



include Me!

Quality of Life Initiative

Overall Summary Report 2019/20
June 2020

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PROJECT BACKGROUND AND RESEARCH METHODS

include Me! is a Community Living BC (CLBC) project which invites individuals to participate in a survey that measures quality of life from their perspective. CLBC engaged R.A. Malatest & Associates Ltd. (Malatest) to conduct data collection and analysis for the previous survey periods: 2012/13, 2013/14, 2014/15, 2015/16, 2016/2017, 2017/18 and 2018/19. Malatest administered and managed the eighth round of the *include Me!* survey in 2019/20; this report summarizes findings from this 2019/20 survey wave. The survey is designed to gather the opinions of persons with developmental disabilities about their quality of life with the aim of seeing these opinions combined to aid decision-making for CLBC and participating service providers.

Eight years of data, collected from 76 service providers throughout the province, allows for deeper levels of analyses. In this report, Malatest provides an examination of trends over time for each quality of life indicator, and examination of differences among various demographic groups. Further, the data now includes a second round of survey participation for 30 service providers, including nine providers from 2019/20¹; this allows changes over time for these service providers to be examined.

1.1 Quality of Life Measurement Framework

The survey used was based on the *My Life: Personal Outcomes Index™ (My Life)*, a framework developed by internationally-renowned Dr. Robert Schalock to measure quality of life for persons with developmental disabilities. The *My Life* framework is based on eight quality of life domains, which are grouped into three key factors: *Well-Being*, *Independence*, and *Social Participation* (see Figure 1).

Figure 1 My Life: Personal Outcomes Index™ Key Factors and Associated Domains

WELL-BEING	INDEPENDENCE	SOCIAL PARTICIPATION
Emotional Well-Being	Self-Determination	Rights
Material Well-Being	Personal Development	Interpersonal Relations
Physical Well-Being		Social Inclusion

The following are broad definitions of the *My Life* Quality of Life domains:

Well-Being

- Emotional Well-Being – perception of happiness, safety, and appreciation.
- Physical Well-Being – perceived quality of health and lifestyle.
- Material Well-Being – perceived financial capacity and material wealth.

Independence

- Self-Determination – perceived ability to set goals and make decisions and choices.

¹ As of this year, two agencies have participated in a third round of *include me!* surveying.



- Personal Development – perceived ability to learn and do different and new things that matter to the respondent.

Social Participation

- Rights – right to privacy, ability to make choices and oppose decisions, and respect.
- Interpersonal Relations – satisfaction with relationships and social interaction.
- Social Inclusion – extent of and satisfaction with community interaction.

The *My Life* survey instrument addressed each of the eight quality of life domains directly. The survey process was designed to be engaging to participants and maximize self-reporting among persons with developmental disabilities. The original survey consisted of six questions for each domain, and two additional questions on transportation and employment, resulting in a total of 50 questions. During the 2014/15 survey administration process, four new questions were added: one on transportation, two follow-up questions on employment, and an overall quality of life question. These questions were also included in the subsequent survey administrations up until the 2018/19 year. In 2019/20 the two transportation questions were removed and two new questions about housing were added; one on housing satisfaction and one on housing situation. For more information on the survey instrument, please refer to the 2018/19 *include Me!* Technical Report.

2019/20 PROJECT IMPLEMENTATION HIGHLIGHTS

The *include Me!* survey process maximizes the engagement of community living stakeholders through the following data collection approaches:

- Service providers (see Table 1) were involved and supported to provide administrative data on the individuals they support, and to schedule surveys;
- Individuals eligible for CLBC services were hired and trained to conduct in-person, peer-to-peer surveys;
- Respondents were encouraged to self-report (i.e., answer for themselves) in instances where they were capable of doing so instead of having other people (i.e., “Report of Other” respondents) speak on their behalf; and
- Service providers were asked to identify two people to complete a survey on behalf of any individual who was unable to or preferred not to self-report (“Report of Other” responses were averaged to establish a score for that individual).

Table 1 Participating Service Providers* and Corresponding Region(s)

SERVICE PROVIDER	VANCOUVER COASTAL	SOUTH FRASER	SOUTHERN INTERIOR	NORTH/ THOMPSON-CARIBOO	VANCOUVER ISLAND
AiMHi Prince George Association for Community Living (AiMHi)				✓	
ARC Programs Ltd. (ARC)			✓		
Axis Family Resources (Axis)				✓	
Bernard C. Vinge & Associates Ltd. (BV)	✓				
Burnaby Association for Community Inclusion (BACI)	✓				
Community Connections Support Services (CCSS)			✓		
Community Ventures Society (CVS)	✓				
Grand Forks Sunshine Valley Community Services (SVCS)			✓		
Interior Community Services (ICS)				✓	
John Howard Society of British Columbia - South & Central Okanagan (JHSOK)			✓		
Nanaimo Association for Community Living (NACL)					✓
Richmond Society for Community Living (RSCL)	✓				
Sunshine Farm (SF)			✓		
Thompson Community Services (TCS)				✓	
Younghusband Resources Ltd. (YRL)	✓				

*Note: A 16th service provider, located on Vancouver Island, began the *include Me!* process, however was unable to proceed with data collection this year.

1.2 2019/20 Survey Administration

When the survey administration concluded in January 2020, data had been collected from, or on behalf of, 1,131 individuals. These completions represented almost two-thirds (62.9%) of the individuals who accessed CLBC-funded services from the 15 participating service providers. Further, surveying achieved an 85.9% response rate among those who agreed to participate. See Table 2 for the number of completions overall, by service provider and region for each survey wave (going back to the first survey wave in 2012/13).

This year, 84.6% of surveys completions were self-reports (compared to 15.4% of “Report of Other” responses). This outcome reflects the project’s intent to give individuals with developmental disabilities an opportunity to speak for themselves about their quality of life.

Table 2 Sample Sizes Across All Survey Years

	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
Overall*	1,131	1,117	1,235	466	188	872	859	857
Overall Aggregate*	1,102	1,097	1,229	465	187	819	859	857
AiMHi Prince George Association for Community Living	192							
ARC Programs Ltd.	28						8	
Axis Family Resources	8	27						
Bernard C. Vinge & Associates Ltd.	20						12	
Burnaby Association for Community Inclusion	169			64			108	
Community Connections Support Services	76						42	
Community Ventures Society	70							32
Grand Forks Sunshine Valley Community Services	31							
Interior Community Services	87							
John Howard Society of British Columbia - South & Central Okanagan	48					9		
Nanaimo Association for Community Living	91							
Richmond Society for Community Living	162							
Sunshine Farm	35					24		
Thompson Community Services	105	220						34
Younghusband Resources Ltd.	27							
Vancouver Coastal*	446	319	185	215	103	88	49	309
South Fraser*	0	483	479	48	32	523	306	548
Southern Interior*	209	275	477	202	52	205	500	N/A
North / Thompson-Cariboo*	385	40	99	N/A	N/A	N/A	N/A	N/A
Vancouver Island*	91	N/A	N/A	N/A	N/A	N/A	N/A	N/A

*Regional and Overall totals reflect participating service providers for those years

Note: ns may vary somewhat across analyses as all respondents may not have responded to all questions for each domain, and because “borrowed” cases and “cloned” cases are not included in the overall aggregate dataset. For a complete definition of “borrowed” and “cloned” cases please refer to the Glossary of Terms in Appendix A.

2019/20 KEY FINDINGS

The results from the *My Life* survey were analyzed primarily to gather insights on:

1. Identifying priority areas where CLBC and participating agencies can consider service improvements that are linked to quality of life.
2. Identifying trends in improvements from year-to-year, specifically for those service providers who have now participated in at least two rounds of data collection.
3. Identifying how quality of life scores for *include Me!* respondents may differ depending on various demographic characteristics or type of service(s) received.
4. Identifying ways in which quality of life scores for *include Me!* respondents are similar to, or different from, that of the general population.

The following sections summarize the findings as they relate to the above points of interest. Key findings are summarized in the section below and in the overall summary storyboard in Appendix C of this report.

1.3 Key Findings

- The three Well-Being domains – Emotional Well-Being, Physical Well-Being, And Material Well-Being – continue to be rated the highest among 2019/20 *include Me!* respondents, suggesting individuals continue to feel good about their emotional, physical, and material well-being.
- Interpersonal Relations and Social Inclusion are still the lowest-rated domains. More work may need to be done to improve people's quality of life in these areas.
- The overall quality of life question is correlated with all eight domains. However, the Interpersonal Relations domain has the largest impact on overall quality of life, and therefore service improvements that result in improved interpersonal relationships may have the most impact on improving the overall quality of life among *include Me!* respondents.
- This year, employment was positively correlated with Social Inclusion, Rights, Self-Determination and Personal Development.
- Housing satisfaction was positively correlated with seven quality of life domains. This emphasizes the importance of housing and the need to support the creation of more accessible and affordable housing.
- Over three-quarters of respondents reported that they were satisfied with their housing, and less than one-half reported living with family members. Housing satisfaction varied slightly based on respondent demographics and by their housing situation or the residential supports they received.
- Trends in three-year rolling averages over time suggest that the Self-Determination, Personal Development and Rights domains are trending upwards. Interpersonal Relations and Social Inclusion trended downwards since the first survey wave; while the Well-Being domains have not changed in recent years.
- Considered together, service providers that previously completed *include Me!* showed no statistically significant change across domains, with the exception of a small decline on the Interpersonal Relations domain.

- Across all survey years, quality of life domain scores and employment and transportation scores varied depending on the type of residential or community inclusion services received. Of particular note are the following findings:
 - Respondents receiving shared living services had statistically significantly higher Quality of Life (QoL) Composite scores than those in the other two residential services categories (staffed residential or supported living).
 - Respondents receiving shared living or supported living services were more likely to be employed than respondents receiving staffed residential services.
 - Respondents receiving employment services reported higher scores on the Rights and Self-Determination domains relative to other community inclusion services. These individuals were also much more likely to be employed.
- Across all survey years, respondents funded by the Developmental Disabilities stream achieved statistically significantly higher scores on the Physical Well-Being, Personal Development, Interpersonal Relations, and Social Inclusion domains, and on the QoL Composite score, than those funded by the Personalized Supports Initiative. Respondents funded by the Personalized Supports stream achieved a statistically significantly higher score on the Rights domain than those in the Developmental Disabilities stream.
- Across all survey years, quality of life domain scores varied slightly by region. A small number of respondents from the Vancouver Island region (n=91) participated for the first time this year; they reported the highest overall QoL Composite score compared to the other regions. The overall QoL Composite score was also high for *include Me!* respondents living in the Southern Interior region, while the lowest scores emerged from those living in the Vancouver Coastal and North / Thompson-Cariboo regions.
- Across all survey years, small differences existed between age cohorts on the Emotional Well-Being, Material Well-Being, Personal Development, Rights, and Social Inclusion domain scores. Respondents in the youngest and middle-aged cohorts (aged 18-34 and aged 35-54) reported statistically significantly higher scores on the Personal Development, Rights, and Social Inclusion domains compared to the oldest respondents; the oldest respondents (aged 55 or over) reported statistically significantly higher scores on the Material Well-Being domain compared to those in the younger two cohorts.
- A new gender-based analysis across all survey years revealed that men and women are achieving similar outcomes across the majority of quality of life domains. However, men were more likely to have a paid job, to have support to get a paid job, and were more likely to be able to get around their community, compared to women.
- On two out of eight domains (Material Well-Being and Social Inclusion), 2019/20 *include Me!* survey respondents achieved scores roughly equal to the general population respondents surveyed this round. Statistically significant differences were found between groups; *include Me!* respondents provided scores considerably lower than the general population on the Rights, Self-Determination, and Emotional Well-Being domains. With regards to the QoL Composite score, 2019/20 *include Me!* respondents achieved a slightly lower score than that of the general population. Differences between



2019/20 *include Me!* survey respondents and the 2019/20 general population varied somewhat when broken out by region, gender, and age.

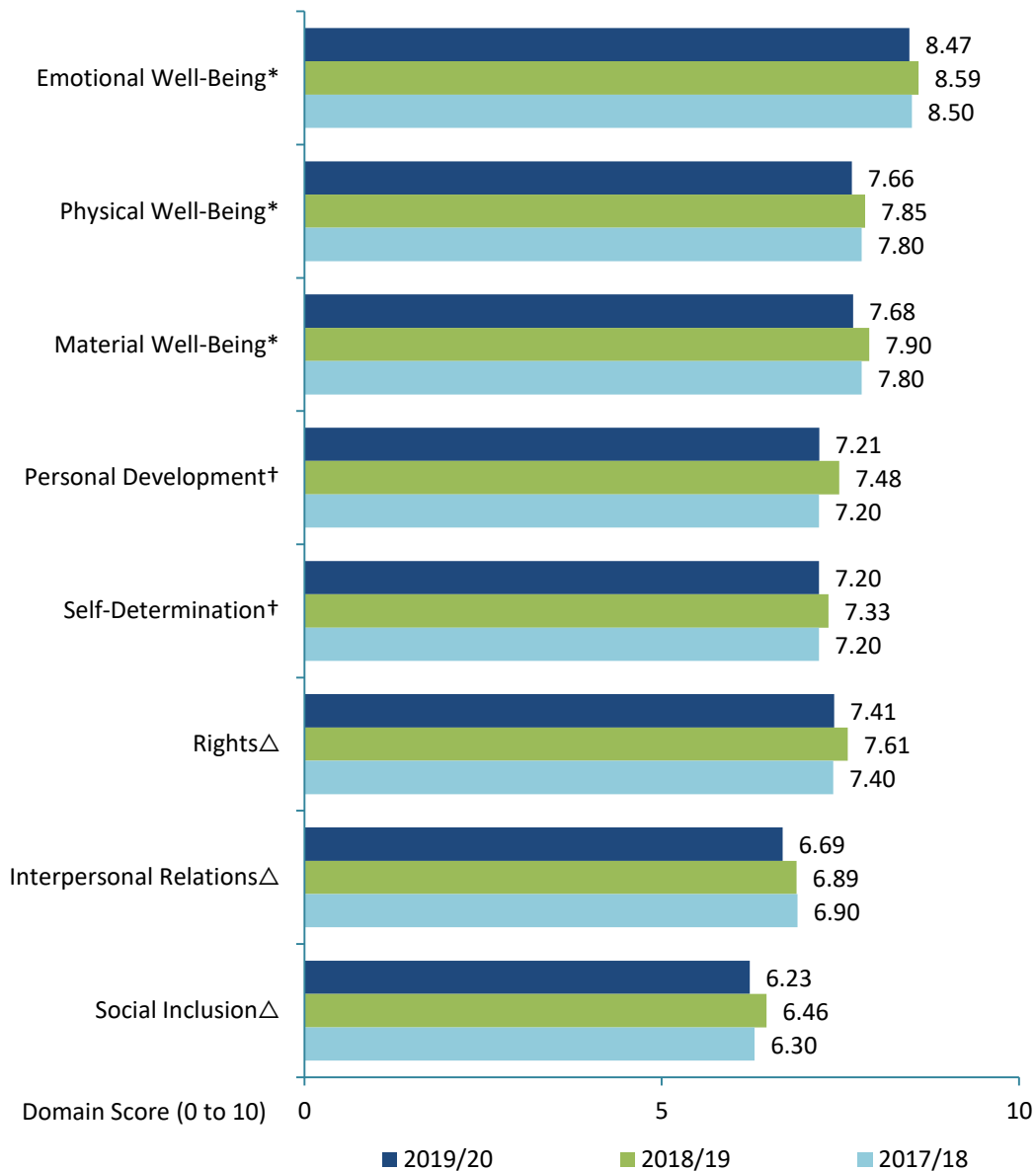
- Respondents who self-reported expressed higher scores on the Personal Development, Self Determination, Rights, Interpersonal Relations, and Social Inclusion domains compared to respondents who had someone report on their behalf. “Report of Other” respondents, however, had higher scores on all three Well-Being domains, compared to self-report respondents.

QUALITY OF LIFE PRIORITY AREAS

1.4 High Scoring Quality of Life Domains

The Well-Being factor was rated highest among the three factors for *include Me!* respondents, indicating that the domains of Emotional, Material, and Physical Well-Being were areas where most respondents felt fulfilled and positive about their lives (see Figure 2).

Figure 2 My Life: Personal Outcomes Index™ Quality of Life Domain Scores (Three Years)



Sources: *include Me!* Survey 2019/20 (n=1,131), 2018/19 (n=1,117), 2017/18 (n=1,235)

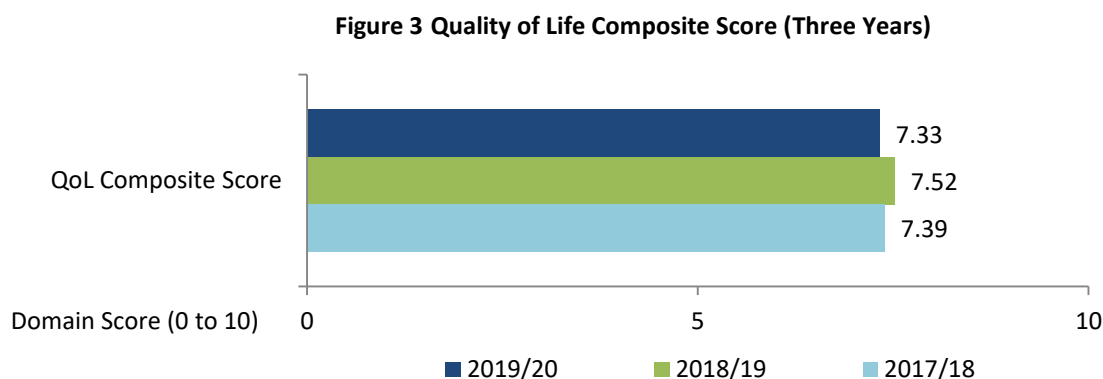
Note: Domain Scores are marked to note which higher level factor they are grouped under: *Well-Being, †Independence, or △Social Participation.

1.5 Low Scoring Quality of Life Domains

Two domains within the Social Participation factor – Interpersonal Relations and Social Inclusion – were rated the lowest among all domains for *include Me!* respondents suggesting that overall, individuals felt less positive about their interpersonal relations and social inclusion and were likely less fulfilled in these areas (see Figure 2 above).

1.6 Quality of Life Composite Score

The Quality of Life (QoL) Composite score was developed in 2017/18 to reflect quality of life in a single score. This score was calculated by averaging all eight domain scores for each individual. A score was only calculated for respondents with scores for each domain. An overall score was then averaged across all individuals for that year. Figure 3 displays the QoL Composite score across recent survey years. Overall QoL ratings have remained consistent for the past three years, varying between 7.3 and 7.5.



Sources: *include Me!* Survey 2019/20 (n=1,131), 2018/19 (n=1,117), 2017/18 (n=1,235)

1.7 Exploration of “Overall Quality of Life”

Areas where gains in quality of life can be achieved were identified by focusing on the domains that are highly correlated with the *include Me!* respondents’ responses to the overall quality of life question (“Q54. *Do you feel good about your life?*”) for the 2019/20 survey. The higher the correlation between the overall quality of life and a particular domain, the more important this aspect of quality of life is to the individual’s perceived sense of overall wellness. Domains that are highly correlated with overall quality of life but are scored low to moderate may be priority areas to focus on for improvement.

Overall quality of life was correlated with all eight quality of life domains (See Table 3) and, in particular, the largest correlations were with Physical Well-Being ($r = .549$), Emotional Well-Being ($r = .506$), Personal Development ($r = .458$), and Interpersonal Relations ($r = .410$). Considering the relatively low domain score of Interpersonal Relations amongst these top domains, focusing on the interpersonal relations of *include Me!* respondents would most likely have the greatest impact in terms of improving the overall quality of life. The Social Inclusion domain had the lowest domain score (see Figure 2). Although this domain was not as highly correlated to the overall quality of life measure ($r = .360$), it was the lowest scoring domain and, as such, may also be an area to consider in the years ahead.

Table 3 - Domain Correlations with the Quality of Life, Housing, and Employment Questions

Quality of Life Framework		2019/20 Domain Scores Correlation with:			
Factor	Domain	Feels good about their life n=1,101	Likes the room where they live n=1,082	Has paid work (Yes / No) n=1,035	Life is better (those employed) n=428
Well-Being	Emotional Well-Being	0.506	0.392	weak	0.435
	Physical Well-Being	0.549	0.412	weak	0.461
	Material Well-Being	0.386	0.328	weak	0.391
Independence	Personal Development	0.458	0.301	0.204	0.465
	Self-Determination	0.380	0.271	0.224	0.403
Social Participation	Rights	0.287	0.239	0.235	0.337
	Interpersonal Relations	0.410	0.249	weak	0.352
	Social Inclusion	0.360	weak	0.249	0.360
		<i>Moderate Association .2 ≤ r < .5</i>		<i>Large Association r ≥ .5</i>	

Source: include Me! Survey 2019/20

1.8 Housing Satisfaction and Employment

Survey questions regarding housing satisfaction and employment were analyzed to determine how these factors may impact other quality of life domains for *include Me!* respondents. The housing satisfaction question was, “Q50. Do you like your room in the home where you live?”

The employment question asked was: “Q51. Do you have a job that pays you money?”, and follow-up questions included:

- “Q52. Do you have support to help you get a paid job?” (for those who answered “no” to Q51); or
- “Q53. Does your job make your life better?” (for those who answered “yes” to Q51).

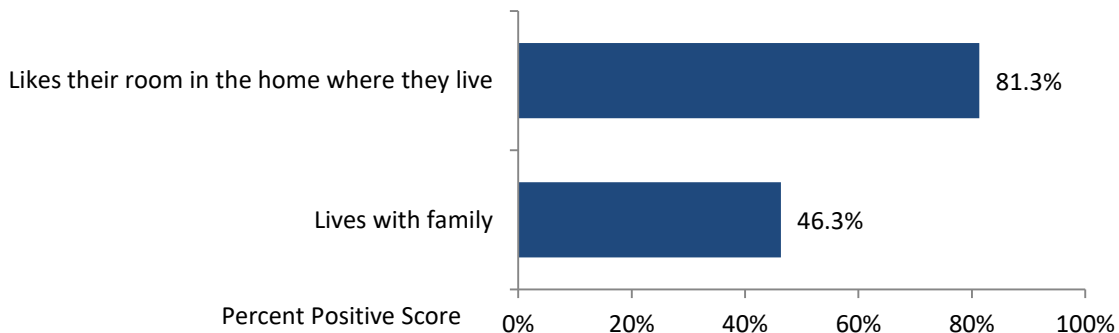
Housing satisfaction was correlated with all but one of the quality of life domains (See Table 3 above). Employment was correlated with the following domains: Social Inclusion, Rights, Self-Determination, and Personal Development. Interestingly, employment was not correlated with any of the Well-Being domains (i.e., Emotional Well-Being, Physical Well-Being, and Material Well-Being). However, feeling that one’s employment makes life better was moderately correlated with all domains.

HOUSING AND QUALITY OF LIFE

New to the 2019/20 round of *include Me!* were two housing questions designed to assess certain aspects of housing that may impact respondents' quality of life. The first question, about housing satisfaction, was, "Q50. Do you like your room in the home where you live?" The second question, about housing situation was, "Q49. Do you live with family members? Family can mean your parents, grandparents, aunts and uncles, or brother or sister. Family does not mean your husband or wife." Question 49 sought to determine whether or not an individual is dependent on members of their family for housing. These questions will help CLBC to develop a better understanding of the impact of housing on quality of life, and how to best meet the housing needs of individuals they support.

Figure 4 depicts the Housing Satisfaction and Housing Situation percent positive scores for the 2019/20 round of *include Me!* The large majority of respondents indicated they like the room in the home where they live – a positive finding given that Housing Satisfaction was found to be moderately positively correlated with all but one of the quality of life domains (See Table 3). Slightly less than one-half of respondents reported that they live with family members, such as their parent, grandparents or siblings, suggesting almost one-half of individuals may rely on family members to provide them with housing.

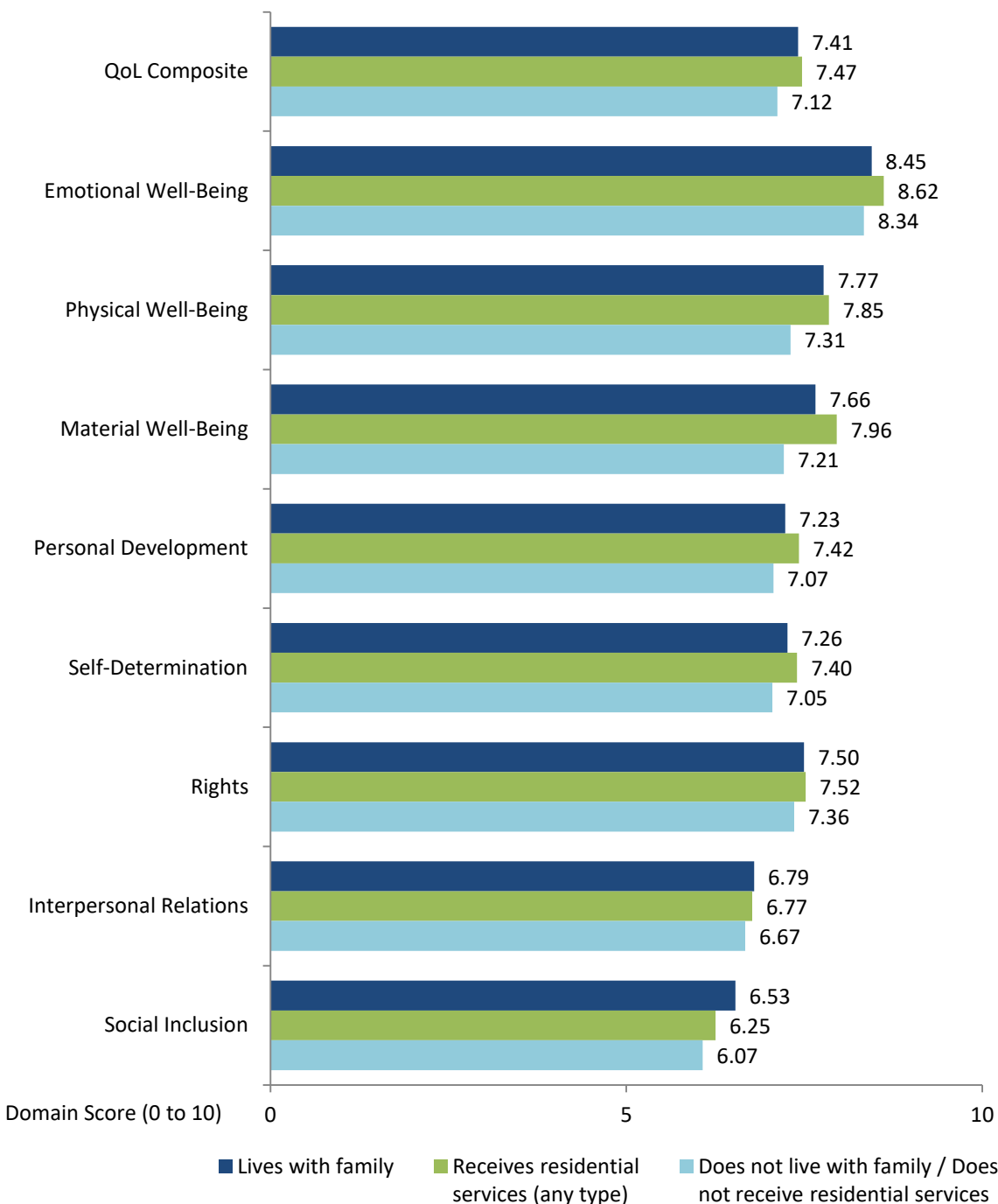
Figure 4 Housing Satisfaction and Housing Situation Percent Positive Scores for *include Me!* Respondents



Source: *include Me!* Survey 2019/20 (Housing Satisfaction Question n=1,082; Housing Situation Question n=1,028)

Figure 5 shows the QoL Composite score and domain scores for individuals who live with family, those who receive residential services (any type), and those who do not live with family or receive residential services. Because these groups are not mutually exclusive, it is difficult to assess causation between housing situation and domain scores. All scores, for all groups, were moderate to high, ranging from a low on Social Inclusion of 6.07 (individuals who do not live with family or receive housing services) to a high on Emotional Well-Being of 8.62 (individuals who receive residential services).

Figure 5 Quality of Life Composite and Domain Scores by Housing Situation and/or Residential Support Received*



Source: include Me! Survey 2019/20 (Lives with family n=476, Receives residential services n=596, Does not live with family or receive residential support n=143)

*Note: Groups are not mutually exclusive; Individuals may live with family members and also receive residential services. Therefore, Malatest reported on the domain mean scores for all individuals in each group regardless of whether or not they are also in another group. Because of the overlap among groups, statistical tests of significance were not conducted. The effect of each service cannot be isolated, and comparisons among groups were not warranted.

QoL Composite score and domain scores are presented in Table 4 for individuals who live with family, those who receive residential services (broken out by type of service), and those who do not live with family or receive residential services. Again, because these groups are not mutually exclusive it is difficult to assess causation between housing situation and domain scores. Across all groups, scores tended to be highest in the Emotional Well-Being domain and lowest in the Social Inclusion domain.

Table 4 Quality of Life Domain Scores by Housing Situation and Residential Service Type*

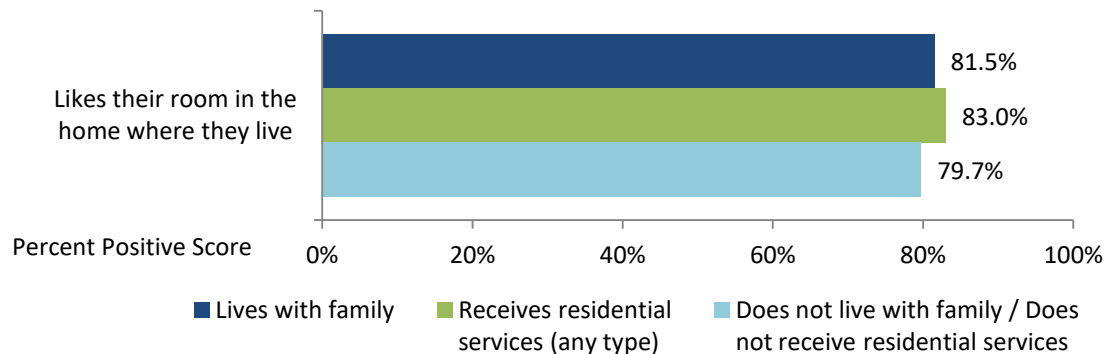
	Lives with family n=463	Receives staffed residential services n=170	Receives shared living services n=283	Receives supported living services n=143	Does not live with family OR receive residential services n=143
QoL Composite	7.41	7.28	7.65	7.33	7.12
Emotional Well-Being	8.45	8.87	8.69	8.17	8.34
Physical Well-Being	7.77	8.04	8.04	7.24	7.31
Material Well-Being	7.66	8.38	8.02	7.33	7.21
Personal Development	7.23	7.14	7.61	7.39	7.07
Self-Determination	7.26	6.58	7.71	7.72	7.05
Rights	7.50	6.60	7.73	8.17	7.36
Interpersonal Relations	6.79	6.83	6.92	6.40	6.67
Social Inclusion	6.53	5.85	6.48	6.29	6.07

Source: include Me! Survey 2019/20

*Note: Groups are not mutually exclusive; Individuals may live with family members and also receive residential services. Therefore, Malatest reported on the domain mean scores for all individuals in each group regardless of whether or not they are also in another group. Because of the overlap among groups, statistical tests of significance were not conducted. The effect of each service cannot be isolated, and comparisons among groups were not warranted.

Satisfaction with housing was examined for those respondents who live with family, those who receive residential services (any type), and those who do not live with family or receive residential services (see Figure 6). Across all groups, regardless of housing situation, services, or lack thereof, a similar proportion of respondents indicated that they liked the room in the home where they live.

Figure 6 Housing Satisfaction Percent Positive Scores, by Housing Situation / Residential Support Received*

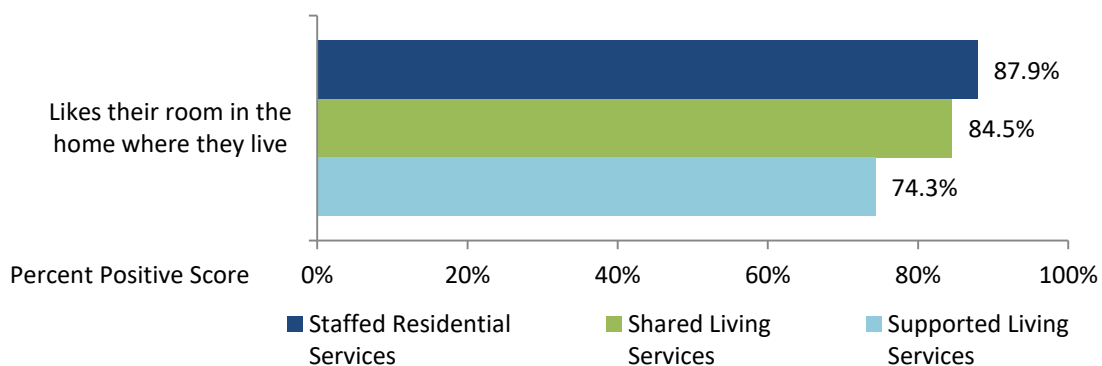


Source: include Me! Survey 2019/20 (Lives with family n=476, Receives residential services n=570, Does not live with family or receive residential support n=143)

*Note: Groups are not mutually exclusive; Individuals may live with family members and also receive residential services.

Satisfaction with housing was also examined based on the specific type of housing support respondents received (see Figure 7). While the majority of respondents in each group reported that they like the room in the home where they live, a significantly smaller proportion of respondents who received supported living services reported doing so.

Figure 7 Housing Satisfaction Percent Positive Scores by Type of Residential Support Received



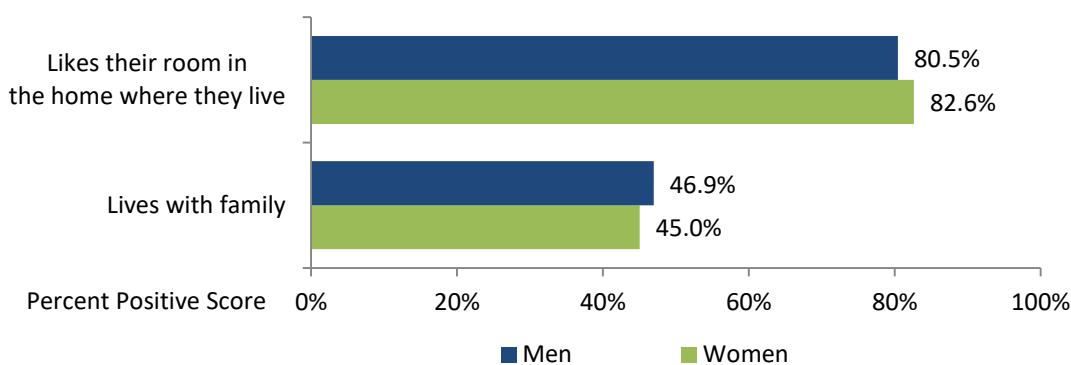
Source: include Me! Survey 2019/20 (Staffed residential n=165, Shared living n=265, Supported living n=140)

1.9 Housing Questions by Respondent Demographics

Housing satisfaction and housing arrangements among respondents were examined by several demographic factors (i.e., gender, age cohort, and region) to identify any significant differences among these groups in housing situations. Identifying group differences may help CLBC with the strategic planning of future services and assist their collaborative work with Inclusion BC to increase access to inclusive housing.

As depicted in Figure 8, men and women did not appear to differ in terms of their housing satisfaction or whether they lived with family members or not. The majority of both men and women indicated that they like the room they live in and similar proportions of men and women reported living with family members.

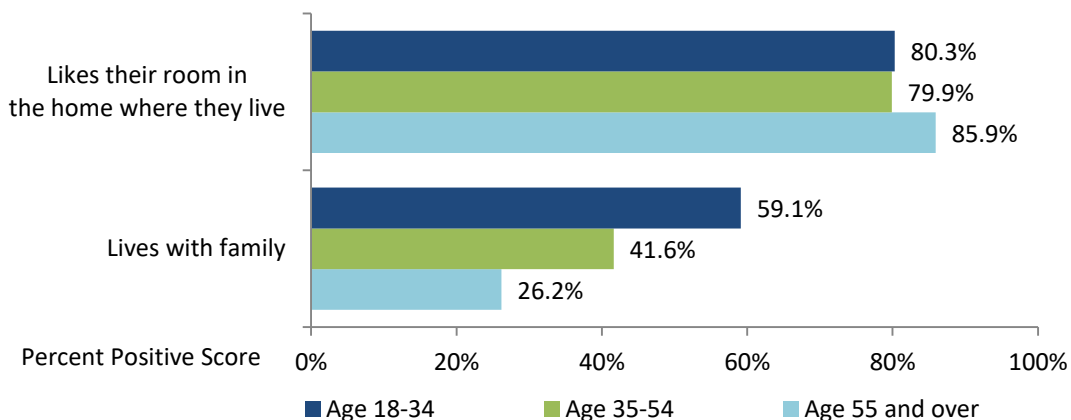
Figure 8 Housing Percent Positive Scores for *include Me!* Respondents (2019/20) by Gender



Source: *include Me!* Survey 2019/20 (Housing Satisfaction Question: Men n=619; Women n=449, Housing Situation Question: Men n=590; Women n=424)

Figure 9 depicts the housing questions broken out by age category. Respondent age did not impact respondent housing satisfaction, with the large majority of all age categories reporting they liked the room in the house where they live. Age cohort did, however, impact whether or not individuals lived with family members, with the likelihood of living with family decreasing with age.

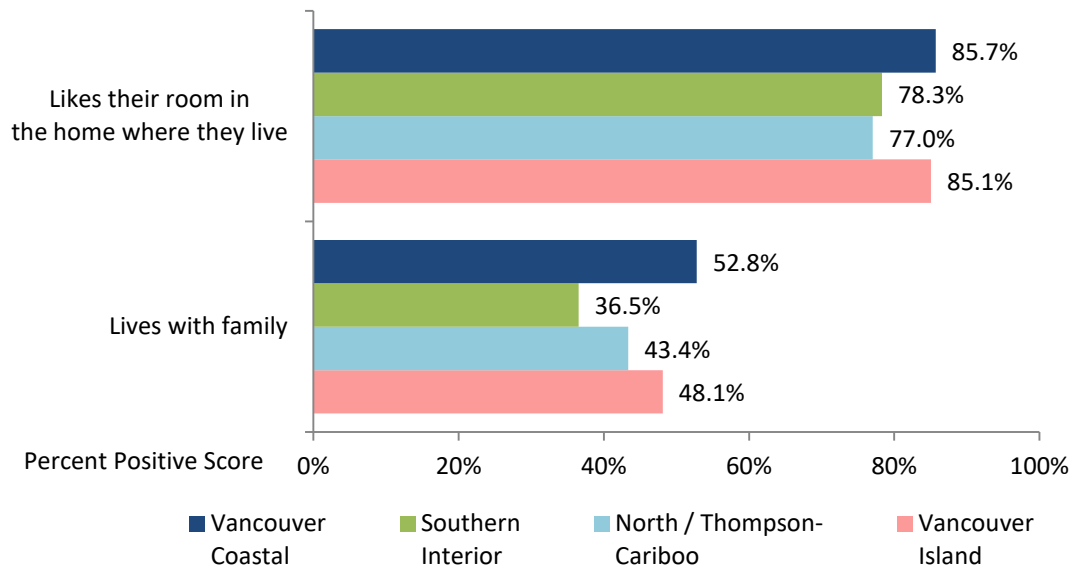
Figure 9 Housing Percent Positive Scores for *include Me!* Respondents (2019/20) by Age Cohort



Source: *include Me!* Survey 2019/20 (Housing Satisfaction Question: Age 18-34 n=472, Age 35-54 n=383, Age 55 and over n=227; Housing Situation Question: Age 18-34 n=460, Age 35-54 n=358, Age 55 and over n=210)

Figure 10 depicts the housing questions broken out by the region in which respondents lived. Respondents living in the Vancouver Coastal and Vancouver Island regions were slightly more likely to have reported that they liked their room in the home where they live compared to the Southern Interior or North / Thompson-Cariboo regions. Respondents in the Vancouver Coastal region were more likely to have reported that they live with family members than respondents from other regions, while those in the Southern Interior region were least likely to report that they live with a family member.

Figure 10 Housing Percent Positive Scores for *include Me!* Respondents (2019/20) by Region



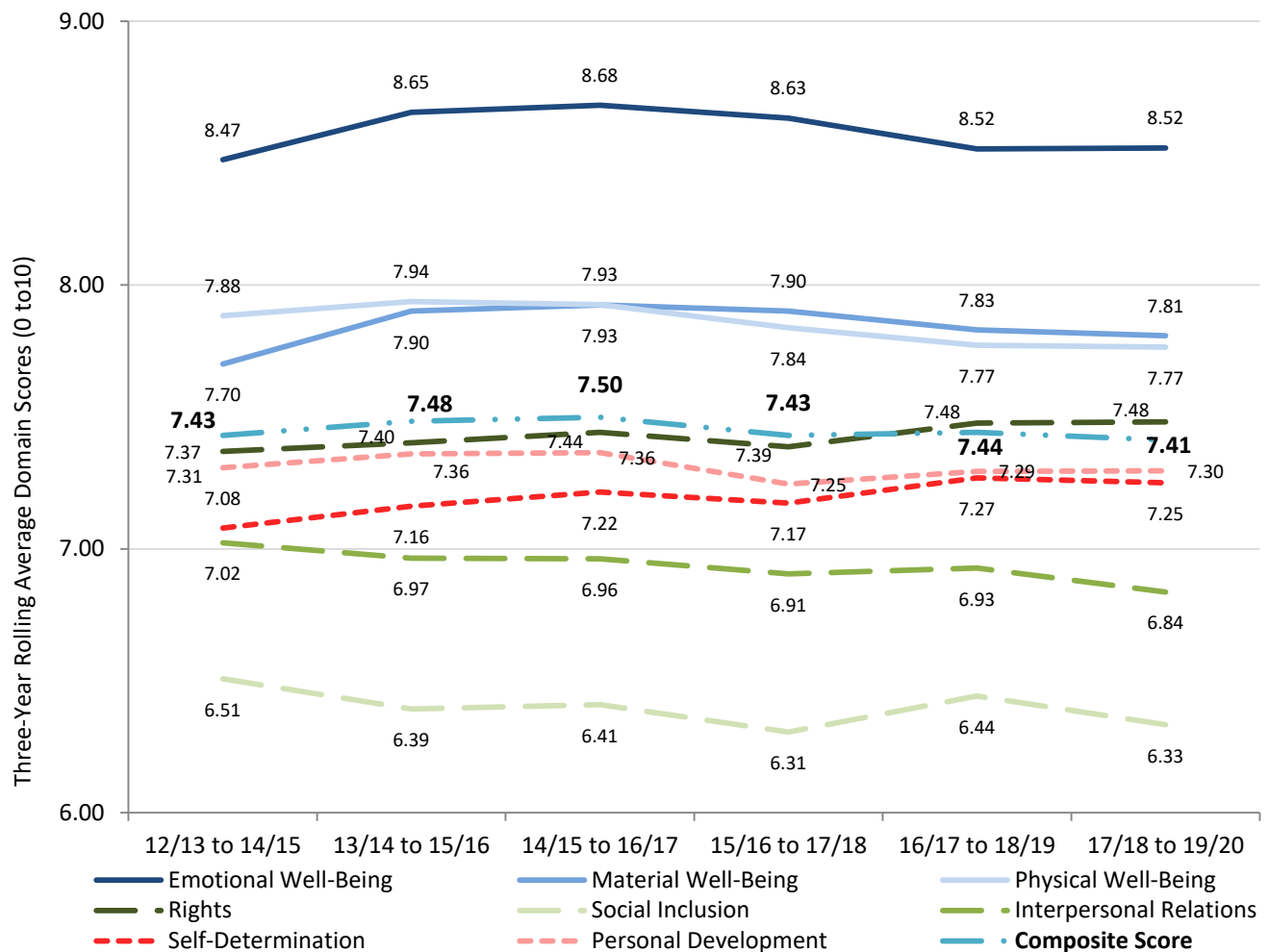
Source: *include Me!* Survey 2019/20 (Housing Satisfaction Question: Vancouver Coastal n=427, Southern Interior n=189, North / Thompson-Cariboo n=379, Vancouver Island n=87; Housing Situation Question: Vancouver Coastal n=409, Southern Interior n=178, North / Thompson-Cariboo n=362, Vancouver Island n=79)

THREE-YEAR ROLLING AVERAGES

Figure 11 below shows the trends in three-year rolling averages over time. Three-year rolling averages combine the mean scores on each domain from three consecutive years, with overlap occurring among the six periods plotted in the graph below. Rolling averages can be used to better view trends over time, by averaging out more data points and thus reducing sample error and “noise” in the data over several years.

The Well-Being domains increased slightly over the first few three-year averaging periods (12/13 – 14/15 through 14/15 – 16/17). Since then, there has been a slight decline in these domains, with the most recent three-year rolling average appearing to show a flattening on these domains. In general, the two Independence factor domains (Self-Determination and Personal Development) and the Rights domain are trending upwards, with slight increases observed since the 15/16 to 17/18 averaging period. Within the Social Participation Factor, the Interpersonal Relations and Social Inclusion domains have trended downwards since data collection began in the 2012/13 surveying wave.

Figure 11 Three-Year Rolling Averages: Quality of Life Domain Scores and Overall Quality of Life Composite Score



Sources: include Me! Survey 2019/20 (n=1,131), 2018/19 (n=1,117), 2017/18 (n=1,235), 2016/17 (n=466), 2015/16 (n=188), 2014/15 (n=872), 2013/14 (n=859), 2012/13 (n=857)



CLBC PERFORMANCE MEASUREMENT: KEY METRICS

Portions of the *include Me!* results are incorporated into CLBC’s annual year-end performance reports. Table 5 highlights these key metrics and the current year’s results.

Table 5 CLBC Key Performance Measures

KEY METRIC	DESCRIPTION	2019/20 RESULTS
Overall Quality of Life (QoL) Composite score	A three year rolling average of the overall QoL Composite score	7.41
Overall Social Inclusion domain score	A three year rolling average for the overall Social Inclusion domain score	6.33
Overall Personal Development domain score	A three year rolling average for the overall Personal Development domain score	7.30
Difference in overall QoL Composite scores of individuals receiving supported living vs. staffed residential*	The variance between the three year rolling average of the Overall QoL Composite score for individuals receiving supported living versus those receiving staffed residential services	+0.21
Difference in overall QoL Composite scores of individuals receiving supported living vs. shared living*	The variance between the three year rolling average of the Overall QoL Composite score for individuals receiving supported living versus those receiving shared living services	-0.29

Sources: *include Me!* Survey 2019/20 (n=1,131), 2018/19 (n=1,117), 2017/18 (n=1,235)

*A positive score indicates that the supported living score was higher than the comparison group’s score. A negative score indicates that the supported living score was lower than the comparison group’s score.

FINDINGS FROM THE AGGREGATED DATASET²

1.10 Composite and Mean Domain Score Change for Service Providers Participating in Two Survey Administration Waves

Thirty service providers have participated in at least two rounds of survey administration as of the 2019/20 year (See Appendix B for a list of service providers and participation years). For all repeat service providers, QoL Composite scores and mean domain scores were averaged among respondents for each service provider at Time 1 and Time 2³. The averaged scores at Time 1 and Time 2, among all service providers, were compared for statistically significant changes. Table 6 summarizes the magnitude of changes in the QoL Composite score and for each mean domain score from Time 1 to Time 2.

Overall, there have been no statistically significant changes over time among service providers with two or more data points to compare on most domains. In only one area has there been a statistically significant shift in scores: Interpersonal Relations has seen an average decrease of 0.13 over time⁴. This decrease may not be practically meaningful, or it could possibly suggest that CLBC-funded individuals may feel less connected to others than they did in earlier rounds of *include Me!* surveying. It should be noted that, although there has been a similarly-sized increase in Self-Determination domain scores over time, this change did not reach the threshold for statistical significance. This is likely due to the fact that there tends to be greater variation in Self-Determination domain scores each year.

Table 6 Comparison of *include Me!* Composite and Domain Scores Averaged Across Service Providers Who Have Participated in Two Rounds of Survey Administration

Domain	Change from Time 1 to Time 2	
QoL Composite	-	0.00
Emotional Well-Being	↑	0.09
Physical Well-Being	↓	-0.06
Material Well-Being	↑	0.08
Personal Development	↓	-0.01
Self Determination	↑	0.14
Rights	↑	0.10
Interpersonal Relations	↓	-0.13*
Social Inclusion	↓	-0.11

Source: *include Me!* Aggregate Data Set 2012-2020 (Time 1 n=1,753, Time 2 n=2,373)

² Note that within the aggregate dataset, “Report of Other” data for 2012/13 was updated to be consistent with the methodology for subsequent years (i.e., “Report of Other” scores were averaged, not rounded up). Furthermore, the aggregate dataset does not include “borrowed” individuals, but rather only includes the scores of individuals who completed the survey within the specified year. As a result, scores reported based on the aggregate dataset may vary from summary reports and storyboard annual scores.

³ For this analysis, data from the most recent two rounds of survey participation was used for service providers who have participated in three rounds of *include Me!* at the same provider location.

⁴ General population Quality of Life scores declined, across most domains from Time 1 to Time 2, including Interpersonal Relations.



**Significant at the $p < .05$ level.*

1.11 Demographic Breakout

Major demographic categories for *include Me!* respondents include:

- Residential services (staffed residential; shared living which includes home sharing / live-in support; or supported living which includes outreach / cluster);
- Community inclusion services (employment, skill development or community / home-based);
- Funding stream (developmental disabilities stream or personalized supports stream);
- Region in which the respondent lives (Vancouver Coastal, South Fraser, Southern Interior, North / Thompson-Cariboo and Vancouver Island); and
- Age group (ages 18-34, ages 35-54 and ages 55 or older).

The aggregate dataset, which includes data from all years of data collection, allows for better comparisons across these demographics as minimum sample sizes have been reached. The purpose of these breakouts is to examine differences in outcomes among different demographic groups.

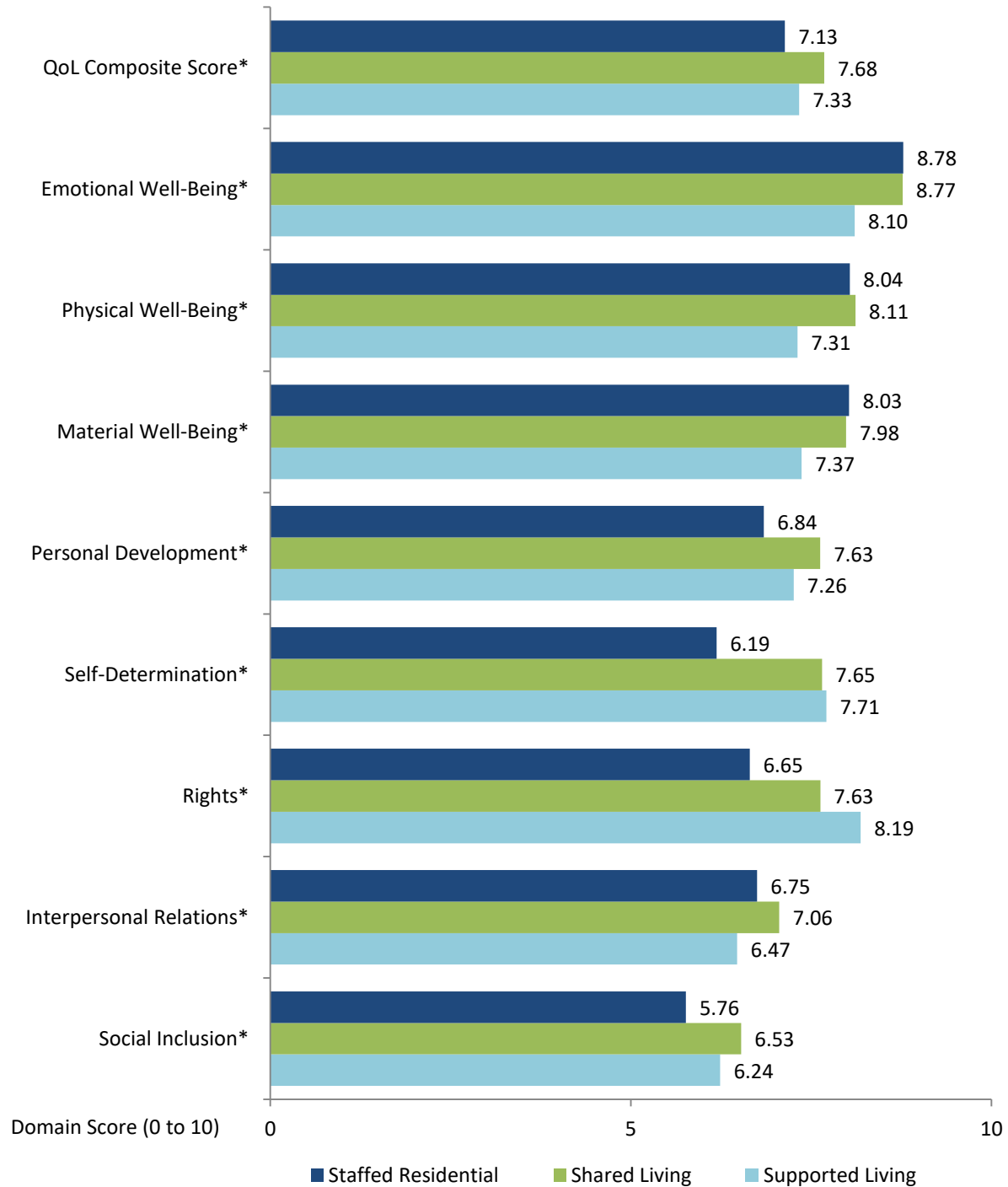
1.11.1 Residential Services

Across most domains, respondents in each of the residential services groups (staffed residential, shared living, and supported living) had moderate to high scores. However, there were significant differences in scores among these three groups; analysis of variance (ANOVA) tests revealed statistically significant differences at the $p < .01$ level. These findings suggest that the three groups are not achieving equal outcomes on all domains or on their overall quality of life. Figure 12 and Figure 13 show the QoL Composite score, domain scores, the employment scores and transportation score for individuals accessing residential services.

Comparisons among each group, for each domain, were not conducted due to concerns about a high probability of a Type I error⁵; therefore, it is not possible to identify which groups are achieving significantly higher scores on each domain than others. However, group differences were explored further for the QoL Composite score. QoL Composite scores differed among all three residential services groups; individuals who received shared living services had the highest score, while individuals in the staffed residential services had the lowest QoL Composite score.

⁵Please refer to the Glossary of Terms in Appendix A for a description of Type I error.

Figure 12 Quality of Life Composite and Domain Scores for *include Me!* Respondents Receiving Residential Services (Aggregate of All Data Years)

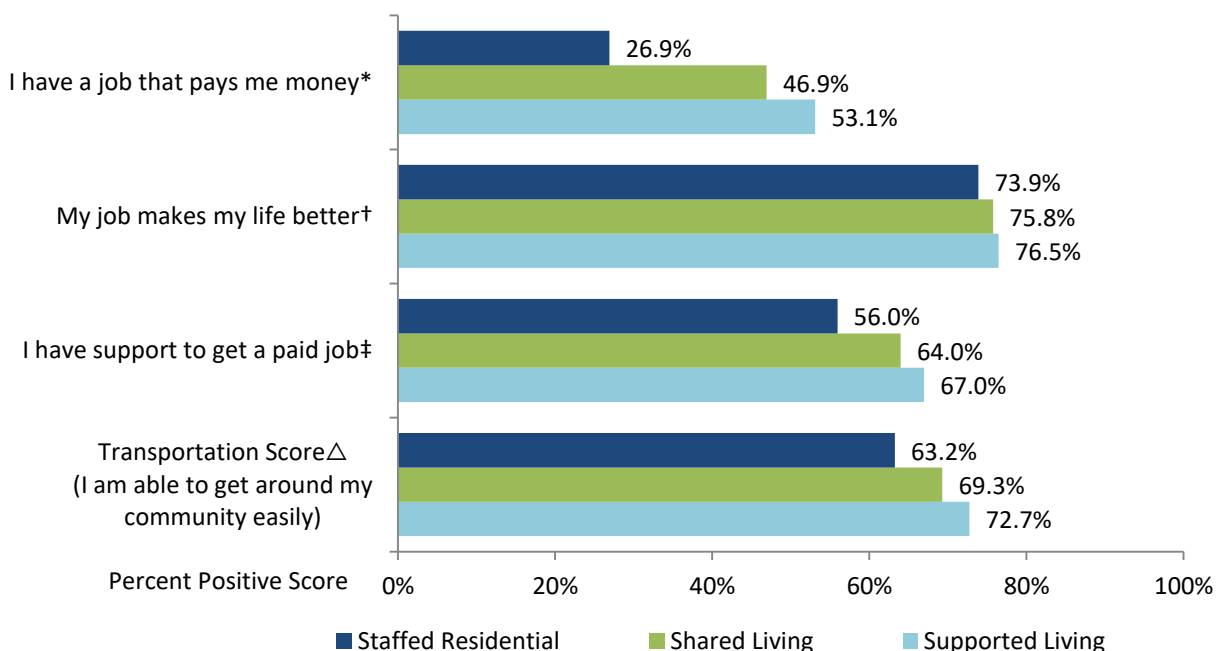


Source: *include Me!* Aggregate Data Set 2012-2020 (Staffed Residential n=1,298, Shared Living n=1,260, Supported Living n=624)

*Significant at the $p < .01$ level

Due to small sample sizes and the collapsing of data categories, tests of statistical significance were not conducted on employment and transportation scores; as a result, information presented here should be interpreted with caution and not presumed to be representative of overall trends among service users. Slightly more than one-half of respondents receiving supported living services reported having a job, while approximately one-quarter of respondents receiving staffed residential services reported having a paid job. In all groups, the majority of respondents reported receiving support to find a paid job if they sought one. Further, similar proportions of respondents who had a job in each service group reported that their job made their lives better. Majorities of respondents in all service groups reported being able to get around their communities easily.

Figure 13 Employment and Transportation Percent Positive Scores for *include Me!* Respondents Receiving Residential Services (Aggregate of All Data Years)



Source: *include Me!* Aggregate Data Set 2012-2020

*Survey data gathered 2012/13 through 2019/20 (Staffed Residential n=877, Shared Living n=946, Supported Living n=512)

† Survey data gathered 2014/15 through 2019/20 (Staffed Residential n=222, Shared Living n=433, Supported Living n=272)

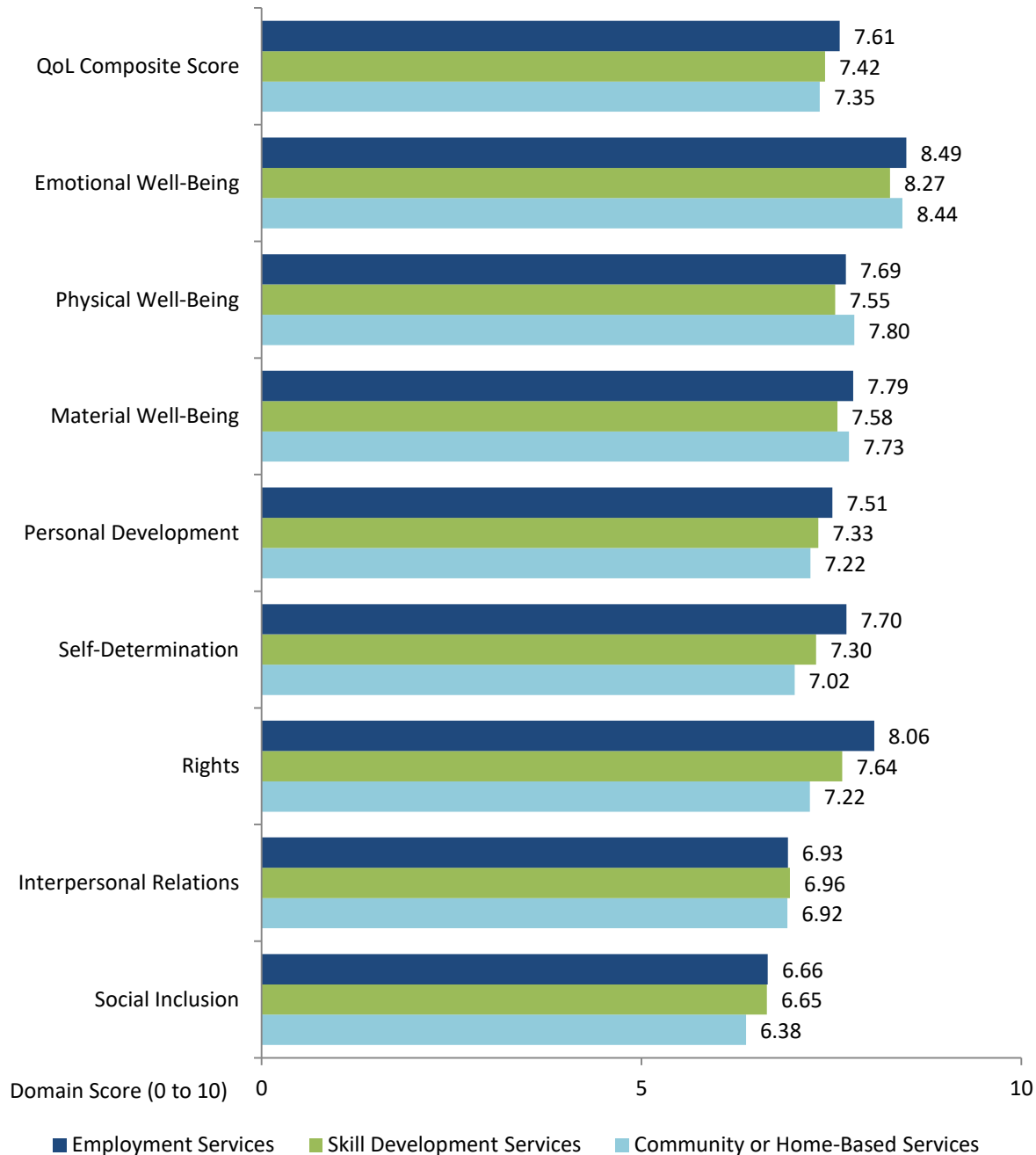
‡ Survey data gathered 2014/15 through 2019/20 (Staffed Residential n=529, Shared Living n=436, Supported Living n=227)

ΔSurvey data gathered 2012/13 through 2018/19 (Staffed Residential n=1,117, Shared Living n=971, Supported Living n=476)

1.11.2 Community Inclusion Services

Community inclusion services include employment services, skill development services, and community or home-based services that individuals may participate in. Individuals may make use of none, one, or multiple community inclusion services; for this reason, comparisons among groups have not been done because the groups are not mutually exclusive. Figure 14 shows the QoL Composite Score and domain scores for each of these groups. Across all three service group types, scores tended to be highest in the Emotional Well-Being domain and lowest in the Social Inclusion domain. All scores, for all groups, were moderate to high, ranging from a low of 6.38 (community- or home-based services recipients on Social Inclusion) to a high of 8.49 (employment services recipients on Emotional Well-Being).

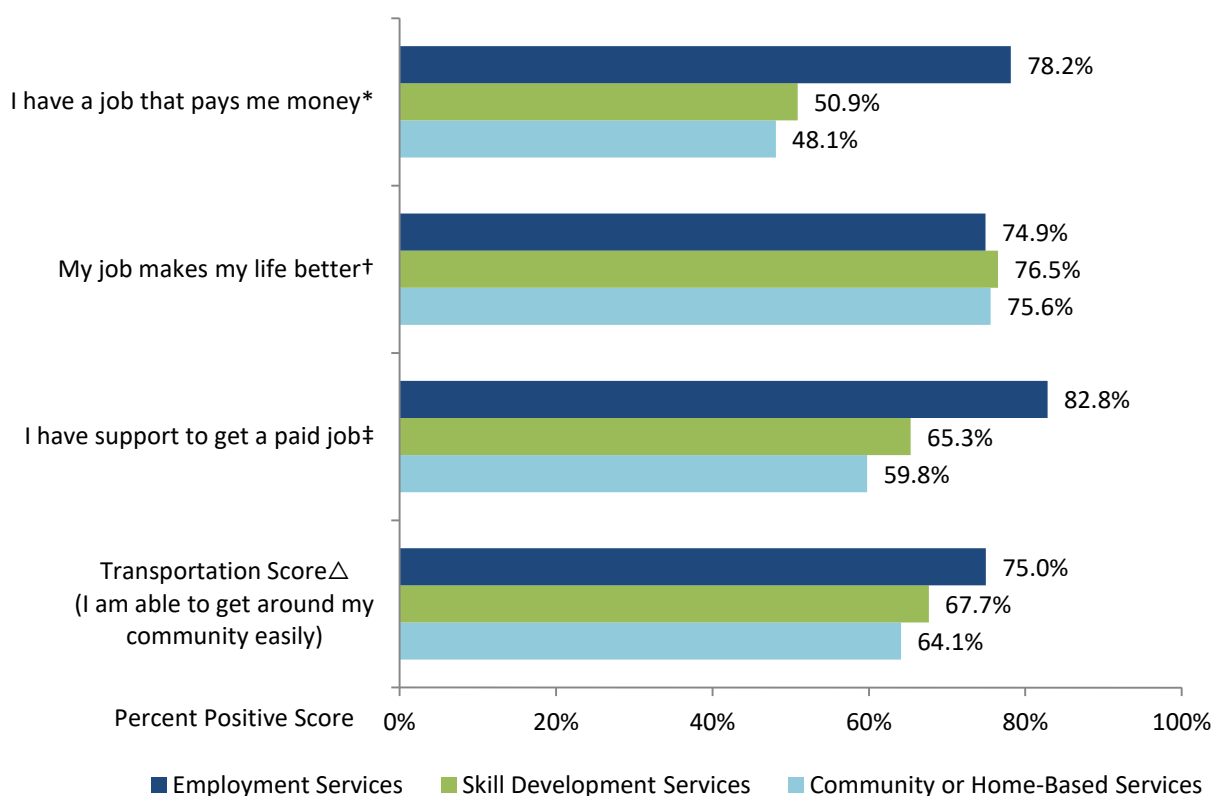
Figure 14 Quality of Life Composite and Domain Scores for *include Me!* Respondents Receiving Community Inclusion Services* (Aggregate of All Data Years)



Source: *include Me!* Aggregate Data Set 2012-2020 (Employment n=1,144, Skill Development n=698, Community/Home-Based n=4,646)
 *Note: Community Inclusion Services are not mutually exclusive: many individuals receive a combination of supports (e.g., community-based and employment services). Therefore, Malatest reported on the domain mean scores for all individuals receiving each type of service regardless of whether or not they also received another service type. Because of the overlap among groups, statistical tests of significance were not conducted. Additionally, the effect of each service cannot be isolated, and comparisons among groups were not warranted.

Figure 15 illustrates scores on employment and transportation survey items among each of the three service groups. Over three-quarters of respondents in the employment services group reported having a paid job, while approximately one-half of the respondents in the other two groups (skills development and community- or home-based services) reported having paid work. The majority of respondents receiving community inclusion services reported being able to get around their community, although this did vary from a high of 75% for those receiving employment services to 64% among those receiving community or home-based services.

Figure 15 Employment and Transportation Percent Positive Scores for *include Me!* Respondents Receiving Community Inclusion Services (Aggregate of All Data Years)**



Source: *include Me!* Aggregate Data Set 2012-2020

*Survey data gathered 2012/13 through 2019/20 (Employment n=792, Skill Development n=228, Community/Home-Based n=3,190)

†Survey data gathered 2014/15 through 2019/20 (Employment n=622, Skill Development n=115, Community/Home-Based n=1,511)

‡Survey data gathered 2014/15 through 2019/20 (Employment n=169, Skill Development n=101, Community/Home-Based n=1,462)

△ Survey data gathered 2012/13 through 2018/19 (Employment n=1,002, Skill Development n=620, Community/Home-Based n=3,850)

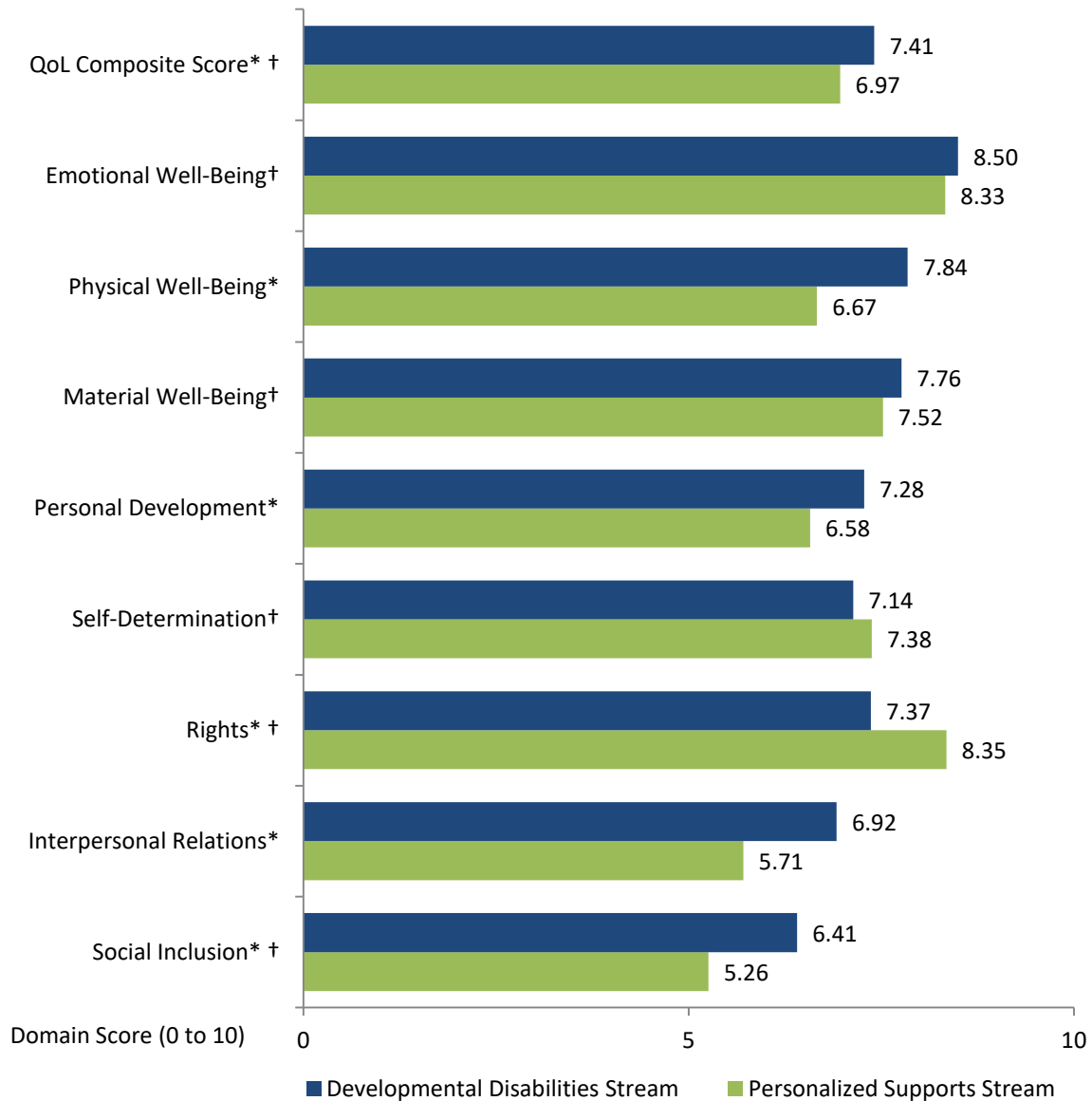
**Note: Community Inclusion Services are not mutually exclusive: an individual may receive a combination of supports (e.g., community-based and employment services).

1.11.3 Funding Stream

CLBC funds individuals through two streams: Developmental Disabilities (DD) funding and the Personalized Supports Initiative (PSI). It is important to note that the Personalized Supports stream had a much smaller sample size (n=230) than the Developmental Disabilities stream (n=6,370). Figure 16 illustrates overall QoL

Composite and domain-level scores for individuals in each stream. Individuals in the Developmental Disabilities stream reported statistically significantly higher scores on the overall QoL Composite, Physical Well-Being, Personal Development, Interpersonal Relations, and Social Inclusion. On only one item – Rights – did individuals in the Personalized Supports stream achieve a statistically significantly higher score relative to those in the Developmental Disabilities stream.

Figure 16 Quality of Life Composite and Domain Scores for *include Me!* Respondents by Funding Stream (Aggregate of All Data Years)



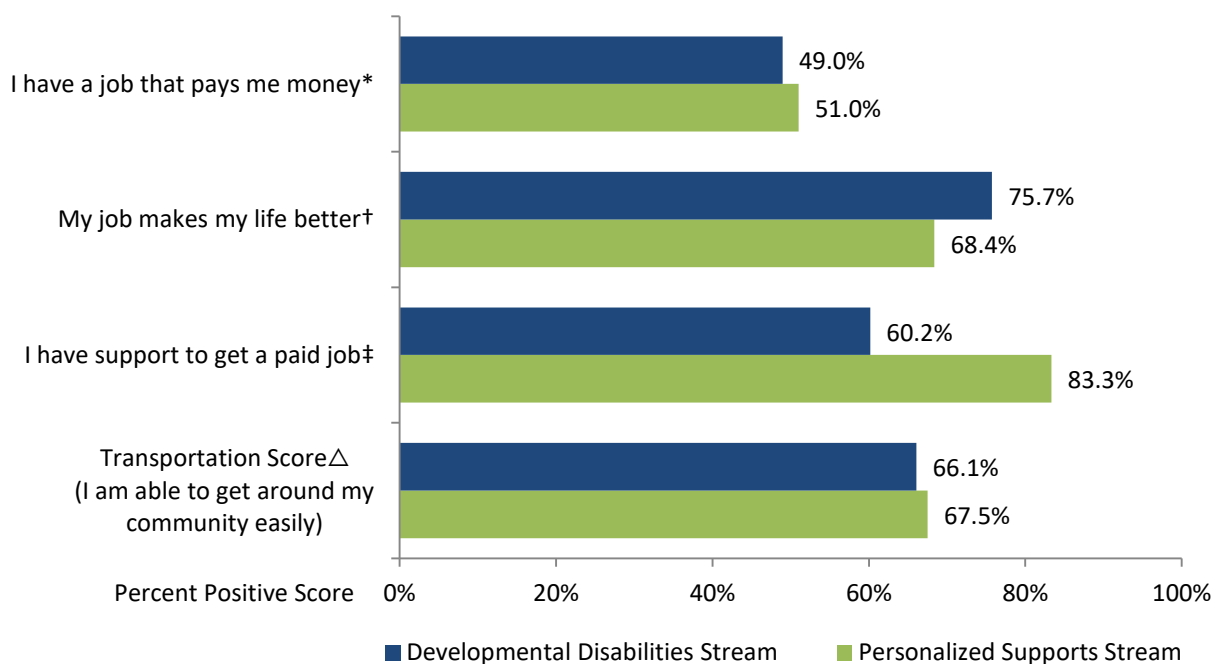
Source: *include Me!* Aggregate Data Set 2012-2020 (DD Stream n=6,370, PSI Stream n=230)

* Significant at the $p < .01$ level

† Indicates unequal variances between the two groups; a modified t-test was used to assess significance.

Figure 17 below illustrates responses to employment and transportation items, broken out by funding stream. Notably, although there was a large difference between funding streams on likelihood of having support to find a paid job (83.3% of individuals funded by PSI, compared to 60.2% of individuals funded by DD), this did not translate to a difference in likelihood of having a paid job; approximately one-half of respondents in both groups reported being involved in paid employment. Further, those in the Developmental Disabilities stream were more likely than those in the Personalized Supports stream to report that their job makes their lives better. Respondents from both funding streams had roughly equal percent positive scores having a paid job and getting around their community.

Figure 17 Employment and Transportation Percent Positive Scores for *include Me!* Respondents by Funding Stream (Aggregate of All Data Years)



Source: *include Me!* Aggregate Data Set 2012-2020

*Survey data gathered 2012/13 through 2019/20 (DD Stream n=4,405, PSI Stream n=196)

† Survey data gathered 2014/15 through 2019/20 (DD Stream n=2,131, PSI Stream n=98)

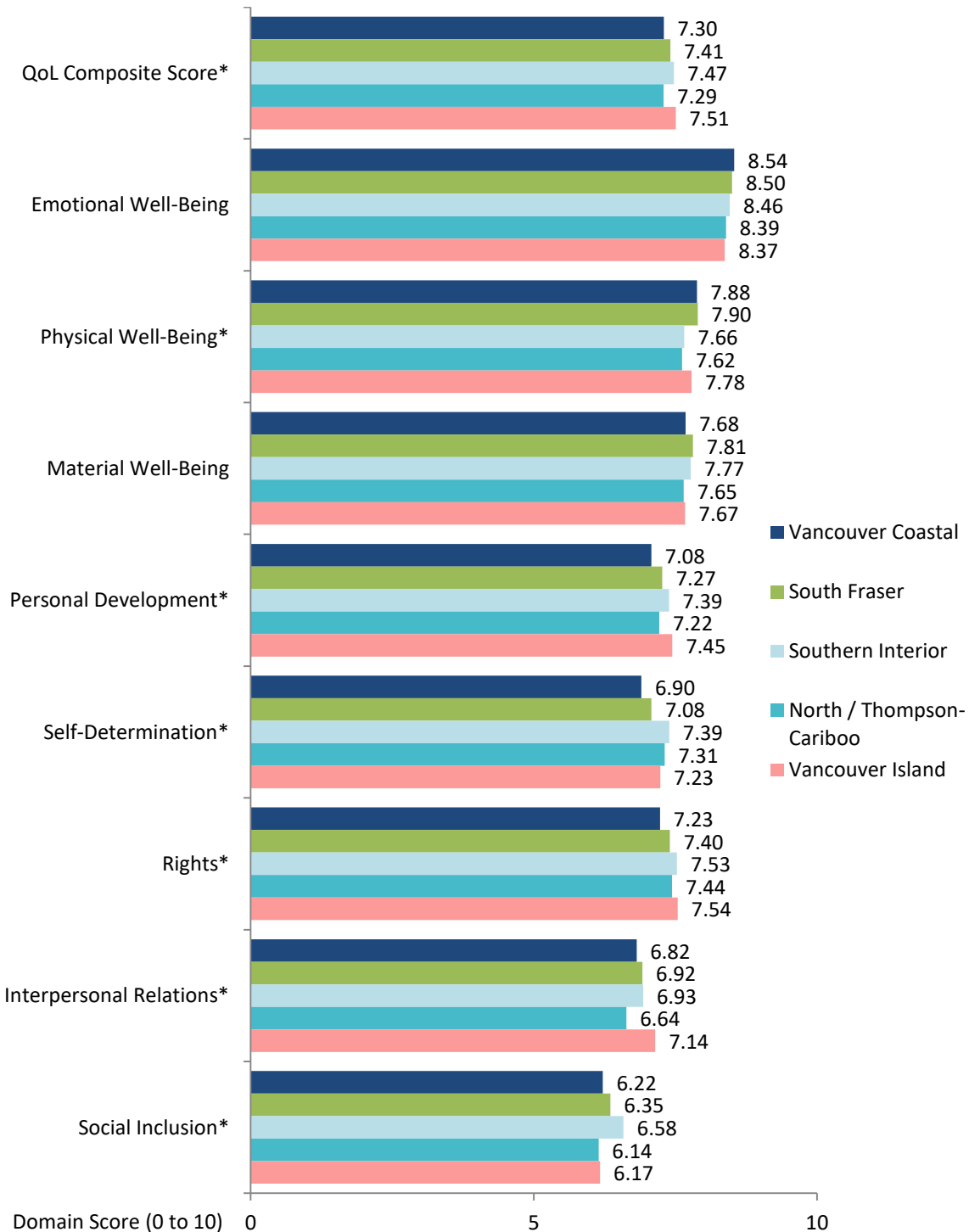
‡ Survey data gathered 2014/15 through 2019/20 (DD Stream n=1,983, PSI Stream n=78)

Δ Survey data gathered 2012/13 through 2018/19 (DD Stream n=5,256, PSI Stream n=166)

1.11.4 Region

The QoL Composite and domain scores were compared for *include Me!* respondents based on their region of residence. Figure 18 shows the QoL Composite score and domain scores for respondents by region. Statistically significant differences among the five region groups were found in several domains (Physical Well-Being, Material Well-Being, Personal Development, Self-Determination, Rights, Interpersonal Relations and Social Inclusion), as well as for the overall QoL Composite score. Specific comparisons between each of the regions were not made due to concerns about Type I error.

Figure 18 Quality of Life Composite and Domain Scores for *include Me!* Respondents by Region (Aggregate of All Data Years)

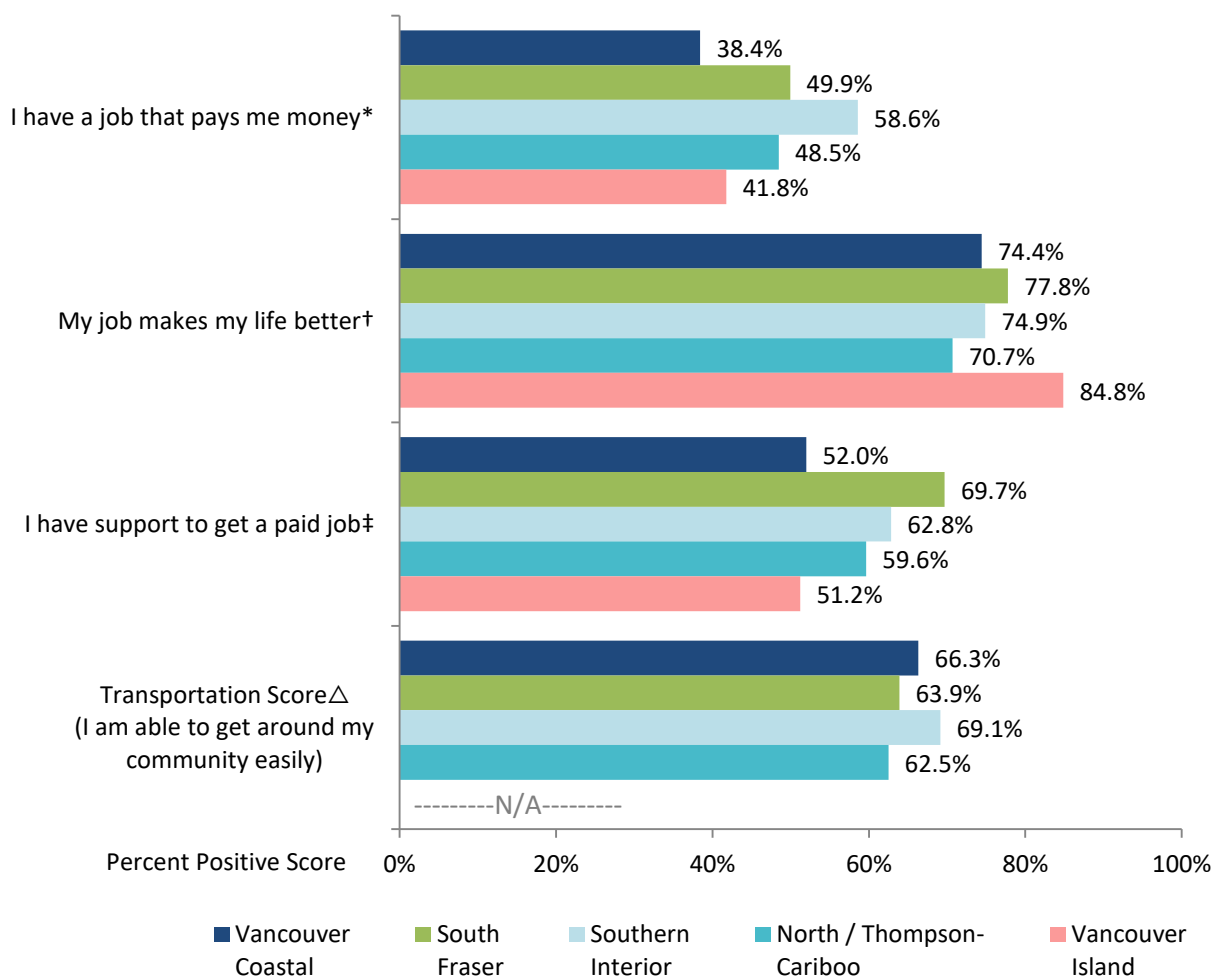


Source: *include Me!* Aggregate Data Set 2012-2020 (Vancouver Coastal n=1,673, South Fraser n=2,428, Southern Interior n=1,898, North / Thompson-Cariboo n=521, Vancouver Island n=91)

* Significant at the $p < .01$ level

Figure 19 illustrates regional scores for employment and transportation items. In most regions, one-half or fewer of respondents reported having a paid job, although those who did have jobs were likely to report, across all regions, that their jobs improved their lives. Support to find a paid job varied considerably across regions, but self-rated ability to get around one’s community was similar in all regions.

Figure 19 Employment and Transportation Percent Positive Scores for *include Me!* Respondents by Region Where Respondent Resides (Aggregate of All Data Years)



Source: *include Me!* Aggregate Data Set 2012-2020

*Survey data gathered 2012/13 through 2019/20 (Vancouver Coastal n=1,223, South Fraser n=1,497, Southern Interior n=1,328, North / Thompson-Cariboo n=487, Vancouver Island n=79)

† Survey data gathered 2014/15 through 2019/20 (Vancouver Coastal n=468, South Fraser n=725, Southern Interior n=776, North / Thompson-Cariboo n=232, Vancouver Island n=33)

‡ Survey data gathered 2014/15 through 2019/20 (Vancouver Coastal n=643, South Fraser n=666, Southern Interior n=495, North / Thompson-Cariboo n=223, Vancouver Island n=41)

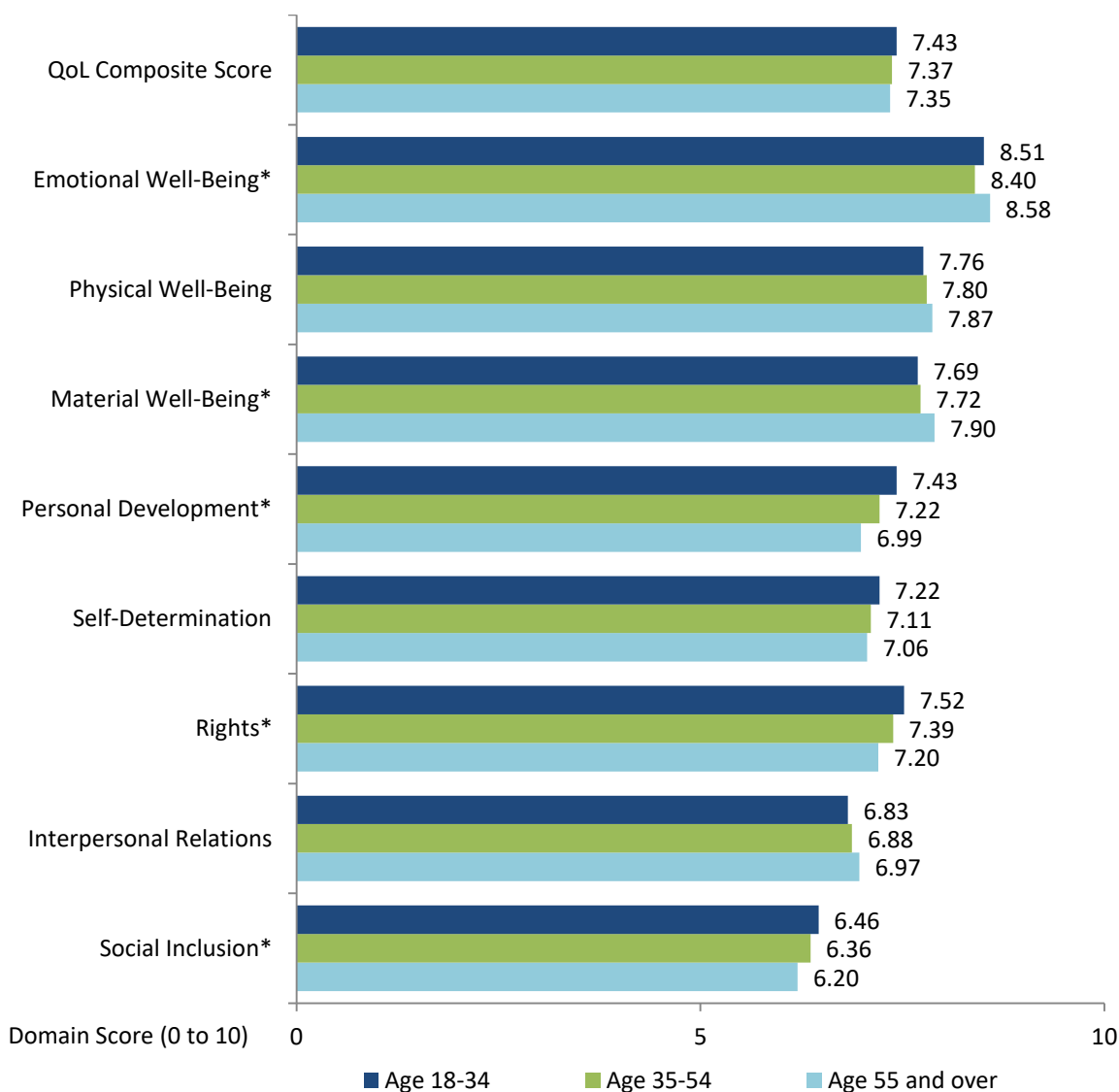
△ Survey data gathered 2012/13 through 2018/19 (Vancouver Coastal n=1,237, South Fraser n=2,373, Southern Interior n=1,686, North / Thompson-Cariboo n=136, Vancouver Island n=0)

Note: Transportation Scores are not available for Vancouver Island because data collection in this region began in 2019/20 – after data on transportation was no longer collected as part of the *include Me!* survey.

1.11.5 Age Cohort

The QoL Composite score and domain scores were compared based on individuals' age cohort at the time of their participation in *include Me!*. Statistically significant differences were found among age groups for the Emotional Well-Being, Material Well-Being, Personal Development, Rights, and Social Inclusion domain scores. However, real differences among the age groups (i.e., effect sizes), were very small even in cases where statistical significance was found, suggesting that the impact of age on quality of life may not be large enough to be practically important. Figure 20 provides a summary of overall QoL Composite score, and domain scores, broken down by age cohort.

Figure 20 Quality of Life Composite and Domain Scores for *include Me!* Respondents by Age Cohort (Aggregate of All Data Years)

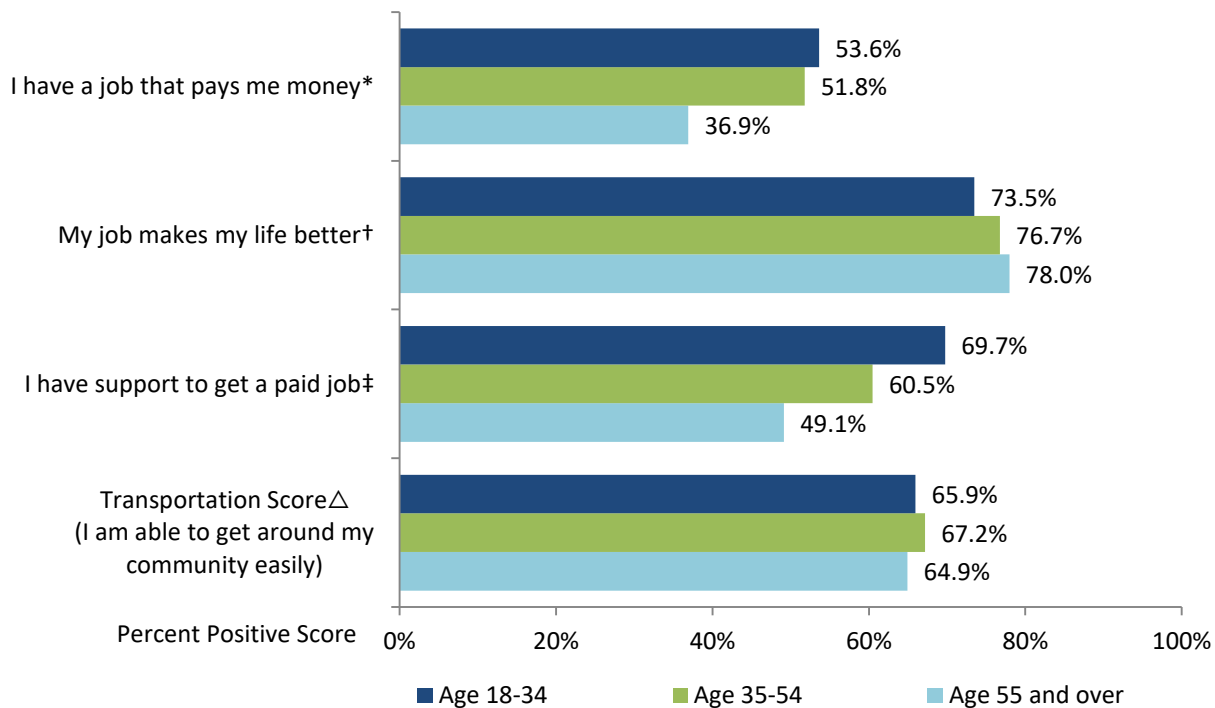


Source: *include Me!* Aggregate Data Set 2012-2020 (Age 18-34 n=2,764, Age 35-54 n=2,305, Age 55 and over n=1,544)

*Significant at the $p < .01$ level

Figure 21 below summarizes responses to employment and transportation items, broken down by age cohort. Respondents across all three age groups had similar percent positive scores for jobs making their lives better and transportation. However, there were sizable differences among the age groups on the other two items. Respondents in the two youngest cohorts were much more likely to have a paid job than the oldest respondents, and they were also much more likely to report having support to find a paid job.

Figure 21 Employment and Transportation Percent Positive Scores for *include Me!* Respondents by Age Cohort (Aggregate of All Data Years)



Source: *include Me!* Aggregate Data Set 2012-2020

*Survey data gathered 2012/13 through 2019/20 (Age 18-34 n=1,979, Age 35-54 n=1,539, Age 55 and over n=1,095)

† Survey data gathered 2014/15 through 2019/20 (Age 18-34 n=1,048, Age 35-54 n=791, Age 55 and over n=395)

‡ Survey data gathered 2014/15 through 2019/20 (Age 18-34 n=836, Age 35-54 n=645, Age 55 and over n=586)

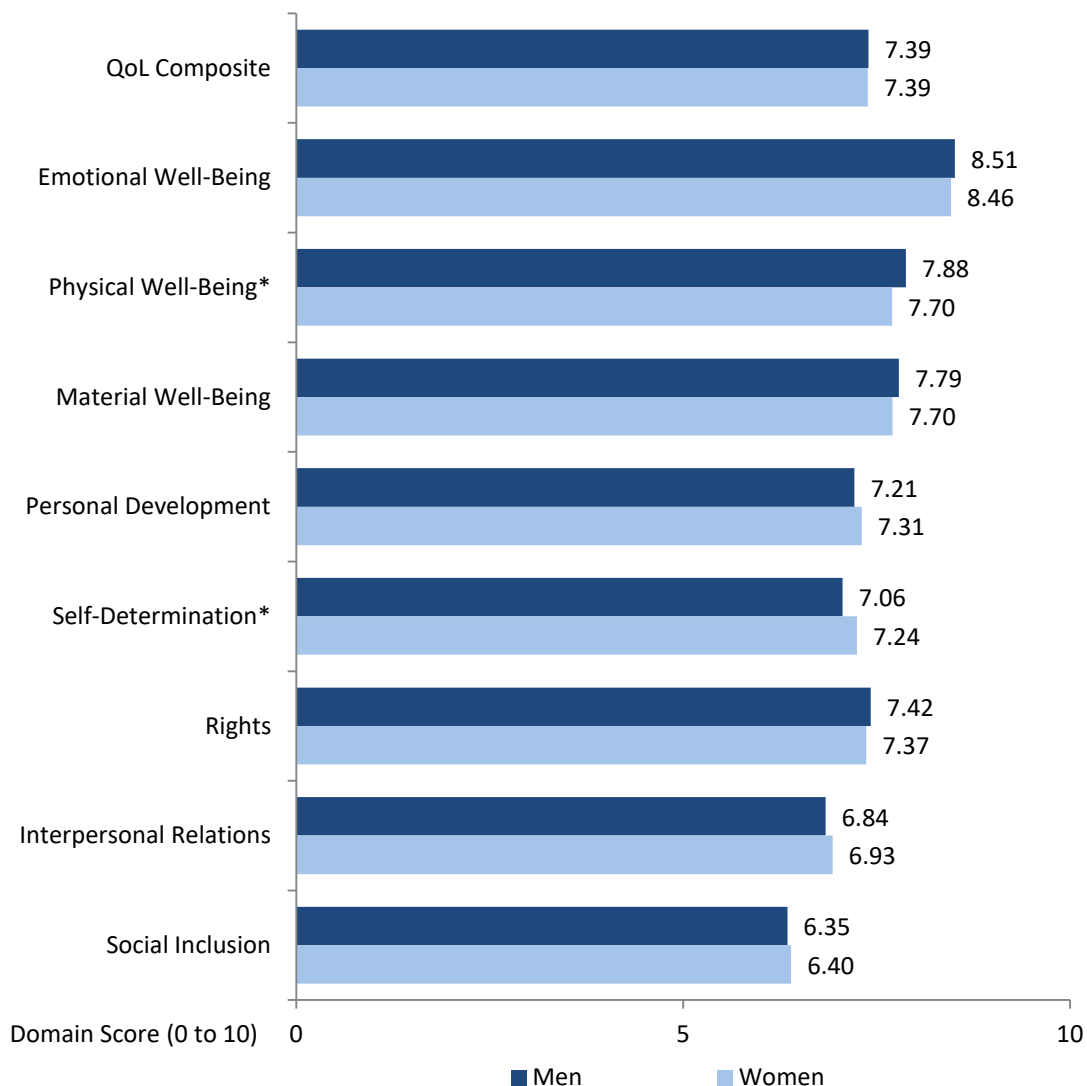
△ Survey data gathered 2012/13 through 2018/19 (Age 18-34 n=2,255, Age 35-54 n=1,886, Age 55 and over n=1,293)

GENDER-BASED ANALYSIS

New this year, a Gender-based Analysis was conducted looking at the impact of gender on quality of life. This analysis was conducted using the full aggregate data set, described in the previous section.

The impact of gender on quality of life was examined across all years for *include Me!* respondents (see Figure 22). Men and women are achieving similar outcomes across all domains. Statistically significant differences were found between the two groups on two domains: Physical Well-Being, and Self Determination. It is important to note, however, that real differences between the genders (i.e., effect sizes) were small, and therefore likely not practically important.

Figure 22 Quality of Life Composite and Domain Scores for *include Me!* Respondents by Gender (Aggregate of All Data Years)



Source: *include Me!* Aggregate Data Set 2012-2020 (Men n=3,694, Women n=2,898)

*Significant at the $p < .01$ level

The intersection of gender and age, and its impact on quality of life, was examined. Results are depicted in Table 7. Few differences emerged between men and women in the youngest and oldest age cohorts. Younger women (ages 18-34 and 35-54) had slightly higher quality of life scores on the Self-Determination domain compared to men, but this gender difference disappeared among individuals aged 55 and over. Younger women also had slightly higher Social Inclusion domain scores compared to men in the same age cohort. Men in the older age groups (age 35-54, and 55 and older) had higher scores on the Physical Well-Being domain compared to women, but there were no gender differences on this domain among younger individuals. Finally, women in the mid-life age group (35-54 years old) had higher scores than men on Personal Development and Interpersonal Relations.

Table 7 Quality of Life Composite and Domain Scores for *include Me!* Respondents by Age Cohort and Gender (Aggregate of All Data Years)

	Age 18-34		Age 35-54		Age 55 and over	
	Men n=1,606	Women n=1,139	Men n=1,268	Women n=1,034	Men n=818	Women n=725
QoL Composite	7.41	7.46	7.37	7.38	7.40	7.29
Emotional Well-Being	8.51	8.52	8.46	8.33	8.61	8.56
Physical Well-Being	7.81	7.69	7.89	7.69	7.99	7.73
Material Well-Being	7.73	7.64	7.79	7.65	7.91	7.89
Personal Development	7.39	7.50	7.10	7.36	7.05	6.92
Self-Determination	7.13	7.33	7.00	7.24	7.03	7.10
Rights	7.54	7.50	7.38	7.39	7.27	7.12
Interpersonal Relations	6.79	6.90	6.79	6.99	7.03	6.90
Social Inclusion	6.39	6.58	6.34	6.39	6.29	6.11

Source: *include Me!* Aggregate Data Set 2012-2020

Highlighted cells denote statistically significant differences ($p < .05$) between Men and Women on the corresponding domain within that particular age cohort. Higher scores are denoted in **bold**.

Gender’s impact on the quality of life domain scores was also examined, broken out by region in which the respondents lived. Results are depicted in Table 8. Gender differences emerged within some regions, while not in others. Notably, in two of the three regions where significant differences were observed, there was a persistent trend favouring one gender over the other. In the Vancouver Coastal region, women consistently reported higher scores on many items, including: overall QoL Composite score, Personal Development, Self-Determination, Interpersonal Relations, and Social Inclusion. In no areas did men in the Vancouver Coastal region report higher scores than women. In contrast, in the South Fraser region, men had statistically significantly higher scores than women on the QoL Composite, Physical Well-Being, and Material Well-Being; women reported lower scores than men on all but one domain.

Table 8 Quality of Life Composite and Domain Scores for *include Me!* Respondents by Region and Gender (Aggregate of All Data Years)

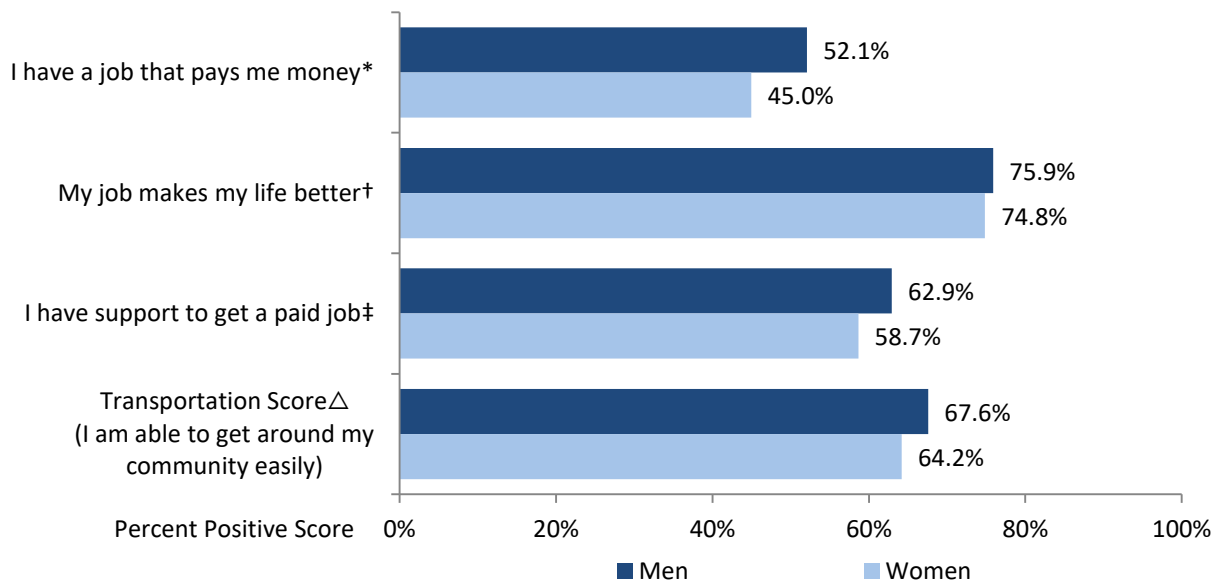
	Vancouver Coastal		South Fraser		Southern Interior		North / Thompson-Cariboo		Vancouver Island	
	Men n=960	Women n=735	Men n=1,351	Women n=1,052	Men n=1,036	Women n=845	Men n=294	Women n=227	Men n=51	Women n=37
QoL Composite	7.21	7.41	7.46	7.34	7.51	7.45	7.27	7.32	7.42	7.54
Emotional Well-Being	8.48	8.61	8.56	8.44	8.56	8.35	8.35	8.45	7.96	8.85
Physical Well-Being	7.85	7.92	8.06	7.69	7.73	7.58	7.69	7.52	7.86	7.61
Material Well-Being	7.62	7.76	7.94	7.65	7.82	7.72	7.64	7.65	7.21	8.16
Personal Development	6.95	7.23	7.29	7.25	7.36	7.45	7.21	7.23	7.18	7.71
Self-Determination	6.74	7.11	7.06	7.10	7.30	7.50	7.27	7.35	6.83	7.73
Rights	7.18	7.29	7.47	7.32	7.59	7.45	7.41	7.49	7.49	7.50
Interpersonal Relations	6.69	6.98	6.93	6.90	6.93	6.97	6.50	6.82	7.39	6.79
Social Inclusion	6.11	6.37	6.36	6.35	6.63	6.55	6.12	6.18	6.24	5.99

Source: *include Me!* Aggregate Data Set 2012-2020

Highlighted cells denote statistically significant differences ($p < .05$) between Men and Women on the corresponding domain within that particular region. Higher scores are denoted in **bold**.

The impact of gender on employment and the transportation score was also examined (See Figure 23). Men were more likely to have a paid job, have support to get a paid job, and were more likely to be able to get around their community, compared to women.

Figure 23 Employment and Transportation Percent Positive Scores for *include Me!* Respondents by Gender (Aggregate of All Data Years)



Source: *include Me!* Aggregate Data Set 2012-2020

*Survey data gathered 2012/13 through 2019/20 (Men n=2,588, Women n=2,004)

† Survey data gathered 2014/15 through 2019/20 (Men n=1,339, Women n=660)

‡Survey data gathered 2014/15 through 2019/20 (Men n=1,084, Women n=975)

△Survey data gathered 2012/13 through 2018/19 (Men n=3,017, Women n=2,410)



COMPARISONS TO GENERAL POPULATION QUALITY OF LIFE

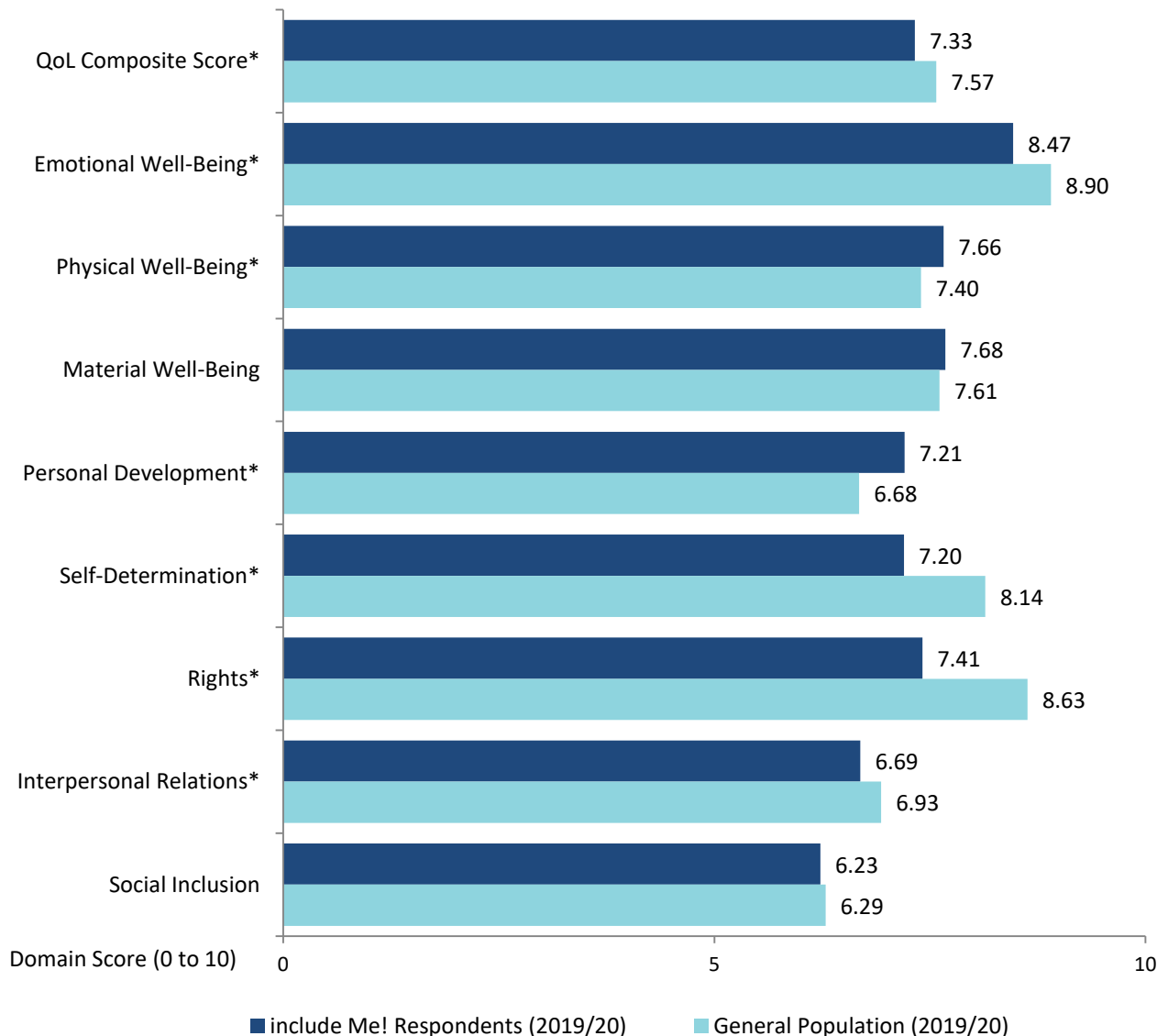
In the 2015/16 wave of research, Malatest conducted a modified version of the survey with a large sample of the BC general population from Vancouver Coastal, South Fraser, and Southern Interior regions. This year, Malatest once again administered the Quality of Life survey with a large sample of the BC general population, expanding surveying efforts to include residents from all five CLBC regions (Vancouver Coastal, South Fraser, Southern Interior, North / Thompson-Cariboo, and Vancouver Island).

The new 2019/20 General Population data was compared to that of the CLBC supported individuals, based on their 2019/20 *include Me!* survey responses. The following sections summarize these findings.

1.12 Overall Comparisons to the General Population

include Me! respondents from the 2019/20 year achieved similar scores to the general population respondents on most domains; however, statistically significant differences did emerge (see Figure 24). Considerable gaps between the two groups were noted for the Rights, Self-Determination, and Emotional Well-Being domains. For these domains, the general population respondents expressed higher levels of satisfaction than *include Me!* respondents. *include Me!* respondents achieved a higher mean score on the Personal Development domain, compared to the general population. Small, but statistically significant, differences also existed on the Physical Well-Being and Interpersonal Relations domains. The general population's QoL Composite score was also higher than that of *include Me!* respondents.

Figure 24 Quality of Life Composite and Domain Scores for 2019/20 General Population and 2019/20 *include Me!* Respondents



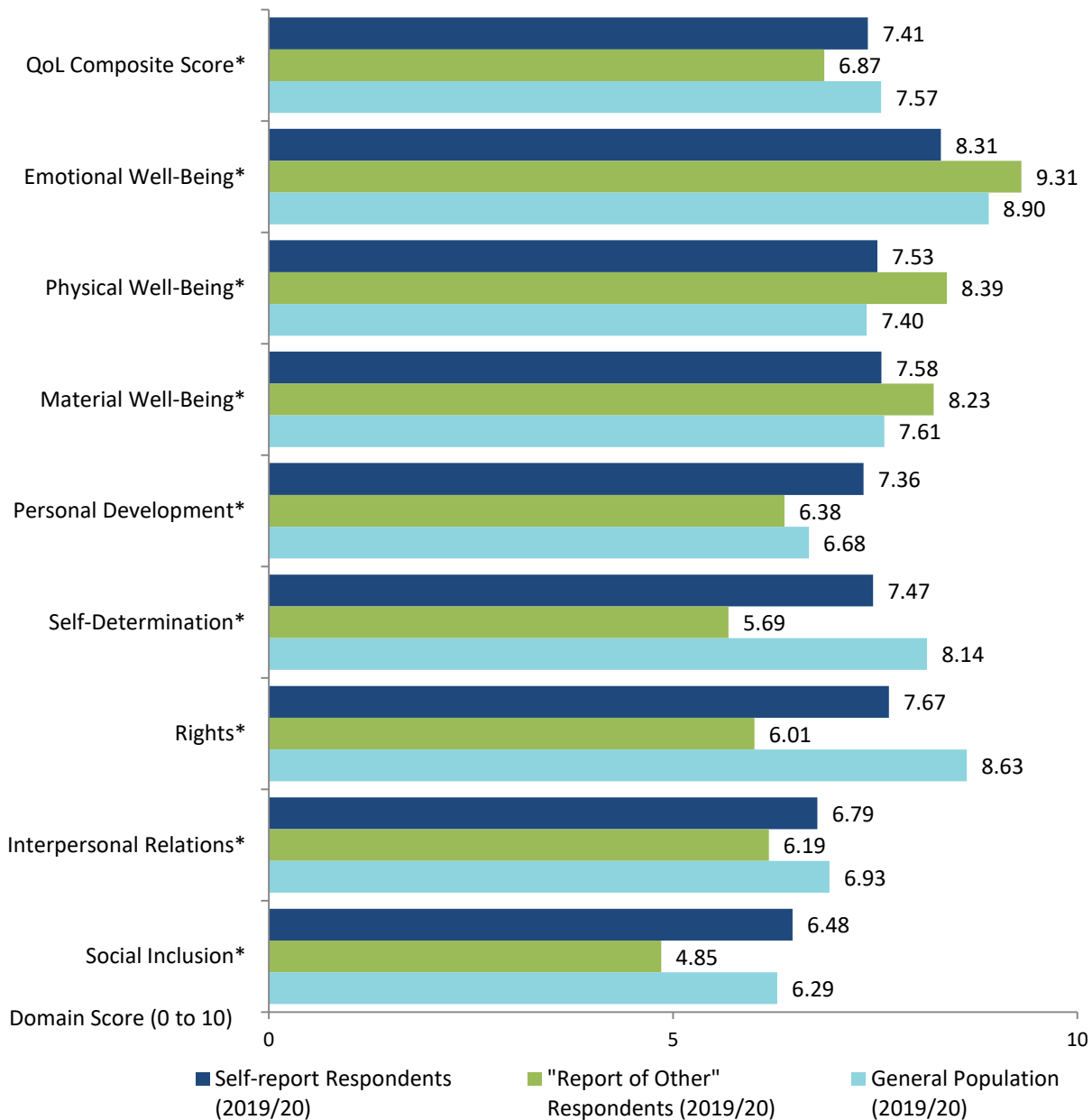
Sources: *include Me!* Survey 2019/20 (n=1,131); General Population Survey 2019/20 (n=1,503)

* Significant at the $p < .01$ level

Comparisons between this year’s *include Me!* respondents and the general population respondents were further explored in breakdowns by respondent type (Self-report versus “Report of Other”; see Figure 25). The QoL Composite score varied by response type: self-report respondents’ QoL Composite score was higher than the “Report of Other” respondents’ score, and both scores were lower than that of the general population. Overall domain scores remained clustered for all three groups on the domains of Emotional Well-Being, Material Well-Being, and Physical Well-Being. However, all Well-Being domain scores for the “Report of Other” respondents were somewhat higher than those of the general population and Self-report respondents. For all other domains – Personal Development, Self Determination, Rights, Interpersonal Relations, and Social

Inclusion – self-report respondents had overall mean scores that were consistently higher than “Report of Other” respondents. Further, for most domains, self-report respondents more closely approximated the general population, while some large gaps existed between the general population and “Report of Other” respondents.

Figure 25 Quality of Life Composite and Domain Scores for 2019/20 General Population and 2019/20 include Me! Self-report Respondents and “Report of Other” Respondents



Sources: include Me! Survey 2019/20 (Self Report n=957, “Report of Other” n=174); General Population Survey 2019/20 (n=1,503)

* Significant at the p<.01 level

1.13 Comparisons to the General Population by Region

Comparisons between this year’s *include Me!* respondents and general population respondents were further explored in breakdowns by the region in which respondents lived (see Table 9). Overall, results by region were reflective of overall provincial patterns and no major deviations by region were identified. General population respondents saw higher mean domain scores on the Rights, Self-Determination, and Emotional Well-Being domains compared to *include Me!* respondents across all regions in which comparisons were made. Within the Southern Interior, North / Thompson-Cariboo, and Vancouver Island Regions, *include Me!* respondents reported statistically significantly higher Personal Development scores compared to members of the general population. See Table 9 below for full results.

Table 9 Quality of Life Composite and Domain Scores for 2019/20 General Population and 2019/20 *include Me!* Respondents by Region

	Vancouver Coastal		South Fraser [†]		Southern Interior		North / Thompson-Cariboo		Vancouver Island	
	<i>include Me!</i> n=446	Gen. Pop. n=301	<i>include Me!</i> n=0	Gen. Pop. n=302	<i>include Me!</i> n=209	Gen. Pop. n=300	<i>include Me!</i> n=385	Gen. Pop. n=300	<i>include Me!</i> n=91	Gen. Pop. n=300
QoL Composite	7.39	7.70	N/A	7.45	7.10	7.51	7.33	7.53	7.51	7.67
Emotional Well-Being	8.66	9.00	N/A	8.72	8.06	8.89	8.49	8.89	8.37	9.02
Physical Well-Being	8.00	7.56	N/A	7.27	7.02	7.33	7.59	7.34	7.78	7.49
Material Well-Being	7.89	7.92	N/A	7.44	7.20	7.62	7.69	7.34	7.67	7.74
Personal Development	7.17	7.00	N/A	6.70	7.00	6.47	7.30	6.65	7.45	6.59
Self-Determination	6.98	8.12	N/A	7.95	7.27	8.19	7.40	8.23	7.23	8.23
Rights	7.30	8.53	N/A	8.50	7.55	8.62	7.44	8.66	7.54	8.86
Interpersonal Relations	6.78	7.09	N/A	6.92	6.46	6.78	6.61	6.87	7.14	7.02
Social Inclusion	6.33	6.40	N/A	6.11	6.14	6.20	6.18	6.29	6.17	6.45

Sources: *include Me!* Survey 2019/20; General Population Survey 2019/20

[†]Individuals living in the South Fraser Region were not surveyed as part of the 2019/20 round of *include Me!*

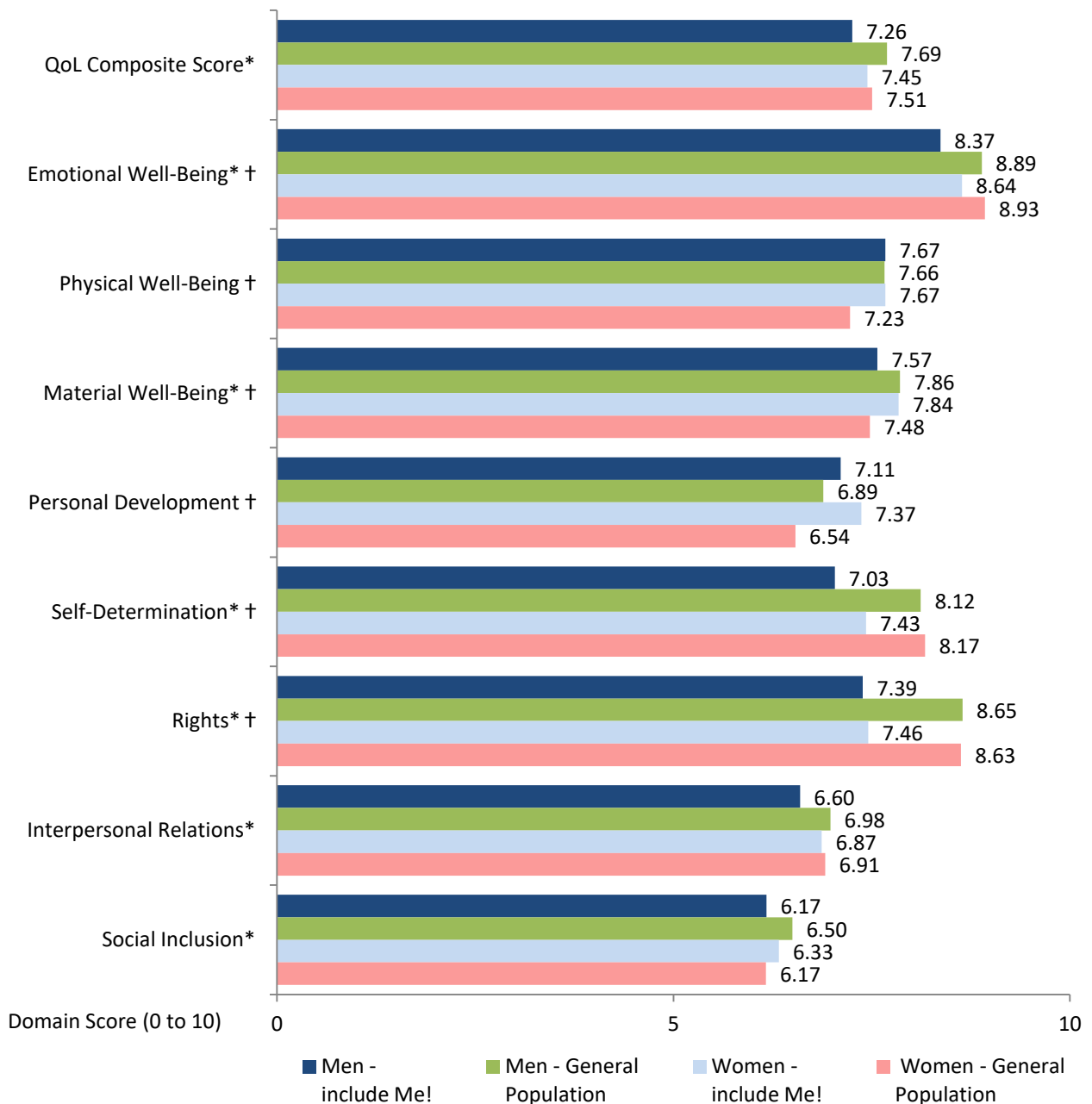
Highlighted cells denote statistically significant differences ($p < .05$) between *include Me!* and general population respondents on the corresponding domain within that particular region. Higher scores are denoted in **bold**.

1.14 Comparisons to the General Population by Gender

Gender differences were explored further, comparing this year’s *include Me!* respondents and the general population respondents (see Figure 26). Men in the general population rated most quality of life domains higher and also had a higher overall QoL Composite score compared to men surveyed as part of *include Me!*; These differences were statistically significant. Women supported by CLBC rated their quality of life across most domains as similar to as or somewhat higher than women did in the general population. Specifically, women in both groups had similar QoL Composite scores, Interpersonal Relations scores and Social Inclusion scores, however, women surveyed as part of *include Me!* reported statistically significantly higher scores on

three domains (Physical Well-Being, Material Well-Being, and Personal Development) compared to women in the general population. Women in the general population, however, reported statistically significantly higher scores than *include Me!* women on the Emotional Well-Being, Self-Determination and Rights domains.

Figure 26 Quality of Life Composite and Domain Scores for 2019/20 General Population and 2019/20 *include Me!* Respondents by Gender



Sources: *include Me!* Survey 2019/20 (Men n=649, Women n=468); General Population Survey 2019/20 (Men n=598, Women n=892)

*Significant difference observed for Men at the $p < .01$ level

†Significant difference observed for Women at the $p < .01$ level

1.15 Comparisons to the General Population by Age Cohort

Comparisons between this year’s *include Me!* respondents and the general population respondents were further explored in breakdowns by age cohort (see Table 10). Within younger age groups (18-34 and 35-54), *include Me!* respondents tended to report higher scores on most domains: Physical and Material Well-Being, Personal Development, Interpersonal Relations, and Social Inclusion. General population respondents in these age groups scored higher on Rights and Self-Determination. In the oldest age group, however, this trend reversed and general population respondents scored higher than *include Me!* respondents on all domains where there was a significant difference, including QoL Composite scores.

Table 10 Quality of Life Composite and Domain Scores for 2019/20 General Population and 2019/20 *include Me!* Respondents by Age Cohort

	Age 18-34		Age 35-54		Age 55 and over	
	<i>include Me!</i> n=490	Gen. Pop. n=238	<i>include Me!</i> n=400	Gen. Pop. n=531	<i>include Me!</i> n=241	Gen. Pop. n=682
QoL Composite	7.29	6.98	7.33	7.14	7.38	8.10
Emotional Well-Being	8.43	8.35	8.40	8.57	8.64	9.34
Physical Well-Being	7.60	6.88	7.65	6.79	7.81	8.02
Material Well-Being	7.61	6.96	7.71	7.09	7.78	8.21
Personal Development	7.22	6.43	7.21	6.56	7.15	6.82
Self-Determination	7.19	7.38	7.17	7.61	7.27	8.81
Rights	7.48	7.99	7.44	8.09	7.24	9.27
Interpersonal Relations	6.54	6.32	6.73	6.42	6.95	7.52
Social Inclusion	6.24	5.49	6.17	5.96	6.30	6.81

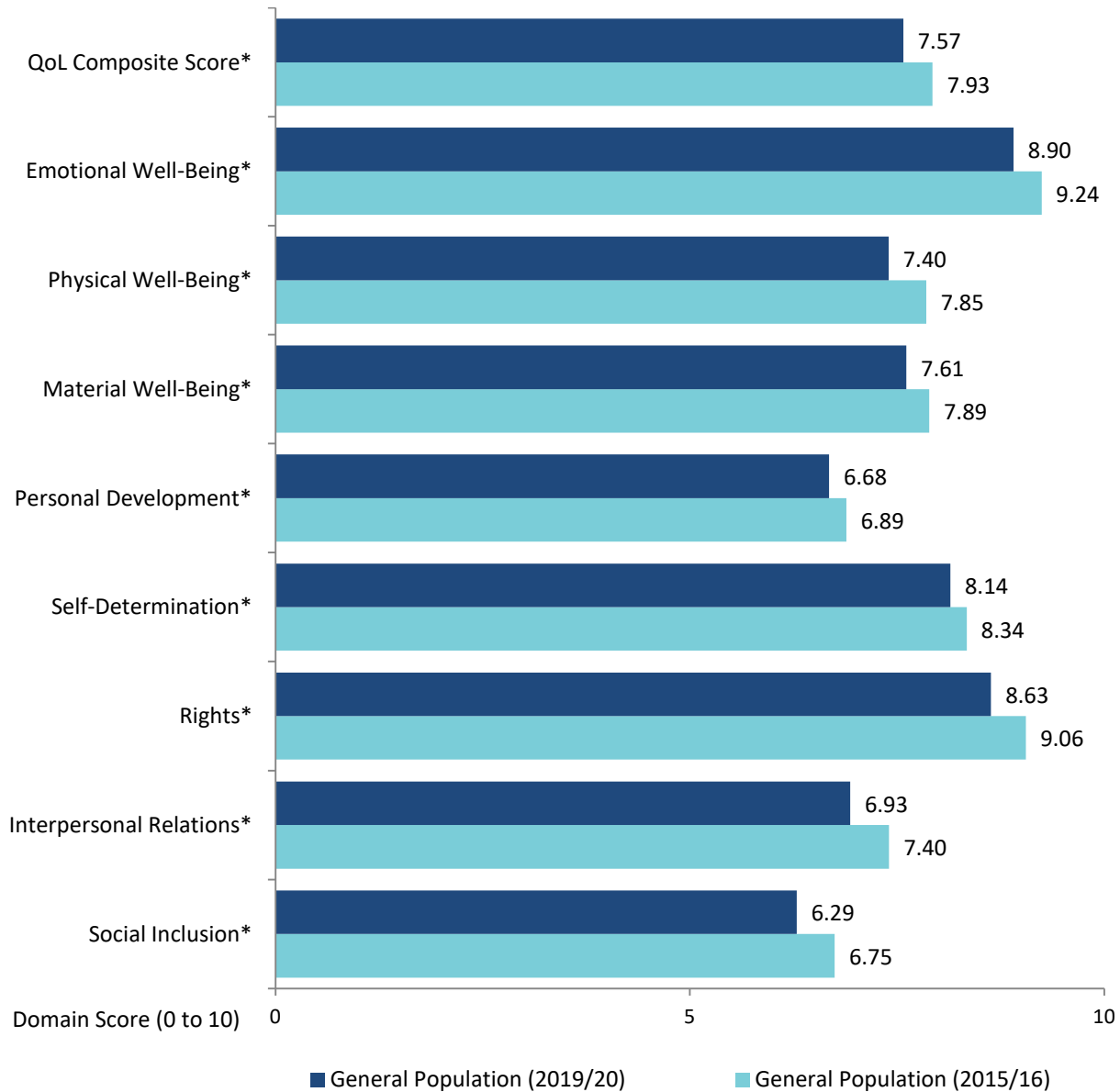
Sources: *include Me!* Survey 2019/20; General Population Survey 2019/20

Highlighted cells denote statistically significant differences ($p < .05$) between *include Me!* and general population respondents on the corresponding domain within that particular age cohort. Higher scores are denoted in **bold**.

1.16 Comparison to 2015/16 General Population Quality of Life Scores

The QoL Composite score and domain scores for the general population in 2015/16 and 2019/20 are displayed in Figure 27. General population scores in 2019/20 are somewhat lower across all domains and the QoL Composite compared to 2015/16 scores. While quality of life may have declined within the general population, the differences observed between years may also be a result of differences in the populations surveyed each year (e.g., regions surveyed, demographic characteristics).

Figure 27 Quality of Life Composite and Domain Scores for 2019/20 General Population Respondents and 2015/16 General Population Respondents



Source: General Population Survey 2015/16 (n=827); General Population Survey 2019/20 (n=1,503)

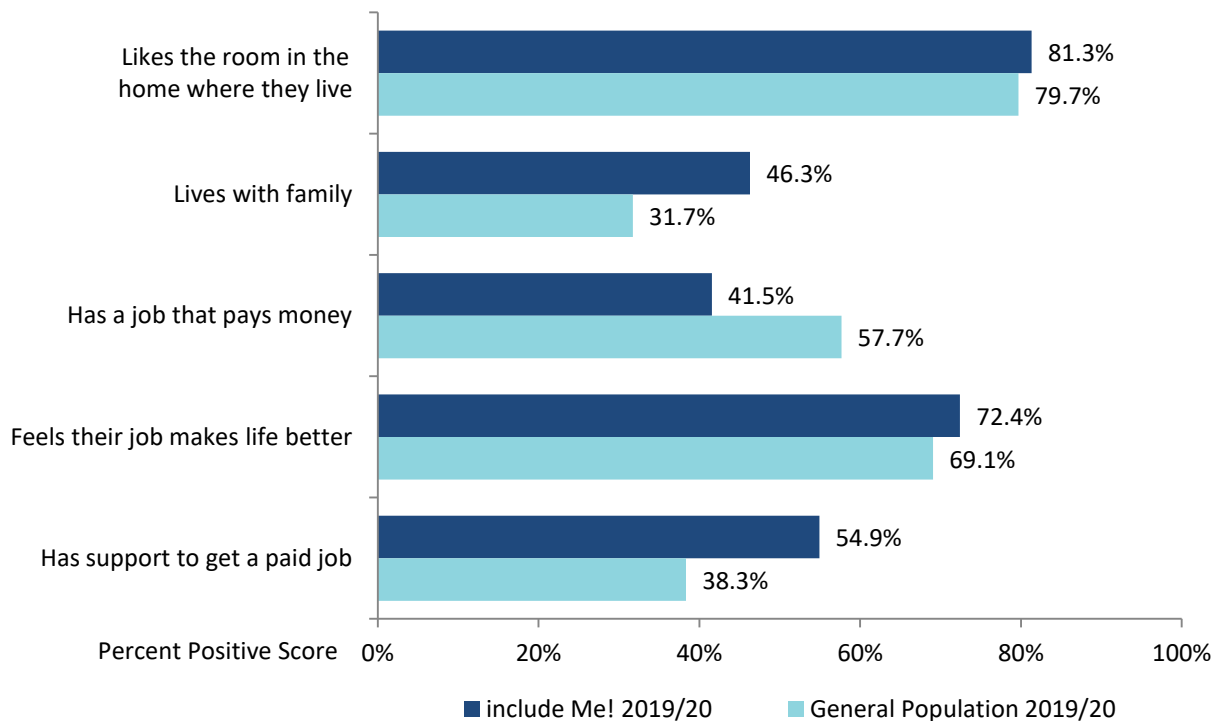
* Significant at the $p < .01$ level

Note: In 2015/16, members of the general population were surveyed from the Vancouver Coastal, South Fraser, and Southern Interior regions reflecting the same regions include Me! surveyed that year. In 2019/20, members of the general population were surveyed from all five CLBC regions: Vancouver Coastal, South Fraser, Southern Interior, North / Thompson-Cariboo, and Vancouver Island.

1.17 Housing and Employment: Comparison to the General Population

Results for the housing and employment questions were also compared to the 2019/20 *include Me!* respondents and the 2019/20 general population respondents (see Figure 28). Members of the general population were less likely to live with family, more likely to have a paid job, and less likely to have support to get a paid job than individuals supported by CLBC.

Figure 28 Housing and Employment Percent Positive Scores for 2019/20 General Population and 2019/20 *include Me!* Respondents



Sources: *include Me!* Survey 2019/20 (Housing Satisfaction Question: n=1,082; Housing Situation Question: n=1,028, Employment Questions: n=1,035, n=428, n=528, respectively); General Population Survey 2019/20 (Housing Satisfaction Question: n=1,501; Housing Situation Question: n=1,497, Employment Questions: n=1,477, n=850, n=493, respectively).

1.18 General Population Correlations

Relationships between each domain and the overall quality of life question, the housing satisfaction question, and employment questions were examined within the general population. A pattern of results similar to that of the *include Me!* respondents was observed. The overall quality of life question was correlated with all eight quality of life domains (See Table 11) and, in particular, the largest correlations were with Emotional Well-Being ($r = .513$), Personal Development ($r = .489$), and Physical Well-Being ($r = .486$). Housing satisfaction was correlated with all eight quality of life domains. Employment was weakly correlated with all eight domains; however, feeling that one’s employment makes life better was moderately correlated with all domains.

Table 11 Domain Correlations with the Quality of Life, Housing, and Employment Questions for 2019/20 General Population Respondents

Quality of Life Framework		2019/20 Domain Scores Correlation with:			
Factor	Domain	Feels good about their life n=1,501	Likes the room where they live n=1,501	Has paid work (Yes / No) n=1,477	Life is better (those employed) n=850
Well-Being	Emotional Well-Being	0.513	0.321	weak	0.310
	Physical Well-Being	0.486	0.358	weak	0.383
	Material Well-Being	0.434	0.328	weak	0.321
Independence	Personal Development	0.489	0.230	weak	0.364
	Self-Determination	0.483	0.392	weak	0.323
Social Participation	Rights	0.415	0.400	weak	0.300
	Interpersonal Relations	0.449	0.268	weak	0.286
	Social Inclusion	0.403	0.246	weak	0.296
		<i>Moderate Association .2 ≤ r < .5</i>		<i>Large Association r ≥ .5</i>	

Source: General Population Survey 2019/20



PROVIDING FEEDBACK AND MOVING FORWARD

1.19 Reporting

For the 2019/20 round of *include Me!*, a storyboard and summary report were produced for each participating service provider⁶ and region as a means of providing feedback. A storyboard was also created for the overall provincial results. Storyboards are one-page documents that provide a comprehensive visual summary of the results. Service provider summary reports include additional information and comparisons that may be useful when interpreting results. The overall storyboard for the 2019/20 survey round is provided in Appendix C.

1.20 A Continuous Dialogue and Quality Improvement

It is important to note that for some service providers, the information being collected through *include Me!* over the next few years should be viewed largely as baseline data. Service providers and CLBC will need time to absorb the information, consult with stakeholders, and begin to make decisions about how to respond.

Those service providers who have participated more than once in the *include Me!* survey process will be able to review their results and determine if they have improved from their baseline year. Ideally, service provider scores will show an improvement in those areas in which they have made efforts to improve individuals' quality of life.

As the data set continues to grow, deeper levels of analysis and questions can be examined that will: support individuals and families in the process of choosing services that align with their own quality of life priorities; support service providers to target continuous quality improvement efforts that will have the most positive impact on the quality of life of the individuals they serve; and support CLBC to align policies and target funding that benefits the sector as a whole.

Additionally, the information collected through the survey process will allow those at the individual, agency, and system levels to have informed conversations with those outside the traditional service provision sector. The results will help CLBC work with new partners and will allow them to highlight common areas of concern, seek strategic partnerships, and identify areas of focus that will be most impactful.

⁶ Due to respondent privacy concerns, service providers were required to reach a minimum of 20 survey completions in order to receive their own individualized report. Service providers who did not achieve 20 completions were provided with a regional report.

Appendix A:
Glossary of Terms



Glossary of Terms – Overall Summary Report

Aggregate Dataset - The aggregate dataset includes the data from all include me! survey waves. It does not include "borrowed" cases, but rather only includes the scores of individuals who completed the survey within the specified year. This data set allows for deeper levels of analyses such as the examination of change over time for each quality of life indicator, and the examination of differences among various demographic groups.

Average Domain Score – The average domain score is the arithmetic mean of the sum of the re-scaled survey responses (0, 5, 10) divided by the count of all valid responses. Higher scores represent a more positive outcome for that domain.

Borrowed - A "borrowed" case refers to when the results of an individual from a previous survey wave are included in the subsequent year's analysis and reporting because they were receiving services from a participating provider in the subsequent year as well. An individual could choose to complete the survey again in the second year, or they could have their data from the prior year "borrowed" and included in the current year's reporting. In general, allowing data to be "borrowed" may help reduce survey fatigue in respondents as they do not need to complete the same survey two years in a row, but can still have their results count. Survey responses are only "borrowed" from one year prior, and not from earlier survey waves.

Cloned - A "cloned" case refers to when an individual is receiving services from two participating service providers in a single year - they complete the survey once at one service provider only. Their survey responses are then "cloned" and included in the dataset once for each provider, but only included once when results are calculated at the regional and overall level. For example, if an individual receives services at "Provider A" and completes the survey at "Provider A's" location but also receives services from "Provider B", their data will be included in both the results for "Provider A" and "Provider B". However, their responses will only be included once in the regional and overall results.

Correlation - A correlation measures the strength of a relationship between two items. When there is a positive correlation between two items, it means that, overall, the responses are similar for each item. For example, if the Rights domain and the Employment question have a correlation of 0.2 or higher, the individual's perception of their Rights and whether they have paid work is considered to be associated.

Domain Scoring – Domain scores were calculated in accordance with the scoring method used in previous studies that used the My Life: Personal Outcomes Index™. Responses to each question were first re-scaled to have a score of 0, 5 and 10 before computing the mean scores across questions that comprise that domain. For example, for the question "Q50. Do you like your room in the home where you live?", a response of "most of the time" would be assigned a score of 10, "sometimes" a score of 5, and "rarely or never" a score of 0. A higher score represents a more positive answer for that question.

Effect Sizes – An effect size is the measurement of the magnitude of the difference between groups. Effect sizes can be examined in addition to statistical significance testing. Effect sizes are often expressed as being small, medium or large. For example, if an effect size is small, the difference observed between two variables (or scores) may not have practical significance or meaning in the real world.

Margin of Error – The margin of error indicates the imprecision inherent in survey data. A smaller margin of error means the survey results were more precisely measured. A margin of error of $\pm 5\%$ or $\pm 8\%$ is considered good and acceptable respectively. For example, if the reported percent positive score is 50%,



with a margin of error of $\pm 5\%$, the true score is captured within the range of 45% and 55% 19 out of 20 times.

Participation Rate – Participation rate is calculated as the ratio of valid completed surveys over the valid total sample.

Percent Positive Score – The presentation of survey results in a standardized way as percentage of the “positive” answers to survey questions. “Positive” answers are defined as the most positive response category to a survey question (i.e., Top-box) regardless of the response categories. Results are easier to compare when they are all scored the same way, such as when reporting a percent positive score, since there is less variation in interpretation of what constitutes a “good score”.

Quality of Life Composite Score – A Quality of Life composite score is a single score which reflects all eight of the quality of life domains. The Quality of Life composite score is calculated by averaging the scores for all eight domains at the level of the individual (i.e., case level). Composite scores can be calculated for only those individuals who had a score for all eight domains.

Region – The geographical area into which each service provider falls (i.e., Vancouver Coastal, South Fraser, Southern Interior, North / Thompson-Cariboo, or Vancouver Island).

Report of Others – For individuals who are unable to complete the survey on their own, two respondents have been identified to answer on their behalf and provide “report of others” responses. To fill this role, respondents must have known the supported individual for at least one year and they should have an understanding of the individual’s current life experiences. For the purpose of this report, supported individuals’ quality of life scores are based on the average of answers provided by two reports of others.

Response Rate – Response rate is calculated as the ratio of valid completed surveys over those who agreed to participate.

Statistical Significance - Testing for statistical significance helps determine the likelihood that an observed difference in scores is real and not due to random chance. The level of statistical significance is expressed as a p-value between 0 and 1, with a p-value less than 0.05 considered statistically significant. A p-value of 0.05 means that there is only a 5% chance that observed differences are due to random chance.

Survey Wave - The *include Me!* project has occurred each year since the first survey wave in 2012/13. A survey wave (also known as a “survey year”, “survey round” or “survey period”) refers to each separate survey period in a series of related surveys. A survey wave spans two years (e.g., “2019/20”) because typically, survey administration takes place in the fall and winter of one year while analysis and reporting are conducted in the spring of the following year.

Type I error - Type I error or “false positives” occur when a statistically significant difference is found between groups / scores, even when there is no true difference.

Valid Response – The number of individuals who provided a sufficient number of responses to calculate a domain score. For this report, sufficient number is defined by answering at least four out of six questions for each quality of life domain.

Valid Sample – The sample of individuals served by each service provider or region(s).

Appendix B:
List of Participating Service Providers (2012/13 to 2019/20)



List of All Participating Service Providers from 2012/13 to 2019/20

Service provider	Survey Period 1	Survey Period 2	Survey Period 3
28th Avenue Homes Ltd	2015/16		
Abbotsford Community Services	2013/14	2016/17	
ACCESS Human Resources Inc.	2013/14		
AiMHi Prince George Association for Community Living	2019/20		
ARC Programs Ltd.	2013/14	2019/20	
Axis Family Resources Ltd.	2018/19	2019/20	
Bernard C. Vinge and Associates	2013/14	2019/20	
Burnaby Association for Community Inclusion*	2013/14	2016/17	2019/20
Chilliwack Society for Community Living	2012/13	2017/18	
Communities Supportive Care Society	2013/14		
Community Connections Revelstoke Society	2016/17		
Community Connections Support Services Ltd.	2013/14	2019/20	
Community Integration Services Society*	2014/15	2018/19	
Community Living Society*	2015/16		
Community Ventures Society	2012/13	2019/20	
Cranbrook Society for Community Living	2017/18		
Cresteramics Society for the Handicapped	2018/19		
Creston and District Society for Community Living	2018/19		
Dengarry Professional Services LTD	2014/15	2018/19	
Developmental Disabilities Association of Vancouver-Richmond	2018/19		
Fraserside Community Services Society	2014/15		
Gorbahn Professional Alternative Resources Inc.	2017/18		
Grand Forks Sunshine Valley Community Services Ltd.	2019/20		
Greater Vancouver Community Services Society	2012/13	2017/18	
High Road Services Society	2017/18		
Hollyburn Support Services	2013/14		
Hovanes Community Services Ltd.	2013/14		
Inclusion Langley Society (formerly Langley Association for Community Living)*	2014/15	2018/19	
Inclusion Powell River (formerly - Powell River Association for Community Living)	2012/13	2017/18	



Service provider	Survey Period 1	Survey Period 2	Survey Period 3
Interior Community Services	2019/20		
It's All About You Quality of Life Services	2014/15		
John Howard Society of Central and South Okanagan	2014/15	2019/20	
John Howard Society of the Lower Mainland	2014/15		
Kindale Development Association	2014/15		
Kinsight Community Society (formerly - Simon Fraser Society for Community Living)	2012/13		
Kootenay Society for Community Living	2016/17		
McNaughton Support Services	2016/17		
Milieu Family Services*	2014/15	2018/19	
MSA Society for Community Living	2013/14		
Nanaimo Association for Community Living	2019/20		
Nelson CARES Society	2016/17		
New Directions Holdings Ltd.	2017/18		
North Shore ConneXions Society	2012/13	2018/19	
North Shore Disability Resource Centre	2012/13	2016/17	
Operation Street Angel	2016/17		
Pacific Coast Community Resources Inc.	2012/13	2017/18	
Pathways Abilities Society	2013/14	2016/17	
Penticton and District Community Resources Society	2013/14		
Penticton and District Society for Community Living	2013/14	2017/18	
posAbilities	2012/13	2016/17	
Princeton and District Community Services Society	2013/14		
Provision Resources	2015/16		
REALM	2017/18		
Richmond Society for Community Living	2019/20		
Ridge Meadows Association for Community Living	2012/13	2017/18	
Sea to Sky Community Services	2014/15		
Semiahmoo House Society*	2014/15	2017/18	
Shuswap Association for Community Living	2014/15	2018/19	
Sources Community Resource Centres	2013/14		

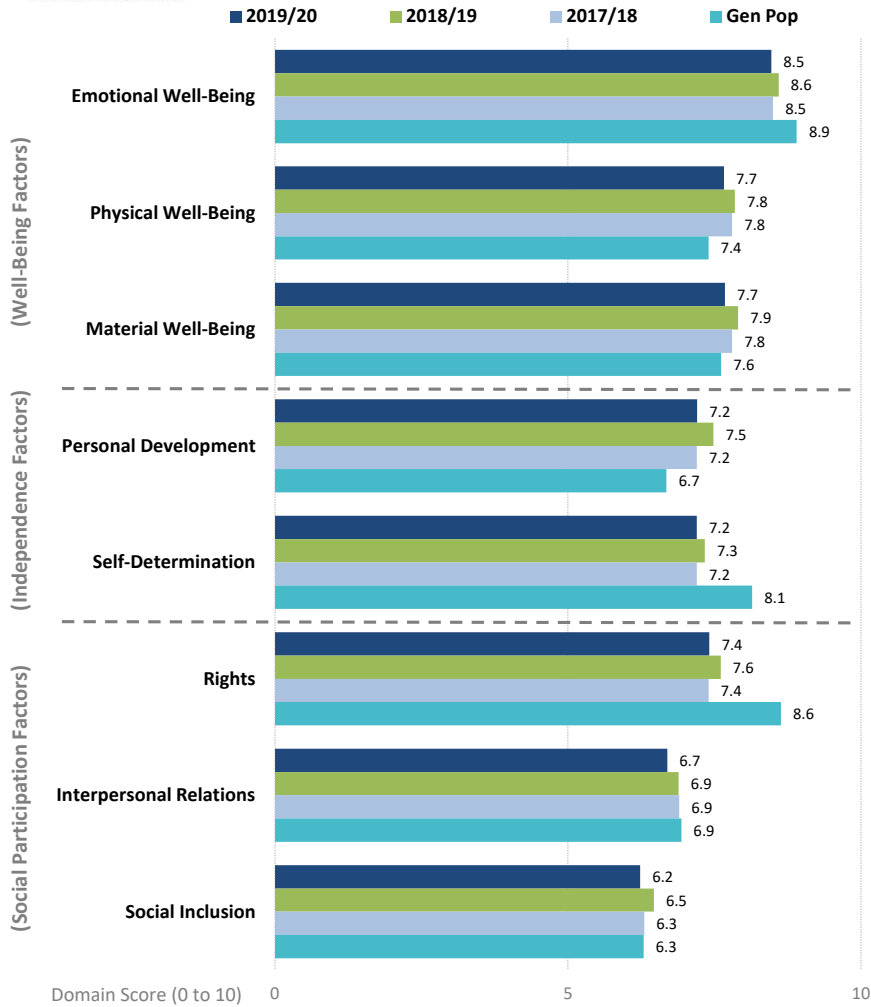


Service provider	Survey Period 1	Survey Period 2	Survey Period 3
South Okanagan Life Skills Option	2013/14		
Southern Okanagan Association for Integrated Community Living	2014/15		
Spectrum Society for Community Living	2012/13	2016/17	
Summerland Community Support	2013/14		
Sunshine Coast Association for Community Living	2012/13		
Sunshine Farm	2014/15	2019/20	
Surrey Association for Community Living	2012/13		
Terrace and District Community Services Society	2017/18		
The H.O.M.E. Society*	2015/16		
Thompson Community Services Inc.	2012/13	2018/19	2019/20
TIER Support Services Ltd.	2013/14		
Trail Association for Community Living	2017/18		
Twenty-Ten Foothills	2013/14		
Vancouver Resource Society	2012/13	2016/17	
Vernon and District Association for Community Living	2013/14	2017/18	
Younghusband Resources Ltd.	2019/20		
W.J. Stelmaschuk and Associates Ltd	2013/14	2018/19	

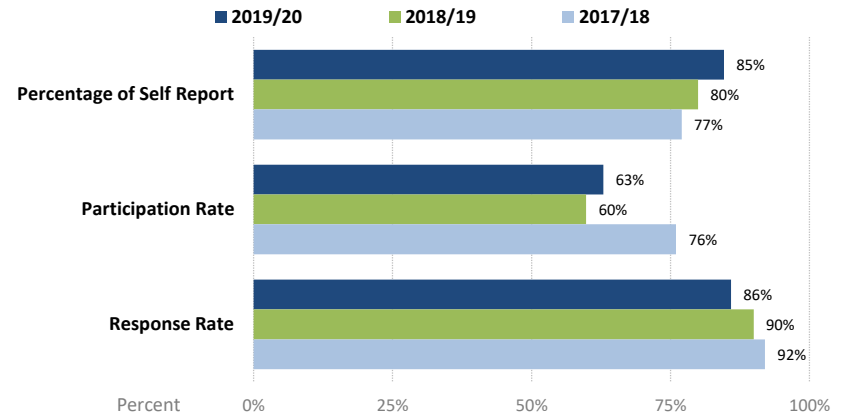
*Denotes service providers who participated in the Demonstration Project of *include Me!* in 2010. Due to the absence of detailed data for the demonstration project, significance testing is not possible.

Appendix C:
Overall Storyboard 2019/20

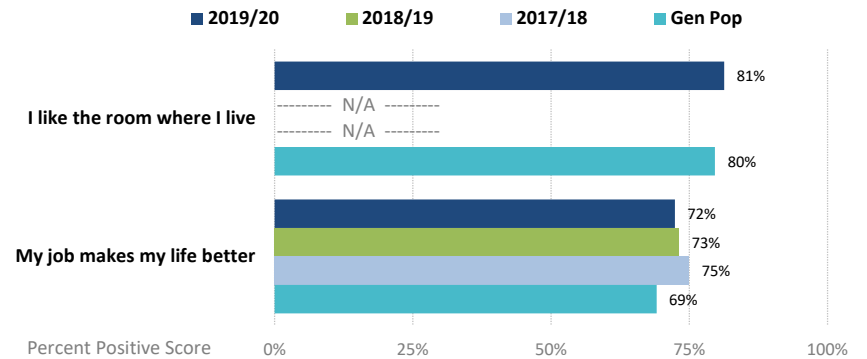
Quality of Life Domain Scores



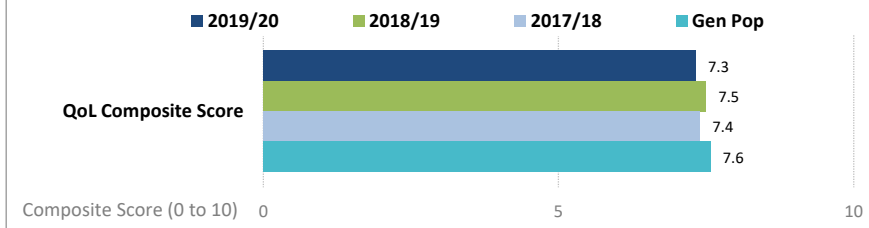
Key Survey Metrics



Housing and Employment



Quality of Life Composite Score



Quality of Life Framework		Domain Scores Correlation with...			
Factor	Domain	Feels good about their life n=1,101	Likes the room where they live n=1,082	Has paid work (Yes / No) n=1,035	Life is better (those employed) n=428
Well-Being	Emotional Well-Being	0.506	0.392	weak	0.435
	Physical Well-Being	0.549	0.412	weak	0.461
	Material Well-Being	0.386	0.328	weak	0.391
Independence	Personal Development	0.458	0.301	0.204	0.465
	Self-Determination	0.380	0.271	0.224	0.403
Social Participation	Rights	0.287	0.239	0.235	0.337
	Interpersonal Relations	0.410	0.249	weak	0.352
	Social Inclusion	0.360	weak	0.249	0.360
		Moderate Association .2 ≤ r < .5			Large Association r ≥ .5