

Date: August 2012 to February 2013  
Service Provider Summary

Completes: 122 (Total: 196)  
Proxy Completion: 18 (14.8%)  
Participation Rate: 62.2%  
Response Rate: 94.6%  
Refusal Rate: 5.4%  
Margin of Error: ± 5.5%

Operational Region: Fraser  
Regional Summary

Completes: 434 (Total: 678)  
Proxy Completion: 93 (21.4%)  
Participation Rate: 64.0%  
Response Rate: 94.8%  
Refusal Rate: 5.2%  
Margin of Error: ± 2.9%

### Chilliwack Society for Community Living (CSCL)

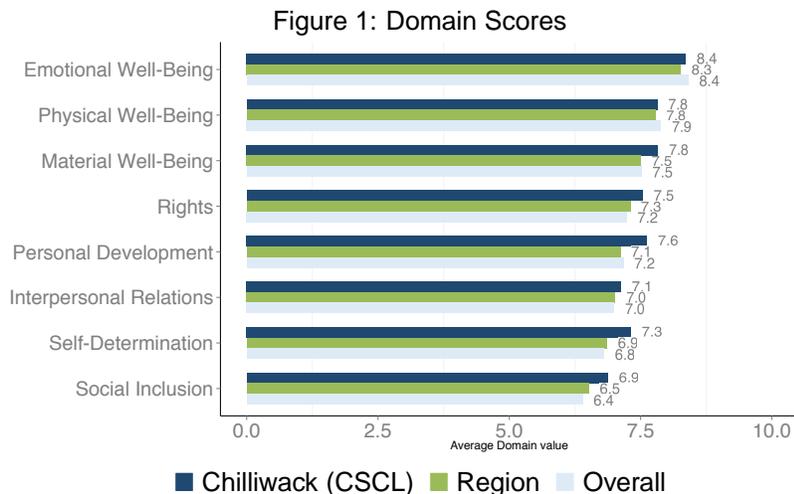
**Include Me!** is a Community Living British Columbia (CLBC) initiative designed to better understand and to improve the quality of life of individuals with developmental disabilities. Quality of life was measured with the *My Life: Personal Outcomes Index™*. The survey asks 50 questions, six in each of the eight quality of life domains that contribute to the independence, social participation, and well-being of individuals with developmental disabilities plus two additional questions (one about transportation and one about employment). Results provide service providers and CLBC with important information about how to make a positive contribution to the quality of life of individuals with developmental disabilities.

Survey results are summarized for each of the 15 participating service providers and compared to the overall results (all surveys from both Vancouver Coastal and Fraser regions) as well as results from providers in the same CLBC operational region. In addition to presenting the average scores for each domain, both domain and item scores are presented as “percent positive score” to facilitate comparison of results.

The report is structured as follows:

- Domain Scores, Top 10 and Bottom 10 Performing Items;
- Priority Areas for Improvement;
- Graphical Summary by Domains of Quality of Life;
- Glossary of Terms; and
- Appendix—Frequency Table

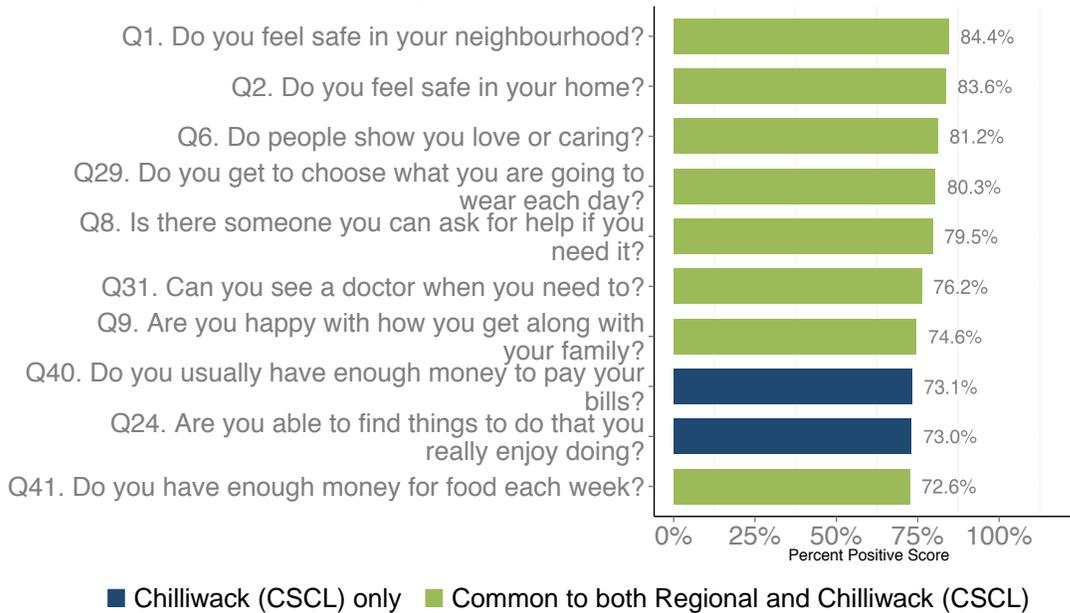
### Domain Scores Summary



### Top 10 Performing Items

Figure 2 shows the top 10 questions, which were most positively rated by the individuals that your organization serves. In that figure, the bars in green indicate those questions, which are also ranked as the top 10 based on the answers of all respondents in your CLBC operational region (Common to both Regional and Chilliwack [CSCL]). The blue bars are unique to your organization (Chilliwack [CSCL] only). Table 1, on the next page, further details the comparison between the results from the individuals that your organization serves and the overall regional results.

Figure 2: Top 10 Survey Items



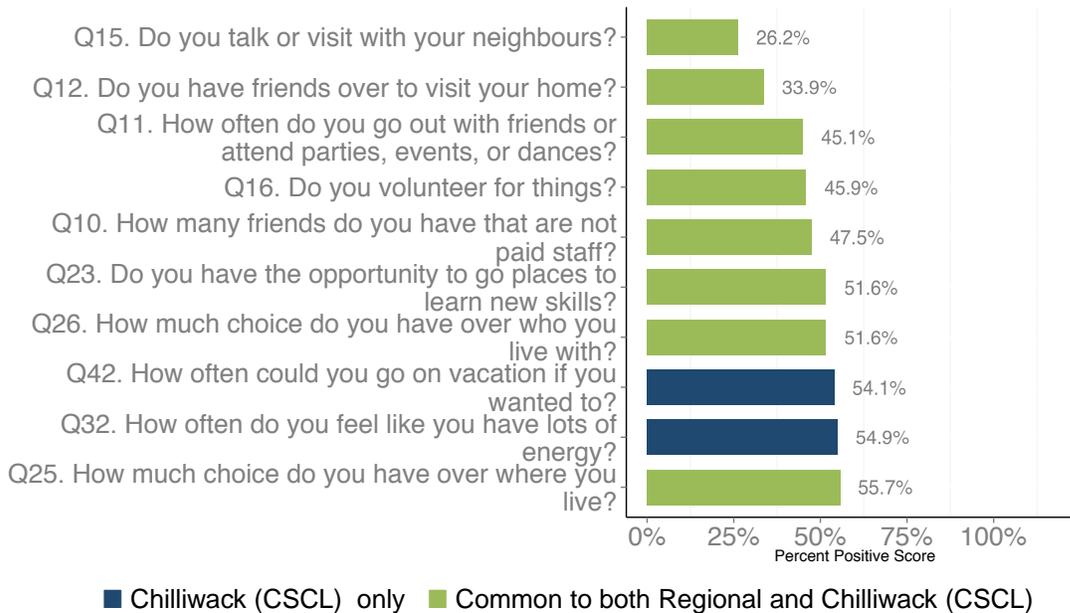
**Table 1: Top Ten Survey Items at the Service Provider and Operational Region Levels**

Rank	Top 10 Survey Items at Service Provider	% Positive Response	Top 10 Survey Items at Operational Region	% Positive Response
1	Q1 Do you feel safe in your neighbourhood?	84.4%	Q1 Do you feel safe in your neighbourhood?	80.6%
2	Q2 Do you feel safe in your home?	83.6%	Q2 Do you feel safe in your home?	78.7%
3	Q6 Do people show you love or caring?	81.2%	Q9 Are you happy with how you get along with your family?	78.3%
4	Q29 Do you get to choose what you are going to wear each day?	80.3%	Q31 Can you see a doctor when you need to?	76.9%
5	Q8 Is there someone you can ask for help if you need it?	79.5%	Q6 Do people show you love or caring?	75.2%
6	Q31 Can you see a doctor when you need to?	76.2%	Q29 Do you get to choose what you are going to wear each day?	73.2%
7	Q9 Are you happy with how you get along with your family?	74.6%	Q8 Is there someone you can ask for help if you need it?	72.2%
8	Q40 Do you usually have enough money to pay your bills?	73.1%	Q35 Do you eat foods that are good for you?	69.6%
9	Q24 Are you able to find things to do that you really enjoy doing?	73.0%	Q43 Can you lock the bathroom door if you want to?	69.3%
10	Q41 Do you have enough money for food each week?	72.6%	Q41 Do you have enough money for food each week?	69.0%

### Bottom 10 Performing Items

Figure 3 shows the bottom 10 questions, which indicate the areas where the individuals that your organization serves are least contented with - these can also be seen as their areas in most need of support. As in the previous section, the bars in green indicate those questions, which are also ranked as the bottom 10 based on the answers of all respondents in your CLBC operational region (Common to both Regional and Chilliwack [CSCL]). The blue bars are unique to your organization (Chilliwack [CSCL] only). Table 2, on the next page, further details the comparison between the results from the individuals that your organization serves and the overall regional results.

Figure 3: Bottom 10 Survey Items



**Table 2: Bottom Ten Survey Items at the Service Provider and Operational Region Levels**

Rank	Bottom 10 Survey Items at Service Provider	% Positive Response	Bottom 10 Survey Items at Operational Region	% Positive Response
1	Q15 Do you talk or visit with your neighbours?	26.2%	Q15 Do you talk or visit with your neighbours?	27.9%
2	Q12 Do you have friends over to visit your home?	33.9%	Q12 Do you have friends over to visit your home?	31.2%
3	Q11 How often do you go out with friends or attend parties, events, or dances?	45.1%	Q16 Do you volunteer for things?	35.7%
4	Q16 Do you volunteer for things?	45.9%	Q10 How many friends do you have that are not paid staff?	37.4%
5	Q10 How many friends do you have that are not paid staff?	47.5%	Q11 How often do you go out with friends or attend parties, events, or dances?	43.7%
6	Q23 Do you have the opportunity to go places to learn new skills?	51.6%	Q23 Do you have the opportunity to go places to learn new skills?	45.6%
7	Q26 How much choice do you have over who you live with?	51.6%	Q26 How much choice do you have over who you live with?	46.0%
8	Q42 How often could you go on vacation if you wanted to?	54.1%	Q25 How much choice do you have over where you live?	47.2%
9	Q32 How often do you feel like you have lots of energy?	54.9%	Q30 How much control do you have over how your money is spent?	47.5%
10	Q25 How much choice do you have over where you live?	55.7%	Q19 Do you feel you are learning new skills?	49.6%

## Priority Areas for Improvement

In this section, your results are organized based on the relationship between two criteria:

- Importance – How important each question is to individual's self-ratings of their overall sense of well-being (correlation with Q3 "Do you feel good about yourself?"), and
- Performance – How well your individuals rated their quality of life across the eight domains on each question.

The question "Do you feel good about yourself?" was selected as an indicator for 'wellness' because of its face validity – it is a question that is simple for individuals to understand and easy to explain to others. The higher the correlation between the sense of well-being and performance, the more important this aspect of quality of life is to the individual's perceived sense of 'wellness'. Of note, the positive score reported in Table 3 is *the most positive response category only*, not average scores or a combination of positive scores as shown elsewhere in the report or in the storyboard.

In Table 3 survey questions are ranked to highlight aspects of quality of life that are most actionable and can be targeted to drive efforts to improve individual's quality of life. Survey questions with the lowest performing scores AND the highest correlations to sense of 'wellness' are listed. These questions are IMPORTANT to the perceived sense of 'wellness' AND were rated as LOW performing by respondents. In this context, rather than just focus on low performing scores, we have highlighted the quality of life attributes that you as a service provider should focus on since they have a high correlation with an individual's perceived sense of 'wellness'. Improving scores in these areas would most likely have the greatest impact in terms of improving the quality of life measure for self advocates served by your organization.

Table 3: Priority Areas

Priority Level	Survey Question	Importance (Correlation with Q3) <sup>*</sup>	Provider Performance (% Positive Response)	Regional Performance (% Positive Response)
1	Q16 Do you volunteer for things?	0.222	45.9%	35.7%
2	Q42 How often could you go on vacation if you wanted to?	0.269	54.1%	55.7%
3	Q32 How often do you feel like you have lots of energy?	0.312	54.9%	51.5%
4	Q27 Can you do the things you really want to do?	0.261	59.0%	54.7%
5	Q47 Do people respect the choices you make?	0.226	59.8%	57.9%
6	Q19 Do you feel you are learning new skills?	0.237	61.5%	49.6%
7	Q33 How do you usually feel when you wake up in the morning?	0.256	61.5%	60.8%

<sup>\*</sup> Q3 "Do you feel good about yourself?"

### Domain Scores and Item Scores

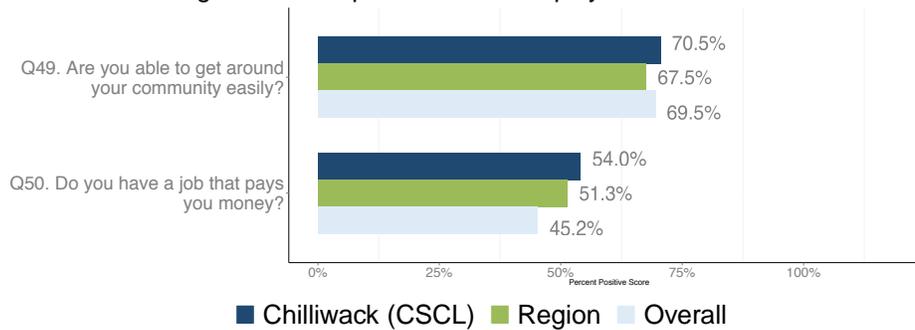
This section summarizes the percent positive scores for individual survey questions grouped under each of the eight quality of life domains. Each percent positive score is compared to the score in your region and the overall responses.

Table 4: Quality of Life Framework

Factor	Domain
Independence	Personal Development
	Self-Determination
Social Participation	Interpersonal Relationships
	Social Inclusion
	Rights
Well-being	Emotional Well-being
	Physical Well-being
	Material Well-being

Figure 4 shows individuals' positive responses to the transportation and employment questions that are not part of the eight quality of life domains.

Figure 4: Transportation and Employment Questions



Figures 5 through 12, on the next pages, show percent positive responses to each of the survey questions grouped by the eight quality of life domains.

Figure 5: Emotional Well-Being Domain Scores

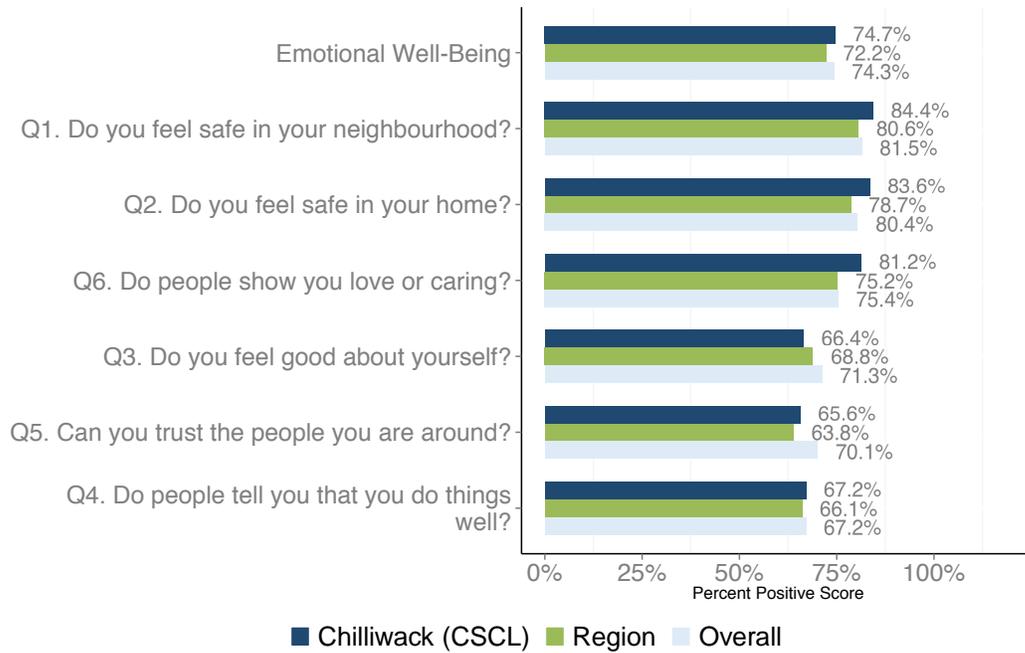


Figure 6: Interpersonal Relations Domain Scores

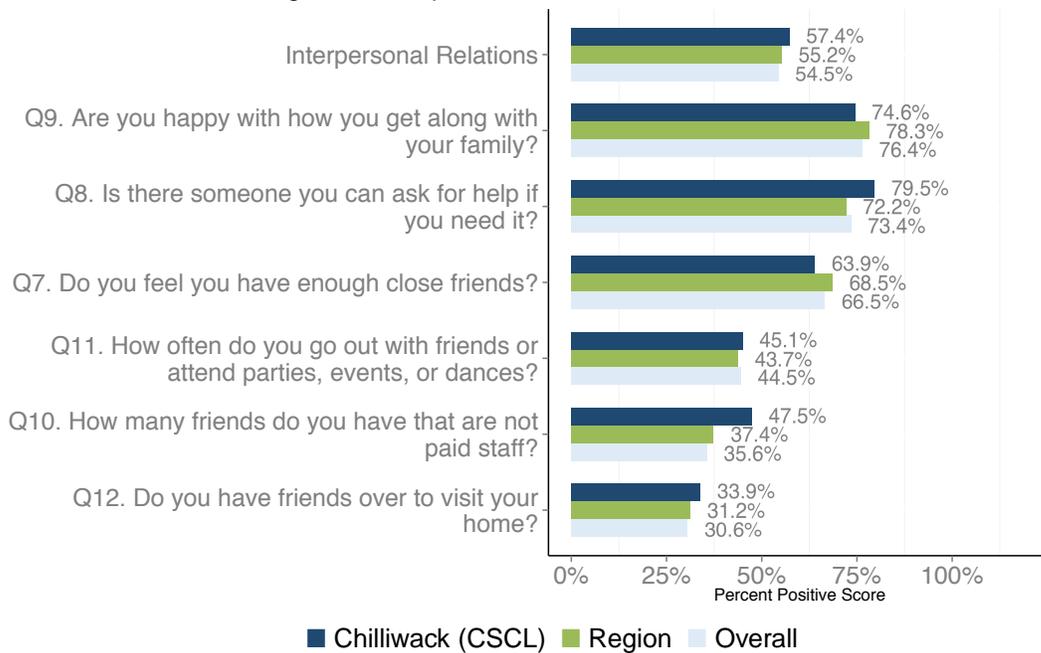


Figure 7: Social Inclusion Domain Scores

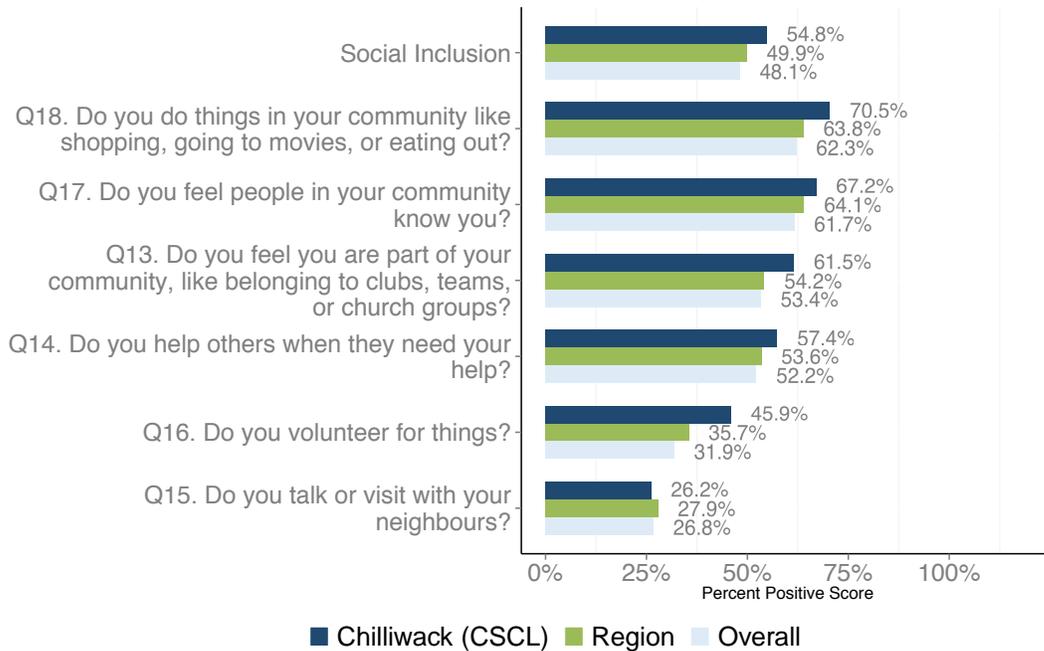


Figure 8: Personal Development Domain Scores

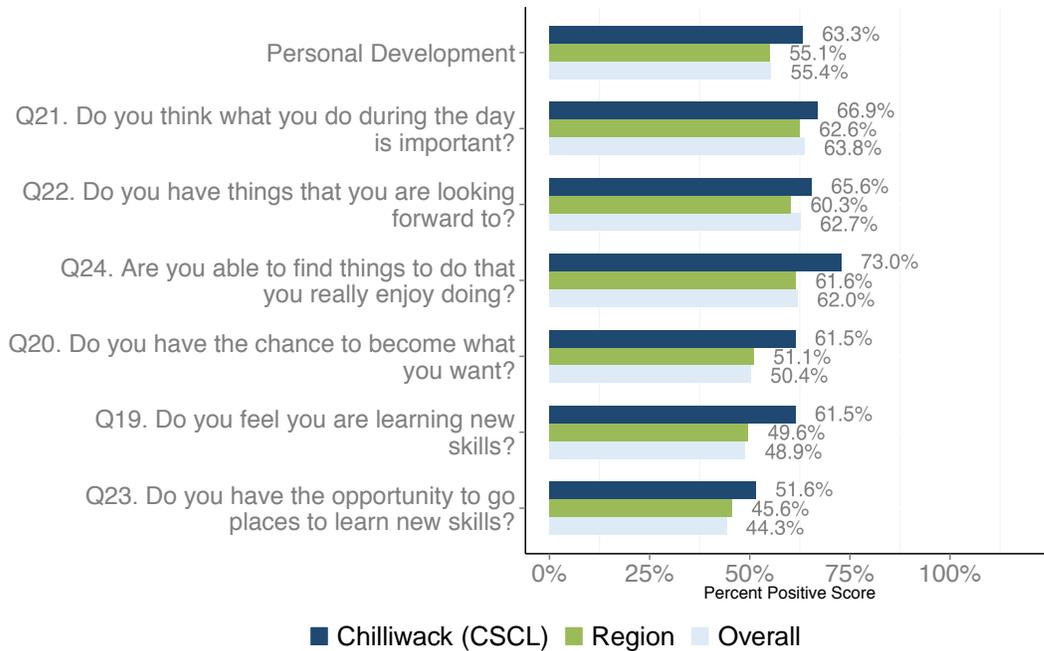


Figure 9: Self-Determination Domain Scores

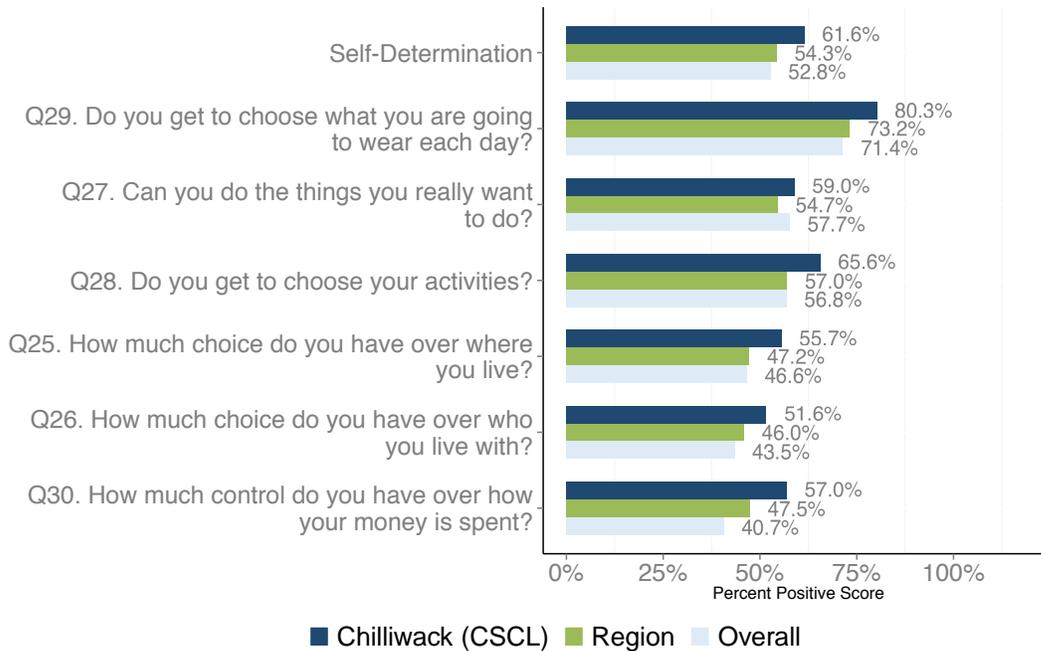


Figure 10: Physical Well-Being Domain Scores

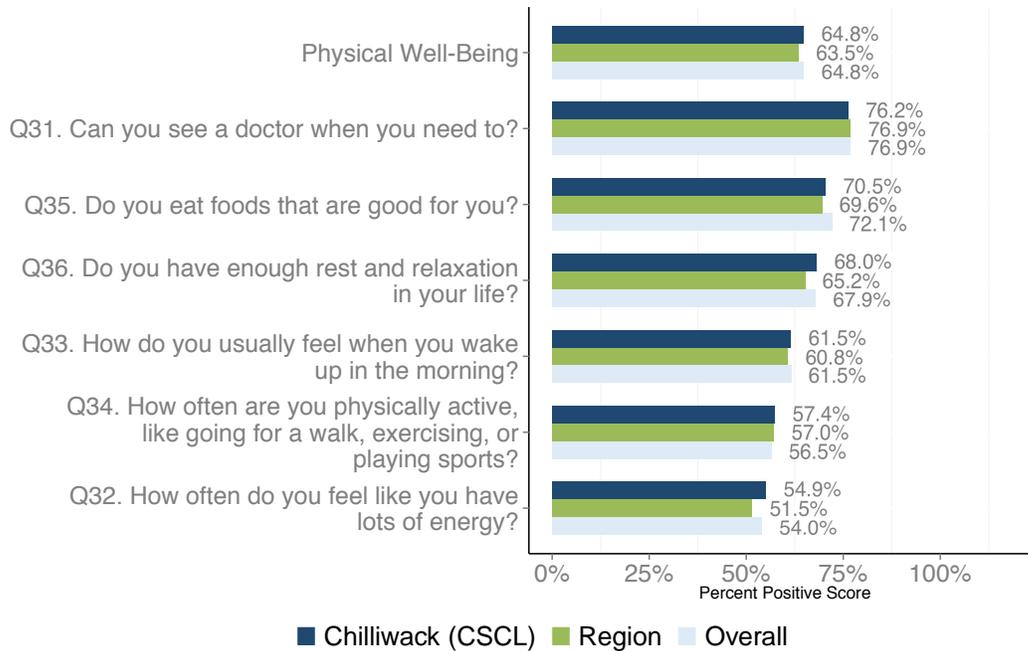


Figure 11: Material Well-Being Domain Scores

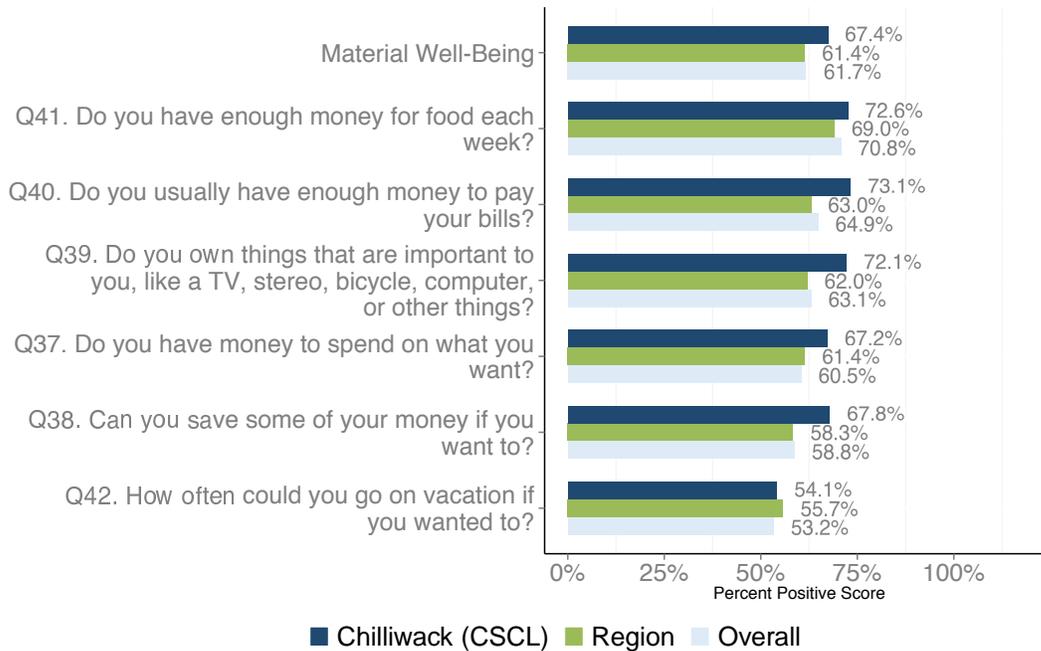
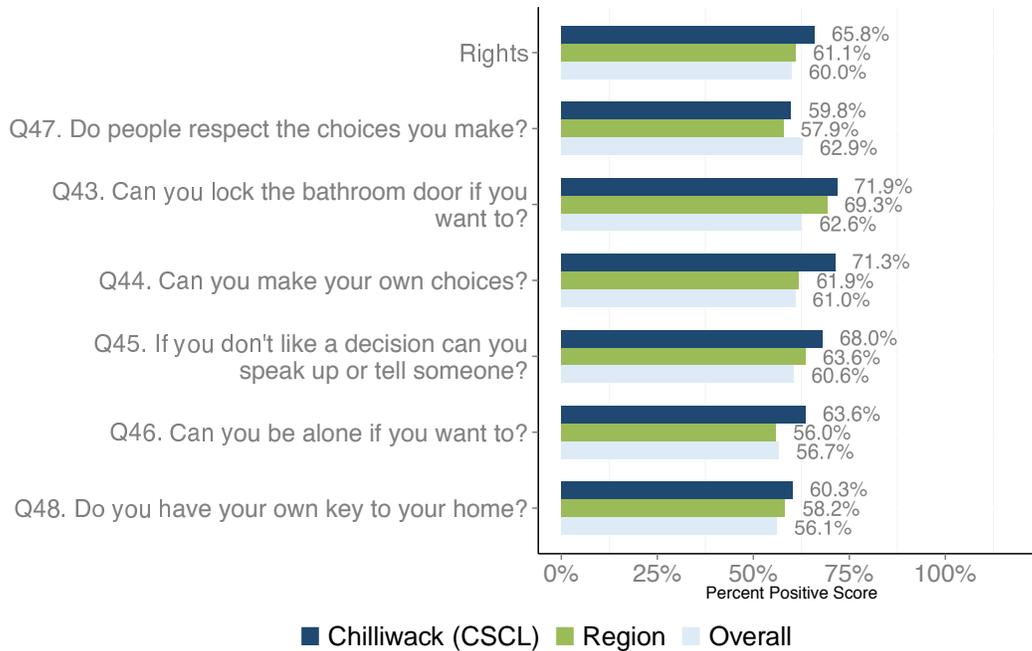


Figure 12: Rights Domain Scores



## Glossary of Terms

**Average Domain Score** – The average domain score is the arithmetic mean of the sum of the re-scaled survey responses (0, 5, 10) divided by the count of all valid responses. Higher scores represent a more positive outcome for that domain.

**Domain Scoring** – Domain scores were calculated in accordance to the scoring method used in previous studies that used the *My Life: Personal Outcomes Index™*. Responses to each question were first re-scaled to have a score of 0, 5 and 10 before computing the mean scores across questions that comprise that domain. For example, for the question “Q3. Do you feel good about yourself?”, a response of “most of the time” would be assigned a score of 10, “sometimes” a score of 5, and “rarely or never” a score of 0. A higher score represents a more positive answer for that question.

**Margin of Error** – The margin of error indicates the imprecision inherent in survey data. A smaller margin of error means the survey results were more precisely measured. A margin of error of  $\pm 5\%$  or  $\pm 8\%$  is considered good and acceptable respectively. The margin of error of the *percent positive score* at the 95% confidence level is obtained by multiplying the standard error of the estimate by the critical value, 1.96. For example, if the reported percent positive score is 50%, with a margin of error of  $\pm 5\%$ , the true score is captured within the range of 45% and 55% 19 out of 20 times.

**Operational Region** – Grouping of service providers according to the geographical areas they serve. For the 2012-2013 reporting period, three operational regions have been defined – Vancouver Coastal, Fraser, and Both. In some cases, these sites may offer services to individuals who reside in a region different from their operational region.

**Percent Positive Score** – The presentation of survey results in a standardized way as percentage of the “positive” answers to survey questions. “Positive” answers are defined as the most positive response category to a survey question (i.e., Top-box) regardless of the response categories. Results are easier to compare when they are all scored the same way, such as when reporting a percent positive score, since there is less variation in interpretation of what constitutes a “good score”.

**Proxies** – For individuals who are unable to complete the survey on their own, two proxy respondents have been identified to answer on their behalf. These proxies should have known the supported individual for at least one year and they should have an understanding of the respondent's current life experiences. For the purpose of this report, supported individual's quality of life scores are based on the average of the two proxies' answers.

**Participation Rate** – Participation rate is calculated as the ratio of valid completed surveys over the valid total sample.

**Response Rate** – Response rate is calculated as the ratio of valid completed surveys over those who consented to participate.

**Refusal Rate** – Refusal rate is calculated as the percentage of self-advocates or proxies who explicitly refused to complete the survey after they consented to participate.

**Valid Response** – The number of individuals who provided a sufficient number of responses to calculate a domain score. For this report, sufficient number is defined by answering at least 4 out of 6 questions for each quality of life domain.