-d) On a scale of 1 to 5 where 1 means not safe and 5 means very safe, please rate the extent to which you feel CLBC funded services have adequate safeguards in place in the following areas:

➤ Adequacy of Safeguards of CLBC Funded Services... (cont'd)



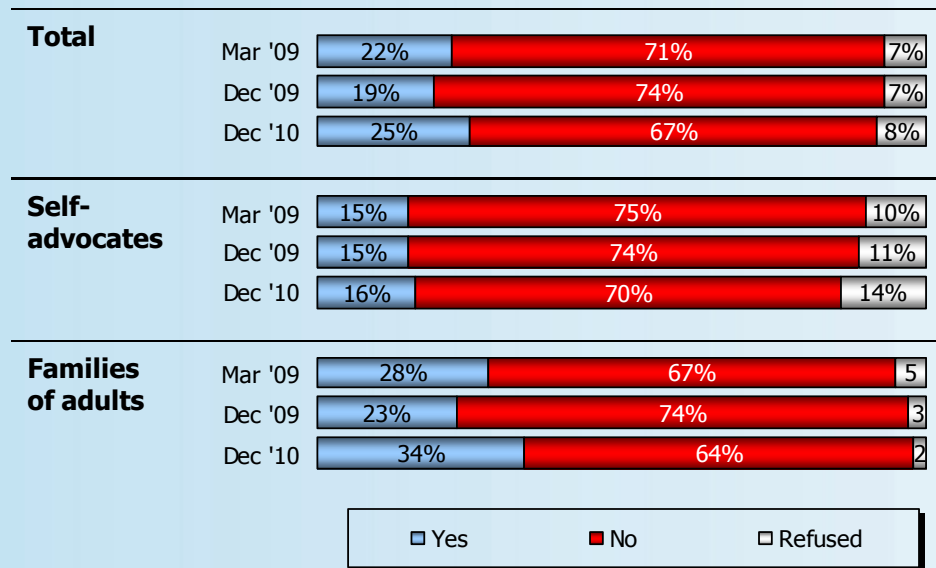
Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

*Total working: Mar '09 (n=208), Dec '09 (n=293), Dec '10 (n=320)
 *Self-advocates working: Mar '09 (n=132), Dec '09 (n=190), Dec '10 (n=227)
 *Families of adults working: Mar '09 (n=76), Dec '09 (n=103), Dec '10 (n=93)

Q.5a-d) On a scale of 1 to 5 where 1 means not safe and 5 means very safe, please rate the extent to which you feel CLBC funded services have adequate safeguards in place in the following areas:

**Self-advocates wording: "When you attend organized programs outside your home"

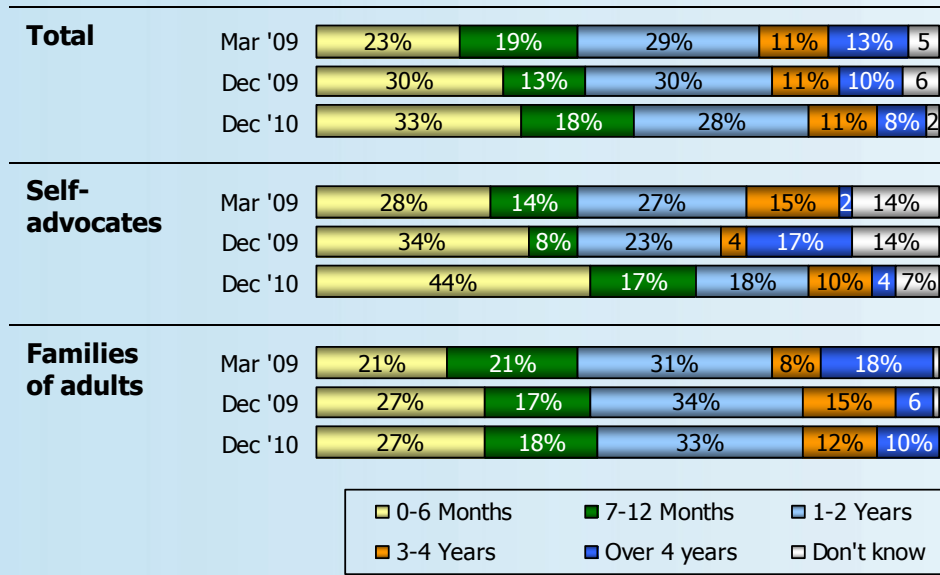
➤ Requested Paid Supports/Services Yet to be Provided



Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

Q.9a) Have you requested paid supports or services, which have not yet been provided?

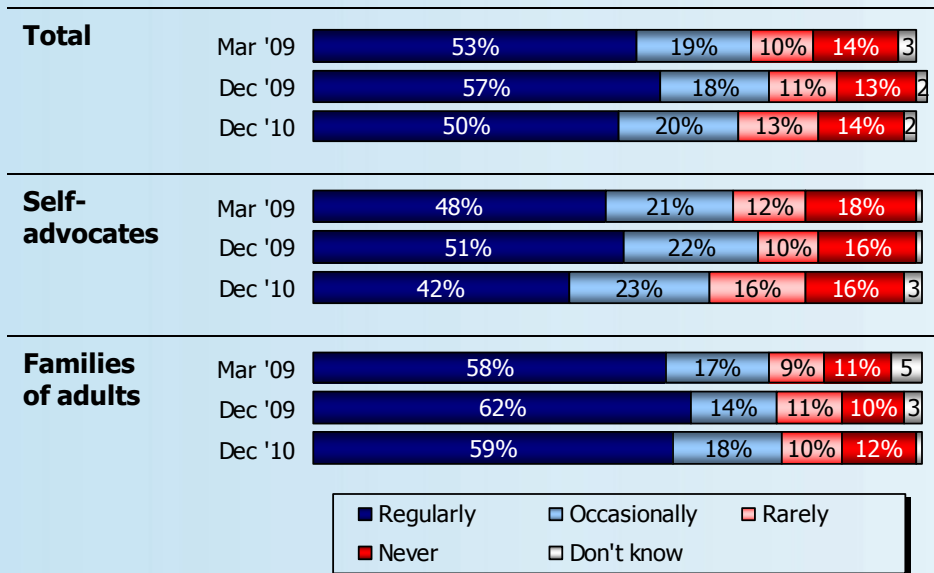
➤ Requests for Paid Supports/Services



Base: Those who requested paid supports or services, which have yet been provided
Total: Mar '09 (n=130), Dec '09 (n=171), Dec '10 (n=245)
Self-advocates: Mar '09 (n=43), Dec '09 (n=66), Dec '10 (n=98)
Families of adults: Mar '09 (n=87), Dec '09 (n=105), Dec '10 (n=147)

Q.9b) How long have you been waiting?

➤ Frequency of Participating in Community Activities



Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

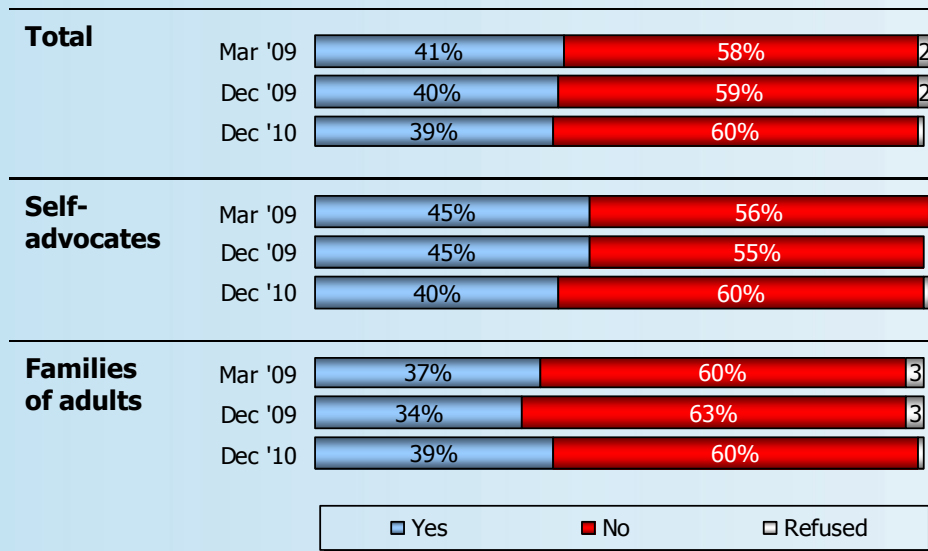
Q.2a) How often does the individual receiving services participate in activities within the community? (example: church groups, recreation activities like swimming or bowling, or clubs) would it be...

➤ People in Community Involved With

Those who regularly/occasionally participate in community activities									
	Total			Self-advocates			Families of adults		
	Mar '09 (433) %	Dec '09 (681) %	Dec '10 (730) %	Mar '09 (201) %	Dec '09 (331) %	Dec '10 (391) %	Mar '09 (232) %	Dec '09 (350) %	Dec '10 (339) %
Family	25	20	24	22	20	22	28	20	26
Program staff	42	50	42	34	33	30	50	66	52
Friends	17	18	19	26	30	32	10	7	8
Volunteers	5	7	7	7	9	7	4	5	6
Other people	8	2	4	10	4	2	7	1	5
Alone	-	-	3	-	-	5	-	-	2
Don't know	2	3	2	2	4	1	3	2	2

Q.2b) Is it more often in the company of:

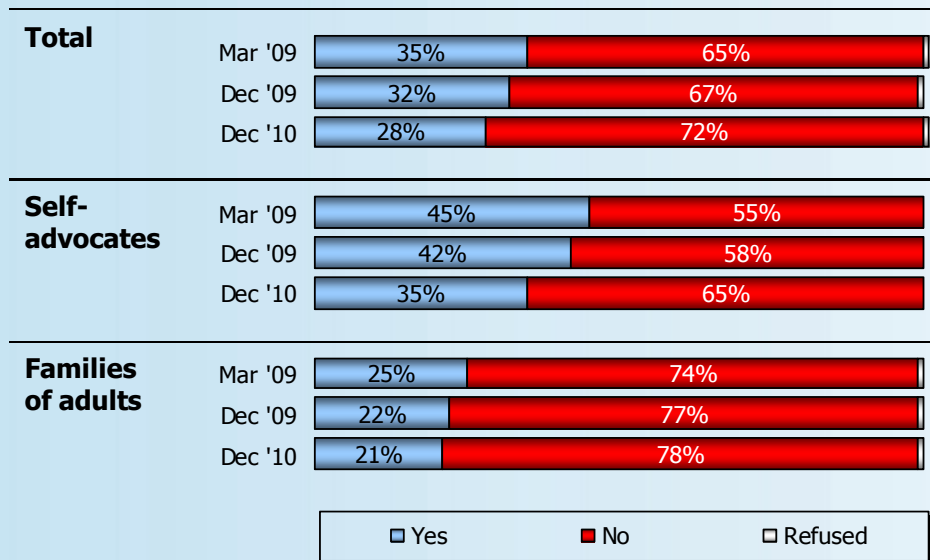
➤ Individual Participates in Volunteer Activities in the Community



Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
 Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
 Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

Q.4) Does this individual participate in any volunteer activities in the community?

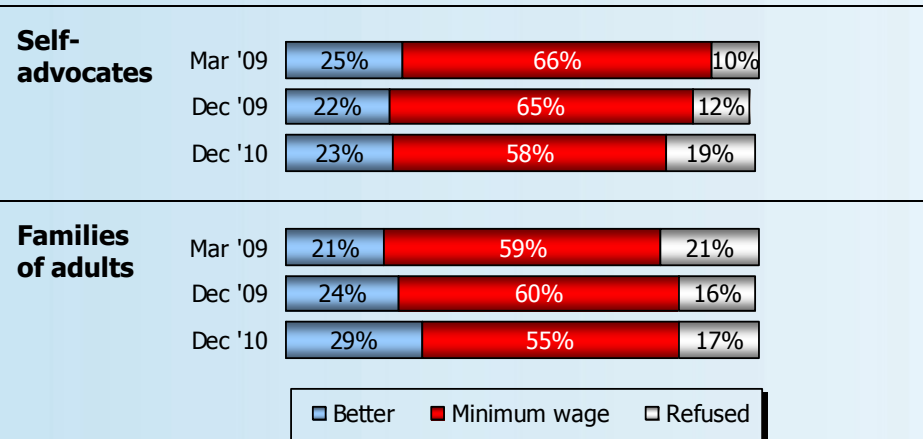
► Individual Works for Pay



Base: Total: Mar '09 (n=602), Dec '09 (n=914), Dec '10 (n=1,059)
Self-advocates: Mar '09 (n=293), Dec '09 (n=451), Dec '10 (n=619)
Families of adults: Mar '09 (n=309), Dec '09 (n=463), Dec '10 (n=440)

Q.3a) Does this individual work for pay?

➤ Wage among those Working



Base: Those employed:

Self-advocates: Mar '09 (n=132), Dec '09 (n=190), Dec '10 (n=227)

Families of adults: Mar '09 (n=76), Dec '09 (n=103), Dec '10 (n=93)

Q.3b) Is that: