



include Me!

Quality of Life Initiative

Summary Report
Chilliwack Society for Community Living
March 2018

Prepared for:
Community Living British Columbia
Prepared By:
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Chilliwack Society for Community Living
Survey Period: Spring 2017 to January 2018

Overall
Survey Period: October 2017 to January 2018

Self-Report Completions: 76
Report of Other Completions: 7 (8.4%)
Participation Rate: 34.6%
Response Rate: 93.3%
Refusal Rate: 16.3%

Self-Report Completions: 956
Report of Other Completions: 279 (22.6%)
Participation Rate: 75.5%
Response Rate: 92.0%
Refusal Rate: 14.3%

Completions: 83
Total Valid Sample: 257
Margin of Error: ±8.9%

Completions: 1,235
Total Valid Sample: 1,777
Margin of Error: ±1.5%

INTRODUCTION

During the 2017-18 year, 1,235 individuals who access CLBC-funded services through 15 agencies in the Vancouver-Coastal, South Fraser, Southern Interior and North regions participated in a survey process in which they were asked to provide information about their quality of life in the areas of well-being (emotional well-being, physical well-being, material well-being), independence (personal development, self-determination), and social participation (rights, interpersonal relations, social inclusion). The survey used to collect this information is based on a framework that was developed, extensively researched, and internationally validated by Dr. Robert Schalock over a period of approximately 25 years. It is a framework that applies to all people whether they have a disability or not. It gives us a universal language to talk with the individuals we serve about the things that are important to everyone and how we can collectively work together to improve the quality of life of those we serve.

The survey and the implementation process have been designed to ensure that the voices of individuals with developmental disabilities are truly heard. The survey was developed over a 2-year period and included focus groups with individuals, family members, service providers, funders, and other stakeholders so the questions had relevance and were understood by the majority of those who would be taking the survey. Dr. Schalock was consulted throughout and the final product is one that has been assessed as valid and reliable. CLBC conducted a demonstration project during the 2010-11 year and confirmed that the survey was appropriate for use within this province. Not only were the results reliable and valid, but those involved felt the experience of participating was positive, impactful, and informative.

Unlike many surveys that are used within community living and other social service sectors, this survey does not ask about service quality or service satisfaction. Instead, it asks individuals about their quality of life from their own perspective. The survey is relevant whether services are a large part of an individual's life or a small part. The questions asked and the ensuing conversations are more holistic than those we have often had with individuals and with one another in the past. For those who are not able to or who prefer not to answer on their own, two people who know the individual well are invited to answer on the individual's behalf (the two "report of others" scores are averaged and counted as the individual's score). This means we get to hear from everyone... even those who are not generally able to participate in survey research. Additionally, the surveys are typically administered in person by individuals with a developmental disability who are hired, trained, supported, and paid to do this work.



Individuals have appreciated this very personal approach and report that they feel more comfortable speaking with peers than they do when speaking with someone who does not share that lived experience.

During the 2017-18 year, CLBC contracted with R.A. Malatest & Associates Ltd. to manage the survey administration process and analyze the results. The data collected will be used at the aggregate level to help service providers make decisions about how to further improve the quality of life of the individuals they serve and to support CLBC to make policy and program decisions that promote improved outcomes. It will also allow us to strategically engage in partnerships outside the community living sector that are required to improve the overall quality of life of individuals with developmental disabilities within this province. Furthermore, in the 2015-16 year, a slightly modified version of the survey was administered to members of the general population in the Vancouver Coastal, South Fraser, and Southern Interior regions. This allows for the comparison of domain scores between persons with developmental disabilities and members of the general population.

The Quality of Life (QoL) index that is measured by the survey had an excellent reliability of responses (0.927 for the overall valid total sample), and we have already learned a great deal from the *include Me!* survey results. We learned that:

- Perceived ease of getting around in one's community positively correlates with all QoL domains (considering correlations of 0.2 or higher) – this suggests that we should attend to this and broaden our range of community partnerships to better address this area;
- Having a paid job positively correlates with self-determination, interpersonal relations, and social inclusion (considering correlations of 0.2 or higher) – this supports the direction we are heading with our “employment first” mandate;
- Individuals rated the questions related to well-being higher than questions that relate to independence and social participation – this indicates that individuals are feeling positively about their emotional, physical, and material well-being; and
- The questions related to independence and social participation had the fewest positive ratings from respondents – these are areas on which we will need to focus in the years ahead.

Based on these results, CLBC and participating service providers are beginning to:

- Have conversations with individuals, families, and other stakeholders about the results and about next steps;
- Connect with one another to establish a collaborative and co-mentorship relationship that will strengthen the overall service delivery system in this province (through informal conversations, structured meetings/presentations, learning forums, etc.);
- Align the delivery of services to further the achievement of personal outcomes for the individuals we collectively serve; and
- Expand the dialogue with individuals and families about the kinds of things that matter most to individuals and where we need to focus our attention: independence and social participation.

It is important to note that the information being collected through *include Me!* over these past years should be viewed as baseline data. It is a new, rich and powerful data set. For the majority of the 2017-18 service providers, this year's data will provide a comparison for their involvement in previous years



and will allow them to compare how the quality of life has changed for the individuals they serve. This will provide an understanding of strengths and areas where improvement can still occur.

Service providers and CLBC will need time to absorb the information, consult with stakeholders, and begin to make decisions about how to respond. As the data set grows, we will have the ability to do deeper levels of analysis that will support individuals and families to choose services that align with their own quality of life priorities, support service providers to target continuous quality improvement efforts in a manner that will have the most positive impact on the quality of life of the individuals they serve, and support CLBC to align policies and target funding that benefits the sector as a whole. Additionally, the information collected through the survey process will allow those at the individual, agency, and system levels to have informed conversations with those outside the traditional service provision sector. The results will help us work with new partners by addressing issues from a common point of focus that benefits our communities as a whole. It will allow us to highlight common areas of concern, seek strategic partnerships, and identify areas of focus that will be most impactful.

This Report

Survey results are summarized for each of the participating service providers and are compared to the **previous scores** (when available) for that service provider, **overall British Columbia (BC)** results for all participants in the 2017-18 year, **high scores** results (top performing service provider score across the BC-wide sample) and **general population scores** gathered in 2015-16. In addition to presenting the average scores for each domain, “Percent Positive Scores” for transportation and employment questions are also included to facilitate the interpretation of results. New this year, a Quality of Life Composite Score was developed to reflect quality of life in a single score. This score was calculated by averaging all eight domain scores.

The report is structured as follows:

- Domain scores and Quality of Life Composite Scores comparisons;
- Correlation with the Quality of Life Domains;
- Survey responses on Transportation and Employment; and
- Responding to your results.

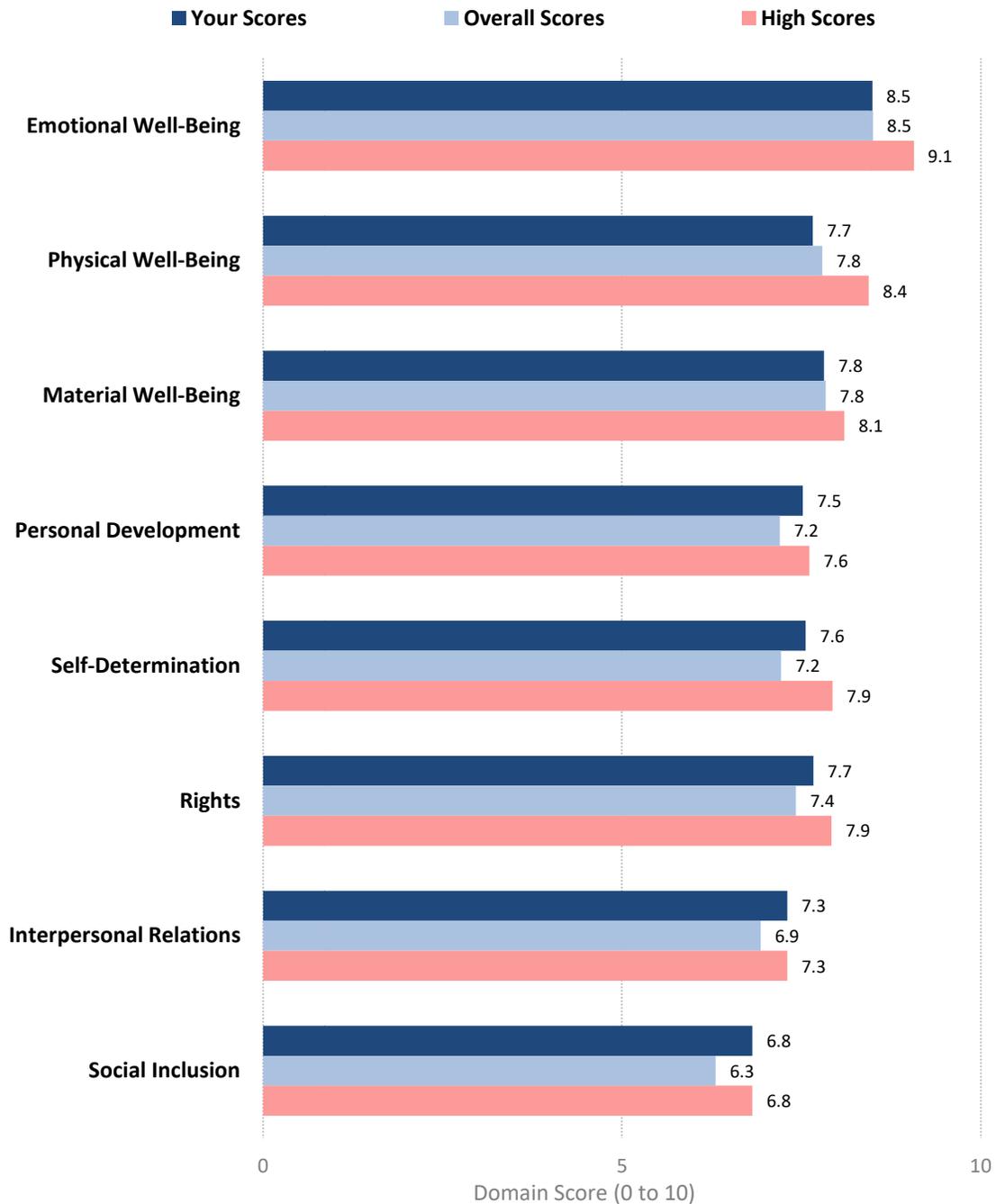
Appendices included:

- Appendix A: Glossary of Terms
- Appendix B: Quality of Life Domains and Indicators
- Appendix C: Key Survey Metrics Summary
- Appendix D: Supplementary Tables

DOMAIN SCORES AND COMPOSITE SCORE SUMMARY

Figure 1 shows the comparison of your 2017-18 domain scores with the overall BC results and high score results.

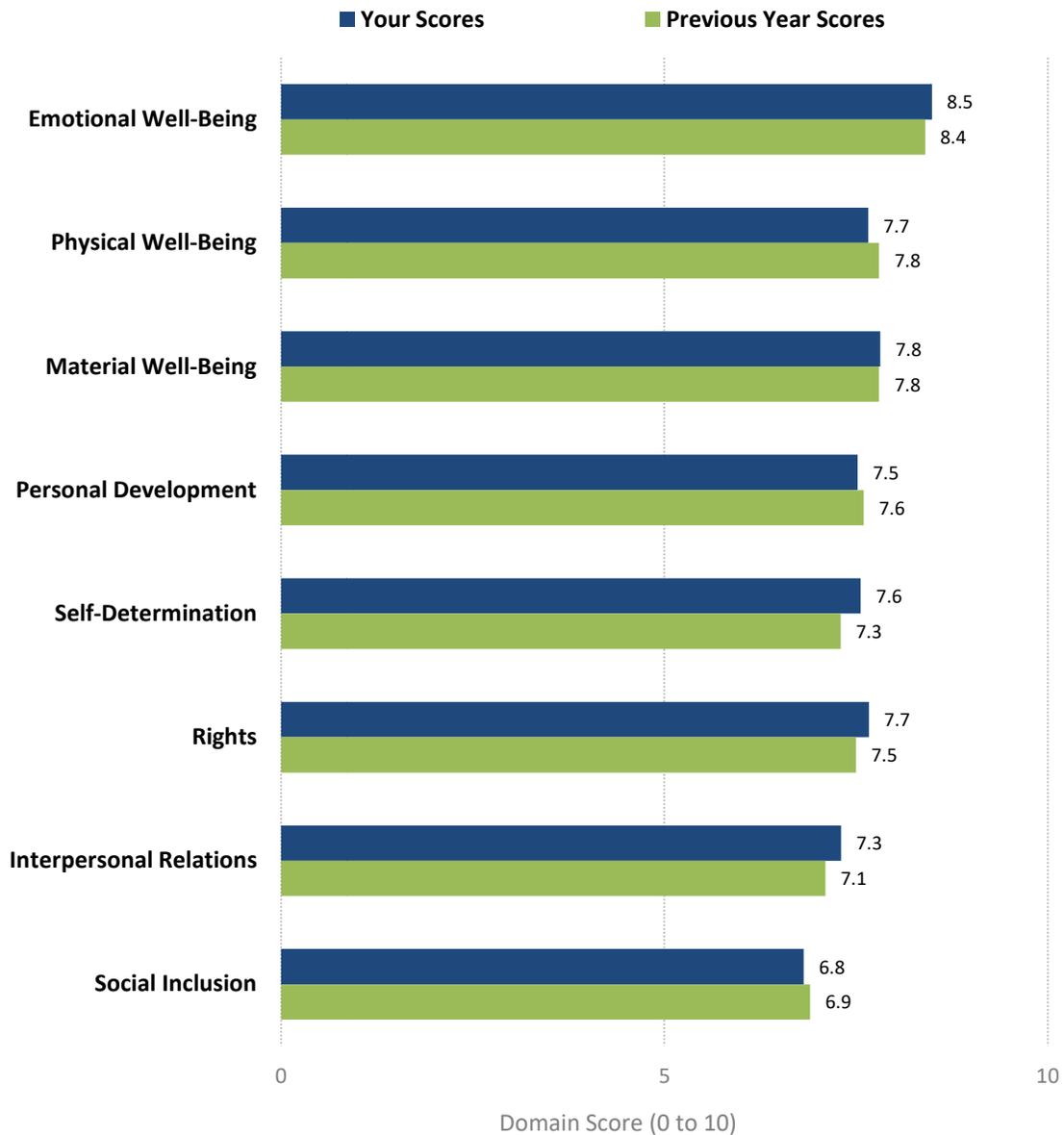
Figure 1: Quality of Life Framework Domain Scores



Source: include Me! Survey 2017-18

Figure 2 shows the change in your domain scores over time. Comparison of your 2017-18 domain scores with your domain scores from the previous year of participation in 2012-13 year showed a slight increase in several domains.

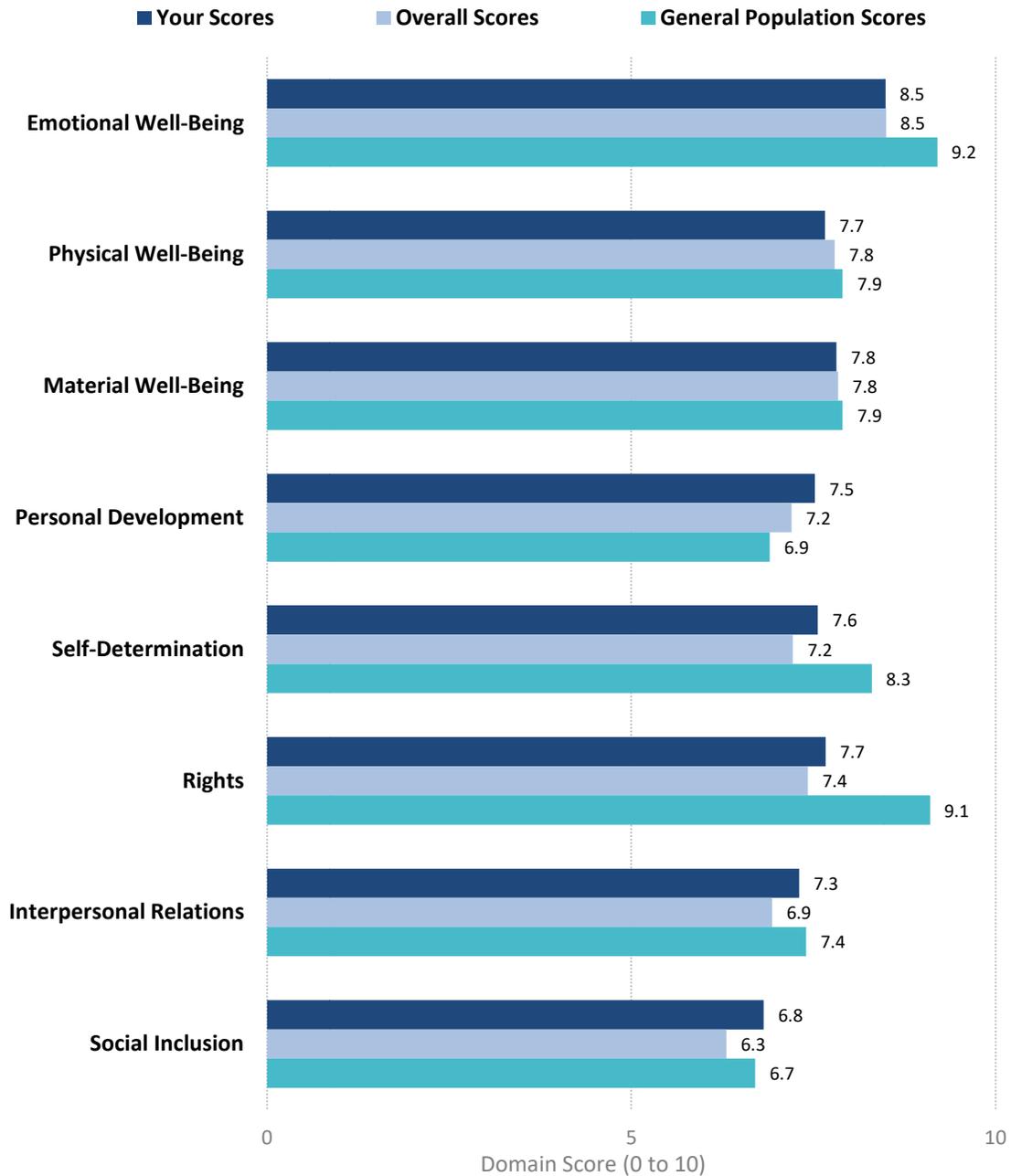
Figure 2: Chilliwack Society for Community Living Domain Scores (2017-18) compared to Previous Scores (2012-13)



Sources: include Me! Survey 2017-18; include Me! Survey 2012-13

The general population was surveyed in 2015-16. Figure 3 shows a comparison between Chilliwack Society for Community Living, the overall BC *include Me!* participants (including Chilliwack Society for Community Living, among other service providers) and the overall general population respondents.

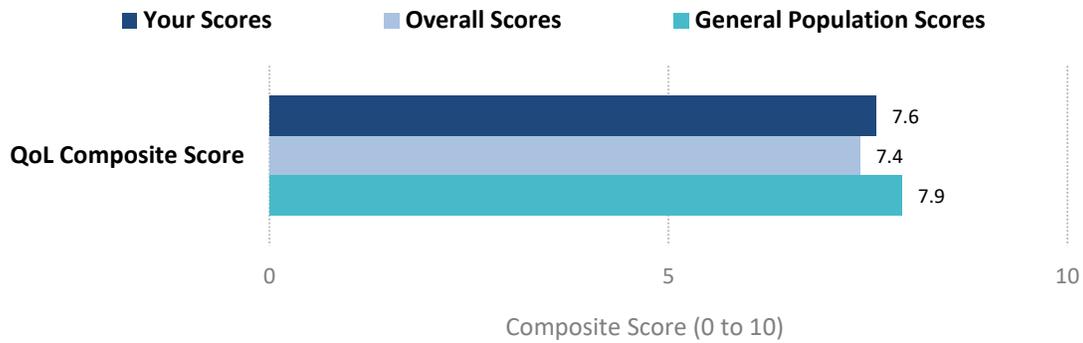
Figure 3: Comparison of Chilliwack Society for Community Living, Overall Scores and General Population Domain Scores



Sources: *include Me!* Survey 2017-18; General Population Survey 2015-16

A **Quality of Life Composite Score** was developed to reflect all aspects of quality of life in a single score. This score was calculated by averaging all eight domain scores. Figure 4 shows a comparison between the Chilliwack Society for Community Living Quality of Life Composite Score, the overall BC *include Me!* Quality of Life Composite Score and that of the overall general population Quality of Life Composite Score.

Figure 4: Comparison of Chilliwack Society for Community Living, Overall and General Population Quality of Life Composite Scores



Sources: *include Me!* Survey 2017-18; General Population Survey 2015-16

CORRELATION WITH OVERALL QUALITY OF LIFE, TRANSPORTATION AND EMPLOYMENT QUESTIONS

A correlation measures the strength of a relationship between two items. These items can be whole domains (questions that represent the domain) or single questions. The strength of the relationship can reach a maximum of 1 or -1 depending on the direction of the relationship, and a correlation of 0 is an indication of no association. When there is a positive correlation between two items, it means that, overall, the responses are similar for each item. For example, if the Rights domain and the Transportation Score have a correlation of 0.2 or higher, the individual's perception of their Rights and whether they feel like they are able to get around their community easily is considered to be associated. If two items have a correlation of 0.2 or higher, they will have a tendency to vary together, meaning an increase in one item will most likely result in an increase in the other item. In Table 1:

- A correlation less than .2 is considered weak (labeled 'weak');
- A correlation between .2 and .5 is considered a moderate association (shaded in light green ■); and
- A correlation greater or equal to .5 is considered a large association (shaded in darker green ■).

The correlation coefficients were computed using a single overall Quality of Life question "Q54. Do you feel good about your life?". The relative importance of each domain can be gauged by examining the magnitude of the correlation coefficient. The greater the correlation between Q54 and other domains, the more important these domains of quality of life are to the individual's perceived overall quality of life.

In Table 1, domains that are highly correlated with Q54 (shaded in darker green) can be targeted to drive efforts to improve individuals' overall quality of life. Improving scores in these domains would most likely have the greatest impact in terms of improving the quality of life measure for individuals served by your organization.

Additionally, Table 1 includes the correlations of the transportation score (ability to get around one's community) and the employment questions with each of the eight domains.

Table 1: Correlation with the Quality of Life, Transportation, and Employment Questions

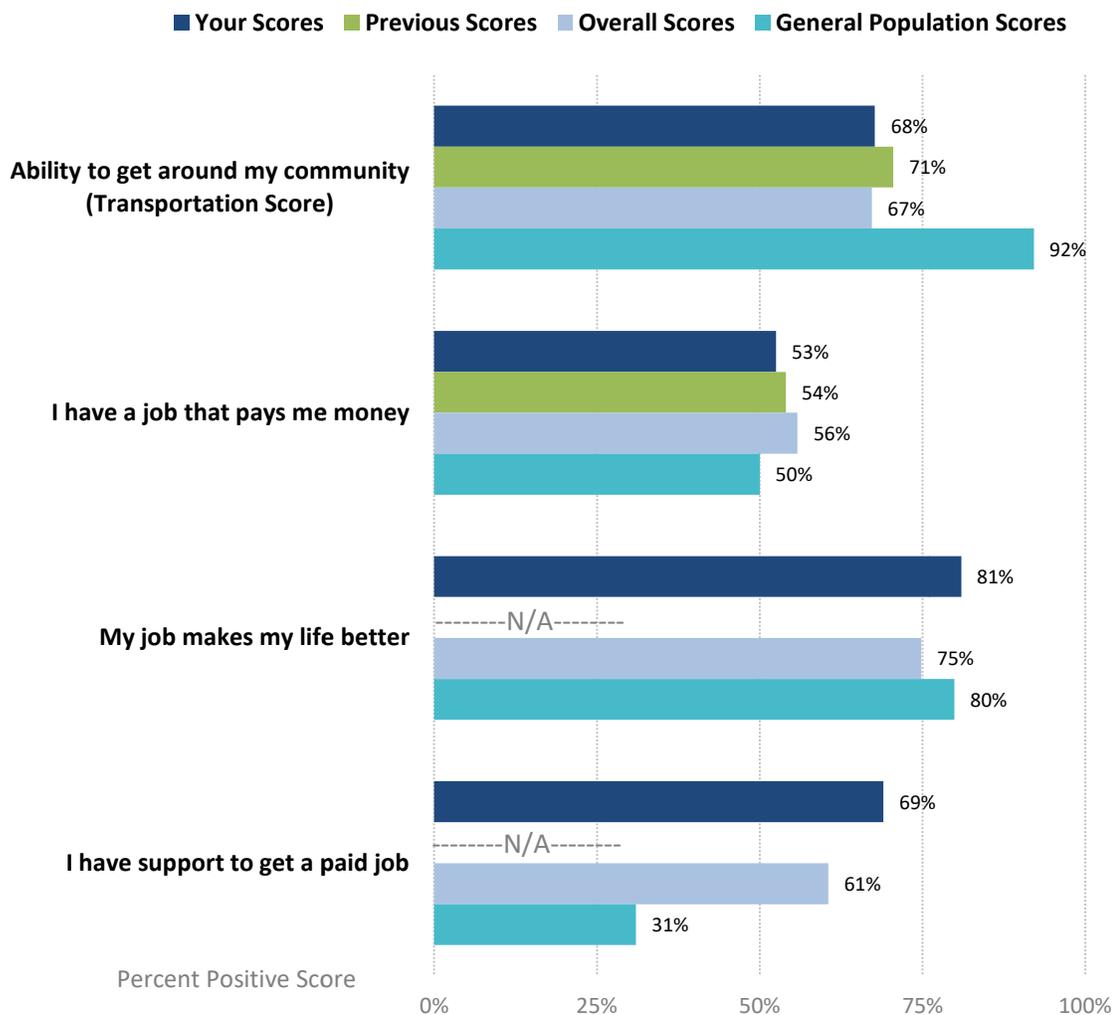
Domain	Domain Score Correlation with:			
	Feel good about your life?	Ability to get around one's community	Do you have paid work? (Yes/No)	Life is better (those employed) n=42
Emotional Well-Being	0.531	0.293	weak	0.315
Physical Well-Being	0.651	0.383	weak	0.549
Material Well-Being	0.338	0.318	weak	0.322
Personal Development	0.537	0.356	0.215	0.587
Self-Determination	0.500	0.446	weak	0.623
Rights	0.406	0.418	weak	0.385
Interpersonal Relations	0.338	0.270	weak	0.333
Social Inclusion	0.313	weak	weak	0.394
	<i>Moderate Association .2 ≤ r < .5</i>		<i>Large Association r ≥ .5</i>	

Source: include Me! Survey 2017-18

TRANSPORTATION AND EMPLOYMENT SUMMARY

Due to the different scales used for some questions within the Transportation and Employment questions, comparisons are made using percent positive scores. Figure 5 shows individuals' positive responses to the Transportation and Employment¹ questions that are not part of the eight Quality of Life domains. The Transportation Percent Positive Score is based on the responses for "Q49. Are you able to get around your community easily?" and "Q50. Do you have a way to get to the places you want to go?". For the Employment question "Q53. Does your job make your life better?", the Percent Positive Score is based on only those who answered "Yes" to "Q51. Do you have a job that pays you money?". On the other hand, for the additional Employment question "Q52. Do you have support to help you get a paid job?", the Percent Positive Score is based on only those who answered "No" to Q51.

Figure 5: Comparison of Chilliwack Society for Community Living, Overall and General Population Transportation and Employment Percent Positive Scores



Sources: include Me! Survey 2017-18; include Me! Survey 2012-13; General Population Survey 2015-16

¹ Responses of "Don't Know" are excluded from the percent positive calculation.

RESPONDING TO YOUR RESULTS

Deciding on how to respond to your survey results is a journey of dialogue and discovery. Your plans will evolve as you have conversations with people, integrate this information with what you already know, and gain greater insight on how to align your organization to promote quality of life across all eight domains. The results do not come with a roadmap and do not tell you exactly how to respond. Instead, they present an opportunity for rich conversation about what the survey results mean and how you can use the information to improve the quality of life of the individuals you serve (and trend your Quality of Life scores upward) over time.

As you begin to think about your survey results, it is normal to feel a bit overwhelmed and uncertain about next steps. Based on what we have heard from service providers during the first few years of *include Me!*, we know that it is important to reflect on what the results mean for your organization and to include your stakeholders in the decisions you are making. We encourage you to take your time and to actively seek input when putting your results in context, deciding on priorities, and developing a response plan. Listed below are some strategies that you might find useful as you begin to think about how to respond to your survey data.

- Establish a steering committee that includes representatives of your key stakeholder groups to guide how your organization will respond to the data. This group could be responsible for creating a response plan, developing required communication and training material, monitoring progress, etc.
- Facilitate focus groups with individuals, families, staff, and other stakeholders to help you think about what the survey data might be telling you about your organization. Take time to ensure that everyone is familiar with the Quality of Life framework and concept of personal outcome measurement.
- Convene a learning table and invite organizations that are similar to yours to share ideas and strategies.
- Use the eight domains as a guide to help you determine your organization's priorities. As you go through this process, identify with whether there are other data sources that you should consider. While there will likely be a strong desire to do as much as you can to respond to your results, it is critical to acknowledge that you can't respond to everything given your available staff time and financial resources.
- In the context of your priorities, decide what your organization has control over (e.g., policy and practice) and what investments you can make that will result in the most significant change.
- Identify what is working well but, at the same time, think strategically about the things you could do differently moving forward.
- Map out an action plan that has measureable goals, implementation strategies, and indicators of success. As part of this, you will need to identify necessary resources and enroll external partners as appropriate.
- Create an implementation and monitoring plan and revisit it on a regular basis.



We also encourage you to tap into the support that is available. There are many people who can help you move forward. Members of CLBC's *include Me!* team are available to provide advice and support. The Malatest project team is a great resource to help you make sense of the data. Other service providers are going through the same process as you or have gone through this process in the past so reach out to them and learn from one another.

Remember that getting the results back is not the end of a process. It is the beginning of a process.