

BRITISH
COLUMBIA
ABORIGINAL
NETWORK on
DISABILITY
SOCIETY

Urban and Rural Client Satisfaction Questionnaire



January 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 urban and rural 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 January, 2013 (April 1st, 2012 – January, 2013).

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 urban and rural BCANDS clients who had requested BCANDS Disability Case Management services during the 2012 – 2013 fiscal year (up to January 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:

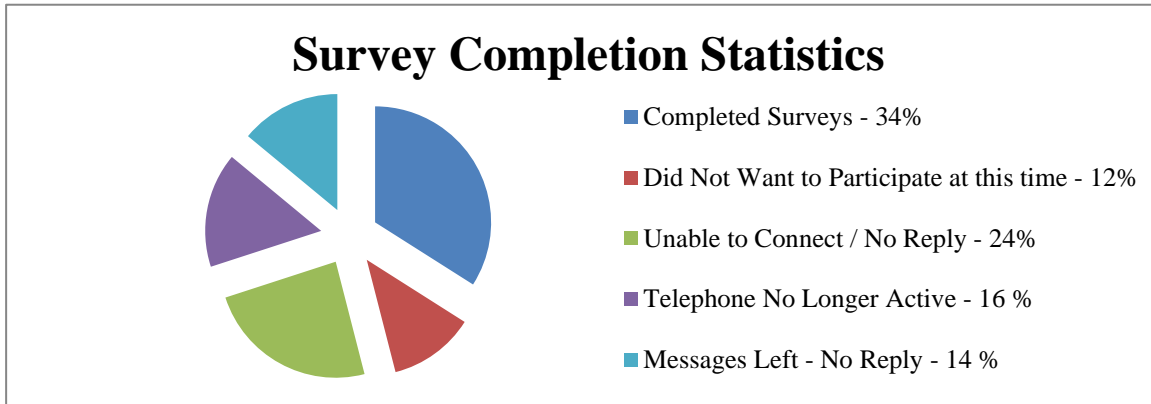
- provide feedback to the BCANDS Board of Directors, senior management, stakeholders, funding partners and BCANDS personnel;
- recognize areas that are working well;
- indicate areas requiring improvement;
- serve as baseline data for future BCANDS client satisfaction measurements.

A total of 40 completed questionnaires were gained from the 119 persons utilizing BCANDS urban and rural Disability Case Management services during the period from April 1st, 2012 to January 11th, 2013.

The majority of respondents provided ratings of excellent or good for every question asked on the BCANDS survey.

Of the 119 urban and rural clients who were contacted:

- 40 clients completed the survey;
- 14 clients indicated that they did not wish to participate at this time;
- 29 clients could not be contacted after three separate attempts;
- 19 clients no longer had an active telephone number, and;
- 17 clients were left messages but did not reply.

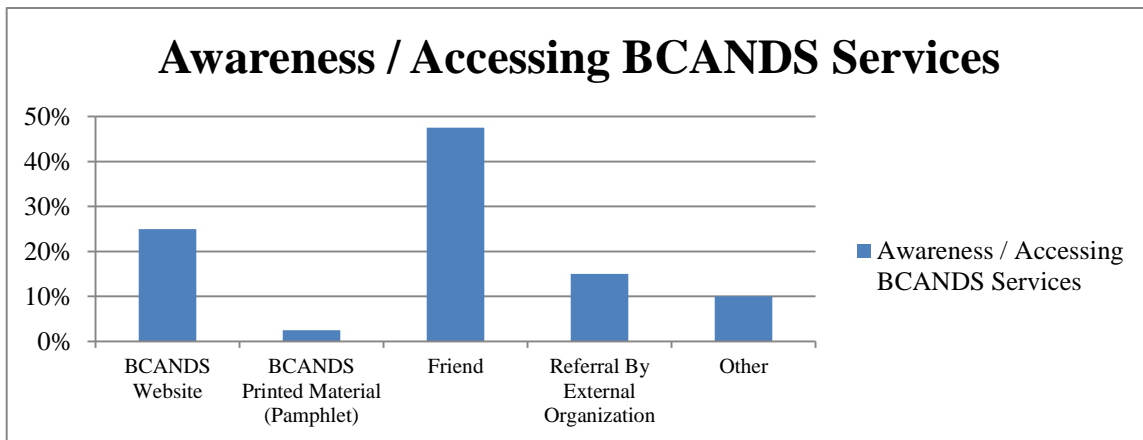


The satisfaction survey consisted of 11 questions with multiple choice answers the clients could choose from, as well as the opportunity for direct comment / input, in the event that the individual wished to add additional information or comments.

The following is the information gained from the 40 completed BCANDS urban and rural client satisfaction surveys.

Question # 1

How did you hear about and access BCANDS disability services?

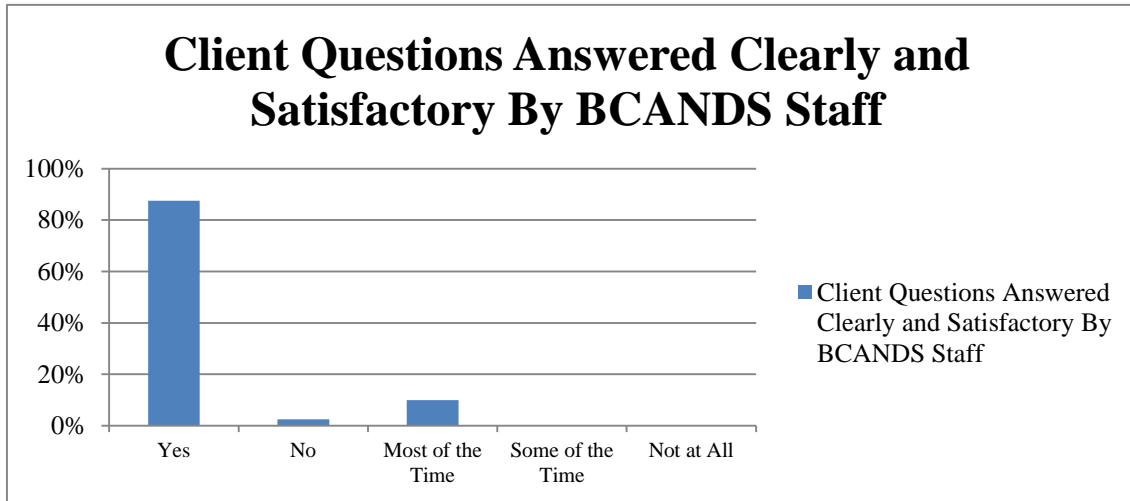


From the completed surveys it showed that the majority of the persons accessing BCANDS services had become aware of the Society and its programs through word of mouth, i.e. friends, with the website ranking second and referrals from external service providers third. Awareness

through printed program information ranked at less than three percent as the venue that clients became aware of BCANDS.

Question # 2

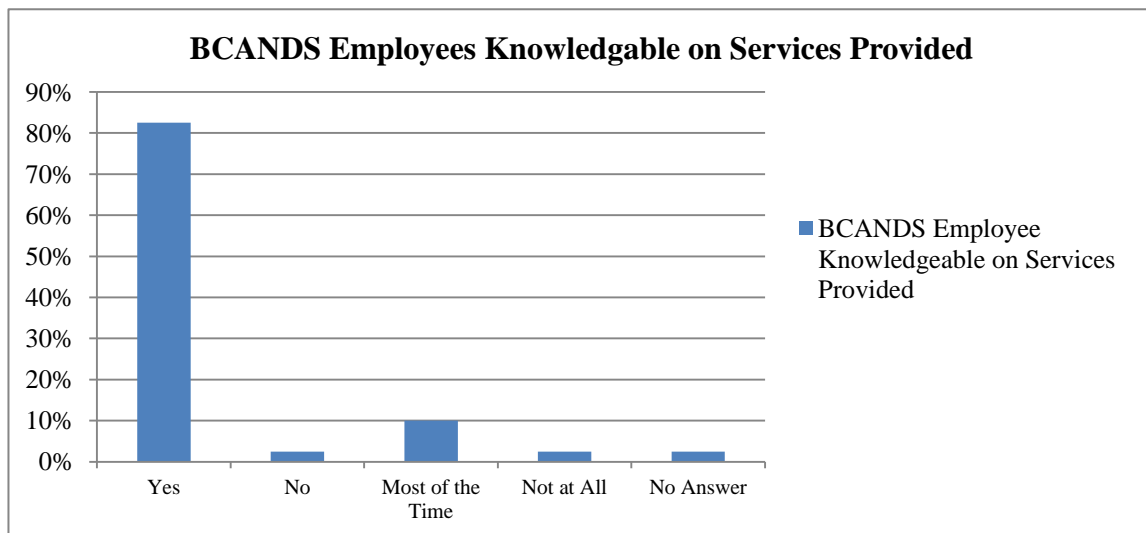
Do you feel that BCANDS staff answered your questions satisfactory and clearly?



From the completed surveys it was indicated that 87.5% of the clients felt that BCANDS staff had answered their questions clearly and satisfactory, 10% responding that this was the case most of the time with the remaining 2.5% answering that BCANDS had not.

Question # 3

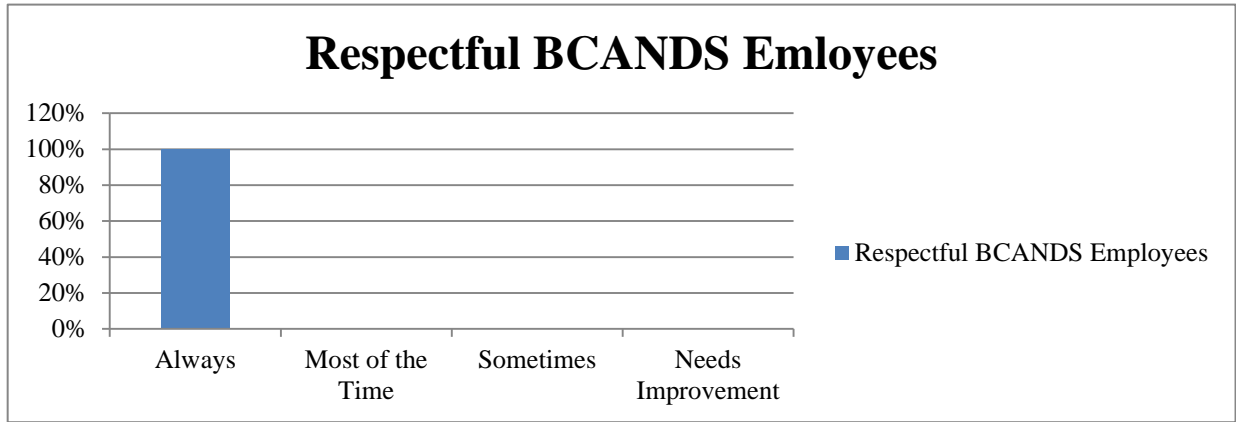
Do you feel that BCANDS staff has a good knowledge on the services they have provided you and knew what they were doing?



Of the clients completing the survey 82.5 % indicated that BCANDS employees were knowledgeable on the services they were providing; with 10% indicating that they felt staff were knowledgeable most of the time.

Question # 4

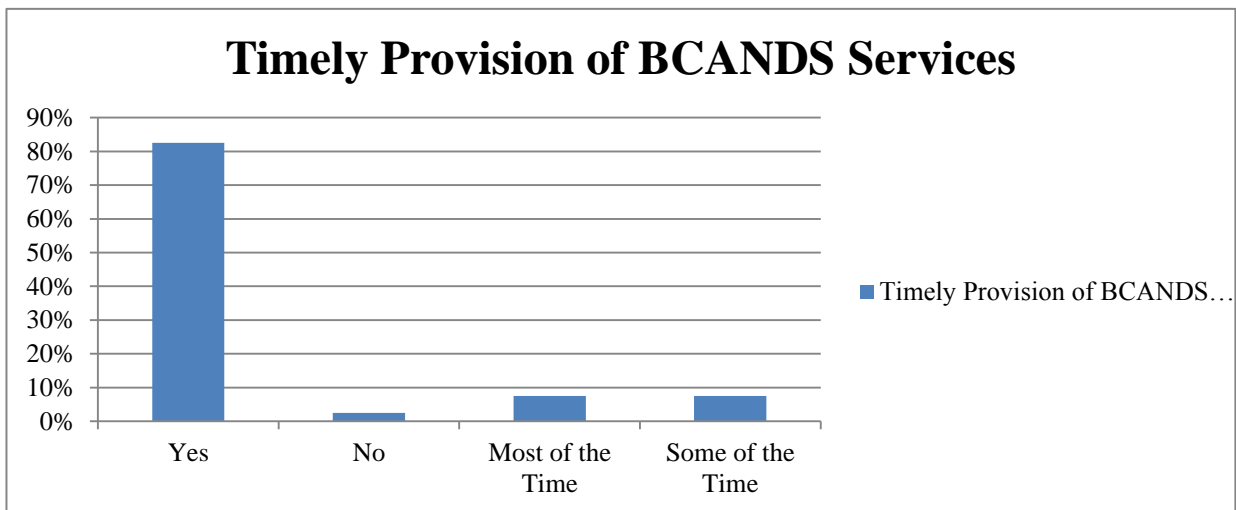
Were BCANDS staff friendly, courteous, polite and respectful?



100% of the clients who completed the survey indicated that BCANDS personnel were friendly, courteous, polite and respectful in their interactions.

Question # 5

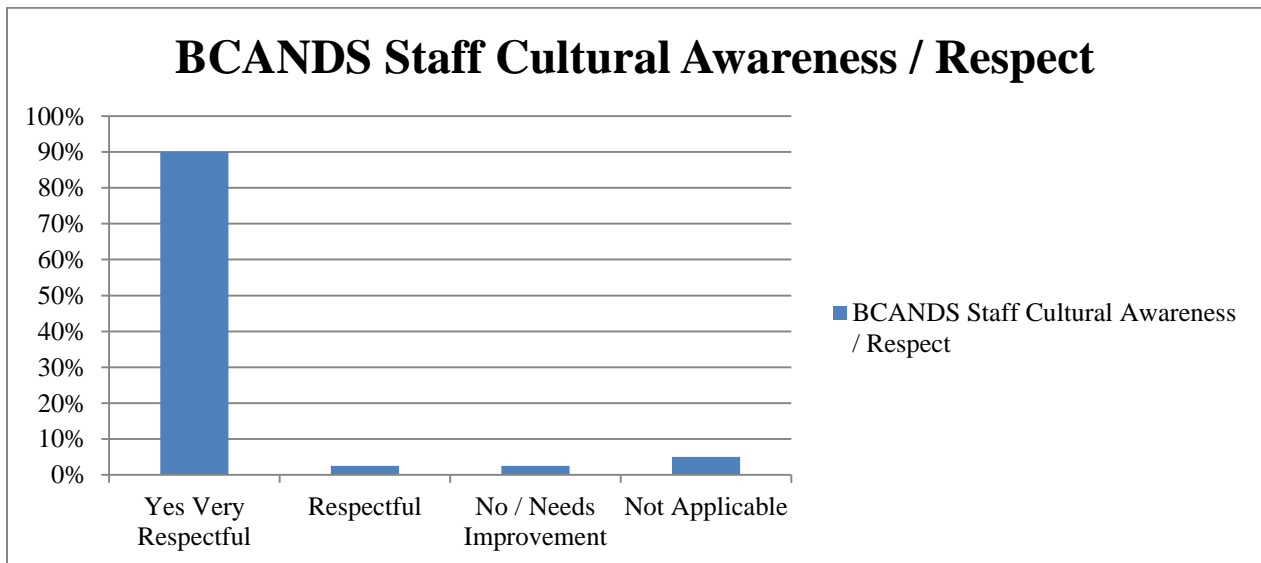
Were the services you have received or are receiving from BCANDS provided in a timely manner?



Of the clients completing the survey, 82.5% indicated that BCANDS provided services within an acceptable timeframe, with the 7.5% indicating that services were provided in a timely manner most of the time. The remaining 10% of the respondents indicated that BCANDS was timely in the provision of services some of the time, or not at all.

Question # 6

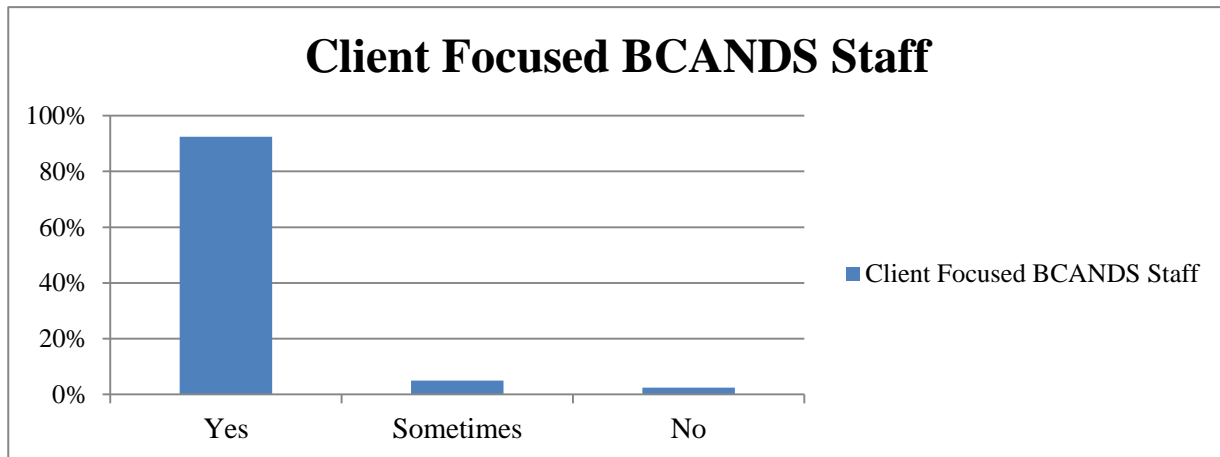
Are BCANDS staff respectful and accommodating regarding your specific cultural needs?



Of the clients completing the survey, 92.5% indicated that BCANDS staff was very respectful or respectful in meeting their cultural needs. 2.5% stated that BCANDS employees were not successful in meeting their cultural needs, with the remaining 5% stating that it was not applicable to the services they received from BCANDS.

Question # 7

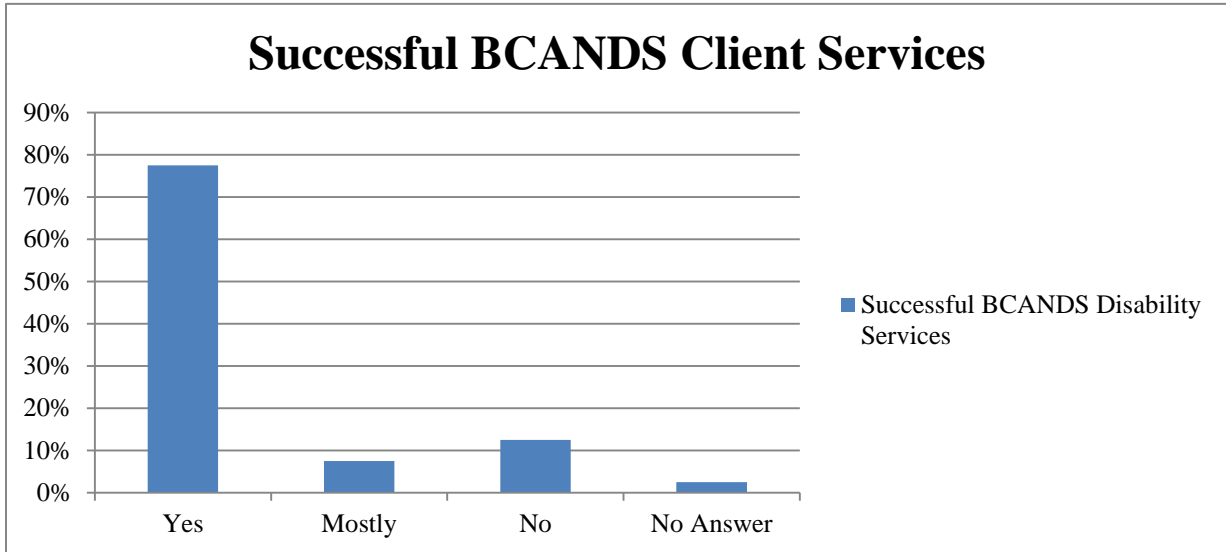
Do the BCANDS staff seem genuinely interested and caring about you and your disability related needs?



Of the clients completing the survey, 92.5% indicated that they felt that BCANDS employees were genuinely interested and caring about their needs.

Question # 8

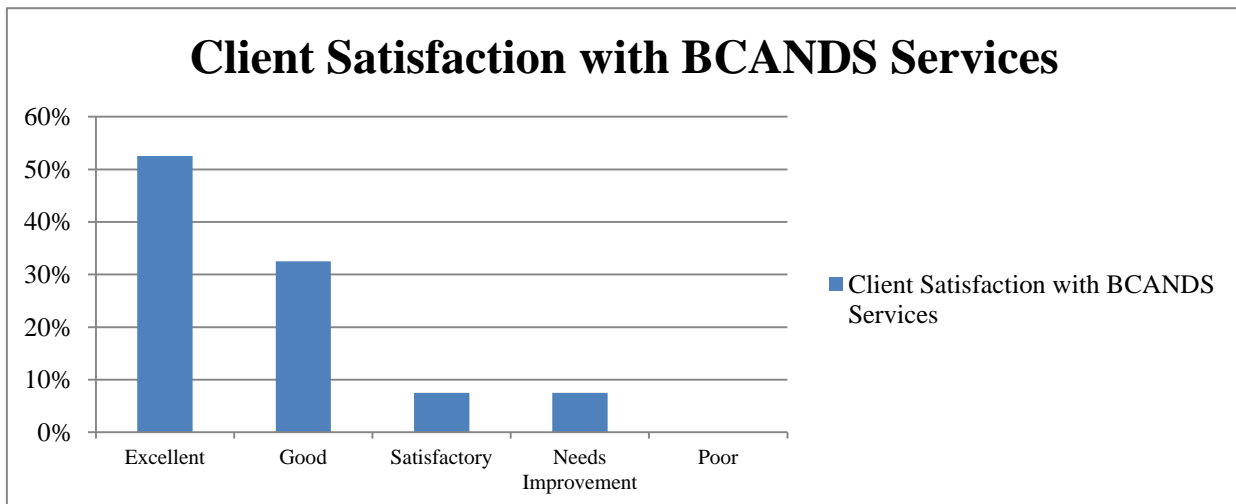
Do you feel that BCANDS staff have or are helping you in addressing your disability related needs?



Of the clients completing the survey 85% indicated that BCANDS had or mostly had assisted in addressing their disability related needs, with 12.5% indicated that BCANDS had not assisted and the remaining 2.5% providing no response to the question.

Question # 9

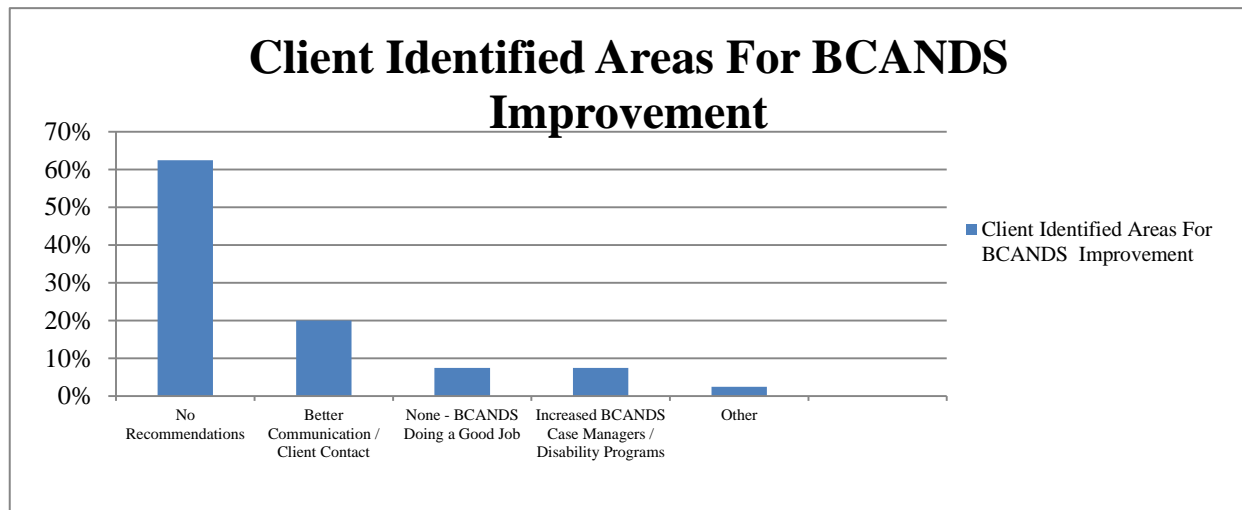
Overall how would you rate the services you have received or are receiving from BCANDS?



Of the clients completing the survey 85% indicated that BCANDS services were excellent or good, with 7.5% indicating that services were satisfactory and the remaining 7.5% stating that services required improvement.

Question # 10

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



62.5% of the completed surveys received by BCANDS had no comments regarding this question. 20% indicated improved communications as a priority for the organization, with 7.5% indicating that BCANDS was doing a good job and 7.5% identifying the need for increased BCANDS employees and services.

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 urban and rural BC communities, experience?

Clients 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 urban and rural centres. Only eight of the completed surveys did not contain any identified client barriers or difficulties.

- Lack of funding
- Long waitlist for services / difficulty accessing programs and services / application processes for services are difficult
- Inadequate access to services, services do not meet client needs, i.e. speech therapists, occupational therapists
- Jurisdictional / mandate issues
- Inaccessible facilities
- Transportation
- Being taken seriously
- Aboriginal women with disabilities are treated with less respect
- Organizations in remote communities are less caring and professional, do not know how to successfully work with persons with a disability
- More community education is required by workers and professionals on Aboriginal disability
- Racism – More cross cultural training is required

- Lack of access to traditional medicines and foods
- Continual fight for benefits
- No contact from government between application and appeal process
- Lack of time to take care of self, taking care of family needs first
- Inability to obtain adaptive technology and communication devices
- Physicians not able to assist, limited in number and unaware of programs and processes
- Not enough BCANDS Case Managers
- Lack of awareness of available disability services and where to get help
- Aboriginal disability is invisible to care providers
- Lack of adequate disability services
- Stigma attached to disability
- People living off reserve can't get funding for required health and disability needs
- Having to prove your status and that you have a disability
- Confusion between federal and provincial governments funding programs and who to call
- Shut in, cannot get out
- Land taxes
- Finding ways to live with a new disability, it is challenging and at times overwhelming
- Bus passes, inability to obtain and maintain
- Privacy concerns
- Accessing disability insurance
- Housing

Conclusion:

General questions were asked of the urban and rural residing BCANDS clients 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 satisfaction is reflected in the fact that 85% of the clients indicated that BCANDS services were good or excellent.

Improvements needed, as identified by the respondents, for the Society is that of timely communication between BCANDS personnel and the individual accessing services and the need for increased BCANDS services. This is not unexpected, as requests for urban and rural Disability Case Management services have increased significantly over the past two years.

Currently, due to funding limitations, the Society is restricted to only being able to offer 56 hours per week of Disability Case Manager services to address the needs of Aboriginal persons living with a disability within British Columbia's urban and rural 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.