



*Counselling and Support Services to Children and Families since 1974*  
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**NORTH OKANAGAN YOUTH AND FAMILY  
SERVICES SOCIETY  
SATISFACTION SURVEY REPORT  
February 2014**

**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 of Directors, 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 the Satisfaction Survey is to gain usable data to create NOYFSS’s Quality Improvement Plan.

Our measures of success set for this satisfaction survey were:

**Goal 1:** Indicator – Distribute as many surveys possible through electronic means and by hard copy through NOYFSS staff.

Results: 252 surveys were returned.

**Goal 2:** Indicator – Summary Report produced complete with recommendations.

Results: Report completed.

**Goal 3:** Indicator - Distribution of Summary Report Results: Report distributed; (Web site, testimonials on the web site and the MCFD District Office)

### **Survey Design:**

The surveys used for the 2013 Survey report were program specific to summarize the feedback from the consumers of each program. Surveys contain a rating scale and open ended questions. The rating scales in the 2013 surveys have been revamped to make the surveys easier to read and to respond to. Each rating was assigned a worded value of: Strongly Agree, Agree, Disagree, Strongly Disagree and open ended questions at the end of the survey for any other comments the participants would like to add. The ongoing Feedback surveys encompass a different rating scale of: Definitely, Somewhat and Not at All.

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
- Street Outreach

- ◇ Stakeholders
- ◇ Community Partners
- ◇ Staff of:
  - Community Based Services
  - Residential Services
- ◇ Board members

This year, surveys were sent out by hard copy and electronically to a number of Stakeholders and Community Partners. It was not possible to track the number of surveys distributed. 252 surveys were returned either electronically or by hard copy.

The internet (Survey Monkey) was used to distribute surveys with the anticipation of obtaining a better rate of return and to be 'Greener'.

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 2014 for the 2013 year.

The purpose of this report is to collect and analyze 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 this report was collected from the 252 returned surveys.

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

## CBS Feedback Surveys

There were twenty two respondents to this survey. This particular survey was completed at the end of services/file transfer or closure.

1.

	Definitely	Somewhat	Not At All
1. Do you believe that NOYFSS services have been helpful?	95.5%	4.5%	0%
2. Do you feel listened to by your NOYFSS counselor?	86.4%	13.6%	0%
3. Do you feel respected by your NOYFSS counselor?	95.5%	4.5%	0%
4. Did appointment times work for you?	81%	19%	0%
5. Were you involved in the planning and setting of your goals/service?	95.2%	4.8%	0%
6. Is the location of NOYFSS convenient & easy to access?	88.9%	11.1%	0%

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

- NOYFSS 63.2%
- At Home 42.1%
- In the community 10.5%

3. Did your counsellor provide you with an orientation to services?

- Yes > 100%
- No > 0%

4. Did you receive a copy of your NOYFSS Service Agreement?

- Yes > 100%
- No > 0%

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

- All needs are being met currently very well.
- Helped our whole family, son, partner and myself.
- No I think they have done a wonderful job. It sure has helped us a lot, we learned a lot how to handle ADHD kids.
- No they were very helpful
- I think they were great
- No
- Not that I know of
- On-line parenting tips

- Yes
- Not at this time
- Not really, worker was practical and down to earth in her approach to the family values and expectation of the dad. Easy to talk to.
- Everything was great.

6. Suggestions and other feedback

- Great and very helpful sessions, learning a lot of valuable info and techniques to deal with our child with ADHD
- Keep up the good work
- Difficulty finding parking during the day
- How to deal with an angry person towards you-solely, not my anger

7. What program were you a part of at NOYFSS?

- Family Service 42.1%
- Parent Coach 21.1%
- Groups 31.6%
- Add/ADHD 31.6%
- Parent-teen Conflict 5.3%

**CAMMY LaFLEUR STREET OUTREACH PROGRAM:**

There were nineteen 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 ..... 72.2%
- On the street....44.4%
- Other agency.....16.7%

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?

- All is good as always
- You have been very helpful. Great appreciated, keep up the good work, thank you

- I can not see other ways considering I have tried all the ways possible.
- They are always helpful and I appreciate it.
- Keep up the great work ladies.
- Always get what I need with a smile.
- Possibilities are endless.
- No
- I am sure if I asked they would have done what they could have to help.
- Your re great!
- Thanks for the wonderful company.
- Gift card for food and pharmacy items eg. Foot care
- I don't think I would be alive or have the will to go on if not for Jessica and Sharon and Dave.

**SCHOOL BASED OUTREACH PROGRAM (Direct Family Service):**

There were 10 respondents to this survey.

1.

	Definitely	Somewhat	Not at All
1. Do you believe that NOYFSS services have been helpful?	100%	0%	0%
2. Do you feel listened to by your NOYFSS counselor?	100%	0%	0%
3. Do you feel respected by your NOYFSS counselor?	100%	0%	0%
4. Did appointment times work for you?	90%	10%	0%
5. Were you involved in the planning and setting of your goals?	100%	0%	0%
6 Is the location of NOYFSS convenient and easy to access?	90%	10%	0%

2. Where did you meet with your NOYFSS worker?

At NOYFSS	30 %
At Home	20%
In the Community	20%
School	80%
Other	30%

3. Did your NOYFSS counsellor provide you with an orientation to services?

100% > Yes

0% > No

4. Did you receive a copy of your NOYFSS Service Agreement?

100% stated yes

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

- Ann has saved us! She has gone beyond the call of duty for us.
- Joel has been amazing with my boys they look forward to seeing him.
- They are still helping us and hope to be still using them.

6. Suggestions and other feedback

- Thank you so much for your services! I don't know what else I would do without you here for us. I truly appreciate this!
- It is great to have this available to kids.
- I love NOYFSS services. They have been helping since 2008. Our family continues to grow and learn. Thank you!
- My family has had to use NOYFSS in the past and we have always appreciated everything that we have learned from the counsellor. Your services are very helpful without you I am not sure if we could have made such positive choices for our children. Thank you for your ongoing support.

### **PRIMARY RESPONDENTS:**

There were 13 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?	76.9%	23.1%	0%	0%
2. Has seeing the NOYFSS counselor helped you at school?	92.3%	0%	0%	7.7%

## INTERMEDIATE YOUTH:

There were 16 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?	75%	25%	0%
2. Do you feel listened to by your NOYFSS counselor?	100%	0%	0%
3. Do you feel respected by your NOYFSS counselor?	100%	0%	0%
4. Did you plan goals with your NOYFSS counselor?	66.7%	33.3%	0%
5. Did you work on those goals with your NOYFSS counselor?	73.3%	26.7%	0%
6. Are you satisfied with the overall NOYFSS service?	100%	0%	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?

20% > Yes

53.3% > No

26.7% > Don't Know

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

➤ No x5

➤ Not really

➤ No thank you

➤ Not really, he has helped me a ton

➤ Come more often

➤ Maybe if there were potatoes in a mini fridge left

## HIGH SCHOOL YOUTH:

There were thirty two students who responded to the survey.

	Awesome	It was Ok	No way
1. Do you believe that working with the NOYFSS counsellor has helped you and/or your family?	84.4%	15.6%	0.0%
2. Do you feel listened to by your NOYFSS counsellor?	96.9%	0.0%	3.1%
3. Do you feel respected by your NOYFSS counsellor?	96.9%	0.0%	3.1%
4. Did you plan goals with your counsellor ?	78.1%	18.8%	3.1%
5. Did you work on those goals with your NOYFSS counsellor?	75%	25%	0.0%
6. Are you satisfied with the overall NOYFSS services ?	89.7%	10.3%	0.0%

**1.** 87.1% of the respondents stated that they were given a Participant Handbook, 3.2% stated no they weren't given a handbook and 9.7% stated they were not sure.

**2.** The majority of those surveyed stated they met with their counsellor at school (100%), 18.8% met with their counsellor in the home and 6.3% met with their counsellor in the community. Some students were met in multiple locations.

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

- There were 12 respondents that stated 'No', others responded;
- Communicating and planning with friends outside of Vernon

- You helped me out perfectly
- NOYFSS Rocks!
- I don't know
- Nope, done everything with me that I could ask for. Great results.
- Nope it's good
- Not really
- Nope ☺ Ann is amazing
- No, I received everything I needed, thank you ☺
- Nope y'all were perfect

**STAKEHOLDER RESULTS:**

The following graph represents 61 Stakeholders who responded to the survey either by hard copy or electronically directly through Survey Monkey.

MCFD S/W Or P/O	23	surveys completed
School District Personal	33	" "
Other	5	" "

The following questions indicate what the 'Stakeholders' views of the NOYFSS's services are:

	Strongly agree	Agree	Don't know	Disagree	Strongly disagree
1. Information about the services NOYFSS provides is readily available and understandable	37.5%	59.4%	1.6%	1.6%	0.0%
2. NOYFSS staff communicate necessary information in a timely and effective manner.	46.8%	41.9%	3.2%	8.1%	0.0%
3. NOYFSS staff respect the confidentiality of the persons served and their family network.	57.8%	35.9%	6.3%	0.0%	0.0%
4. NOYFSS is known for its integrity and ethical practices.	53.1%	35.9%	10.9%	0.0%	0.0%
5. NOYFSS provides culturally sensitive services.	23.4%	34.4%	42.2%	0.0%	0.0%
6. NOYFSS is fiscally responsible.	17.2%	21.9%	60.9%	0.0%	0.0%
7. NOYFSS staff are responsive to critical feedback.	23%	52.5%	21.3%	3.3%	0.0%

8. NOYFSS works collaboratively with other community organizations to benefit the people served.	51.6%	43.5%	4.8%	0.0%	0.0%
9. NOYFSS staff are qualified and competent in the performance of their jobs.	54%	36.5%	7.9%	1.6%	0.0%
10. I would recommend NOYFSS's services to others in the community.	68.8%	31.3%	0.0%	0.0%	0.0%
11. Overall, I am satisfied with the quality of service delivered by NOYFSS's program and staff.	55.6%	44.4%	0.0%	0.0%	0.0%

How often is your contact with NOYFSS?

- Frequent (daily, weekly) 78.1%
- Occasional (monthly, bi-monthly) 20.3%
- Little (annually, bi-annually) 1.6%
- Never 0.0%

1. Is there a community service gap you think NOYFSS could fill?

- NOYFSS provides a diverse range of services.
- Fathering program more regularly-youth program- for males – Men's anger management group.
- Need Fathering program on a regular schedule. Managing conflict possibly offered more often, too long waitlist. Men's anger management, Male youth programs, Intensive supervised access worker transitioning into parent coaching.
- Additional supervised access, intensive support. Groups for men, parenting.
- Support to 'Foster parents' with MCFD kids/youth with Special Needs in their home.
- No, fortunately in Vernon there are few 'gaps' if there was one, NOYFSS would be my first choice.
- No, not aware of gaps. If there were, I would recommend NOYFSS first.
- For questioning or gay, lesbian, bi-sexual, transgendered, twin-spirited youth. I would be happy to help with discussing this to develop access to community and youth (MCFD) services.
- More family therapy type support, in home for perhaps a certain fixed length of time. More emotional regulation groups for kids.
- I think they could offer parenting programs for families with special needs children.
- Support program for LGBT youth, always happy to refer to NOYFSS!

- Don't know
- Connect Parent group for kids under 6, Gay/Bi/Lesbian group
- A supportive ongoing group for GLBT youth
- Not without more funding
- More support for parents of students with special needs, parenting group etc.
- Yes, V-learn, SD22's alternate Ed program would greatly benefit by having a resource person from NOYFSS to consult with and service our families. We have had difficulty finding someone within NOYFSS to service this need.
- NOYFSS is very supportive in our community, whenever there is a need they are able to assist or direct to the appropriate service for youth.
- I would love to see more time in our school. Or, offering parenting information sessions in the school maybe together with a school counsellor.
- I would like to see NOYFSS more involved in the schools, for example; take the Asperger's program into the schools, we have LRTs but they do not have the same training or expertise as so of the counsellors at NOYFSS. It isn't within our mandate is a horrible response, as is the education's response of "that's our job".
- NOYFSS school support people ought to specialize in community services "bridging". That is, they should be experts in services available in the community, and support teachers, admin, and school counsellors to lead students and families to appropriate support services in the community. I believe there should also be better marketing of your programs and services because in my experience many people are totally unaware of what NOYFSS is and what services it provides. In response to question #9 above, I think that being defensive is a more likely response than being responsive. I have no idea what sort of ethical standard or code of ethics that NOYFSS staff conform to.
- Not that I can think of at this time.

**Additional comments/suggestions:**

- NOYFSS workers are very appreciated. They are very dedicated and complete. The workers offer practical options.
- Some staff could use more training and be more responsive to critical feedback and be more timely with communication of information.
- Work together in a respectful, non-judgmental approach. More cultural safety/competence for aboriginal families.
- Sometimes monthly reports are behind. Need well articulated notes regarding goals, concerns etc for court purposes.

- When issues are brought up with Lorel, she is able/willing to resolve in a professional way. A concern is how some mutual clients do manipulate. Assertiveness is a necessary skills for workers.
- Thank you
- I work mostly with teens and am very happy with youth services, professional people, competent and great to work with.
- Shannon McGee is the most reliable, creative and genuine worker I have ever worked with.
- Clint is doing an amazing job. Would be great if we could keep him in the position permanently.
- So great! Staff working with youth are exceptionally skilled and collaborative.
- You guys provide such a great service to our community, and are so responsive to community needs. Thanks to all. Happy New Year.
- I would like to see better communication about work done by the NOYFSS worker when a contract in completed and file closed in a more timely fashion.
- Another family support worker for the CYSN program would be very beneficial!
- Keep up the great work team!
- The two NOYFSS workers that I have had the pleasure to work with are professional and sensitive to both the needs of students and the staff working with the students. Our ALP program would not be able to function without the continued support of our NOYFSS worker. Much thanks to Dianne (in the past) and Leah (now).
- I think the request for expensive technology (eg. Ipads, aug comm devices, iphones) for families of students with special needs (eg. Autism etc) would be better served by set-BC the school system except in select cases. Wasted resource dollars if the family does not actually use the technology the way it should be used and or at all. Eg. Several iphones I am aware of mothballed within 2 mos and requests for expensive duplicate devices to those which are provided at school seem like a waste of \$.unlikely the families will use them for their intended purpose, AND, they need a lot of input and programming which borders in specialized knowledge, to be truly effective.
- A concern is that NOYFSS staff and our schools are calling youth care workers (home support workers) "counsellors" and expecting them to carry out the roles and responsibilities

of a counsellor. They often are working with our most at risk students in the school system with out a counselling degree, when there are counsellors in the school system that hold masters degrees in counselling but are being assigned other responsibilities when they should be counselling students.

- Without our school based NOYFSS worker there would be a definite lack of service to many needy families in our catchment area. Our NOYFSS worker plays a key role on our School Based team. My only wish is that she was here working with kids and their families daily. We could really use her services more, she is essential.
- NOYFSS is a critical team player in supporting some of our most at risk youth. Their presence in the school is critical.
- I am very pleased that our NOYFSS attends our school based team meetings weekly. This has helped our staff more fully understand some of our students and their families! I don't know what we would do without her!
- As a school principal, I appreciate our NOYFSS workers coming to the children to do the work.
- I believe NOYFSS school support people operate semi-autonomously within the schools and do not always do a good job of communicating who is on their caseload and what issues they are attempting to address. It is sometimes not a very collaborative type of relationship in my experience. NOYFSS has some very good people in the schools (competent and qualified) while some NOYFSS personal I am less sure of. I do not believe that NOYFSS school support people should have ever been called 'counsellors'. School counsellors have minimum educational criteria to meet to to be designated as counsellors in school, but to my knowledge, NOYFSS people generally do not meet that criteria. (ie. School counsellors must have a Master's Degree in Counselling Psychology). NOYFSS people are presumably supposed to be providing a service that school counsellors do not provide, such as family outreach. For this reason, their job title should be child and youth family outreach workers. I believe the NOYFSS people should be more accountable to school personal for how they use their time in school, otherwise, is not real accountability. There can also be overlap in services because of poor communication (who is seeing which kids for what reason?).
- I would be much less effective as a school leader without your staff and their work with our students. Our at risk youth are able to access services at most of our school sites and it

makes a significant difference in the success of many of them. Thank you for staying the course towards supporting our students!!!

- The NOYFSS social workers that I have worked with over the years have been excellent.
- The school based NOYFSS counsellors have been moved around/replaced each year at my school. This makes it very difficult for continuity in services and developing trust with families and students. I'm certain this is already a consideration, but I just want to emphasize the importance of continuity wherever possible.

**COMMUNITY PARTNER RESULTS:**

There were thirty nine respondents from the community to this survey.

1. Please check off the following NOYFSS programs you are familiar with.

Special Needs Program	44.4%
Young Parent Program	47.2%
Parent Groups	66.7%
Children's Groups	69.4%
Youth Services	72.2%
ADD/ADHD Parent Education	55.6%
Connect Parent Program	50%
Cammy LaFleur Street Outreach	50%
Youth Justice Program	47.2%
School Based Outreach	52.8%
Mara House Residential Treatment	61.1%
Residential Clinical Consultant	27.8
Intensive support Program	58.3%
Family Service Program	52.8%
Permanency Planning	38.9%

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

	<b>Yes</b>	<b>No</b>
1. Are you aware that NOYFSS is located across from the downtown Post Office?	94.9%	5.1%
2. Are you aware that NOYFSS has a web site?	79.5%	20.5%

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

- Continue with youth in care group
- Youth in care network needed
- Seem to offer more that I was aware of already
- Groups for teen boys
- A more effective school based program. One that is a lot more helpful in supporting kids within the traditional school system and most importantly to help prevent them from entering the "quagmire" that are our alternate school programs.....
- Not at this time, can't think of any
- We are foster parents but are unfamiliar with the services available, but now that I have seen the list of programs available, and see you have a website I will definitely check it out.
- Services for adults with developmental disabilities.

## STAFF SATISFACTION RESULTS:

Agency results: with 30 staff responding to this survey.

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. I have a clear understanding of what NOYFSS expects of me in my job.	56.7%	40%	3.3%	0%
2. NOYFSS recognizes my skills and abilities.	56.7%	36.7%	6.7%	0%
3. My workload is reasonable.	20.7%	65.5%	13.8%	0%
4. I have positive relationships with my colleagues.	51.7%	44.8%	3.4%	0%
5. Staff-Management relationships are positive.	60%	36.7%	3.3%	0%
6. Supervision is helpful in performing my job duties at NOYFSS.	51.7%	37.9%	10.3%	0%
7. The amount of stress I feel is manageable.	16.7%	76.7%	6.7%	0%
8. As an employee, I am provided with adequate and appropriate training.	17.2%	55.2%	24.1%	3.4%
9. I feel respected by NOYFSS management and co-workers.	63.3%	33.3%	3.3%	0%

10. As an employee, I am provided with opportunities for growth and development.	36.7%	43.3%	20%	0%
11. I am aware of my rights and responsibilities at work.	62.1%	34.5%	3.4%	0%
12 Information and communications for NOYFSS is easily accessible to me.	46.7%	53.3%	0%	0%
13. My work environment is safe and healthy.	31%	65.5%	3.4%	0%
14. NOYFSS encourages feedback.	50%	46.7%	3.3%	0%
15. NOYFSS is responsive to the feedback received.	41.4%	55.2%	3.4%	0%
16. When appropriate, NOYFSS makes changes to reflect the feedback received.	43.3%	46.7%	6.7%	3.3%
17. NOYFSS respects my confidentiality.	63.3%	36.7%	0%	0%
18. What do you enjoy the most about working at NOYFSS?	See attached comments			
19. What is your overall evaluation of your employment with NOYFSS?	Excellent 70%	Good 26.7%	Satisfactory 3.3%	Poor 0%

**Q18. Comments:**

- “The People”
  - The people I work with and when I do get to see them, the kids.
  - Wonderful work environment; very supportive management- independence in my position and ownership of my role – this is encouraged-flexible schedule-Learning opportunities through experience and consult- positive reputation in the community (!)
  - Staff team, family- friendly, flexibility in work schedule
  - Support from management is much appreciated
  - Family
  - The support from both staff and management
  - The diversity of the job and flexibility that it gives me
  - The management at NOYFSS is extremely supportive of staff.
- NOYFSS encourages professional development in their employees and makes employees feel their personality and skills are valued. NOYFSS has a tight knit team, which creates a positive work environment
- Working with children daily and seeing the impact of giving them a safe and nurturing environment.
  - The positive atmosphere (laughter in the halls, always someone available for support, opportunities for connection and inspiration)
  - My coworkers and the management team
  - The people I work with (both persons served and fellow employees), the flexibility in my job and the variety in my job

- This is a supportive environment with little conflict among employees. I enjoy being able to debrief with almost any employee and will be listened to respectfully and will be received with empathy
- NOYFSS provides safe, positive and open working environment. The staff are supportive and the atmosphere is conducive to working at a very high level. There is a real sense of balancing the work and personal health as well as openness to brainstorm ideas and practices that are more effective
- The support received from supervisors and co-staff alike
- Co-workers
- Hands down, the people. Everyone is helpful, supportive and fun. Management is respectful and attentive to questions, comments and concerns coming from staff
- The ability to be creative in my job
- I work with a great team of people and the work we do is important
- Working with members of the community to make a difference, support by a great agency and staff
- I like the most about work is that we work as a team and everyone has a input
- We have the best team and management in the world!
- SUPPORT OF ALL INVOLVED/LEADERSHIP/CARING ATMOSPHERE
- It's a great team to work with and has a strong professional reputation in the community

Other comments or suggestions:

- Some people do have to know what their job entails. And not treat people like there not as good as you because they don't have the same type of education as you may have. I also believe the pay scale is off a full time employee should be making more than a relief staff. as relief staff don't have the responsibilities that a fulltime staff have. Thanks for listening
- Additional training opportunities (this is suggested with the strong understanding of our financial situation as a non-profit)
- Noon-hour training
- More people on the relief list for Mara House
- It continues to be a struggle with the computer system. It is something that I know the management is trying to fix, it still feels as if we are not as "up to date" with our technology. I understand it is a work in progress but it gets frustrating sometimes.
- N/A

- Monthly social worker reports instead of more extensive three month reports would be a more attainable goal
- NOYFSS is a positive supportive workplace and understands the dynamics of family life. I love my job but wish I could learn more sometimes
- NO
- It's unfortunate that NOYFSS cannot/doesn't contribute to staff events like the Christmas party, team day etc and has to rely on it's employees to plan and pay for these events on their own time and with their own money, especially when senior management attends all of these events. It may not be intentional, but employees have been made to feel guilty for getting a raise this year. All the doom and gloom from management (eg funding cuts, penny pinching) has effected staff morale.
- THANK YOU.....BE CALM AND CARRY ON !
- Wish the pay was better

## BOARD MEMBER SURVEY RESULTS:

There were 7 board member responses:

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
1. I am familiar with and kept informed as to the specific programs NOYFSS offers	100%	0%	0%	0%
2. To my satisfaction, I am updated on changes to programs	100%	0%	0%	0%
3. My opinions and input are considered when decisions are made and the Board level.	100%	0%	0%	0%
4. I am satisfied with the degree of influence I have on decisions.	100%	0%	0%	0%
5. I feel I have enough information about financial issues which pertain to Board decisions and responsibilities.	100%	0%	0%	0%
6. I am kept informed on the background, recommendations and action plans regarding critical issues which occur at NOYFSS.	100%	0%	0%	0%
7. I am satisfied with my involvement in the Strategic Planning of the organization.	85.7%	14.3%	0%	0%
8. The organization attempts to address identified gaps and deficits in service.	100%	0%	0%	0%
9. The mission/vision statement				

of NOYFSS is reflective of issues important to children and families.	100%	0%	0%	0%
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Additional comments/suggestions made:

- I would like to congratulate all concerned for the seamless way in which the recent management transitions have been accomplished. I am very impressed with the progress and efficiency with which NOYFSS is moving forward!
- I am very happy on the board. I feel very informed at all the meetings and am excited to be a part of the organization's growth.
- Always a great pleasure to serve with NOYFSS.

### **Improvements/Results from the 2013 Recommendations:**

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

1. Needing more information on NOYFSS's Services

Result: continuous work on updating the agency's website and added a Facebook page. New brochures outlining NOYFSS's services and group have been created.

2. Continual correspondence and updates on referred students

Result: This is Stakeholder specific and issues of confidentiality are highly respected and practiced which may appear that some information does not get shared.

3. More time in schools

Result: Stakeholder specific and funding issues prevent additional hours to be allocated.

4. Improved referral reciprocation would be helpful to clients

Result: Unaware of where comment came from therefore difficult to act on suggestion.

5. Collaboration teams between NOYFSS, MCFD, SBT & Youth Mental Health as some students are falling through the cracks

Result: There is a continuous effort made by NOYFSS staff to collaborate with the agency's listed above, difficulties stem from MCFD having large, very active case loads with minimal time being available to spend face to face with families, youth and NOYFSS staff

6. Parent needs continue to be high

Result: NOYFSS continues to offer many programs that parents can access to suit their needs

7. More services & programs for youth

Result: More youth programs have been created in the past year hoping to fill gaps for youth and for them to be able to find a niche

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

Result: All parents program times offered are based on what the majority of the parents request, it may not suit everyone. Some daytime programming is available as well.

9. Updates on 'What's happening in the Agency' on a more regular basis (from the a staff's perspective)

Result: The new management team has made many efforts to increase communication and awareness around plans for NOYFSS and to encourage more staff involvement within the agency

10. A better understanding for staff on how positions are filled as staff turnovers happen

Result: The management team has attempted to clearly define how positions are filled, consulting with the Union and clarifying the steps when filling positions when there are staff turnovers

11. A look into ongoing computer issues as so much time is wasted attempting to work on the current system

Result: The NOYFSS computer system is outdated and therefore needing upgrading and attention. The computer system in an ongoing work in progress, attempts are always being made to make the system more efficient and user friendly

## **RECOMMENDATIONS FROM THE 2014 SURVEY:**

Again there was a decrease of completed surveys by NOYFSS participants compared to the previous year, 2013. This could be because of the change in how surveys were sent out (electronically), in order to do our part in attempts to be a 'Greener' organization and the business of our community partners and stakeholders. 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 electronic survey program being used by NOYFSS.

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.

Of the 252 surveys that were returned, the following suggestions and/or additional comments that were mentioned and noted were;

1. On-line parenting tips
2. Information on how to deal with an angry person
3. Support program for LGBT youth
4. Groups offered more often
5. More support for parents of youth with special needs
6. An alternate Ed program looking for services from NOYFSS to consult with and service families
7. More support/time in schools
8. Emphasis on continuity in the school system where ever possible
9. Youth in care network needed
10. Groups for teen boys
11. Services for adults with developmental disabilities
12. Additional training opportunities
13. Noon hour training
14. More people on relief list for Mara House
15. Computer system is a constant struggle

16. Wish the pay was better

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