

BRITISH
COLUMBIA
ABORIGINAL
NETWORK on
DISABILITY
SOCIETY

On Reserve Client Satisfaction Questionnaire



March 2013

Evaluation Methodology

In January 2013 BCANDS established a working group consisting of employees of the Society and practicum students from both the University of Victoria – School of Social Work – Indigenous Specialization and Camosun College - Indigenous Family Support Program. The focus of this group was to develop and conduct a BCANDS client satisfaction survey for Aboriginal persons living with a disability, who were receiving or had received BCANDS Disability Case Management services during the 2012 – 2013 fiscal year, up to March, 2013 (April 1st, 2012 – March, 2013) and who reside within a British Columbia Aboriginal community.

Budget and human resource constraints limited the options available for the questionnaire delivery methodology. Self-administered questionnaires have lower response rates than telephone or in-person interviews. As such, and in consideration of the various locations of BCANDS clients across British Columbia, the working group elected to conduct the surveys via telephone over a two week period.

All BCANDS clients, residing within an Aboriginal community who had requested BCANDS Disability Case Management services during the 2012 – 2013 fiscal year (up to March 2013) were identified and included active, inactive and closed client files.

The BCANDS client satisfaction interviews were conducted by the two practicum students and by selected BCANDS personnel, none of whom were active or had been active on any surveyed client's file. Clients not able to be contacted initially were called up to three times on three different days to request their participation.

Clients were asked to participate on a voluntary basis.

Completed surveys were forwarded to the BCANDS Executive Director where data entry, analysis and this final report was completed.

The voluntary methodology of the questionnaire resulted in valuable feedback from those who participated in the survey.

The findings from these questionnaires can be used to:

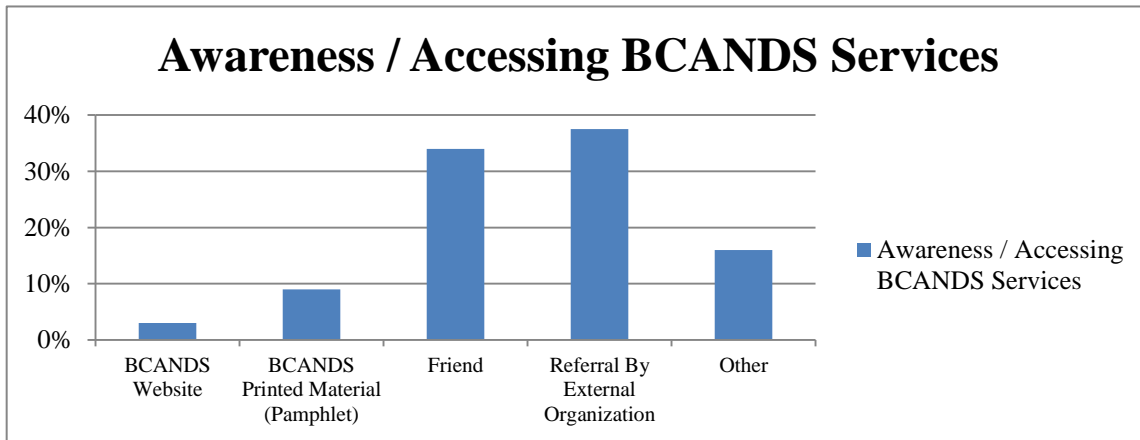
- provide feedback to the BCANDS Board of Directors, senior management, stakeholders, funding partners and BCANDS personnel;
- recognize areas that are working well;
- indicate areas requiring improvement;
- serve as baseline data for future BCANDS client satisfaction measurements.

The satisfaction survey consisted of 11 questions with multiple choice answers the clients could choose from, as well as the opportunity for direct comment / input, in the event that the individual wished to add additional information or comments.

The following is the information gained from the completed BCANDS on reserve client satisfaction surveys.

Question # 1

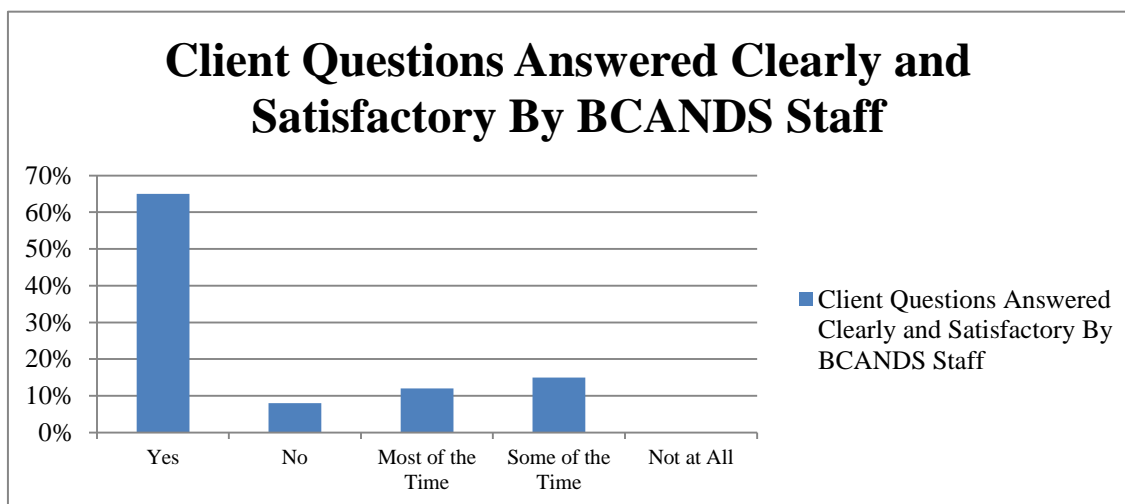
How did you hear about and access BCANDS disability services?



From the completed surveys it showed that the majority of the persons accessing BCANDS services had become aware of the Society and its programs through a referral from an external organization with friend ranking second and “other” awareness venues coming in third. Awareness through the BCANDS website ranked at 3% with printed program information ranking at 9% as the venue that clients became aware of BCANDS.

Question # 2

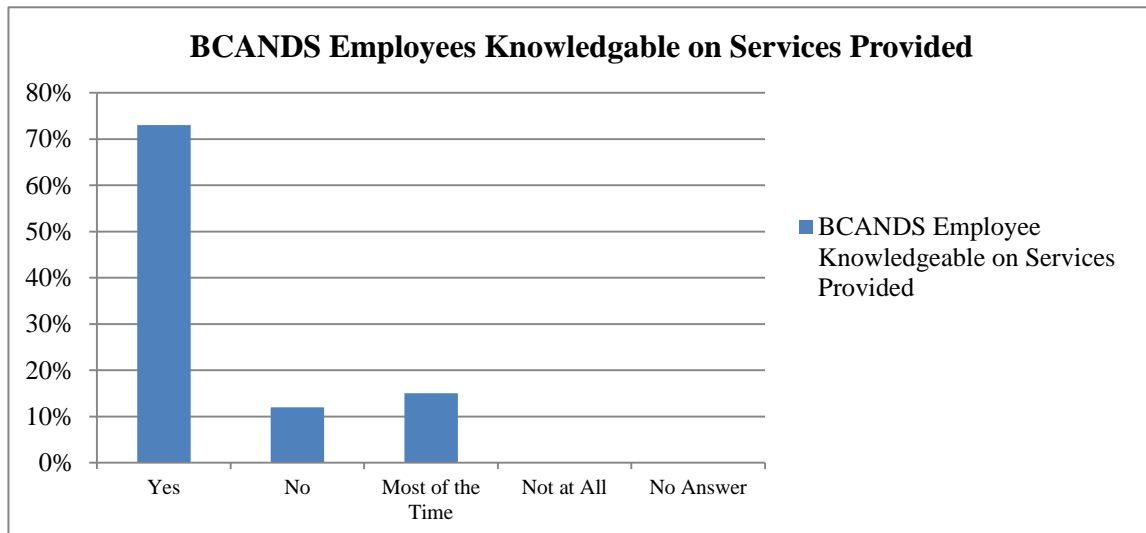
Do you feel that BCANDS staff answered your questions satisfactory and clearly?



From the completed surveys it was indicated that 77% of the clients felt that BCANDS staff had answered their questions clearly and satisfactory always or most of the time, 15% responding that this was the case some of the time with the remaining 8% answering that BCANDS had not.

Question # 3

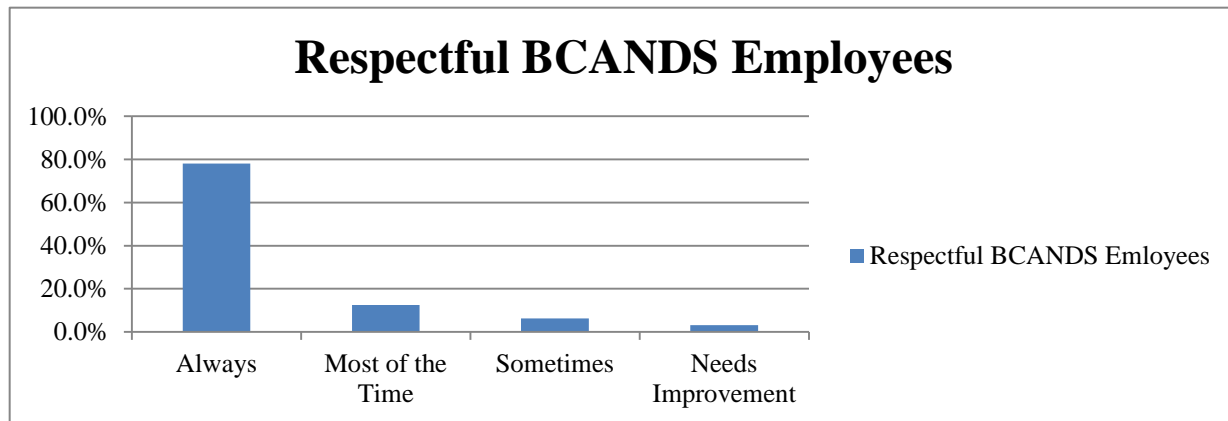
Do you feel that BCANDS staff has a good knowledge on the services they have provided you and knew what they were doing?



Of the clients completing the survey 88% indicated that BCANDS employees were knowledgeable on the services they were providing always or most of the time.

Question # 4

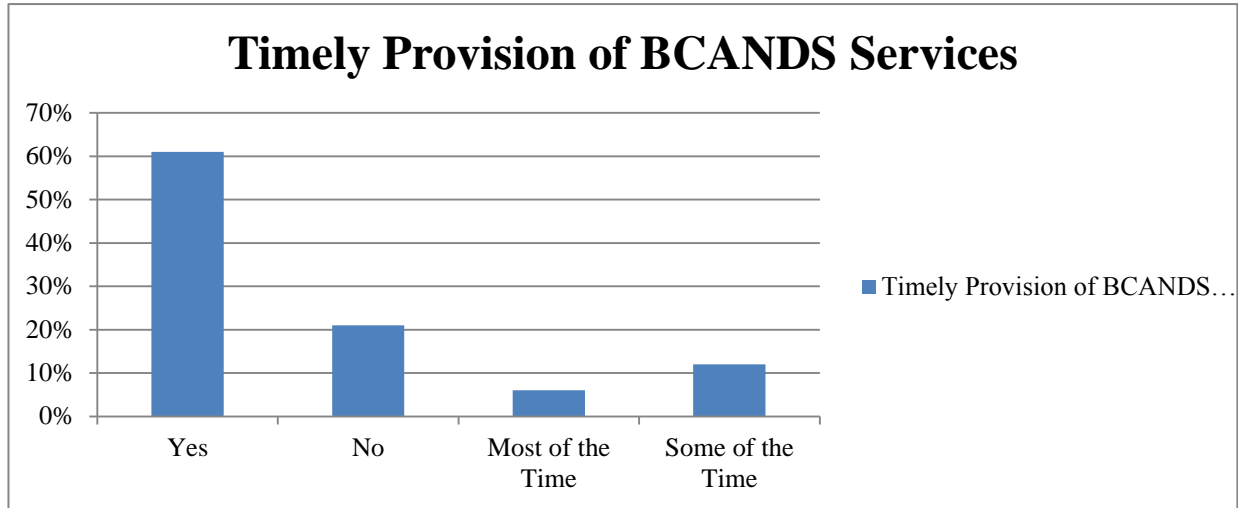
Were BCANDS staff friendly, courteous, polite and respectful?



90.5% of the clients who completed the survey indicated that BCANDS personnel were friendly, courteous, polite and respectful in their interactions always or most of the time.

Question # 5

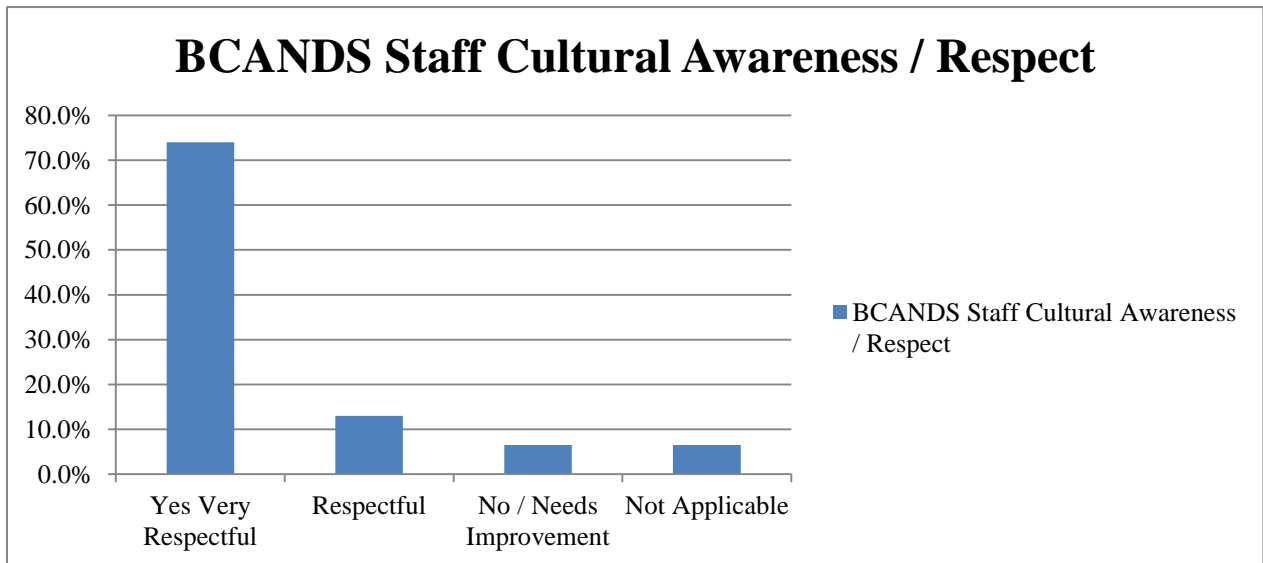
Were the services you have received or are receiving from BCANDS provided in a timely manner?



Of the clients completing the survey, 79% indicated that BCANDS provided services within an acceptable timeframe always, most or some of the time. 21% of the respondents indicated that BCANDS was not timely in the provision of services.

Question # 6

Are BCANDS staff respectful and accommodating regarding your specific cultural needs?

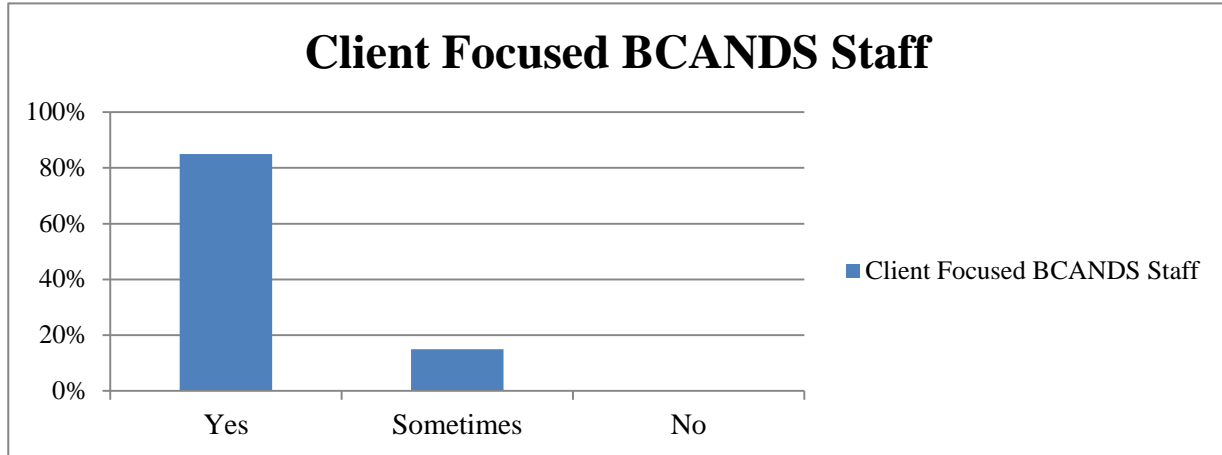


Of the clients completing the survey, 87% indicated that BCANDS staff was very respectful or respectful in meeting their cultural needs. 6.5% stated that BCANDS employees were not

successful in meeting their cultural needs, with the remaining 6.5% stating that it was not applicable to the services they received from BCANDS.

Question # 7

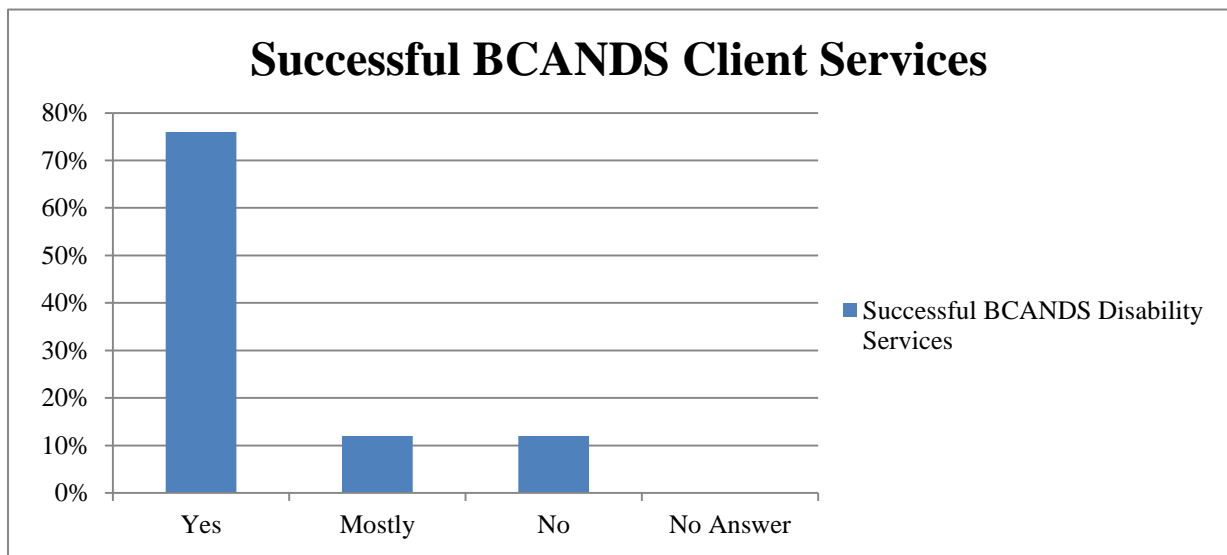
Does the BCANDS staff seem genuinely interested and caring about you and your disability related needs?



Of the clients completing the survey, 85% indicated that they felt that BCANDS employees were genuinely interested and caring about their needs with 15% indicating sometimes.

Question # 8

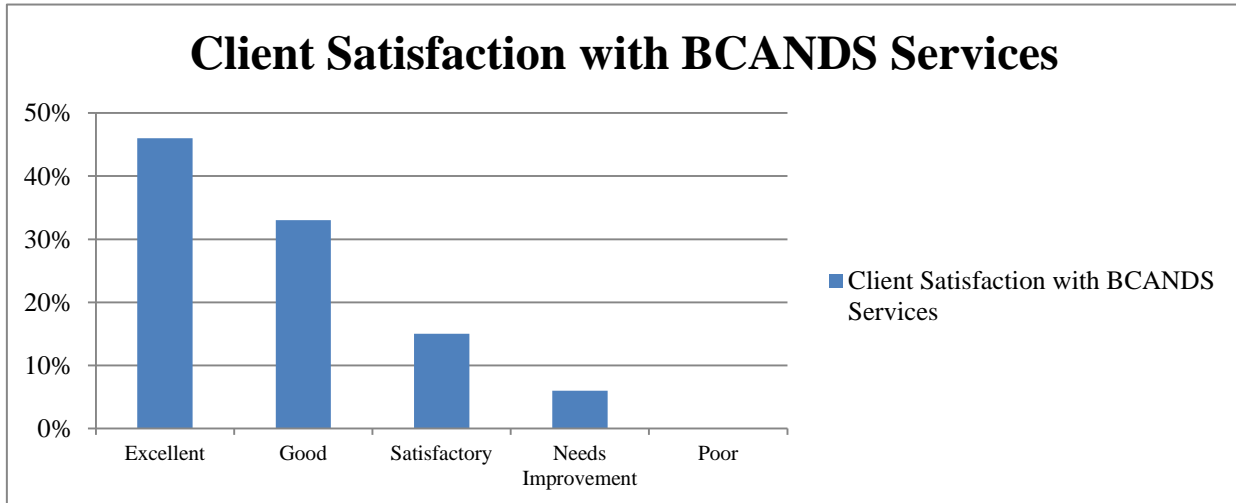
Do you feel that BCANDS staff have or are helping you in addressing your disability related needs?



Of the clients completing the survey 88% indicated that BCANDS had or mostly had assisted in addressing their disability related needs, with 12% indicated that BCANDS had not assisted in addressing their needs.

Question # 9

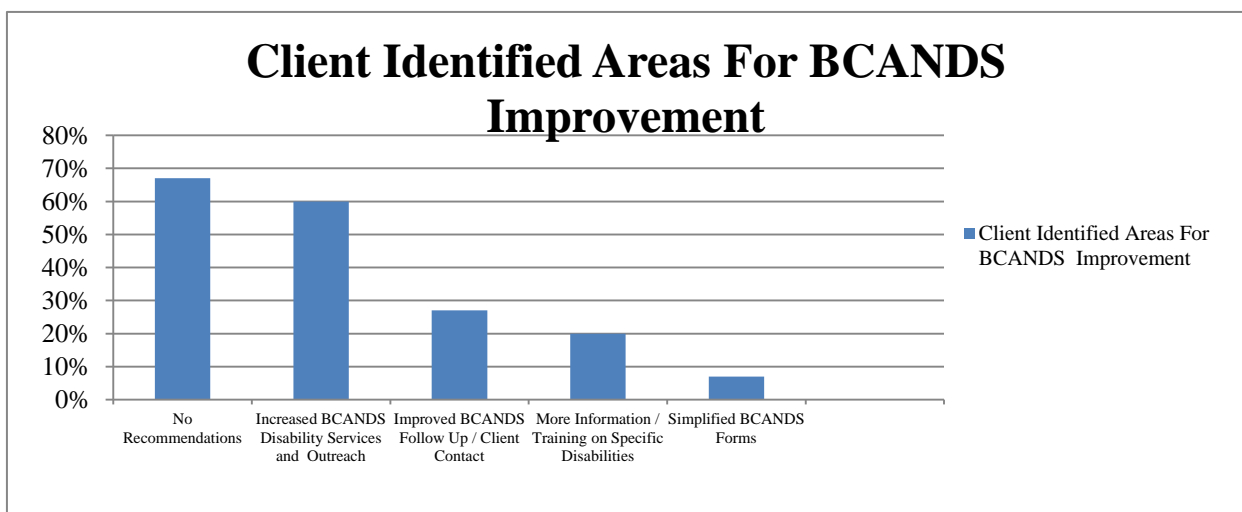
Overall how would you rate the services you have received or are receiving from BCANDS?



Of the clients completing the survey 79% indicated that BCANDS services were excellent or good, with 15% indicating that services were satisfactory and the remaining 6% stating that services required improvement.

Question # 10

Do you have any suggestions on what BCANDS could do to improve client services?



67% of the completed surveys received by BCANDS had no comments regarding this question. 60% of those completing this section indicated that increased BCANDS disability services and

community outreach was a priority, particularly in remote communities. 27% identified improved communications and client follow-up as a priority for the organization, 20% indicated the need for more disability related information and staff training regarding specific disabilities. Finally, 7% responding indicating that BCANDS should simplify the forms utilized by the program.

Question # 11

As a person living with a disability, please tell us what are some of the greatest barriers / difficulties that Aboriginal persons living with disabilities, residing in BC Aboriginal communities, experience?

76% of the client's surveyed answered this question and offered valuable information and insight into areas that they were dealing with as it related to their disability related needs. The following is a consolidated list of identified client barriers / difficulties experiences within Aboriginal communities in BC.

- Current health and disability systems are too complicated / too many doors to go through;
- Racism / Lack of cultural awareness, respect and safety
- Conflicting information from services providers
- Having to prove you are disabled and have a need, over and over again
- Transportation issues in accessing services
- Not enough BCANDS services
- Limited resources in community or close to
- Isolation, feeling alone, depression
- Jurisdictional / mandate issues
- Disabilities are not a priority of Chief and Council
- Difficult to get a hold of people for funding for disability needs / lack of funding
- No seamless services, limited services on reserve have to leave own community to live
- Fighting for your right, i.e. disability pension
- Too many forms, too many applications
- Having to go to tribunals
- Living day to day with no supports
- Not enough people understand disability
- Too much turn over in health staff, no relationship building
- Doctors don't care
- Accessing disability related equipment and supports, NIHB does not cover
- Inaccessible facilities
- No returned calls, no response from service providers
- Loss of independence
- Hard to get work
- Everything is difficult
- Having to fend for myself
- Having to live in conditions I wouldn't have chosen but have to due to my disability and available resources

Conclusion:

General questions were asked of the BCANDS clients residing in Aboriginal communities in relation to their overall experience and success while accessing BCANDS Disability Case Management services.

In all sections of this survey the respondents indicated that they were satisfied with the services provided and interaction with the BCANDS staff. This is reflected by the 79% of the clients indicated that BCANDS services were good or excellent.

Improvements needed, as identified by the respondents, for the Society is that of increase BCANDS services and community outreach, timely communication between BCANDS personnel and the individual accessing services and increased and training. This, as seen in the results in the urban and rural survey conducted by the Society, is not unexpected, as requests for Disability Case Management services within Aboriginal communities has increased significantly over the past two years.

Currently, due to funding limitations, the Society is restricted to only being able to limited hours per week of Disability Case Manager services to address the needs of Aboriginal persons living with a disability within British Columbia`s Aboriginal communities.

*** Thank You**

The British Columbia Aboriginal Network on Disability Society would like to acknowledge and thank the following persons for their work and assistance in conducting this survey; 1) Jamie Seaweed - 4th Year Practicum Student from the University of Victoria – Social Work, Indigenous Specialization, 2) Ange Courtoreille – Practicum Student from the Camosun College - Indigenous Family Support Program and 3) Carrie Tom – BCANDS Resource and Support Worker.