



NORTH OKANAGAN YOUTH AND FAMILY SERVICES SOCIETY SATISFACTION SURVEY REPORT March 2015

Mission Statement:

North Okanagan Youth and Family Services Society provides a broad range of social programs reflecting the dynamic needs of our community that strengthen, nurture and protect the healthy development of our children, youth and families.

INTRODUCTION

Every year NOYFSS looks 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, suggestion box and a feedback form at time of discharge in select programs.

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.

Survey Design:

The surveys used for the 2014 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 2014 surveys have been re-vamped 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

2. Allow for analysis and recommendations for action.

The Satisfaction Survey provides NOYFSS with data that is used for our Quality Improvement Plan.

Our method: Distribute as many surveys possible through electronic means and by hard copy through NOYFSS staff.

Results: 339 surveys were returned.
252 surveys were returned in 2014

A Summary Report is created and made available on the NOYFSS web site in the reception area at Community Based Services.

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 339 returned surveys.

All data gathered was either directly inputted through the electronic Survey Monkey link or inputted through our NOYFSS reception.

By analyzing the data from the surveys, responses from the survey questions scored a %94.91 average on the satisfaction of services NOYFSS provides throughout the community.

Recommendations that were gathered from the surveys were;

- Continue to promote agency programs through distribution of group and agency brochures, the NOYFSS website, Facebook and resource fairs.

Areas that were identified more than once through our Stake holder surveys were regarding gaps in services;

- LGBT groups for youth
- Grandparents support program
- The long wait for a Family Service worker

Through the survey process and analysis, improvements to next year's survey will be;

- Reduce the number of questions asked next year on two surveys, the Stakeholder survey and the Staff survey. The Stakeholder survey questions will focus more on general satisfaction questions.
- An exit summary be completed with each youth upon discharge from Mara House.