



include Me!

Quality of Life Initiative

Housing and Quality Of Life – Special Report
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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 (QoL) 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.

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.
- 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.

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.

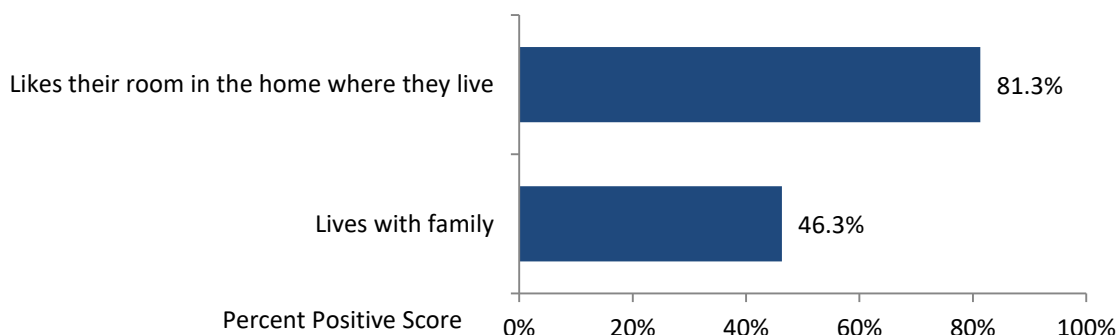
This year, 84.6% of surveys completions were self-reports (compared to 15.4% of “Report of Other” responses). This outcome reflects the project’s intent to give individuals with developmental disabilities an opportunity to speak for themselves about their quality of life.

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 2 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 2). Slightly less than one-half of respondents reported that they live with family members, such as their parents, grandparents or siblings, suggesting that almost one-half of individuals may rely on family members to provide them with housing.

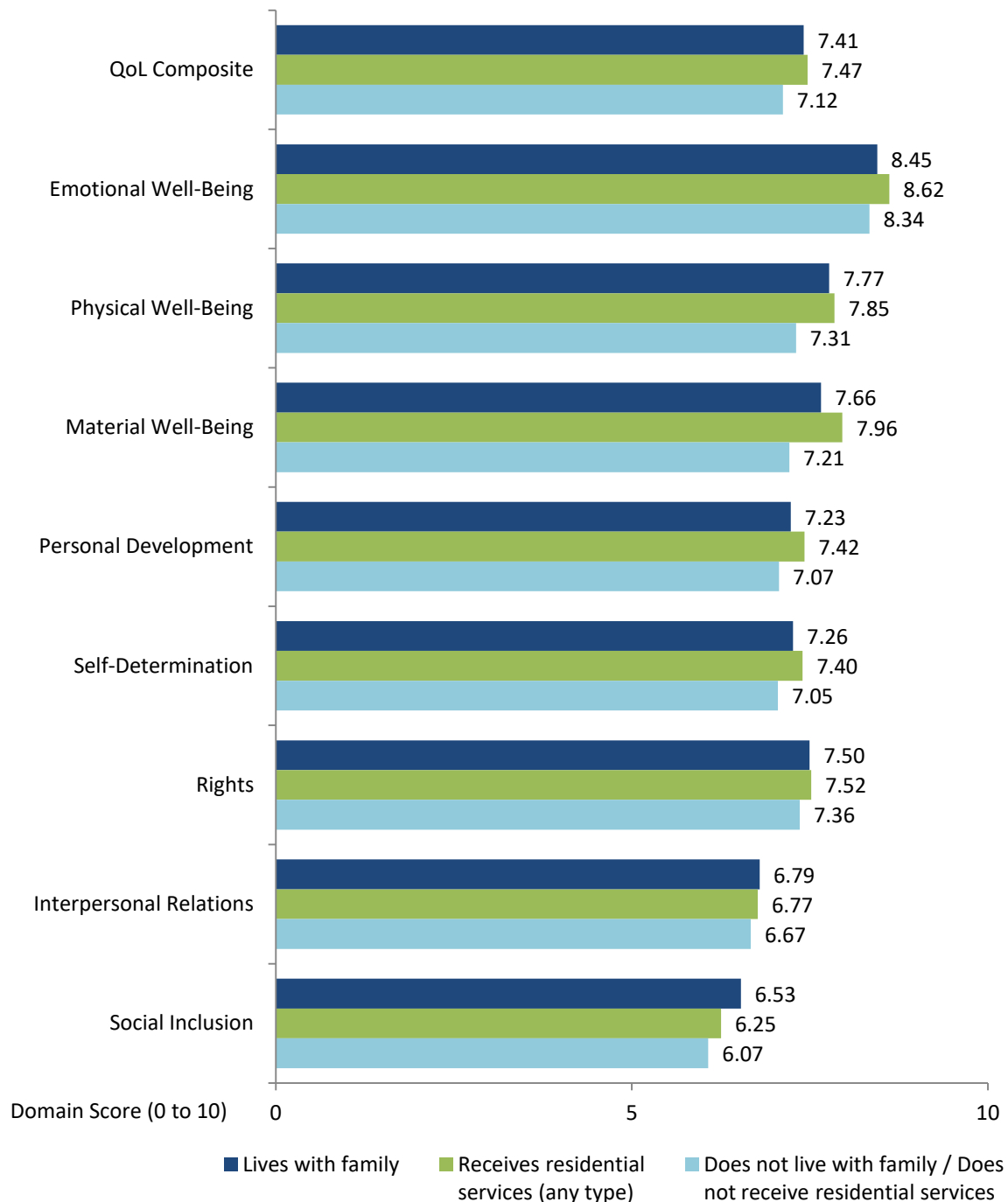
Figure 2 Housing Satisfaction and Housing Situation Percent Positive Scores for *include Me!* Respondents



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

Figure 3 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 3 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 1 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 1 Quality of Life Domain Scores by Housing Situation and Residential Service Type*

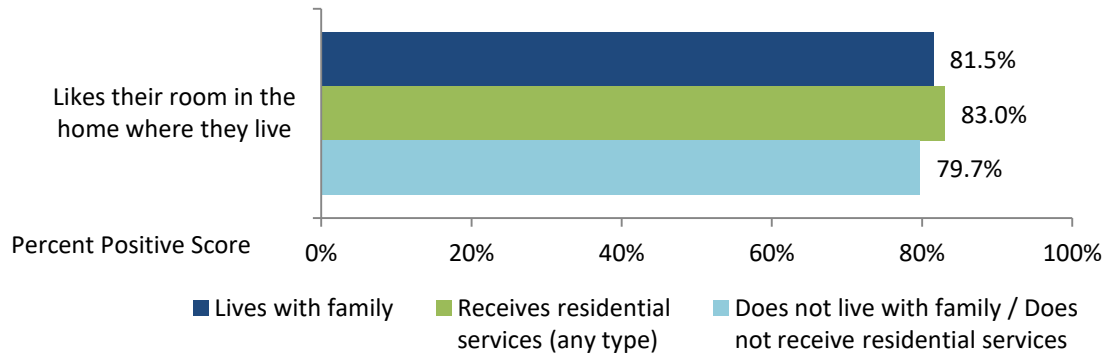
	Lives with family n=463	Receives staffed residential services n=170	Receives shared living services n=283	Receives supported living services n=143	Does not live with family OR receive residential services n=143
QoL Composite	7.41	7.28	7.65	7.33	7.12
Emotional Well-Being	8.45	8.87	8.69	8.17	8.34
Physical 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 4). 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 4 Housing Satisfaction Percent Positive Scores, by Housing Situation / Residential Support Received*

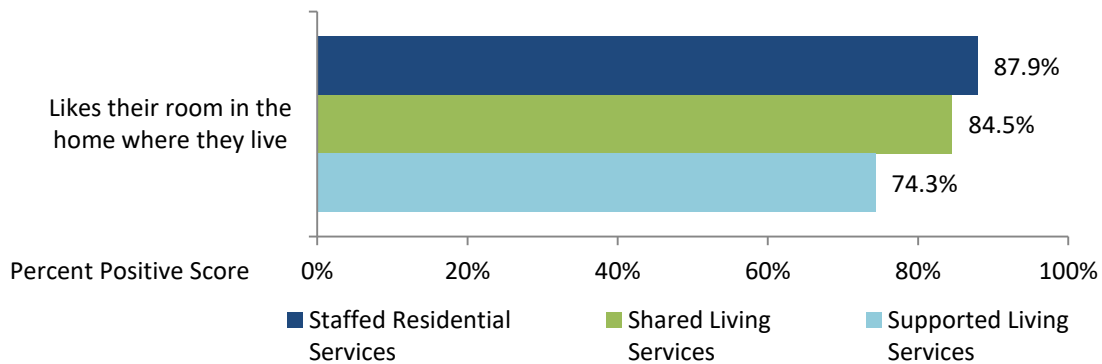


Source: include Me! Survey 2019/20 (Lives with family n=476, Receives residential services n=570, Does not live with family or receive residential support n=143)

*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 5). 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 5 Housing Satisfaction Percent Positive Scores by Type of Residential Support Received



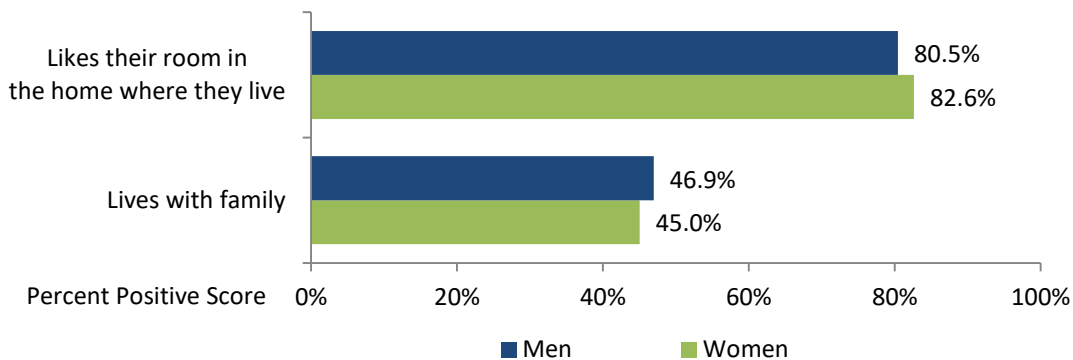
Source: include Me! Survey 2019/20 (Staffed residential n=165, Shared living n=265, Supported living n=140)

1.3 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 6, 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.

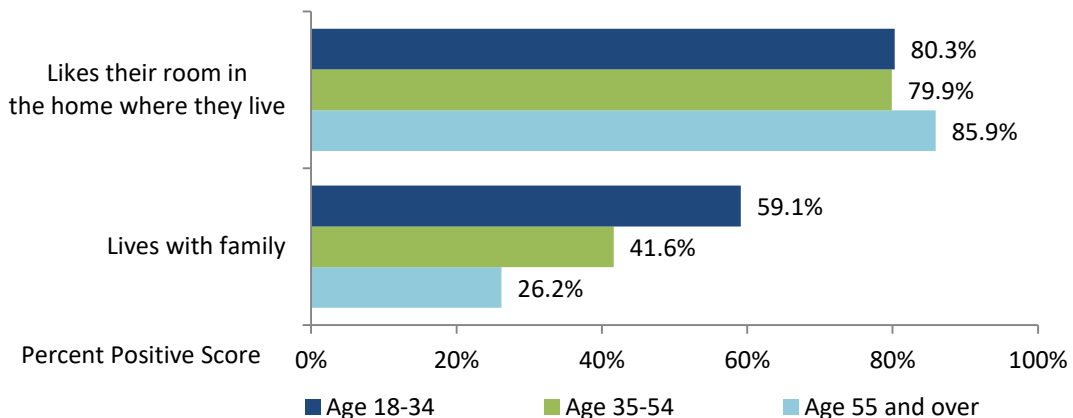
Figure 6 Housing Percent Positive Scores for *include Me!* Respondents (2019/20) by Gender



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 7 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.

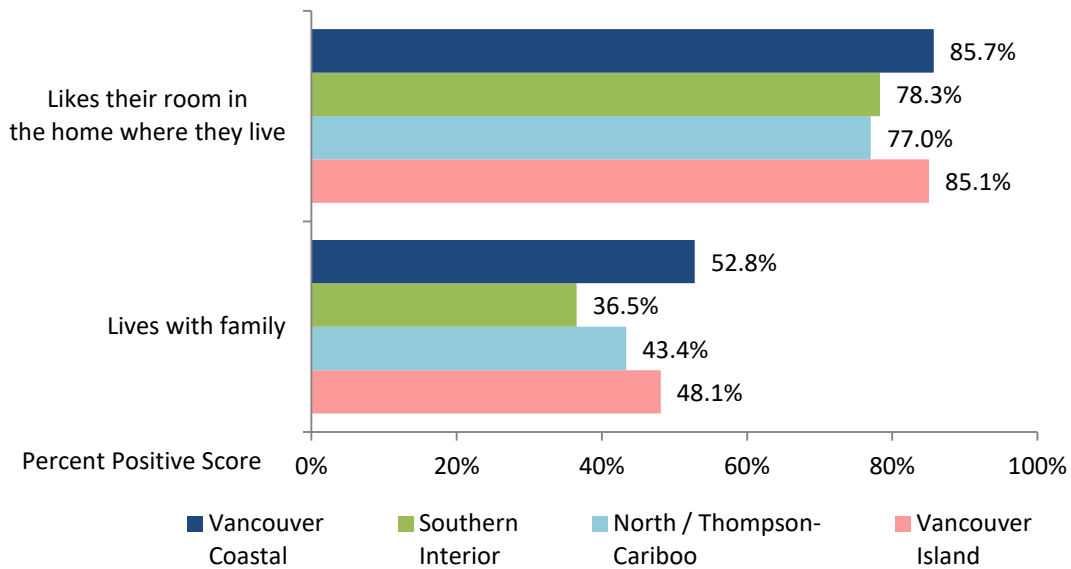
Figure 7 Housing Percent Positive Scores for *include Me!* Respondents (2019/20) by Age Cohort



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 8 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 8 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)

1.4 QoL Correlation with Housing Satisfaction

The survey question regarding housing satisfaction was analyzed to determine how this factor 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?” Housing satisfaction was correlated with all but one of the quality of life domains (See Table 2).

Table 2 - Domain Correlations with the Housing Question

Quality of Life Framework		2019/20 Domain Scores Correlation with: Likes the room where they live n=1,082	
Factor	Domain		
Well-Being	Emotional Well-Being	0.392	
	Physical Well-Being	0.412	
	Material Well-Being	0.328	
Independence	Personal Development	0.301	
	Self-Determination	0.271	
Social Participation	Rights	0.239	
	Interpersonal Relations	0.249	
	Social Inclusion	weak	
		Moderate Association .2 ≤ r < .5	Large Association r ≥ .5

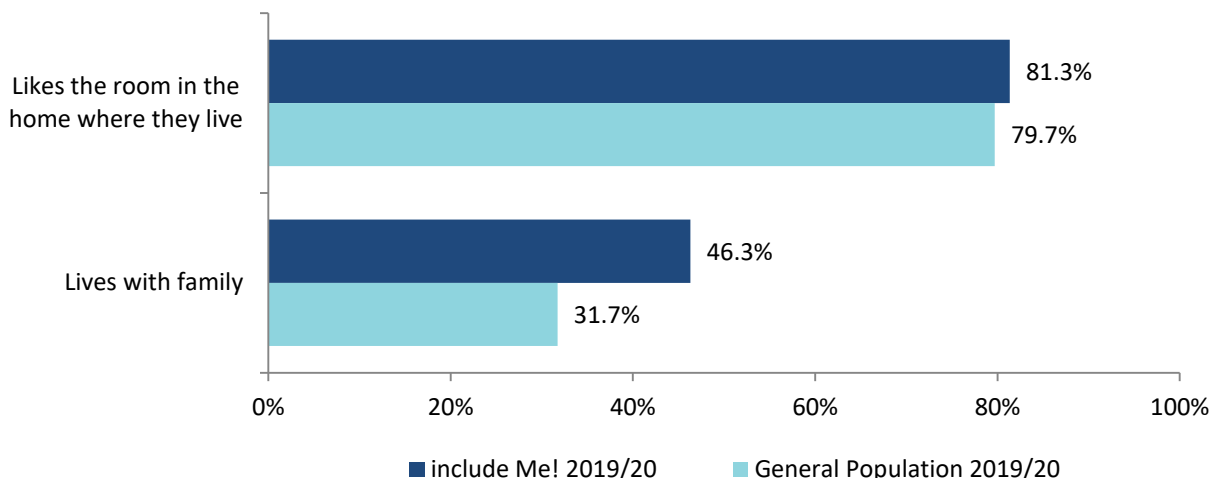
Source: *include Me!* Survey 2019/20

COMPARISONS TO GENERAL POPULATION

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. Results for the housing questions were compared to the 2019/20 *include Me!* respondents and the 2019/20 general population respondents (see Figure 9). Members of the general population were less likely to live with family than individuals supported by CLBC.

Figure 9 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); General Population Survey 2019/20 (Housing Satisfaction Question: n=1,501; Housing Situation Question: n=1,497).

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).