



Counselling and Support Services to Children and Families since 1974
3100-32nd Avenue, Vernon, B.C. V1T 2L9

**NORTH OKANAGAN YOUTH AND FAMILY
SERVICES SOCIETY
SATISFACTION SURVEY REPORT
February 2013**

Mission Statement:

It is the mission of North Okanagan Youth & Family Services Society to serve the children, youth and families of our community, by providing a broad range of programs which promote, nurture and protect the healthy development of our children and their families.

INTRODUCTION

Every year we look for feedback through a variety of means, (satisfaction surveys, feedback forms, suggestions boxes, follow-up surveys as well as information gathered informally through the “open door” practice of our agency). We gather this feedback to find out how we are doing and what we could do to improve our services.

The following report is from information that has been gathered through our annual Satisfaction Survey and our suggestion box.

The NOYFSS Satisfaction Survey is designed to solicit feedback from Person’s served, Stakeholders, Staff, Board Members and the Community Partners we collaborate with.

The Survey:

The NOYFSS Satisfaction Survey has two main **Objectives or Goals:**

1. Provide the Board, Stakeholders and Persons Served with feedback from persons served, staff, stakeholders and community partners on the services we provide.

2. Allow for analysis and recommendations for action.

The purpose of this Satisfaction Survey is to gain usable data to inform NOYFSS’s quality improvement plan.

Our measures of success set for this satisfaction survey were:

Goal 1: Indicator – Distribute a minimum of 350 questionnaires.

Results: 390 surveys were distributed.

Goal 2: Indicator – Summary report produced complete with recommendations.

Results: Report completed.

Goal 3: Indicator - Distribution of Summary Report.

Results: Report distributed.

Survey Design:

The surveys used for the 2012 Survey report were program specific to encapsulate the feedback from the consumers of each program. Surveys contain a rating scale and open ended questions. Each rating was assigned a worded value of Definitely to Not at all or N/A with open ended questions at the end of the survey for any other comments the consumers would like to add.

Information was gathered related to:

- General satisfaction
- Accessibility
- Utilization
- Service Improvements
- General Feedback

Information was gathered from:

- ◇ Persons served from:
 - Community Based Services
 - Residential Services
 - Clinical Consultant
 - Street Outreach
- ◇ Stakeholders
- ◇ Community Partners
- ◇ Staff of:
 - Community Based Services
 - Residential Services
- ◇ Board members

An amount of 390 Satisfaction Surveys were distributed with 296 that were returned. Due to using an electronic avenue to get the surveys out to a number of Stakeholders and Community Partners, it was not possible to keep track of the amount of surveys that were distributed. With the number of surveys that were distributed manually, the over all return rate was 76%.

In 2011, 487 Surveys were distributed and 351 were returned, a return rate of 72%. A 4% increase rate of return, this may be due to the change in the way the surveys were distributed for a second year by using a direct on line survey company > Survey Monkey. The internet was again used to distribute surveys with the anticipation of obtaining a better rate of return and to be 'Greener'. The 4% increase was also demonstrated through an increase of survey's distributed in general through the NOYFSS staff group.

The distribution of the Satisfaction Surveys is reliant upon the NOYFSS staff to provide persons served with survey forms (School Based Outreach also provided surveys to School Administration staff/School District Stakeholders). NOYFSS management also distributed surveys to Stakeholders, Community partners and Board members. The distribution and collection of the satisfaction Surveys occurred over the month of January 2013 for the 2012 year.

The purpose of this report is to outline the data collected from the surveys and provide recommendations for further action or improvements needed to enhance NOYFSS services to the public. Information presented in the report was collected from the 296 returned surveys.

The following are the results from the survey by using the electronic format from Survey Monkey.

The following is the combined statistics for the following programs:

Permanency Planning:

There were three respondents to this survey.

1.

	Definitely	Somewhat
1. Do you believe that NOYFSS services have been helpful?	66.7%	33.3%
2. Do you feel listened to by your NOYFSS counselor?	66.7%	33.3%
3. Do you feel respected by your NOYFSS counselor?	100%	0%
4. Did appointment times work for you?	100%	0%
5. Were you involved in the planning and setting of your goals?	100%	0%
6. Are you satisfied with the overall NOYFSS service?	100%	0%
7. Is the location of NOYFSS convenient and easy to access?	100%	0%

2. Where did you meet with your NOYFSS worker? (There was more than one response)

- NOYFSS 0%
- At Home 66.7%
- In the community 33.3%

3. Were you provided with the participant handbook?

- Yes 0%
- No 0%
- Don't know 100%

4. Are there any other ways NOYFSS could have helped you?

No responses were recorded

Permanency Planning: Youth

There were three surveys returned in this program.

1.

	Awesome	For sure	It was OK
1. Has tis program helped you and your family?	33.3%	66.7%	0%
2. Is your counselor easy to work with?	66.7%	33.3%	0%
3. Did you have input in setting personal goals?	100%	0%	0%

4. Is your counselor helpful in working towards your goals?	100%	0%	0%
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2. Did you receive the Participant Handbook?

- Yes 0%
- No 0%
- Don't know 100%

No further comments were made in this survey.

FAMILY SERVICES:

There were twelve surveys returned in this program.

1.

	Definitely	Somewhat
1. Do you believe that NOYFSS services have been helpful?	100%	0%
2. Do you feel listened to by your NOYFSS counselor?	91.7%	8.3%
3. Do you feel respected by your NOYFSS counselor?	91.7%	8.3%
4. Did appointment times work for you?	91.7%	8.3%
5. Were you involved in the planning and setting of your goals?	91.7%	8.3%
6. Are you satisfied with the overall NOYFSS service?	91.7%	8.3%

There were no results in the 'Not at all' columns.

2. Where did you meet with your NOYFSS worker? (There were more than one response)

- NOYFSS 41.7%
- At Home 66.7%
- In the community 0%

3. 90.9% of the respondents stated that they were given a participant handbook. 9.1% were not sure if they had received it.

1. Are there any other ways NOYFSS could have helped you?

- I am very grateful with the help
- Not Really
- No, I found it very helpful
- Marriage counseling would have been great. Our child has seen and talked about his issues, we have excellent services & help

- Helped figure plans to make it easier to figure out.
Like to have parenting classes longer
- Need parenting classes longer

CBS Satisfaction Survey: General/Walk-in population

There were five respondents to this survey.

1.

	Definitely	Somewhat	Not At All
1. Do you believe that NOYFSS services have been helpful?	80%	0%	0%
2. Do you feel listened to by your NOYFSS counselor?	80%	20%	0%
3. Do you feel respected by your NOYFSS counselor?	80%	20%	0%
4. Did appointment times work for you?	80%	20%	0%
5. Were you involved in the planning and setting of your goals?	80%	20%	0%
6. Are you satisfied with the overall NOYFSS service?	80%	0%	20%
7. Is the location of NOYFSS convenient & easy to access?	80%	20%	0%

2. Where did you meet with your NOYFSS worker? (There was more than one response)

- NOYFSS 80%
- At Home 0%
- In the community 20%

3. Were you provided with the Participant Handbook?

- Yes > 80%
- No > 20%

4. Are there any other ways NOYFSS could have helped you?

- Helped my family tremendously, Yahoo!!

YOUNG PARENT PROGRAM:

There were eight respondents in this survey.

1.

	Definitely	Somewhat
1. Do you believe that NOYFSS services have been helpful?	100%	0%
2. Do you feel listened to by your NOYFSS counselor?	50%	0%
3. Do you feel respected by your NOYFSS counselor?	67.7%	0%
4. Did appointment times work for you?	100%	12.5%

5. Were you involved in the planning and setting of your goals?	83.3%	0%
6. Are you satisfied with the overall NOYFSS service?	66.7%	0%
7. Is the location of NOYFSS convenient & easy to access?	87.5%	12.5%

2. Where did you meet with your NOYFSS worker? (There was more than one response)

- NOYFSS 85.7%
- At Home 71.4%
- In the community 42.9%

3. 87.5% of the respondents stated that they were given a Participant Handbook, the remaining 12.5% stated that they were not given one.

4. Are there any other ways NOYFSS could have helped you?

- I'm sure there is, but I can't think of anything right now
- Not that I know of
- Met when I was in school

YOUTH: (YAG/Justice)

There were ten respondents to this survey.

1.

	Awesome	For Sure	It was Ok	N/A
1. Has this program helped you/your family?	50%	40%	0%	10%
2. Is your counsellor easy to work with?	70%	20%	0%	10%
3. Do you feel respected by your NOYFSS counselor?	60%	20%	10%	10%
4. Did you plan goals with you NOYFSS counselor?	60%	30%	0%	10%

2. Were you provided with the Participant Handbook?

- 80% > yes
- 10% > No
- 10% > Didn't Know

3. Any other suggestions or additional comments;

- None, NOYFSS and MCFD services are amazing. I have had lots of support and guidance through these services
- I love NOYFSS I find it very helpful and supporting 😊 I enjoy working with Shannon and Dianne

HIGH SCHOOL YOUTH CBS (GENERAL) :

There were eleven students who responded to the survey.

	Awesome	For Sure	It was Ok	Not Sure	N/A
1. Has this program helped you/your family?	36.4%	45.5%	0%	9.1%	9.1%
2. Is your counselor easy to work with?	72.7%	9.1%	0%	0%	18.2%
3. Did you have input in setting personal goals?	45.5%	18.2%	18.2%	0%	18.2%
4. Is your counselor helpful in working towards your goals?	45.5%	36.4%	0%	9.1%	9.1%

75% of the respondents stated that they were given a participant handbook, the other 25% did not know if they were given one.

1. Do you have any other suggestions or additional comments?

- Very happy with my counselor, great guy and easy/fun to work with

Adult Group Services:

There were 11 respondents to the survey.

1.

	Definitely	Somewhat	Not al All
1. Do you believe that this group was helpful?	90.9%	9.1%	0%
2. Do you feel listened to by your group facilitator/s?	90.9%	9.1%	0%
3. Do you feel respected by your group facilitators?	100%	0%	0%
4. Did the group time work for you?			

	72.7%	27.3%	0%
5. Did you learn anything from this group?	90.9%	9.1%	0%
6. Are you satisfied with the overall NOYFSS service?	100%	0%	0%

2. Were you provided with the Participant Handbook?

Yes > 80%

No > 0%

Don't know > 20%

3. Any additional comments or suggestions;

- Yes
- Rob could do some more talking during class time sometimes it seemed that a lot of information was crammed into very short weeks. Sometimes it felt that there could be more good information if it was longer. I felt the course could be a bit longer to help understand more info better
- Thanks you for having the option free to the community
- Thank you!
- Great that you off coffee/cookies it make it feel like home and very welcomed!
- Managing Conflict in the family very helpful and educational!

ITERMEDIATE GROUPS SERVICES:

There were 12 respondents to this survey.

	Awesome	For Sure	It was ok	No Way	Not Sure
1. Has this group helped you/you family?	41.7%	33.3%	8.3%	16.7%	0%
2. Were the group leaders easy to get along with?	91.7%	0%	8.3%	0%	0%
3. Did you feel included in the group activities?	58.3%	33.3%	8.3%	0%	0%
4. Did you find the activities in the group helpful?	58.3%	8.3%	16.7%	8.3%	8.3%

2. Additional comments or suggestions:

- No I don't even have a thing

- No I just want to say that the group leaders were amazing and so helpful and even helps you meet new girls
- It helps
- I am cool
- Awesome job!

SPECIAL NEEDS SERVICES: (Family Service)

There were three respondents to this survey.

1.

	Definitely	Very much	Somewhat
1. Do you believe that NOYFSS services have been helpful?	66.7%	33.3%	0%
2. Do you feel listened to by your NOYFSS counsellor?	100%	0%	0%
3. Do you feel respected by your NOYFSS counsellor?	100%	0%	0%
4. Did appointment times work for you?	100%	0%	0%
5. Were you involved in the planning & setting of your goals?	100%	0%	0%
6. Are you satisfied with the overall NOYFSS services?	100%	0%	0%
7. Is the location of NOYFSS convenient and easy to access?	100%	0%	0%

2. All respondents from the Special Needs Program reported that they all had received the Participant handbook.

3. Where did you meet with your NOYFSS worker?

At NOYFSS	0%
At Home	100%
In the Community	0%

4. Are there any other ways NOYFSS could have helped you?

- We have had a very positive experience. Lindsey is a great deal of fun- our daughter has enjoyed every minute. Thanks you
- Need more help with the school and getting the most out of our sons education

SPECIAL NEEDS (Youth):

There were four respondents to this survey.

1.

	Awesome	Good
1. Did you enjoy working with your NOYFSS counselor?	100%	0%
2. Did you like the activities?	100%	0%
3. Did you learn anything new?	100%	0%
4. Do you feel proud of what you've learned?	100%	0%

There were no choices made in the 'Ok' or 'Bad' columns.

2. Are there any other ways NOYFSS could have helped you?

- > No responses were given

CAMMY LEFLEUR STREET OUTREACH PROGRAM:

There were 22 respondents to this survey.

Four questions were offered to the persons who were served through the Street Outreach Program;

1. Did you see the Nurse/Outreach counselor at:
 - NOYFSS 100%
 - On the street....40%
 - Other agency.....30%
2. Do you feel respected by the NOYFSS staff?
 - 100% stated Awesome
3. Were we able to help you?
 - 100% stated Awesome
4. Are there any other ways we could have helped you?
 - I can't say enough about how helpful and curious the staff are
 - They helped me awesomely
 - Awesome
 - No, staff was always helpful!
 - No I'm satisfied
 - Bus passes

- These lovely people always are helpful and friendly
- You guys are great x2
- Keep up the good work you
- You are awesome
- No, you are all beautiful
- Very friendly and helpful
- Everything is super

SCHOOL BASED OUTREACH PROGRAM (Direct Family Service):

There were 26 respondents to this survey.

1.

	Definitely	Somewhat	Not at All
1. Do you believe that NOYFSS services have been helpful?	84.6%	7.7%	7.7%
2. Do you feel listened to by your NOYFSS counselor?	88.5%	0%	11.5%
3. Do you feel respected by your NOYFSS counselor?	88.5%	0%	11.5%
4. Did appointment times work for you?	88.5%	0%	11.5%
5. Were you involved in the planning and setting of your goals?	84%	8%	8%
6. Are you satisfied with the overall NOYFSS service?	88%	0%	12%
7. Is the location of NOYFSS convenient and easy to access?	88%	4%	8%

2. Where did you meet with your NOYFSS worker?

At NOYFSS	42.3 %
At Home	34.6%
In the Community	57.7%

3. Were you provided with the Participant handbook?

- 91.7% > Yes
- 0% > No
- 8.3% > Don't Know

4. Are there any other ways NOYFSS could have helped you?
- I feel that all the NOYFSS staff along with Laura have been very helpful with everything and have been for many years. I have attended several of the group classes and been counselled myself.
 - She is great and helps me all the time when I am in need. Very grateful for her.
 - I found it so helpful to have someone knowledgeable to discuss my concerns with and the information I was given was invaluable
 - No x3
 - I don't think so
 - Not right now
 - Myself and my kids dad took Managing Conflict in the Family and it helped out a lot
 - We enjoy all the services that NOYFSS has provided us
 - No, they are the best of all the resources I can call on

PRIMARY RESPONDENTS:

There were 20 Primary Youth who responded to this survey.

	Awesome	It was ok	No way	Not happy
1. Has seeing the NOYFSS counselor helped you at home?	65%	5%	20%	10%
2. Has seeing the NOYFSS counselor helped you at school?	77.8%	11.1%	0%	11.1%

INTERMEDIATE YOUTH:

There were 13 youth who responded to this survey.

1.

	Awesome	It was okay	No way
1. Do you believe that working with the NOYFSS counselor has helped you and/or your family?	84.6%	15.4%	0%
2. Do you feel listened to by your NOYFSS counselor?	100%	0%	0%
3. Do you feel respected by your NOYFSS counselor?	100%	7.1%	0%
4. Did you plan goals			

with your NOYFSS counselor?	61.5%	38.5%	0%
5. Did you work on those goals with your NOYFSS counselor?	53.8%	38.5%	7.7%
6. Are you satisfied with the overall NOYFSS service?	92.3%	7.7%	0%

2. Where did you meet with your NOYFSS counsellor??

At NOYFSS > 0%

At Home > 0%

At School > 100%

In the Community > 0%

3. Were you provided with the Participant handbook?

25% > Yes

58.3% > No

16.7% > Don't Know

4. Are there any other ways NOYFSS could have helped you?

➤ No x4

➤ Not really, she does great

HIGH SCHOOL:

There were 26 respondents to this survey.

1.

	Awesome	It was okay	No way
1. Do you believe that working with the NOYFSS counselor has helped you and/or your family?	88%	8%	4%
2. Do you feel listened to by your NOYFSS counsellor?	96.2%	0%	3.8%
3. Do you feel respected by your NOYFSS counsellor?	92%	4%	4%
4. Did you plan goals with your NOYFSS counsellor?	69.2%	23.1%	7.7%
5. Did you work on those goals with your NOYFSS counsellor?	76.9%	11.5%	11.5%
6. Are you satisfied with the overall NOYFSS service?	92%	4%	4%

2. Where did you meet with your NOYFSS counsellor??

- At NOYFSS > 7.7%
- At Home > 11.5%
- At School > 100%

In the Community > 11.5%

Some answers were answered more than once (multiple meeting settings).

3. Were you provided with the Participant handbook?

- 80% > Yes
- 4% > No
- 16% > Don't Know

4. Are there any other ways NOYFSS could have helped you?

- No, I am very pleased with the help and support my counsellor show towards me in my life and family
- Not that I can think of x2
- Nope x 2
- Not really
- I don't know, I can't think of any at the moment
- No x4
- No, he's great!
- Nope, NOYFSS is great 😊
- I don't think so

MARA HOUSE: (Parent responses)

There was one respondent to this survey.

1.

	Definitely	Very Much	Somewhat
1. How satisfied are you with this service?	0%	100%	0%
2. How effective do you think this service is?	100%	0%	0%
3. Were services and appointments provided in a reasonable amount of time?	100%	0%	0%
4. Did you find the service easy to access?	100%	0%	0%
5. Were you informed and updated regarding the service?	100%	0%	0%

6. Did you have input in setting service goals?	0%	100%	0%
7. Was your counsellor helpful in working towards your goals??	0%	0%	100%
8. Were you successful in achieving your goals?	0%	0%	100%

2. There were no responses in the 'Not at All' column. The only respondent stated that they had been provided with an orientation booklet.

3. Any suggestions for Mara House.

No comments made

4. Any additional comments;

No comments made

MARA HOUSE (HIGH SCHOOL STUDENTS):

There were four respondents to the survey.

1.

	Awesome	For Sure	It was Ok	Not sure
1. Has this program helped you/your family?	0%	0%	66.7%	33.3%
2. Is your counsellor easy to work with?	0%	66.7%	33.3%	0%
3. Did you have input in setting personal goals?	0%	66.7%	33.3%	0%
4. Is your counsellor helpful in working towards your goals?	0%	100%	0%	0%

2. Did you receive a Participant handbook?

Yes > 66.7%

No > 33.7%

3. Additional comments or suggestions:

None were given

MARA HOUSE (INTERMEDIATE YOUTH):

There were three respondents who answered the survey

1.

	Awesome	For Sure	It was ok
1. Has this program			

helped you/your family?	0%	33.3%	66.7%
2. Is your counselor easy to work with?	66.7%	0%	33.3%
3. Did you have input in setting personal goals?	33.3%	66.7%	0%
4. Is your counselor helpful in working towards your goals?	33.3%	33.3%	33.3%

2. Did you receive the Participant Handbook?

Yes > 66.7%

No > 33.3%

3. Any additional suggestion or comments:

➤ The food needs to be more organic

INTENSIVE SUPPORT PROGRAM: (Caregivers)

There were six respondents for this survey.

1.

	Definitely	Very Much	Somewhat
1. How satisfied are you with the service you have or are receiving?	50%	50%	0%
2. How effective do you think the service is?	16.7%	83.3%	0%
3. Were services and appointments provided in a reasonable amount of time?	50%	50%	0%
4. Did you find the service/counselor easy to access?	16.7%	83.3%	0%
5. Did you receive feedback that was timely?	16.7%	66.7%	16.7%
6. Did you have input in setting service goals?	40%	40%	20%
7. Was your counselor helpful in working towards your goals?	33.3%	50%	16.7%
8. Were you successful in achieving your goals?	16.7%	66.7%	16.7%

2. Were you provided with the Participant Handbook?

Yes > 80%

No > 20%

3. Additional comments or suggestions:

➤ Provide more options for relief

➤ Staff is always fast to respond when we have issues

INTENSIVE SUPPORT PROGRAM (Intermediate Youth):

There were six respondents to this survey.

1.

	Awesome	For Sure	It was OK	Not Sure	N/A
1. Has this program helped you/your family?	0%	33.3%	50%	16.7%	0%
2. Is your counselor easy to work with?	33.3%	16.7%	0%	16.7%	33.3%
3. Did you have input in setting personal goals?	16.7%	16.7%	16.7%	33.3%	16.7%
4. Is your counselor helpful in working towards your goals?	33.3%	0%	0%	50%	16.7%

2. Did you receive the Participant Handbook?

Yes > 83.3%

No > 16.7%

3. Any other comments or suggestions:

- My counsellor is helpful to my goals
- Meet more often

RESIDENTIAL CLINICAL CONSULTANT:

There were no surveys gathered for this program

STAKEHOLDER RESULTS:

The following graph represents the Stakeholders who responded to the survey electronically directly through Survey monkey.

MCFD Manager	2.1%	1	surveys completed
MCFD S/W Or P/O	12.5%	6	" "
M.H. Clinician	0%	0	" "
School District Personal	75%	36	" "
Other	12.5%	6	" "

The following table indicates the programs that the above stakeholders made direct or indirect referrals (in the past 6 months) to the programs NOYFSS provides to the community.

Special Services	8.5%
Youth Services	29.8%
Youth Justice Services	10.6%
Special Needs Program	17%
Young Parent Program	12.8%
School Based Outreach Program	70.2%
Group Service	21.3%
Mara House	14.9%
Residential Clinical Consultant	4.3%
Intensive Support Program	8.5%
Connect Parent Program	17%
Cammy LaFleur Street Outreach	4.3%
Parenting After Separation	14.9%
Mental Health	2.1%

The following table indicates what the Stake Holders' views of the NOYFSS's services are:

	Definitely	Somewhat	Not at All
1. How aware are you of the services/programs NOYFSS offers?	66.7%	31.3%	2.1%
2. Do you find the referral process easy to follow and access?	80.9%	19.1%	0%
3. How relevant were NOYFSS services to the needs of the person referred?	87.2%	12.8%	0%
4. Overall how satisfied are you with the quality of service delivered by NOYFSS programs/staff?	85.4%	14.6%	0%
5. Are you satisfied with overall NOYFSS services?	85.1%	14.9%	0%

1. Are there any other types of services or programs you would like to see NOYFSS offer?

- Anxiety groups, as this seems to be very common amongst adolescence. Strategies or how to cope with anxiety.
- Do you still offer the "Siblings of Special Needs" groups?
- In addition to your current groups – more "Tween" groups i.e. Girls Connect and relaxation groups (anxiety group but less clinical than CYMH)
- Collaboration teams between NOYFSS, MCFD, SBT and Youth Mental Health – some students are falling through the cracks – parents needs continue to be high
- More time in schools

- More groups for “tweens” like girls connect, maybe a relaxation type group – less clinical than an anxiety group with regulation/relaxation skills
- We have a growing population of students with anxiety issues. A program that targets anxiety specifically would be great.
- You do a lot and I don’t mean to ask you to do more. It would be interesting to try a coping with emotions psycho Ed program in a health, career or planning class. Classroom teachers do not always feel comfortable with delivering the emotional content of some of this material.
- More anger management!
- BX has been fortunate with the services we have received.
- Ann Case is excellent! She deals with staff and students in a professional and caring manner, and refers to NOYFSS services when needed.
- Teenage girls friendship/problem solving/conflict resolution
- Programs that help parents to improve their relationships with their children, especially who are inexperienced or feeling estranged, but properly motivated.
- Street outreach for high risk youth.
- I think a follow up call/group meeting after groups or 1-1 intervention would be helpful. I also wonder about making referral or connections to additional NOYFSS services or community services would be helpful.
- Grief & loss groups

Additional comments or suggestions for improvement:

- Andrea goes above and beyond to help families and students who require her services. She is very good at connecting with families and the community and meeting with school.
- Wonderful service delivery, very knowledgeable staff, timely support, parental feedback has been positive, NOYFSS worker very much a team player. Very happy to have “extra” coverage this year. At other times our NOYFSS worker is only a phone call or e/mail away☺. Very responsive to any concerns school may have. Very supportive.
- None right now but have to thank you for all you do. We have Byron at Fulton he has made excellent connections with our kids and family. (even kids recommending him to their friends).
- Please continue with regular offerings of the parent support groups – ie. Conflict, ADHD, Anxiety, Separation.

- Continue to work with families in their homes to help parents build routines, expectations, and consequences to be productive members of our community.
- Laura has provided prompt, polite, efficient service to our school. Thanks
- Thanks for all you do!
- Student updates are helpful for our SBT-slow transition with new counselor. Sharing of student contacts made monthly to admin.
- More staff ie. Ann Case x2 – smaller caseloads
- The service provided at the school level has been extremely valuable.
- Thanks you! We have great partnerships with NOYFSS and our schools ☺ Very valuable team members!
- Ann Case is our NOYFSS worker. She is amazing. She goes above and beyond every time she is at our school.
- A huge benefit to students here at Alexis Park – Thank you
- I appreciate Karen's professionalism and expertise. She is an excellent addition to our school team.
- Thanks for all you do!
- Continued correspondence and updates on referred students.
- I really appreciate being connected with Karen especially with our program which is delivered at a distance and we don't always see them face to face. ☺
- Doing an incredible job. Meeting family needs in our community
- More time for school based outreach program and the intensive support family program.
- High need schools need to have a full time NOYFSS worker & counselor
- I am new to the district as a V.P. so am just learning about the NOYFSS services.
- You are a great organization, with talented and engaging staff. Thanks you for the service you give our community.
- The clinical consultant sees a child on my caseload through the conduct disorder program. I have never received any type of written report, frequency of appointments, statement of goals, what is being done with the child etc. I do not know if this is an appropriate service for these children any longer.
- More time at school service level. Refresher session on NOYFSS services available.

COMMUNITY PARTNER RESULTS:

There were four respondents from the community to this survey, 75% stated that they had made a referral to NOYFSS in the past 6 months and the remaining 25% had not.

The following measures the referrals made to NOYFSS by our Community Partners.

Parents of Children with Special Needs Group	33.3%
Young Parent Program	0%
Parenting Education Groups	33.3%
Child/youth Groups	66.7%
Managing Conflict in the Family	0%
ADD/ADHD Parent Education	0%
Connect Parent Program	33.3%
Cammy LaFleur Street Outreach	0%
Parenting After Separation	33.3%
Parent/Teen Conflict	0%

The following table indicates how our Community Partners view NOYFSS's services:

	Definitely	Somewhat	Not at All
1. How aware are you of the services/programs NOYFSS offers?	25%	50%	25%
2. Do you find the referral process easy to follow and access?	66.7%	33.3%	0%
3. How relevant were NOYFSS services to the needs of the person referred?	50%	50%	0%
4. Overall how satisfied are you with the quality of service delivered by NOYFSS programs/staff?	100%	0%	0%
5. Do you believe that NOYFSS services have been helpful?	66.7%	33.3%	0%
6. Are you satisfied with overall NOYFSS services?	66.7%	33.3%	0%

1. Are there any other types of services or programs you would like to see NOYFSS offer?

> No responses we made

2. Any other comments or suggestion for improvement?

- Usually refer to Intensive support program which wasn't listed. Would like to get specific dates for Parent Education – often get info with only general info.
- Improved referral reciprocation would be helpful to clients
- I have zero experience with you organization and know little about what you offer

- Very impressed by your Back Pack Program at beginning of school year. It really helps children who are from low income families, giving them more motivation to start out the year. I'm also very fond of the assistance being offered by the workers for children with special needs and feel they really try to reach out to the children and the community to find appropriate programs they can participate in.

STAFF SATISFACTION RESULTS:

CBS results: with 27 staff responding to this survey.

	Definitely	Very Much	Somewhat	Not at all
1. My job makes good use of my skills and abilities.	40.7%	48.1%	11.1%	
2. I like the work I do.	36.6%	61.5%	3.8%	
3. My workload is reasonable.	11.5%	42.3%	42.6%	
4. NOYFSS recognizes my skills and abilities.	30.8%	46.2%	19.2%	3.8%
5. I have influence in decisions that affect me.	26.9%	42.3%	30.8%	
6. I am kept up to date regarding current events including changes in programs at NOYFSS.	30.8%	50%	19.2%	
7. I have positive relationships with my colleagues.	65.4%	34.6%	0%	
8. I have access to tools/resources to do my job.	16%	32%	48%	4%
9. I believe that my comments and suggestions are taken seriously.	42.3%	38.5%	19.2%	
10. My decisions are supported by management and staff.	46.2%	42.3%	11.5%	
11. Staff-management relationships are positive.	58.3%	34.6%	11.5%	
12. I have a clear understanding of what NOYFSS expects of me in my job.	38.5%	50%	11.5%	
13. Diversity is respected in this workplace.	65.4%	30.8%	3.8%	
14. I am actively supported in developing my career plan.	42.3%	26.9%	23.1%	3.8% (3.8% N/A)
15. The amount of stress I feel is manageable.	26.9%	46.2%	26.9%	

Other comments:

- Maybe an odd question. Maybe I am misinterpreting it. Within NOYFSS I feel supported in developing my career plan. But my career plans expand outside of NOYFSS and I do not feel supported in developing these plans although I do not expect that support or service from my current employer.
- I feel it is important for NOYFSS to respond faster to computer issues and outdated program information. There needs to be an easier way when there are changes in the paperwork that they are taken off the server with the new information. It would be helpful to have an annual review of the paperwork on the server that is required by the programs. It might be easier and more efficient if the paperwork from the server is placed into program specific files rather than having to look all over the place for the information. The computer system is frustrating and it takes longer at times to log into the computer due to the glitches that have been occurring. It seems since the new system has been implemented there are more problems than ever. The computer will freeze up, takes a long time for the computer to find the printer and there are times that the items sent to the printer do not print due to some kind of malfunction. These are just a few of the stresses.
- Best place to work ever!
- During times of major change (like now) it is very confusing to know who is doing what-which can limit our ability to refer people within the agency. Perhaps an internal "what is happening in the Agency" weekly/monthly update could help us keep track of it all.
- A great place to work, great people to work with! Wish the pay was better ☹
- It is frustrating that decisions about filling positions are often based on seniority rather than who is the best person for the job. I realize this is a union issue, but I think NOYFSS would be more productive and run more smoothly if qualified people were in certain positions. If the best person was hired for a job, maybe other people wouldn't be asked to go outside of their job's description to handle those activities while not being compensated for it. I also don't think that management always takes our concerns seriously and instead chooses not to hurt people's feelings. The example I can think of is regarding some people's work habits (talking with colleagues more than actually

meeting with person's served). My experience has been that this has not been adequately dealt with, and I think this is a waste of NOYFSS resources. I do not mean that individuals should be monitored on a day-to-day basis, but when concerns are brought to management's attention, they should be looked at and taken seriously.

- Fabulous team to work with.
- This has been the best place of employment I have ever experienced!!!

Residential Staff (Mara House): With 10 staff responding:

	Definitely	Somewhat
1. My job makes good use of my skills and abilities.	90%	10%
2. My workload is reasonable.	60%	40%
3. NOYFSS recognizes my skills and abilities.	60%	40%
4. I have influence in decisions that affect me.	60%	40%
5. I am kept up to date regarding current events including changes in programs at NOYFSS.	70%	30%
6. I have positive relationships with my colleagues.	100%	0%
7. I have access to tools/resources to do my job.	80%	20%
8. I believe that my comments and suggestions are taken seriously.	70%	30%
9. Staff-management relationships are positive.	90%	10%
10. I have a clear understanding of what NOYFSS expects of me in my job.	90%	10%
11. Diversity is respected in this workplace.	90%	10%
12. I am actively supported in developing my career plan.	70%	30%
13. The amount of stress I feel is reasonable.	70%	30%

(There were no responses under Not at All or N/A)

There were no comments or suggestions given.

BOARD MEMBER SURVEY RESULTS:

There were 6 board member responses:

	Definitely	Somewhat
1. Are you familiar with and kept informed as to the specific programs NOYFSS offers?	100%	0%
2. Are you updated to your satisfaction on changes to programs?	100%	0%
3. Do you believe the Board is an integral part of the delivery of NOYFSS services?	83.3%	16.7%
4. Do you feel your opinions and input are considered when decisions are made?	100%	0%
5. Are you satisfied with the degree of influence you have on decisions?	100%	0%
6. Do you feel you have enough information about financial issues which pertain to Board decisions and responsibilities?	83.3%	16.7%
7. Are you kept informed on the background, recommendations and action plans regarding critical issues which occur within NOYFSS?	100%	0%
8. Are you involved to your satisfaction in the Strategic Planning of the organization?	83.3%	16.7%
9. Does this organization attempt to address identified gaps and deficits in service?	83.3%	16.7%
10. Does the mission/vision statement reflect issues important to children and families?	100%	0%

There were no responses in the 'Not at All' column.

Additional comments/suggestions made:

- I personally feel that the organization is excellent at consulting and support.

Improvements/Results from the 2011 Recommendations:

1. Improvements have been made to the NOYFSS website, more user friendly. The focus will be to have the website updated on an ongoing basis, as soon as updated material becomes available.
2. Parent/Child educational Group times have been reviewed and is key when running NOYFSS educational groups. Each group facilitator will continue to look at what time is most beneficial to all group participants.
3. Increased visitors parking at Mara House is not a possibility at this time. Focus/the hope to have the 2nd house demolished in the year 2013 will increase the ability to add extra parking to the site.
4. The need for daycare is a difficult service to provide to those attending meetings and/or groups. The CBS and Mara House site are not equipped to facilitate daycare needs nor does NOYFSS have the licensing to do so. NOYFSS can only make suggestions of where Person's Served could access licensed daycare facilities.
5. The question of whether or not staff feel safe in their work environment was not included in the 2011 survey due to it being overlooked. Unfortunately it was also over looked in the 2012 Staff Satisfaction Survey. Better efforts will be made to ensure the question is included in the 2013 staff satisfaction survey.
6. Some residents made comments/suggestions regarding the need for program/rule changes. This is done on an individual basis and difficult as residents' turnover is high. A focus on the CARE model in 2013 may resolve some issues and include individual program changes that the residents will view as more favorable to their needs.
7. The means in which the Satisfaction Survey was distributed was considered due to the lesser amounts of surveys that were accumulated in 2011. For the 2012 satisfaction Survey, there was yet even less surveys that went out to the public/community partners with an inability to track the surveys that were sent to stakeholders and community partners. Therefore the numbers are not as accurate however, NOYFSS would like to continue with the going green concept and continue with the online survey which also has the ability to maintain the confidential comments that are made directly onto the electronic survey.

The results from the survey show that there continues to be a higher rate of consistently involving the questions around the goal attainment area. It appears that the persons served have been

more clearly informed around what goals are and if they have been actively involved in creating those goals and working on them with the services from NOYFSS. As well, more participants appear to be much more aware if they have received the NOYFSS participant handbook which would have taken place at the beginning of services. A lot of great comments were recorded on the current services provided by NOYFSS and suggestions of additional services that are needed in the community made by Persons Served, Stakeholders and Community partners.

RECOMMENDATIONS/RESULTS FROM THE 2012 SURVEY:

There was a decrease of completed surveys by NOYFSS consumers compared to the previous year, 2011. This could again be because of the change in how the surveys were sent out, electronically, in order to do our part in attempts to be a 'Greener' organization. It is also not possible to track the electronic versions that are sent out however those that are filled out and returned are recorded directly through the survey program.

The results from the survey are very positive and complimentary with some helpful feedback from all who took the time to make additional comments and or suggestions.

A few suggestions or additional comments that were mentioned and noted were;

1. Needing more information on NOYFSS's Services
2. Continual correspondence and updates on referred students
3. More time in schools
4. Improved referral reciprocation would be helpful to clients
5. Collaboration teams between NOYFSS, MCFD, SBT & Youth Mental Health as some students are falling through the cracks
6. Parent needs continue to be high
7. More services & programs for youth
8. Different times for programs for adults so it fits better with their schedules ie not missing or in the middle of the bedtime hour
9. Updates on 'What's happening in the Agency' on a more regular basis (from the a staff's perspective)
10. A better understanding for staff on how positions are filled as staff turnovers happen
11. A look into ongoing computer issues as so much time is wasted attempting to work on the current system

**ALL SURVEY RESULTS ARE FROM THE DATA
THAT WAS INPUTTED INTO THE SURVEY
MONKEY PROGRAM.**