

**Government of Alberta** ■  
**Seniors and Community Supports**

**PDD FAMILY/GUARDIAN SATISFACTION SURVEY  
2010/2011**

**Central Region Report**

**March 31, 2011**

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# PDD FAMILY/GUARDIAN SATISFACTION SURVEY 2010/2011

## CENTRAL REGION REPORT

### 1.0 INTRODUCTION

In 2010/2011, The Alberta Seniors and Community Supports, Persons with Developmental Disabilities (PDD) Program contracted the Vecova Centre for Disability Services and Research<sup>1</sup> to conduct a survey of families/guardians of persons with developmental disabilities on their satisfaction with the services received from PDD and their funded agencies. These survey responses provide PDD with: 1) feedback regarding program quality, areas of concern, and direction for improvement; and 2) a key performance measure on overall satisfaction.

This document reports the findings for the PDD Family/Guardian Satisfaction Survey 2010/2011 for the Central Region. It includes summary tables for the quantitative data and for the open-ended responses refer to Appendix A for the province-wide themes and categories associated with the open ended responses, and for examples of actual responses in each category. The quantitative data was reported separately for the community-based agencies and direct operations. No analysis has been conducted on the data unless specifically requested by the regional board. The 2008/2009 regional data are included for comparison.

For a comprehensive report of the provincial data, please refer to the PDD Family/Guardian Satisfaction Survey 2010/2011 Provincial Report, which includes: 1) a description of the methodology; 2) a discussion of issues, limitations, and confidence in the accuracy of the data; 3) a province-wide analysis of the quantitative and qualitative results with comparisons to the 2008/2009 findings; 4) regional comparisons to the provincial data; and 5) statistical investigations of the relationships between satisfaction and key demographic variables.

### 2.0 RESPONSE RATES

**Table 1: Number Of Respondents And Rate Of Return For 2010/2011 And 2008/2009**

Region	2008/2009		2010/2011	
	n	%	n	%
Central	429	45.1	372	37.2
Paper-based	405	42.5	336	33.6
On-line	24	2.5	36	3.6
<b>Alberta</b>	<b>2573</b>	<b>35.3</b>	<b>2187</b>	<b>36.4</b>
Paper-based	<b>2320</b>	<b>31.8</b>	<b>1907</b>	<b>31.7</b>
On-line	<b>253</b>	<b>3.3</b>	<b>280</b>	<b>4.7</b>

<sup>1</sup> Vecova Centre for Disability Services and Research is formerly The Vocational and Rehabilitation Research Institute (VRRI).

### 3.0 DEMOGRAPHICS

Table 2: Identity Of Respondent For 2010/2011 And 2008/2009

Identity of Respondent	2008/2009				2010/2011				Alberta 2008/2009	
	Community-Based Agencies		Direct Operations		Community-Based Agencies		Direct Operations		n	%
	n	%	n	%	n	%	n	%		
Family member/private guardian	293	96.7	112	92.6	259	97.4	103	99.0	2049	94.7
Public guardian	10	3.3	9	7.4	7	2.6	0	0	88	4.1
Other <sup>a</sup>	0	0	0	0	0	0	1	1.0	27	1.2
<b>Valid Total</b>	<b>303</b>	<b>100</b>	<b>121</b>	<b>100</b>	<b>266</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>2164</b>	<b>100</b>
Missing data	2	0.7	3	2.4	2	0.7	0	0	23	1.1
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

<sup>a</sup> Note that for the "other" category, respondents provided categories of trustee, caregiver, monitor, self-guardian, and supportive roommate. In the 2010/2011 results, however, a decision was made by the PDD program to eliminate responses from self-guardians and supportive roommates.

Readers should note that across all frequency tables, percentages may not add up exactly to 100% due to rounding errors.

Table 3: Demographic Summary Of Consumers For 2010/2011 And 2008/2009

	2008/2009				2010/2011				Alberta 2010/2011	
	Community-Based Agencies		Direct Operations		Community-Based Agencies		Direct Operations		n	%
	n	%	n	%	n	%	n	%		
<b>Age</b>										
18 to 25 years	74	24.6	2	1.7	55	20.6	0	0	509	23.6
26 to 45 years	145	48.2	27	22.5	126	47.2	11	10.7	987	45.7
46 to 65 years	70	23.3	73	60.8	73	27.3	75	72.8	578	26.8
66 years or over	12	4.0	18	15.0	13	4.9	17	16.5	86	4.0
<b>Valid Total</b>	<b>301</b>	<b>100</b>	<b>120</b>	<b>100</b>	<b>267</b>	<b>100</b>	<b>103</b>	<b>100</b>	<b>2160</b>	<b>100</b>
Missing data	4	1.3	4	3.2	1	0.4	1	1.0	27	1.2
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>Years Using Adult Services</b>										
Less than 2 years	26	8.5	0	0	20	7.5	0	0	145	6.7
2-5 years	45	14.8	0	0	29	10.9	0	0	328	15.3
6-10 years	61	20.0	1	0.8	59	22.1	1	1.0	422	19.6
More than 10 years	173	56.7	117	99.2	159	59.6	99	99.0	1255	58.4
<b>Valid Total</b>	<b>305</b>	<b>100</b>	<b>118</b>	<b>100</b>	<b>267</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>2150</b>	<b>100</b>
Missing data	0	0	6	4.8	1	0.4	4	3.8	37	1.7
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

## 4.0 SATISFACTION RESULTS

### 4.1 Community Involvement

#### 4.1.1 Working In The Community

Table 4: Responses For Working In The Community For 2010/2011 And 2008/2009

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>1(1). The person has a job paying minimum wage (\$8.80/hr) or better.</b>										
Yes	72	33.0	2	3.6	53	30.5	1	2.9	435	28.8
No	146	67.0	53	96.4	121	69.5	34	97.1	1074	71.2
<b>Valid Total</b>	<b>218</b>	<b>100</b>	<b>55</b>	<b>100</b>	<b>174</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>1509</b>	<b>100</b>
Missing data	11	3.6	15	12.1	9	3.4	10	9.6	93	4.3
Don't know	6	2.0	3	2.4	8	3.0	1	1.0	556	25.4
Does not apply	70	23.0	51	41.1	77	28.7	58	55.8	29	1.3
<b>Invalid Total</b>	<b>87</b>	<b>28.5</b>	<b>69</b>	<b>55.6</b>	<b>94</b>	<b>35.1</b>	<b>69</b>	<b>66.3</b>	<b>678</b>	<b>31.0</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>2(2). In my opinion, the person is working as much as they want to be.</b>										
Strongly agree	44	24.9	1	5.0	37	25.0	5	29.4	272	22.1
Agree	73	41.2	10	50.0	56	37.8	11	64.7	465	37.8
Somewhat agree	24	13.6	3	15.0	24	16.2	1	5.9	150	12.2
<b>Total Agree</b>	<b>141</b>	<b>79.7</b>	<b>14</b>	<b>70.0</b>	<b>117</b>	<b>79.1</b>	<b>17</b>	<b>100</b>	<b>887</b>	<b>72.2</b>
Somewhat disagree	7	4.0	1	5.0	10	6.8	0	0	103	8.4
Disagree	19	10.7	4	20.0	12	8.1	0	0	153	12.4
Strongly disagree	10	5.6	1	5.0	9	6.1	0	0	86	7.0
<b>Total Disagree</b>	<b>36</b>	<b>20.3</b>	<b>6</b>	<b>30.0</b>	<b>31</b>	<b>20.9</b>	<b>0</b>	<b>0</b>	<b>342</b>	<b>27.8</b>
<b>Valid Total</b>	<b>177</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>148</b>	<b>100</b>	<b>17</b>	<b>100</b>	<b>1229</b>	<b>100</b>
Missing data	16	5.2	19	15.3	18	6.7	15	14.4	144	6.6
Don't know	7	2.3	3	2.4	5	1.9	0	0	37	1.7
Does not apply	105	34.4	82	66.1	97	36.2	72	69.2	777	35.5
<b>Invalid Total</b>	<b>128</b>	<b>42.0</b>	<b>104</b>	<b>83.9</b>	<b>120</b>	<b>44.8</b>	<b>87</b>	<b>83.7</b>	<b>958</b>	<b>43.8</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

#### 4.1.1.1 Open-Ended Responses

The open-ended questions in 2010/2011 were analyzed by categorizing the responses and grouping them into overarching themes. Refer to Appendix A for the province-wide themes and categories associated with each open-ended question on the survey, and for examples of provincial responses for each category. It is important to note that some comments could be coded into two separate themes and categories. For example, *“Staff shortages due to low wages are causing agencies (service providers) to close group homes for weekends, to not accept more [consumers], to live with people who aren't a good match but due to funding requirements need to live together”* was classified as a comment about the support environment as well as a comment about funding.

**Table 5: Responses By Category For Working In The Community (2010/2011)**

Response Category	Response Number	Response Percentage
<b>A. SUPPORTS: COMMENTS RELATED TO ANY SERVICES A CONSUMER IS (OR IS NOT) RECEIVING TO MAINTAIN OR IMPROVE THEIR EXPERIENCE IN THE WORKPLACE.</b>	<b>10</b>	<b>7.9</b>
<b>1. Environment: external conditions that are affecting the consumer with regards to employment support.</b>	<b>10</b>	<b>7.9</b>
• Satisfied	2	1.6
• <i>Employment support/support staff</i>	2	1.6
• Dissatisfied	8	6.3
• <i>Lack of support leading to negative experiences (e.g., finding a job)</i>	6	4.8
• <i>Desire sheltered workshop opportunities</i>	2	1.6

Response Category	Response Number	Response Percentage
<b>2. Financing: issues surrounding the funding that is provided for supporting consumers.</b>	<b>0</b>	<b>0</b>
• Dissatisfied	0	0
• <i>AISH is limited (e.g., reduces opportunities, not enough funding, etc.)</i>	0	0
• <i>Increased funding needed for consumer to be able to work (e.g., transportation, criminal background checks, support staff, etc.)</i>	0	0
<b>B. WORK STATUS: REASONS PROVIDED FOR WHETHER OR NOT THE CONSUMER IS EMPLOYED.</b>	<b>60</b>	<b>47.6</b>
• Unable to work (currently or permanently)	38	30.2
• Volunteers	11	8.7
• Working to ability	4	3.2
• Attending school	2	1.6
• Does not want to work	3	2.4
• Retired	1	0.8
• Recently transitioned/transitioning (moved, changed/changing services)	1	0.8
<b>C. EMPLOYMENT: THE CONSUMER'S EXPERIENCE WITH THEIR JOB</b>	<b>23</b>	<b>18.3</b>
<b>1. Environment: external conditions that are affecting the consumer with regards to conditions in the workplace.</b>	<b>22</b>	<b>17.5</b>
• Satisfied	9	7.1
• <i>Consumer is having a positive experience (e.g., improved self-esteem, supportive work environment, etc.)</i>	9	7.1
• Dissatisfied	13	10.3
• <i>Lack of employment/limited opportunities (e.g., lack of shifts/hours, limited training within the workplace, limited inclusion)</i>	12	9.5
• <i>Volunteer positions should be paid positions</i>	0	0
• <i>Employment is causing stress</i>	0	0
• <i>Workplace inconsiderate of employee (e.g., last minute scheduling, etc.)</i>	1	0.8
<b>2. Training: the skills, educations, or instruction needed in order to succeed in the job market.</b>	<b>1</b>	<b>0.8</b>
• Dissatisfied	1	0.8
• <i>Increased training/education needed</i>	1	0.8
<b>3. Wages: issues regarding the amount of money that is received from an employer.</b>	<b>0</b>	<b>0</b>
• Dissatisfied	0	0
• <i>Desire higher/fair wages</i>	0	0
<b>D. TRANSPORTATION: ISSUES SURROUNDING GETTING TO AND FROM PLACE OF EMPLOYMENT.</b>	<b>2</b>	<b>1.6</b>
• Dissatisfied	2	1.6
• <i>Hard to get to and from work (e.g., transit schedules, lack of transit in area, etc.)</i>	0	0
• <i>High transportation costs</i>	2	1.6
<b>E. OTHER (NO SATISFACTION/DISSATISFACTION INDICATED, STATEMENTS ILLEGIBLE, DESCRIPTION OF JOB, UNRELATED TO SURVEY SECTION, COMMENTS ABOUT THE SURVEY, ETC.)</b>	<b>31</b>	<b>24.6</b>
<b>F. TOTAL</b>	<b>126</b>	<b>100</b>

## 4.1.2 Participating In Community Activities

Table 6: Responses For Participating In Community Activities For 2010/2011 And 2008/2009

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>3(3). The person volunteers in their community.</b>										
Yes	162	66.1	17	32.7	138	64.5	10	31.3	869	52.6
No	83	33.9	35	67.3	76	35.5	22	68.8	783	47.4
<b>Valid Total</b>	<b>245</b>	<b>100</b>	<b>52</b>	<b>100</b>	<b>214</b>	<b>100</b>	<b>32</b>	<b>100</b>	<b>1652</b>	<b>100</b>
Missing data	9	3.0	7	5.6	7	2.6	6	5.8	74	3.4
Don't know	7	2.3	3	2.4	10	3.7	3	2.9	57	2.6
Does not apply	44	14.4	62	50.0	37	13.8	63	60.6	404	18.5
<b>Invalid Total</b>	<b>60</b>	<b>19.7</b>	<b>72</b>	<b>58.1</b>	<b>54</b>	<b>20.1</b>	<b>72</b>	<b>69.2</b>	<b>535</b>	<b>24.5</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>
<b>4(4). The person has relationships in the community with people other than paid staff.</b>										
Strongly agree	60	34.7	6	10.5	56	23.2	1	3.2	323	17.8
Agree	120	69.4	23	40.4	96	39.8	14	45.2	724	39.8
Somewhat agree	67	38.7	21	36.8	55	22.8	8	25.8	448	24.6
<b>Total Agree</b>	<b>147</b>	<b>85.0</b>	<b>50</b>	<b>87.7</b>	<b>207</b>	<b>85.9</b>	<b>23</b>	<b>74.2</b>	<b>1495</b>	<b>82.2</b>
Somewhat disagree	12	6.9	2	3.5	9	3.7	3	9.7	86	4.7
Disagree	10	5.8	2	3.5	17	7.1	4	12.9	167	9.2
Strongly disagree	4	2.3	3	5.3	8	3.3	1	3.2	70	3.9
<b>Total Disagree</b>	<b>26</b>	<b>15.0</b>	<b>7</b>	<b>12.3</b>	<b>34</b>	<b>14.1</b>	<b>8</b>	<b>25.8</b>	<b>323</b>	<b>17.8</b>
<b>Valid Total</b>	<b>173</b>	<b>100</b>	<b>57</b>	<b>100</b>	<b>241</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>1818</b>	<b>100</b>
Missing data	12	3.9	7	5.6	4	1.5	12	11.5	69	3.2
Don't know	5	1.6	11	8.9	8	3.0	11	10.6	64	2.9
Does not apply	15	4.9	49	39.5	15	5.6	50	48.1	236	10.8
<b>Invalid Total</b>	<b>32</b>	<b>10.5</b>	<b>67</b>	<b>54.0</b>	<b>27</b>	<b>10.1</b>	<b>73</b>	<b>70.2</b>	<b>369</b>	<b>16.9</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>5(5). In my opinion, the person participates in community activities as much as they want to.</b>										
Strongly agree	64	21.8	13	14.9	59	23.8	4	6.3	332	17.5
Agree	149	50.9	52	59.8	126	50.8	43	67.2	895	47.1
Somewhat agree	46	15.7	16	18.4	42	16.9	14	21.9	386	20.3
<b>Total Agree</b>	<b>259</b>	<b>88.4</b>	<b>81</b>	<b>93.1</b>	<b>227</b>	<b>91.5</b>	<b>61</b>	<b>95.3</b>	<b>1613</b>	<b>84.9</b>
Somewhat disagree	12	4.1	3	3.4	8	3.2	2	3.1	115	6.0
Disagree	13	4.4	1	1.1	7	2.8	0	0	104	5.5
Strongly disagree	9	3.1	2	2.3	6	2.4	1	1.6	69	3.6
<b>Total Disagree</b>	<b>34</b>	<b>11.6</b>	<b>6</b>	<b>6.9</b>	<b>21</b>	<b>8.5</b>	<b>3</b>	<b>4.7</b>	<b>288</b>	<b>15.1</b>
<b>Valid Total</b>	<b>293</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>248</b>	<b>100</b>	<b>64</b>	<b>100</b>	<b>1901</b>	<b>100</b>
Missing data	5	1.6	6	4.8	5	1.9	12	11.5	62	2.8
Don't know	2	0.7	3	2.4	4	1.5	3	2.9	41	1.9
Does not apply	5	1.6	28	22.6	11	4.1	25	24.0	183	8.4
<b>Invalid Total</b>	<b>12</b>	<b>3.9</b>	<b>37</b>	<b>29.8</b>	<b>20</b>	<b>7.5</b>	<b>40</b>	<b>38.5</b>	<b>286</b>	<b>13.1</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

## 4.1.2.1 Open-Ended Responses

Table 7: Responses By Category For Participating In Community Activities (2010/2011)

Response Category	Response Number	Response Percentage
<b>A. SUPPORTS (COMMUNITY AND STAFF): RELATED TO ANY SERVICES A CONSUMER IS RECEIVING OR COMMUNITY SUPPORT TO HELP MAINTAIN OR IMPROVE THEIR PARTICIPATION IN THE COMMUNITY.</b>	<b>28</b>	<b>30.4</b>
<b>1. Environment: external conditions that are affecting the consumer with regards to supports that affect participation in the community.</b>	<b>23</b>	<b>25.0</b>
• Satisfied	12	13.0
• Staff/services	9	9.8
• Satisfied with opportunities available	3	3.3
• Dissatisfied	11	12.0
• Staff/service provider not meeting expectations/ needs (understaffing, poor staff)	6	6.5
• For various reasons, not enough support to participate	4	4.3
• Not enough opportunities available to participate	1	1.1

Response Category	Response Number	Response Percentage
<b>2. Financing: issues surrounding the funding that is provided for supporting consumers.</b>	<b>5</b>	<b>5.4</b>
• Dissatisfied	5	5.4
• <i>Funding for additional support needed to accommodate participation in activities in the community</i>	2	2.2
• <i>Community costs too expensive/ lack of funding to cover costs (e.g., transportation, recreation programs, etc.)</i>	3	3.3
<b>B. PARTICIPATION IN THE COMMUNITY: REASONS PROVIDED FOR WHETHER OR NOT THE CONSUMER IS PARTICIPATING.</b>	<b>13</b>	<b>14.1</b>
• Unable to participate/limited participation	10	10.9
• Volunteering	3	3.3
• Not interested	0	0
• Transitioning/Recently transitioned (moved, changed/changing services)	0	0
<b>C. COMMUNITY INCLUSION: CONSUMERS' EXPERIENCES IN THE COMMUNITY; FEELING A SENSE OF BELONGING TO A SOCIAL GROUP OR LOCATION.</b>	<b>27</b>	<b>29.3</b>
<b>1. Environment: external conditions (not support related) that are affecting the consumer with regards to experiences when participating in the community.</b>	<b>23</b>	<b>25.0</b>
• Satisfied	18	19.6
• <i>Good level of participation</i>	9	9.8
• <i>Consumer's needs are being met</i>	4	4.3
• <i>Consumer thrives in the community</i>	2	2.2
• <i>Community is involving consumers (welcoming)</i>	3	3.3
• Dissatisfied	5	5.4
• <i>Consumer needs more inclusion (friends, etc.)</i>	3	3.3
• <i>Not enough accessible activities provided</i>	2	2.2
<b>2. Access: consumers' experiences with regards to being able to enter and take part in a community</b>	<b>4</b>	<b>4.3</b>
• Satisfied	0	0
• <i>Available transportation makes community accessible</i>	0	0
• Dissatisfied	4	4.3
• <i>Hard to access the community (physical barriers, transportation, etc.)</i>	2	2.2
• <i>Needs more information to understand opportunities available in the community</i>	0	0
• <i>Concerned with safety</i>	2	2.2
<b>D. OTHER (NO SATISFACTION/DISSATISFACTION INDICATED, STATEMENTS ILLEGIBLE, DESCRIPTION OF ACTIVITIES, UNRELATED TO SURVEY SECTION, ETC.)</b>	<b>24</b>	<b>26.1</b>
<b>E. TOTAL</b>	<b>92</b>	<b>100</b>

## 4.1.3 Living In The Community

Table 8: Responses For Living In The Community For 2010/2011 And 2008/2009

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>6. The person owns the place where they live.</b>										
Yes	15	5.2	--	--	14	5.5	--	--	73	4.0
No	274	94.8	--	--	239	94.5	--	--	1751	96.0
<b>Valid Total</b>	<b>289</b>	<b>100</b>	--	--	<b>253</b>	<b>100</b>	--	--	<b>1824</b>	<b>100</b>
Missing data	3	1.0	--	--	5	1.9	--	--	38	1.9
Don't know	0	0	--	--	0	0	--	--	3	0.2
Does not apply	13	4.3	--	--	10	3.7	--	--	134	6.7
<b>Invalid Total</b>	<b>16</b>	<b>5.2</b>	--	--	<b>15</b>	<b>5.6</b>	--	--	<b>175</b>	<b>8.8</b>
<b>Total</b>	<b>305</b>	--	--	--	<b>268</b>	--	--	--	<b>1999</b>	--
<b>7(6). In my opinion, the person is living where they want to live.</b>										
Strongly agree	105	35.5	60	63.8	102	39.5	39	54.9	718	35.9
Agree	118	39.9	26	27.7	106	41.1	26	36.6	835	41.7
Somewhat agree	46	15.5	5	5.3	33	12.8	5	7.0	272	13.6
<b>Total Agree</b>	<b>269</b>	<b>90.9</b>	<b>91</b>	<b>96.8</b>	<b>241</b>	<b>93.4</b>	<b>70</b>	<b>98.6</b>	<b>1825</b>	<b>91.2</b>
Somewhat disagree	8	2.7	1	1.1	9	3.5	0	0	70	3.5
Disagree	14	4.7	2	2.1	4	1.6	1	1.4	67	3.3
Strongly disagree	5	1.7	0	0	4	1.6	0	0	39	1.9
<b>Total Disagree</b>	<b>27</b>	<b>9.1</b>	<b>3</b>	<b>3.2</b>	<b>17</b>	<b>6.6</b>	<b>1</b>	<b>1.4</b>	<b>176</b>	<b>8.8</b>
<b>Valid Total</b>	<b>296</b>	<b>100</b>	<b>94</b>	<b>100</b>	<b>258</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>2001</b>	<b>100</b>
Missing data	3	1.0	6	4.8	5	1.9	8	7.7	58	2.7
Don't know	4	1.3	7	5.6	1	0.4	1	1.0	36	1.6
Does not apply	2	0.7	17	13.7	4	1.5	24	23.1	92	4.2
<b>Invalid Total</b>	<b>9</b>	<b>3.0</b>	<b>30</b>	<b>24.2</b>	<b>10</b>	<b>3.7</b>	<b>33</b>	<b>31.7</b>	<b>186</b>	<b>8.5</b>
<b>Total</b>	<b>305</b>	--	<b>124</b>	--	<b>268</b>	--	<b>104</b>	--	<b>2187</b>	--

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>8(7). In my opinion, the person is living with who they want to live with.</b>										
Strongly agree	87	31.2	36	44.4	84	33.6	27	42.2	638	33.1
Agree	108	38.7	36	44.4	113	45.2	29	45.3	782	40.5
Somewhat agree	50	17.9	7	8.6	35	14.0	6	9.4	312	16.2
<b>Total Agree</b>	<b>245</b>	<b>87.8</b>	<b>79</b>	<b>97.5</b>	<b>232</b>	<b>92.8</b>	<b>62</b>	<b>96.9</b>	<b>1732</b>	<b>89.7</b>
Somewhat disagree	12	4.3	2	2.5	10	4.0	0	0	86	4.5
Disagree	20	7.2	0	0	4	1.6	2	3.1	66	3.4
Strongly disagree	2	0.7	0	0	4	1.6	0	0	46	2.4
<b>Total Disagree</b>	<b>34</b>	<b>12.2</b>	<b>2</b>	<b>2.5</b>	<b>18</b>	<b>7.2</b>	<b>2</b>	<b>3.1</b>	<b>198</b>	<b>10.3</b>
<b>Valid Total</b>	<b>279</b>	<b>100</b>	<b>81</b>	<b>100</b>	<b>250</b>	<b>100</b>	<b>64</b>	<b>100</b>	<b>1930</b>	<b>100</b>
Missing data	3	1.0	8	6.5	6	2.2	8	7.7	61	2.8
Don't know	7	2.3	15	12.1	2	0.7	8	7.7	40	1.8
Does not apply	16	5.2	20	16.1	10	3.7	24	23.1	156	7.1
<b>Invalid Total</b>	<b>26</b>	<b>8.5</b>	<b>43</b>	<b>34.7</b>	<b>18</b>	<b>6.7</b>	<b>40</b>	<b>38.5</b>	<b>257</b>	<b>11.8</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

## 4.1.3.1 Open Ended Responses

Table 9: Responses By Category For Living In The Community (2010/2011)

Response Category	Response Number	Response Percentage
<b>A. SUPPORTS: RELATED TO ANY SERVICES A CONSUMER IS RECEIVING TO MAINTAIN OR IMPROVE THEIR QUALITY OF LIFE</b>	<b>6</b>	<b>7.1</b>
<b>1. Environment: external conditions that are affecting the consumer with regards to supports that affect living in the community</b>	<b>6</b>	<b>7.1</b>
• Satisfied	3	3.5
• <i>Service provider is meeting expectations of consumer/guardian</i>	3	3.5
• Dissatisfied	3	3.5
• <i>Service provider/staff not meeting consumer expectations or needs</i>	3	3.5
• <i>Increased support needed (e.g., living arrangement, transportation, and/or community involvement, skills training, safety etc.)</i>	0	0
• <i>PDD not meeting consumer needs or guardian expectations</i>	0	0
<b>B. LIVING ARRANGEMENTS:</b>	<b>42</b>	<b>49.4</b>
<b>1. Ability to meet living needs: whether the person is able to maintain a good quality of life in their current living situation (e.g., is the house accessible? is the house/apartment affordable? etc.)</b>	<b>29</b>	<b>34.1</b>
• Satisfied	27	31.8
• <i>Consumer is comfortable and happy with living situation</i>	27	31.8
• Dissatisfied	2	2.4
• <i>Lack of resources for meeting needs (e.g., funding, support, affordable accommodation, respite services)</i>	1	1.2
• <i>Concerns about the future (stability of living situation)</i>	0	0
• <i>Current living situation leads to isolation</i>	1	1.2
<b>2. Choice: the availability of different living options, services, and/or supports</b>	<b>7</b>	<b>8.2</b>
• Dissatisfied	7	8.2
• <i>Lack of living arrangement options (e.g., living with family, congregate care, city/town of choice)</i>	5	5.9
• <i>Consumer's preferences not being considered</i>	2	2.4
• <i>Lack of information/support regarding living arrangement options</i>	0	0
<b>3. Roommate: consumer experiences with the people they live with</b>	<b>6</b>	<b>7.1</b>
• Satisfied	1	1.2
• <i>Happy with current roommate</i>	1	1.2
• Dissatisfied	5	5.9
• <i>Difficulty finding suitable roommates</i>	4	4.7
• <i>Conflict occurs between roommates</i>	1	1.2
<b>C. OTHER (NO SATISFACTION/DISSATISFACTION INDICATED, STATEMENTS ILLEGIBLE, DESCRIPTION OF LIVING SITUATION, UNRELATED TO SURVEY SECTION, COMMENTS ABOUT THE SURVEY, ETC.)</b>	<b>37</b>	<b>43.5</b>
<b>D. TOTAL</b>	<b>85</b>	<b>100</b>

## 4.2 Agency Services And Staff

### 4.2.1 Getting Services

**Table 10: Responses For Getting Services For 2010/2011 And 2008/2009**

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>9(8). It is easy to get services.</b>										
Strongly agree	24	8.7	14	15.4	33	13.5	15	18.3	197	10.0
Agree	115	41.7	54	59.3	107	43.7	55	67.1	723	36.6
Somewhat agree	92	33.3	14	15.4	64	26.1	11	13.4	547	27.7
<b>Total Agree</b>	<b>231</b>	<b>83.7</b>	<b>82</b>	<b>90.1</b>	<b>204</b>	<b>83.3</b>	<b>81</b>	<b>98.8</b>	<b>1467</b>	<b>74.3</b>
Somewhat disagree	25	9.1	2	2.2	20	8.2	0	0	176	8.9
Disagree	10	3.6	7	7.7	13	5.3	1	1.2	178	9.0
Strongly disagree	10	3.6	0	0	8	3.3	0	0	154	7.8
<b>Total Disagree</b>	<b>45</b>	<b>16.3</b>	<b>9</b>	<b>9.9</b>	<b>41</b>	<b>16.7</b>	<b>1</b>	<b>1.2</b>	<b>508</b>	<b>25.7</b>
<b>Valid Total</b>	<b>276</b>	<b>100</b>	<b>91</b>	<b>100</b>	<b>245</b>	<b>100</b>	<b>82</b>	<b>100</b>	<b>1975</b>	<b>100</b>
Missing data	8	2.6	9	7.3	9	3.4	5	4.8	75	3.5
Don't know	15	4.9	12	9.7	6	2.2	8	7.7	71	3.2
Does not apply	6	2.0	12	9.7	8	3.0	9	8.7	66	3.0
<b>Invalid Total</b>	<b>29</b>	<b>9.5</b>	<b>33</b>	<b>26.6</b>	<b>23</b>	<b>8.6</b>	<b>22</b>	<b>21.2</b>	<b>212</b>	<b>9.7</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>
<b>10(9). Services are provided quickly when needed</b>										
Strongly agree	30	10.7	17	17.5	38	15.5	16	19.5	222	11.4
Agree	107	38.2	56	57.7	104	42.4	52	63.4	704	36.3
Somewhat agree	93	33.2	15	15.5	62	25.3	14	17.1	528	27.2
<b>Total Agree</b>	<b>230</b>	<b>82.1</b>	<b>88</b>	<b>90.7</b>	<b>204</b>	<b>83.3</b>	<b>82</b>	<b>100</b>	<b>1454</b>	<b>74.9</b>
Somewhat disagree	24	8.6	4	4.1	16	6.5	0	0	176	9.1
Disagree	15	5.4	4	4.1	15	6.1	0	0	163	8.4
Strongly disagree	11	3.9	1	1.0	10	4.1	0	0	149	7.7
<b>Total Disagree</b>	<b>50</b>	<b>17.9</b>	<b>9</b>	<b>9.3</b>	<b>41</b>	<b>16.7</b>	<b>0</b>	<b>0</b>	<b>488</b>	<b>25.1</b>
<b>Valid Total</b>	<b>280</b>	<b>100</b>	<b>97</b>	<b>100</b>	<b>245</b>	<b>100</b>	<b>82</b>	<b>100</b>	<b>1942</b>	<b>100</b>
Missing data	8	2.6	8	6.5	9	3.4	6	5.8	92	4.2
Don't know	10	3.3	10	8.1	7	2.6	8	7.7	82	3.7
Does not apply	7	2.3	9	7.3	7	2.6	8	7.7	71	3.2
<b>Invalid Total</b>	<b>25</b>	<b>8.2</b>	<b>27</b>	<b>21.8</b>	<b>23</b>	<b>8.6</b>	<b>22</b>	<b>21.2</b>	<b>245</b>	<b>11.2</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>11(10). Services meet the person's needs.</b>										
Strongly agree	45	15.8	22	21.6	46	18.1	20	23.0	290	14.2
Agree	137	48.2	63	61.8	120	47.2	54	62.1	877	42.9
Somewhat agree	62	21.8	10	9.8	49	19.3	12	13.8	477	23.3
<b>Total Agree</b>	<b>244</b>	<b>85.9</b>	<b>95</b>	<b>93.1</b>	<b>215</b>	<b>84.6</b>	<b>86</b>	<b>98.9</b>	<b>1644</b>	<b>80.4</b>
Somewhat disagree	24	8.5	4	3.9	21	8.3	0	0	175	8.6
Disagree	9	3.2	3	2.9	8	3.1	1	1.1	126	6.2
Strongly disagree	7	2.5	0	0	10	3.9	0	0	99	4.8
<b>Total Disagree</b>	<b>40</b>	<b>14.1</b>	<b>7</b>	<b>6.9</b>	<b>39</b>	<b>15.4</b>	<b>1</b>	<b>1.1</b>	<b>400</b>	<b>19.6</b>
<b>Valid Total</b>	<b>284</b>	<b>100</b>	<b>102</b>	<b>100</b>	<b>254</b>	<b>100</b>	<b>87</b>	<b>100</b>	<b>2044</b>	<b>100</b>
Missing data	11	3.6	7	5.6	8	3.0	5	4.8	79	3.6
Don't know	4	1.3	7	5.6	3	1.1	4	3.8	29	1.3
Does not apply	6	2.0	8	6.5	3	1.1	8	7.7	35	1.6
<b>Invalid Total</b>	<b>21</b>	<b>6.9</b>	<b>22</b>	<b>17.7</b>	<b>14</b>	<b>5.2</b>	<b>17</b>	<b>16.3</b>	<b>143</b>	<b>6.5</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>
<b>12(11). Services can be changed whenever necessary</b>										
Strongly agree	23	9.0	14	16.9	35	15.5	12	17.4	182	10.4
Agree	101	39.6	42	50.6	93	41.2	41	59.4	611	34.8
Somewhat agree	81	31.8	18	21.7	59	26.1	13	18.8	439	25.0
<b>Total Agree</b>	<b>205</b>	<b>80.4</b>	<b>74</b>	<b>89.2</b>	<b>187</b>	<b>82.7</b>	<b>66</b>	<b>95.7</b>	<b>1232</b>	<b>70.2</b>
Somewhat disagree	27	10.6	4	4.8	21	9.3	2	2.9	192	10.9
Disagree	14	5.5	5	6.0	9	4.0	1	1.4	171	9.7
Strongly disagree	9	3.5	0	0	9	4.0	0	0	160	9.1
<b>Total Disagree</b>	<b>50</b>	<b>19.6</b>	<b>9</b>	<b>10.8</b>	<b>39</b>	<b>17.3</b>	<b>3</b>	<b>4.3</b>	<b>523</b>	<b>29.8</b>
<b>Valid Total</b>	<b>255</b>	<b>100</b>	<b>83</b>	<b>100</b>	<b>226</b>	<b>100</b>	<b>69</b>	<b>100</b>	<b>1755</b>	<b>100</b>
Missing data	12	3.9	8	6.5	11	4.1	7	6.7	92	4.2
Don't know	28	9.2	22	17.7	20	7.5	12	11.5	205	9.4
Does not apply	10	3.3	11	8.9	11	4.1	16	15.4	135	6.2
<b>Invalid Total</b>	<b>50</b>	<b>16.4</b>	<b>41</b>	<b>33.1</b>	<b>42</b>	<b>15.7</b>	<b>35</b>	<b>33.7</b>	<b>432</b>	<b>19.8</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>13. Respite services are available when needed (community-based agencies survey only)</b>										
Strongly agree	17	10.8	--	--	19	13.5	--	--	112	9.9
Agree	57	36.3	--	--	54	38.3	--	--	386	34.1
Somewhat agree	38	24.2	--	--	28	19.9	--	--	248	21.9
<b>Total Agree</b>	<b>112</b>	<b>71.3</b>	<b>--</b>	<b>--</b>	<b>101</b>	<b>71.6</b>	<b>--</b>	<b>--</b>	<b>746</b>	<b>66.0</b>
Somewhat disagree	9	5.7	--	--	15	10.6	--	--	130	11.5
Disagree	15	9.6	--	--	12	8.5	--	--	126	11.1
Strongly disagree	21	13.4	--	--	13	9.2	--	--	129	11.4
<b>Total Disagree</b>	<b>45</b>	<b>28.7</b>	<b>--</b>	<b>--</b>	<b>40</b>	<b>28.4</b>	<b>--</b>	<b>--</b>	<b>385</b>	<b>34.0</b>
<b>Valid Total</b>	<b>157</b>	<b>100</b>	<b>--</b>	<b>--</b>	<b>141</b>	<b>100</b>	<b>--</b>	<b>--</b>	<b>1131</b>	<b>100</b>
Missing data	16	5.2	--	--	15	5.6	--	--	84	4.3
Don't know	37	12.1	--	--	23	8.6	--	--	200	10.0
Does not apply	95	31.1	--	--	89	33.2	--	--	584	29.2
<b>Invalid Total</b>	<b>148</b>	<b>48.5</b>	<b>--</b>	<b>--</b>	<b>127</b>	<b>47.4</b>	<b>--</b>	<b>--</b>	<b>868</b>	<b>43.4</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>1999</b>	<b>--</b>
<b>14(12). There is a choice of service providers</b>										
Strongly agree	25	11.1	10	17.9	27	13.7	5	10.4	124	7.8
Agree	94	41.6	24	42.9	80	40.6	24	50.0	536	33.6
Somewhat agree	47	20.8	10	17.9	42	21.3	9	18.8	365	22.9
<b>Total Agree</b>	<b>166</b>	<b>73.5</b>	<b>44</b>	<b>78.6</b>	<b>149</b>	<b>75.6</b>	<b>38</b>	<b>79.2</b>	<b>1025</b>	<b>64.2</b>
Somewhat disagree	20	8.8	4	7.1	16	8.1	6	12.5	173	10.8
Disagree	21	9.3	6	10.7	18	9.1	4	8.3	219	13.7
Strongly disagree	19	8.4	2	3.6	14	7.1	0	0	180	11.3
<b>Total Disagree</b>	<b>60</b>	<b>26.5</b>	<b>12</b>	<b>21.4</b>	<b>48</b>	<b>24.4</b>	<b>10</b>	<b>20.8</b>	<b>572</b>	<b>35.8</b>
<b>Valid Total</b>	<b>226</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>197</b>	<b>100</b>	<b>48</b>	<b>100</b>	<b>1597</b>	<b>100</b>
Missing data	14	4.6	11	8.9	11	4.1	7	6.7	97	4.4
Don't know	40	13.1	39	31.5	33	12.3	28	26.9	278	12.7
Does not apply	25	8.2	18	14.5	27	10.1	21	20.2	215	9.8
<b>Invalid Total</b>	<b>79</b>	<b>25.9</b>	<b>68</b>	<b>54.8</b>	<b>71</b>	<b>26.5</b>	<b>56</b>	<b>53.8</b>	<b>590</b>	<b>27.0</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>15(13). It is easy to change service providers.</b>										
Strongly agree	11	7.2	9	19.1	13	8.9	5	13.9	55	4.4
Agree	31	20.3	13	27.7	33	22.6	15	41.7	233	18.6
Somewhat agree	41	26.8	11	23.4	34	23.3	8	22.2	246	19.6
<b>Total Agree</b>	<b>83</b>	<b>54.2</b>	<b>33</b>	<b>70.2</b>	<b>80</b>	<b>54.8</b>	<b>28</b>	<b>77.8</b>	<b>534</b>	<b>42.9</b>
Somewhat disagree	20	13.1	4	8.5	24	16.4	4	11.1	203	16.2
Disagree	23	15.0	6	12.8	23	15.8	3	8.8	269	21.5
Strongly disagree	27	17.6	4	8.5	19	7.7	1	2.8	248	19.8
<b>Total Disagree</b>	<b>70</b>	<b>45.8</b>	<b>14</b>	<b>29.8</b>	<b>66</b>	<b>45.2</b>	<b>8</b>	<b>22.2</b>	<b>720</b>	<b>57.4</b>
<b>Valid Total</b>	<b>153</b>	<b>100</b>	<b>47</b>	<b>100</b>	<b>146</b>	<b>100</b>	<b>36</b>	<b>100</b>	<b>1254</b>	<b>100</b>
Missing data	13	4.3	11	8.9	15	5.6	9	8.7	118	5.4
Don't know	82	26.9	43	34.7	53	19.8	33	31.7	450	20.6
Does not apply	57	18.7	23	18.5	54	20.1	26	25.0	365	16.7
<b>Invalid Total</b>	<b>152</b>	<b>49.8</b>	<b>77</b>	<b>62.1</b>	<b>122</b>	<b>45.5</b>	<b>68</b>	<b>65.4</b>	<b>933</b>	<b>42.7</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>
<b>16(14). Transportation to and from services is good</b>										
Strongly agree	27	11.4	15	17.4	35	16.2	17	23.9	253	14.5
Agree	104	44.1	51	59.3	100	46.3	42	59.2	736	42.3
Somewhat agree	52	22.0	14	16.3	39	18.1	9	12.7	336	19.3
<b>Total Agree</b>	<b>183</b>	<b>77.5</b>	<b>80</b>	<b>93.0</b>	<b>174</b>	<b>80.6</b>	<b>68</b>	<b>95.8</b>	<b>1325</b>	<b>76.1</b>
Somewhat disagree	16	6.8	3	3.5	13	6.0	3	4.2	128	7.4
Disagree	17	7.2	2	2.3	13	6.0	0	0	132	7.6
Strongly disagree	20	8.5	1	1.2	16	7.4	0	0	155	8.9
<b>Total Disagree</b>	<b>53</b>	<b>22.5</b>	<b>6</b>	<b>7.0</b>	<b>42</b>	<b>19.4</b>	<b>3</b>	<b>4.2</b>	<b>415</b>	<b>23.9</b>
<b>Valid Total</b>	<b>236</b>	<b>100</b>	<b>86</b>	<b>100</b>	<b>216</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>1740</b>	<b>100</b>
Missing data	15	4.9	6	4.8	13	4.9	6	5.8	89	4.1
Don't know	19	6.2	16	12.9	8	3.0	10	9.6	82	3.7
Does not apply	35	11.5	16	12.9	31	11.6	17	16.3	276	12.6
<b>Invalid Total</b>	<b>69</b>	<b>22.6</b>	<b>38</b>	<b>30.6</b>	<b>52</b>	<b>19.4</b>	<b>33</b>	<b>31.7</b>	<b>447</b>	<b>20.4</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

## 4.2.1.1 Open Ended Responses

**Table 11: Responses By Category For Getting Services (2010/2011)**

Response Category	Response Number	Response Percentage
<b>A. SUPPORTS: RELATED TO ANY SERVICES A CONSUMER IS RECEIVING TO MAINTAIN OR IMPROVE THEIR QUALITY OF LIFE</b>	<b>57</b>	<b>55.3</b>
<b>1. Environment: the external conditions that are affecting the consumer with regards to supports</b>	<b>44</b>	<b>42.7</b>
• Satisfied	25	24.3
• <i>Services/Staff are helpful and/or stable</i>	21	20.4
• <i>Pleased with PDD</i>	0	0
• <i>Happy with Family Managed Services</i>	2	1.9
• <i>Respite services available when required</i>	2	1.9
• <i>Flexibility of services</i>	0	0
• Dissatisfied	19	18.4
• <i>Services/staff do not meet consumer needs (e.g., lack of services available/accessible, lack of communication among service providers, inconsistent services, transition into services is difficult, lack of staff training, turnover, etc.)</i>	14	13.6
• <i>Can't get respite (not enough workers, not enough hours allocated, not enough information etc.)</i>	3	2.9
• <i>PDD not meeting needs or consumer/guardian</i>	1	1.0
• <i>Lack of accessible information about services</i>	1	1.0
• <i>Not enough agency accountability</i>	0	0
<b>2. Financing: issues surrounding the funding that is provided for supporting consumers</b>	<b>10</b>	<b>9.7</b>
• Satisfied	0	0
• <i>Happy with the level of funding provided</i>	0	0
• Dissatisfied	10	9.7
• <i>Financing for consumer/service provider is unavailable or insufficient (doesn't transfer between services, difficult to obtain)</i>	3	2.9
• <i>Lack of services and programs available</i>	1	1.0
• <i>Staff shortages (wages too low to attract/retain staff)</i>	5	4.9
• <i>Unfair/unequal funding among consumers</i>	1	1.0
• <i>Not enough funding to cover respite</i>	0	0
<b>3. Choice: the availability of different options for services and/or supports</b>	<b>3</b>	<b>2.9</b>
• Dissatisfied	3	2.9
• <i>Availability of service providers (e.g., switching providers is difficult, desire more choice)</i>	3	2.9

Response Category	Response Number	Response Percentage
<b>B. TRANSPORTATION: ISSUES SURROUNDING GETTING TO AND FROM SERVICES</b>	<b>16</b>	<b>15.5</b>
• Satisfied	1	1.0
• <i>Transportation services meeting needs</i>	1	1.0
• Dissatisfied	15	14.6
• <i>Inadequate service</i>	3	2.9
• <i>High cost/more funding required</i>	9	8.7
• <i>More support needed for transportation</i>	3	2.9
<b>C. OTHER (NO SATISFACTION/DISSATISFACTION INDICATED, STATEMENTS ILLEGIBLE, UNRELATED TO SURVEY SECTION, COMMENTS ABOUT SURVEY, ETC.)</b>	<b>30</b>	<b>29.1</b>
<b>D. TOTAL</b>	<b>103</b>	<b>100</b>

#### 4.2.2 Information To Plan And Review Services

**Table 12: Responses For Information To Plan And Review Services For 2010/2011 And 2008/2009**

	2008/2009				2010/2011				Alberta 2010/2011	
	Community-Based Agencies		Direct Operations		Community-Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>17(15). It is easy to get information on services.</b>										
Strongly agree	22	7.9	11	12.2	32	13.1	14	17.1	192	10.0
Agree	147	52.7	52	57.8	115	47.1	53	64.6	801	41.7
Somewhat agree	70	25.1	16	17.8	64	26.2	13	15.9	535	27.8
<b>Total Agree</b>	<b>239</b>	<b>85.7</b>	<b>79</b>	<b>87.8</b>	<b>211</b>	<b>86.5</b>	<b>80</b>	<b>97.6</b>	<b>1528</b>	<b>79.5</b>
Somewhat disagree	17	6.1	6	6.7	18	7.4	2	2.4	196	10.2
Disagree	19	6.8	3	3.3	9	3.7	0	0	139	7.2
Strongly disagree	4	1.4	2	2.2	6	2.5	0	0	59	3.1
<b>Total Disagree</b>	<b>40</b>	<b>14.3</b>	<b>11</b>	<b>12.2</b>	<b>33</b>	<b>13.5</b>	<b>2</b>	<b>2.4</b>	<b>394</b>	<b>20.5</b>
<b>Valid Total</b>	<b>279</b>	<b>100</b>	<b>90</b>	<b>100</b>	<b>244</b>	<b>100</b>	<b>82</b>	<b>100</b>	<b>1922</b>	<b>100</b>
Missing data	13	4.3	15	12.1	8	3.0	7	6.7	87	4.0
Don't know	9	3.0	10	8.1	11	4.1	6	5.8	126	5.8
Does not apply	4	1.3	9	7.3	5	1.9	9	8.7	52	2.4
<b>Invalid Total</b>	<b>26</b>	<b>8.5</b>	<b>34</b>	<b>27.4</b>	<b>24</b>	<b>9.0</b>	<b>22</b>	<b>21.2</b>	<b>265</b>	<b>12.1</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>-</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>18(16). The information I receive on services is helpful.</b>										
Strongly agree	24	8.8	9	10.0	35	14.3	12	14.5	205	10.8
Agree	160	58.9	63	70.0	131	53.5	58	69.9	923	48.5
Somewhat agree	56	20.6	10	11.1	58	23.7	13	15.7	528	27.7
<b>Total Agree</b>	<b>240</b>	<b>88.2</b>	<b>82</b>	<b>91.1</b>	<b>224</b>	<b>91.4</b>	<b>83</b>	<b>100</b>	<b>1656</b>	<b>87.0</b>
Somewhat disagree	16	5.9	5	5.6	10	4.1	0	0	132	6.9
Disagree	11	4.0	2	2.2	7	2.9	0	0	83	4.4
Strongly disagree	5	1.8	1	1.1	4	1.6	0	0	33	1.7
<b>Total Disagree</b>	<b>32</b>	<b>11.8</b>	<b>8</b>	<b>8.9</b>	<b>21</b>	<b>8.6</b>	<b>0</b>	<b>0</b>	<b>248</b>	<b>13.0</b>
<b>Valid Total</b>	<b>272</b>	<b>100</b>	<b>90</b>	<b>100</b>	<b>245</b>	<b>100</b>	<b>83</b>	<b>100</b>	<b>1904</b>	<b>100</b>
Missing data	16	5.2	14	11.3	7	2.6	8	7.7	96	4.4
Don't know	6	2.0	12	6.5	8	3.0	5	4.8	90	4.1
Does not apply	11	3.6	8	9.7	8	3.0	8	7.7	97	4.4
<b>Invalid Total</b>	<b>33</b>	<b>10.8</b>	<b>34</b>	<b>27.4</b>	<b>23</b>	<b>8.6</b>	<b>21</b>	<b>20.2</b>	<b>283</b>	<b>12.9</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>
<b>19(17). I am satisfied with the information given to me on new initiatives that may affect services.</b>										
Strongly agree	28	10.7	14	14.0	39	16.4	15	16.9	258	13.4
Agree	140	53.4	64	64.0	119	50.0	56	62.9	874	45.3
Somewhat agree	55	21.0	14	14.0	51	21.4	16	18.0	446	23.1
<b>Total Agree</b>	<b>223</b>	<b>85.1</b>	<b>92</b>	<b>92.0</b>	<b>209</b>	<b>87.8</b>	<b>87</b>	<b>97.8</b>	<b>1578</b>	<b>81.8</b>
Somewhat disagree	21	8.0	3	3.0	12	5.0	2	2.2	160	8.3
Disagree	13	5.0	5	5.0	13	5.5	0	0	121	6.3
Strongly disagree	5	1.9	0	0	4	1.7	0	0	69	3.6
<b>Total Disagree</b>	<b>39</b>	<b>14.9</b>	<b>8</b>	<b>8.0</b>	<b>29</b>	<b>12.2</b>	<b>2</b>	<b>2.2</b>	<b>350</b>	<b>18.2</b>
<b>Valid Total</b>	<b>262</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>238</b>	<b>100</b>	<b>89</b>	<b>100</b>	<b>1928</b>	<b>100</b>
Missing data	13	4.3	12	9.4	10	3.7	7	6.7	96	4.4
Don't know	14	4.6	4	3.2	8	3.0	2	1.9	78	3.6
Does not apply	16	5.2	8	6.5	12	4.5	6	5.8	85	3.9
<b>Invalid Total</b>	<b>43</b>	<b>14.1</b>	<b>24</b>	<b>19.4</b>	<b>30</b>	<b>11.2</b>	<b>15</b>	<b>14.4</b>	<b>259</b>	<b>11.8</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>20(18). The agency provides me with opportunities to provide input regarding these initiatives.</b>										
Strongly agree	40	15.2	16	17.0	41	17.4	17	19.8	298	15.8
Agree	140	53.2	55	58.5	116	49.2	54	62.8	857	45.5
Somewhat agree	52	19.8	15	16.0	56	23.7	12	14.0	418	22.2
<b>Total Agree</b>	<b>232</b>	<b>88.2</b>	<b>86</b>	<b>91.5</b>	<b>213</b>	<b>90.3</b>	<b>83</b>	<b>96.5</b>	<b>1573</b>	<b>83.5</b>
Somewhat disagree	10	3.8	3	3.2	8	3.4	2	2.3	123	6.5
Disagree	14	5.3	2	2.1	13	5.5	1	1.2	115	6.1
Strongly disagree	7	2.7	3	3.2	2	0.9	0	0	72	3.8
<b>Total Disagree</b>	<b>31</b>	<b>11.8</b>	<b>8</b>	<b>8.5</b>	<b>23</b>	<b>9.7</b>	<b>3</b>	<b>3.5</b>	<b>310</b>	<b>16.5</b>
<b>Valid Total</b>	<b>263</b>	<b>100</b>	<b>94</b>	<b>100</b>	<b>236</b>	<b>100</b>	<b>86</b>	<b>100</b>	<b>1883</b>	<b>100</b>
Missing data	15	4.9	13	10.5	9	3.4	8	7.7	102	4.7
Don't know	13	4.3	5	4.0	11	4.1	4	3.8	105	4.8
Does not apply	14	4.6	12	9.7	12	4.5	6	5.8	97	4.4
<b>Invalid Total</b>	<b>42</b>	<b>13.8</b>	<b>30</b>	<b>24.2</b>	<b>32</b>	<b>11.9</b>	<b>18</b>	<b>17.3</b>	<b>304</b>	<b>13.9</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>
<b>21(19). I am involved in planning services as much as I want to be.</b>										
Strongly agree	56	20.6	17	18.7	55	22.2	14	16.9	360	18.6
Agree	142	52.2	55	60.4	132	53.2	52	62.7	969	50.1
Somewhat agree	44	16.2	12	13.2	43	17.3	11	13.3	355	18.3
<b>Total Agree</b>	<b>242</b>	<b>89.0</b>	<b>84</b>	<b>92.3</b>	<b>230</b>	<b>92.7</b>	<b>77</b>	<b>92.8</b>	<b>1684</b>	<b>87.0</b>
Somewhat disagree	11	4.0	5	5.5	7	2.9	3	3.6	109	5.6
Disagree	14	5.1	2	2.2	7	2.9	3	3.6	84	4.3
Strongly disagree	5	1.8	0	0	4	1.6	0	0	59	3.0
<b>Total Disagree</b>	<b>30</b>	<b>11.0</b>	<b>7</b>	<b>7.7</b>	<b>18</b>	<b>7.3</b>	<b>6</b>	<b>7.2</b>	<b>252</b>	<b>13.0</b>
<b>Valid Total</b>	<b>272</b>	<b>100</b>	<b>91</b>	<b>100</b>	<b>248</b>	<b>100</b>	<b>83</b>	<b>100</b>	<b>1936</b>	<b>100</b>
Missing data	17	5.6	13	10.5	10	3.7	9	8.7	102	4.7
Don't know	2	0.7	3	2.4	1	0.4	3	2.9	40	1.8
Does not apply	14	4.6	17	13.7	9	3.4	9	8.7	109	5.0
<b>Invalid Total</b>	<b>33</b>	<b>10.8</b>	<b>33</b>	<b>26.7</b>	<b>20</b>	<b>7.5</b>	<b>21</b>	<b>20.2</b>	<b>251</b>	<b>11.5</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>22(20). I am involved in reviewing the services provided.</b>										
Strongly agree	63	23.0	21	21.9	64	26.0	13	16.5	379	19.5
Agree	151	55.1	52	54.2	136	55.3	52	65.8	1009	52.0
Somewhat agree	38	13.9	16	16.7	29	11.8	9	11.4	333	17.2
<b>Total Agree</b>	<b>252</b>	<b>92.0</b>	<b>89</b>	<b>92.7</b>	<b>229</b>	<b>93.1</b>	<b>74</b>	<b>93.7</b>	<b>1721</b>	<b>88.8</b>
Somewhat disagree	11	4.0	1	1.0	9	3.7	4	5.1	88	4.5
Disagree	9	3.3	6	6.3	6	2.4	1	1.3	85	4.4
Strongly disagree	2	0.7	0	0	2	0.8	0	0	45	2.3
<b>Total Disagree</b>	<b>22</b>	<b>8.0</b>	<b>7</b>	<b>7.3</b>	<b>17</b>	<b>6.9</b>	<b>5</b>	<b>6.3</b>	<b>218</b>	<b>11.2</b>
<b>Valid Total</b>	<b>274</b>	<b>100</b>	<b>96</b>	<b>100</b>	<b>246</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>1939</b>	<b>100</b>
Missing data	17	5.6	13	10.5	12	4.5	9	8.7	110	5.0
Don't know	1	0.3	3	2.4	3	1.1	3	2.9	36	1.6
Does not apply	13	4.3	12	9.7	7	2.6	13	12.5	102	4.7
<b>Invalid Total</b>	<b>31</b>	<b>10.2</b>	<b>28</b>	<b>22.6</b>	<b>22</b>	<b>8.2</b>	<b>25</b>	<b>24.0</b>	<b>248</b>	<b>11.3</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>
<b>23(21). Planning and service reviews are scheduled at times when I can attend.</b>										
Strongly agree	85	31.5	25	26.0	77	31.7	18	23.1	453	23.9
Agree	144	53.3	53	55.2	131	53.9	49	62.8	1041	54.9
Somewhat agree	27	10.0	16	16.7	22	9.1	7	8.9	246	13.0
<b>Total Agree</b>	<b>256</b>	<b>94.8</b>	<b>94</b>	<b>97.9</b>	<b>230</b>	<b>94.7</b>	<b>74</b>	<b>94.9</b>	<b>1740</b>	<b>91.8</b>
Somewhat disagree	4	1.5	0	0	7	2.9	2	2.6	58	3.1
Disagree	7	2.6	2	2.1	5	2.1	2	2.6	57	3.0
Strongly disagree	3	1.1	0	0	1	0.4	0	0	41	2.2
<b>Total Disagree</b>	<b>14</b>	<b>5.2</b>	<b>2</b>	<b>2.1</b>	<b>13</b>	<b>5.3</b>	<b>4</b>	<b>5.1</b>	<b>156</b>	<b>8.2</b>
<b>Valid Total</b>	<b>270</b>	<b>100</b>	<b>96</b>	<b>100</b>	<b>243</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>1896</b>	<b>100</b>
Missing data	17	5.6	12	9.7	12	4.5	7	6.7	106	4.8
Don't know	3	1.0	6	4.8	3	1.1	6	5.8	71	3.2
Does not apply	15	4.9	10	8.1	10	3.7	13	12.5	114	5.2
<b>Invalid Total</b>	<b>35</b>	<b>11.5</b>	<b>28</b>	<b>22.6</b>	<b>25</b>	<b>9.3</b>	<b>26</b>	<b>25.0</b>	<b>291</b>	<b>13.3</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

## 4.2.2.1 Open Ended Responses

Table 13: Responses By Category For Information To Plan And Review Services (2010/2011)

Response Category	Response Number	Response Percentage
<b>A. SUPPORTS: RELATED TO THE PLANNING AND REVIEW PROCESS OF SERVICES A CONSUMER IS RECEIVING</b>	<b>32</b>	<b>64.0</b>
<b>1. Environment: external conditions that are affecting the planning and review of services and/or the services a consumer is receiving</b>	<b>32</b>	<b>64.0</b>
<b>i. Information: knowledge about the supports available to the consumer</b>	<b>4</b>	<b>8.0</b>
• Satisfied	3	6.0
• <i>Information is accessible and /or available</i>	3	6.0
• Dissatisfied	1	2.0
• <i>Information is not accessible and/or available (e.g., requires computer access, too much jargon)</i>	1	2.0
<b>ii. Planning: the process of setting up the supports that are appropriate for the consumer</b>	<b>3</b>	<b>6.0</b>
• Satisfied	1	2.0
• <i>Planning involves consumer and/or guardian</i>	1	2.0
• Dissatisfied	2	4.0
• <i>Problems with annual meetings (e.g., inconvenient location, too long, short notice)</i>	2	4.0
• <i>Services are difficult/inconvenient to access (e.g., low appointment availability, language barriers)</i>	0	0
<b>iii. Staff and agency: issues surrounding the workers providing support to consumers and planning and review process</b>	<b>23</b>	<b>46.0</b>
• Satisfied	14	28.0
• <i>Service staff/agency is helpful and available when needed (meeting times convenient, guardian accommodated)</i>	13	26.0
• <i>PDD staff are supportive</i>	1	2.0
• Dissatisfied	9	18.0
• <i>Services not meeting needs of consumer and /or guardian (e.g., not suitable for needs of consumer, lack of guardian involvement, lack of follow through, no review or planning scheduled)</i>	3	6.0
• <i>Lack of communication from service provider</i>	3	6.0
• <i>PDD not meeting consumer needs or guardian expectations (e.g., lack of justification/reasoning for decisions)</i>	3	6.0
• <i>Inadequate staffing (e.g., high turnover, fatigue, low wages, rural areas)</i>	0	0
<b>iv. General environment: any additional environmental factors not related to information, planning, or staff</b>	<b>2</b>	<b>4.0</b>
• Satisfied	2	4.0
• <i>Not a factor in FMS/FMS is working well</i>	2	4.0
• Dissatisfied	0	0
• <i>Not enough agency accountability or too much bureaucracy (e.g., no evaluations)</i>	0	0
<b>2. Financing: issues surrounding the funding that is provided for supporting consumers that impacts the planning and review of those supports</b>	<b>0</b>	<b>0</b>
• Dissatisfied	0	0
• <i>Inadequate funding or unfair distribution of funding leading to negative outcomes for the consumer (e.g., lack of services, staffing shortages)</i>	0	0

Response Category	Response Number	Response Percentage
<b>3. Choice: the availability of different options for services and/or supports</b>	<b>0</b>	<b>0</b>
• Satisfied	0	0
• <i>Availability of options</i>	0	0
• Dissatisfied	0	0
• <i>Lack of service options (e.g., few services available in rural areas)</i>	0	0
<b>B. TRANSPORTATION: ISSUES SURROUNDING GETTING TO AND FROM SERVICES AND/OR PLANNING AND REVIEW SESSIONS</b>	<b>0</b>	<b>0</b>
• Dissatisfied	0	0
• <i>Transportation options do not meet the needs of the consumer</i>	0	0
<b>C. OTHER (NO SATISFACTION/DISSATISFACTION INDICATED, STATEMENTS ILLEGIBLE, UNRELATED TO CODES OR TO SURVEY SECTION, COMMENTS ABOUT SURVEY, ETC.)</b>	<b>18</b>	<b>36.0</b>
<b>D. TOTAL</b>	<b>50</b>	<b>100</b>

#### 4.2.3 Overall Satisfaction With Services

**Table 14: Responses For Overall Satisfaction With Services Provided For 2010/2011 And 2008/2009**

	2008/2009				2010/2011				Alberta 2010/2011	
	Community-Based Agencies		Direct Operations		Community-Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>24(22). Overall, I am satisfied that the services provided enhance the person's quality of life.</b>										
Strongly agree	66	22.5	40	34.8	70	27.8	30	31.6	479	23.5
Agree	148	50.5	62	53.9	117	46.4	55	57.9	928	45.6
Somewhat agree	52	17.7	11	9.6	46	18.3	9	9.5	408	20.0
<b>Total Agree</b>	<b>266</b>	<b>90.8</b>	<b>113</b>	<b>98.3</b>	<b>233</b>	<b>92.5</b>	<b>94</b>	<b>98.9</b>	<b>1815</b>	<b>89.1</b>
Somewhat disagree	13	4.4	1	0.9	12	4.8	0	0	109	5.4
Disagree	8	2.7	1	0.9	3	1.2	1	1.1	65	3.2
Strongly disagree	6	2.0	0	0	4	1.6	0	0	47	2.3
<b>Total Disagree</b>	<b>27</b>	<b>9.2</b>	<b>2</b>	<b>1.7</b>	<b>19</b>	<b>7.5</b>	<b>1</b>	<b>1.1</b>	<b>221</b>	<b>10.9</b>
<b>Valid Total</b>	<b>293</b>	<b>100</b>	<b>115</b>	<b>100</b>	<b>252</b>	<b>100</b>	<b>95</b>	<b>100</b>	<b>2036</b>	<b>100</b>
Missing data	7	2.3	5	4.0	8	3.0	4	3.8	91	4.2
Don't know	1	0.3	2	1.6	2	0.7	1	1.0	23	1.1
Does not apply	4	1.3	2	1.6	6	2.2	4	3.8	37	1.7
<b>Invalid Total</b>	<b>12</b>	<b>3.9</b>	<b>9</b>	<b>7.3</b>	<b>16</b>	<b>6.0</b>	<b>9</b>	<b>8.7</b>	<b>151</b>	<b>6.9</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>25(23). Overall, I am satisfied that the person's services help him/her to be a part of the community as much as he/she wants to be.</b>										
Strongly agree	66	23.0	30	29.4	60	24.0	19	22.4	403	20.2
Agree	148	51.6	53	52.0	122	48.8	53	62.4	897	45.0
Somewhat agree	39	13.6	15	14.7	44	17.6	12	14.1	413	20.7
<b>Total Agree</b>	<b>253</b>	<b>88.2</b>	<b>98</b>	<b>96.1</b>	<b>226</b>	<b>90.4</b>	<b>84</b>	<b>98.8</b>	<b>1713</b>	<b>86.0</b>
Somewhat disagree	14	4.9	1	1.0	13	5.2	1	1.2	143	7.2
Disagree	12	4.2	2	2.0	6	2.4	0	0	76	3.8
Strongly disagree	8	2.8	1	1.0	5	2.0	0	0	61	3.1
<b>Total Disagree</b>	<b>34</b>	<b>11.8</b>	<b>4</b>	<b>3.9</b>	<b>24</b>	<b>9.6</b>	<b>1</b>	<b>1.2</b>	<b>280</b>	<b>14.0</b>
<b>Valid Total</b>	<b>287</b>	<b>100</b>	<b>102</b>	<b>100</b>	<b>250</b>	<b>100</b>	<b>85</b>	<b>100</b>	<b>1993</b>	<b>100</b>
Missing data	8	2.6	7	5.6	9	3.4	5	4.8	88	4.0
Don't know	3	1.0	4	3.2	2	0.7	3	2.9	37	1.7
Does not apply	7	2.3	11	8.9	7	2.6	11	10.6	69	3.2
<b>Invalid Total</b>	<b>18</b>	<b>5.9</b>	<b>22</b>	<b>17.7</b>	<b>18</b>	<b>6.7</b>	<b>19</b>	<b>18.3</b>	<b>194</b>	<b>8.9</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>
<b>26(24). If I am not satisfied with a service provided, I know what to do.</b>										
Strongly agree	45	17.2	18	17.6	46	19.7	20	24.4	269	14.5
Agree	129	49.2	67	65.7	123	52.6	49	59.8	929	50.2
Somewhat agree	50	19.1	7	6.9	37	15.8	8	9.8	340	18.4
<b>Total Agree</b>	<b>224</b>	<b>85.5</b>	<b>92</b>	<b>90.2</b>	<b>206</b>	<b>88.0</b>	<b>77</b>	<b>93.9</b>	<b>1538</b>	<b>83.2</b>
Somewhat disagree	12	4.6	4	3.9	7	3.0	1	1.2	124	6.7
Disagree	19	7.3	4	3.9	13	5.6	3	3.7	126	6.8
Strongly disagree	7	2.7	2	2.0	8	3.4	1	1.2	61	3.3
<b>Total Disagree</b>	<b>38</b>	<b>14.5</b>	<b>10</b>	<b>9.8</b>	<b>28</b>	<b>12.0</b>	<b>5</b>	<b>6.1</b>	<b>311</b>	<b>16.8</b>
<b>Valid Total</b>	<b>262</b>	<b>100</b>	<b>102</b>	<b>100</b>	<b>234</b>	<b>100</b>	<b>82</b>	<b>100</b>	<b>1849</b>	<b>100</b>
Missing data	13	4.3	10	8.1	10	3.7	6	5.8	116	5.3
Don't know	16	5.2	7	5.6	14	5.2	9	8.7	130	5.9
Does not apply	14	4.6	5	4.0	10	3.7	7	6.7	92	4.2
<b>Invalid Total</b>	<b>43</b>	<b>14.1</b>	<b>22</b>	<b>17.7</b>	<b>34</b>	<b>12.7</b>	<b>22</b>	<b>21.2</b>	<b>338</b>	<b>15.5</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>27(25). I am satisfied with the process used to resolve issues around a service provider decision.</b>										
Strongly agree	33	13.8	18	18.0	35	15.9	15	18.8	226	13.4
Agree	125	52.3	67	67.0	115	52.3	54	67.5	818	48.4
Somewhat agree	46	19.2	10	10.0	43	19.5	10	12.5	368	21.8
<b>Total Agree</b>	<b>204</b>	<b>85.4</b>	<b>95</b>	<b>95.0</b>	<b>193</b>	<b>87.7</b>	<b>79</b>	<b>98.8</b>	<b>1412</b>	<b>83.5</b>
Somewhat disagree	15	6.3	0	0	13	5.9	0	0	116	6.7
Disagree	14	5.9	3	3.0	9	4.1	0	0	94	5.6
Strongly disagree	6	2.5	2	2.0	5	2.3	1	1.3	69	4.1
<b>Total Disagree</b>	<b>35</b>	<b>14.6</b>	<b>5</b>	<b>5.0</b>	<b>27</b>	<b>12.3</b>	<b>1</b>	<b>1.3</b>	<b>279</b>	<b>16.5</b>
<b>Valid Total</b>	<b>239</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>220</b>	<b>100</b>	<b>80</b>	<b>100</b>	<b>1691</b>	<b>100</b>
Missing data	13	4.3	7	5.6	12	4.5	5	4.8	128	5.9
Don't know	34	11.1	10	8.1	20	7.5	11	10.6	216	9.9
Does not apply	19	6.2	7	5.6	16	6.0	8	7.7	152	7.0
<b>Invalid Total</b>	<b>66</b>	<b>21.6</b>	<b>24</b>	<b>19.4</b>	<b>48</b>	<b>17.9</b>	<b>24</b>	<b>23.1</b>	<b>496</b>	<b>22.7</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

## 4.2.3.1 Open Ended Responses

Table 15: Responses By Category For Overall Satisfaction With Services Provided (2010/2011)

Response Category	Response Number	Response Percentage
<b>A. SUPPORTS: RELATED TO ANY SERVICES A CONSUMER IS RECEIVING TO MAINTAIN OR IMPROVE THEIR QUALITY OF LIFE</b>	<b>45</b>	<b>78.9</b>
<b>1. Environment: external conditions that are affecting the consumer regarding supports</b>	<b>41</b>	<b>71.9</b>
• Satisfied	22	38.6
• <i>Service provider meeting needs</i>	16	28.1
• <i>Staff is helpful and respectful</i>	5	8.8
• <i>Consumer concerns are addressed</i>	0	0
• <i>PDD providing adequate services/information</i>	1	1.8
• Dissatisfied	19	33.3
• <i>Services not meeting consumer needs (e.g., difficult to access services, additional support needed)</i>	4	7.0
• <i>Services not meeting the needs of the guardian (e.g. guardian input not considered, process of getting services is difficult, lack of accessible information)</i>	4	7.0
• <i>Staffing concerns (e.g., high turnover, shortages, low pay, inadequate supervision, staff not fully qualified)</i>	3	5.3
• <i>More communication with PDD or agencies needed to resolve conflict and/or concerns (e.g., fear loss of services if complaints voiced, desire formal evaluation and appeal procedures)</i>	4	7.0
• <i>Not enough agency accountability (decisions, funding, etc.)</i>	2	3.5
• <i>PDD not meeting needs/expectations</i>	1	1.8
• <i>Politics and/or bureaucracy within PDD gets in the way of meeting consumer needs</i>	1	1.8
<b>2. Financing: issues surrounding the funding that is provided for supporting consumers</b>	<b>3</b>	<b>5.3</b>
• Dissatisfied	3	5.3
• <i>Inadequate funding reduces the effectiveness of services</i>	3	5.3
<b>3. Choice: the availability of different options for services and/or supports</b>	<b>1</b>	<b>1.8</b>
• Dissatisfied	1	1.8
• <i>Not enough choice among services (e.g., living arrangement options, inadequate service in rural areas)</i>	1	1.8
• <i>Lack of flexibility in services to meet individual needs</i>	0	0
<b>B. TRANSPORTATION: ISSUES SURROUNDING GETTING TO AND FROM SERVICES</b>	<b>1</b>	<b>1.8</b>
• Dissatisfied	1	1.8
• <i>Transportation services not meeting consumer needs</i>	1	1.8
<b>C. OTHER (NO SATISFACTION/DISSATISFACTION INDICATED, STATEMENTS ILLEGIBLE, UNRELATED TO CODES OR TO SURVEY SECTION, COMMENTS ABOUT SURVEY, ETC.)</b>	<b>11</b>	<b>19.3</b>
<b>D. TOTAL</b>	<b>57</b>	<b>100</b>

## 4.2.4 Service Provider Staff

Table 16: Responses For Service Provider Staff For 2010/2011 And 2008/2009

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>28(26). There is a consistent person for me to contact.</b>										
Strongly agree	73	25.6	30	25.9	77	31.2	22	23.9	526	26.2
Agree	164	57.5	75	64.7	129	52.2	54	58.7	1047	52.2
Somewhat agree	28	9.8	8	6.9	23	9.3	11	12.0	267	13.3
<b>Total Agree</b>	<b>265</b>	<b>93.0</b>	<b>113</b>	<b>97.4</b>	<b>229</b>	<b>92.7</b>	<b>87</b>	<b>94.6</b>	<b>1840</b>	<b>91.8</b>
Somewhat disagree	7	2.5	0	0	10	4.0	1	1.1	72	3.6
Disagree	7	2.5	3	2.6	5	2.0	2	2.2	64	3.2
Strongly disagree	6	2.1	0	0	3	1.2	2	2.2	29	1.4
<b>Total Disagree</b>	<b>20</b>	<b>7.0</b>	<b>3</b>	<b>2.6</b>	<b>18</b>	<b>7.3</b>	<b>5</b>	<b>5.4</b>	<b>165</b>	<b>8.2</b>
<b>Valid Total</b>	<b>285</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>247</b>	<b>100</b>	<b>92</b>	<b>100</b>	<b>2005</b>	<b>100</b>
Missing data	8	2.6	5	4.0	10	3.7	7	6.7	96	4.4
Don't know	10	3.3	1	0.8	1	0.4	1	1.0	20	0.9
Does not apply	2	0.7	2	1.6	10	3.7	4	3.8	66	3.0
<b>Invalid Total</b>	<b>20</b>	<b>6.6</b>	<b>8</b>	<b>6.5</b>	<b>21</b>	<b>7.8</b>	<b>12</b>	<b>11.5</b>	<b>182</b>	<b>8.3</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>
<b>29(27). Overall, staff care about what I say.</b>										
Strongly agree	73	26.0	37	31.9	70	28.5	27	30.7	494	25.3
Agree	152	54.1	67	57.8	131	53.3	52	59.1	1000	51.1
Somewhat agree	44	15.7	10	8.6	35	14.2	7	8.0	306	15.6
<b>Total Agree</b>	<b>269</b>	<b>95.7</b>	<b>114</b>	<b>98.3</b>	<b>236</b>	<b>95.9</b>	<b>86</b>	<b>97.7</b>	<b>1800</b>	<b>92.0</b>
Somewhat disagree	4	1.4	1	0.9	2	0.8	2	2.3	65	3.3
Disagree	7	2.5	1	0.9	5	2.0	0	0	51	2.6
Strongly disagree	1	0.4	0	0	3	1.2	0	0	40	2.0
<b>Total Disagree</b>	<b>12</b>	<b>4.3</b>	<b>2</b>	<b>1.7</b>	<b>10</b>	<b>4.1</b>	<b>2</b>	<b>2.3</b>	<b>156</b>	<b>8.0</b>
<b>Valid Total</b>	<b>281</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>246</b>	<b>100</b>	<b>88</b>	<b>100</b>	<b>1956</b>	<b>100</b>
Missing data	10	3.3	3	2.4	8	3.0	7	6.7	103	4.7
Don't know	4	1.3	3	2.4	6	2.2	4	3.8	62	2.8
Does not apply	10	3.3	2	1.6	8	3.0	5	4.8	66	3.0
<b>Invalid Total</b>	<b>24</b>	<b>7.8</b>	<b>8</b>	<b>6.5</b>	<b>22</b>	<b>8.2</b>	<b>16</b>	<b>15.4</b>	<b>231</b>	<b>10.6</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>30(28). Overall, staff do what they say they will do.</b>										
Strongly agree	59	21.0	34	32.7	59	23.9	25	28.4	419	21.5
Agree	143	50.9	58	55.8	117	47.4	51	58.0	939	48.1
Somewhat agree	48	17.1	19	18.3	51	20.6	11	12.5	386	19.8
<b>Total Agree</b>	<b>250</b>	<b>89.0</b>	<b>101</b>	<b>97.1</b>	<b>227</b>	<b>91.9</b>	<b>87</b>	<b>98.9</b>	<b>1744</b>	<b>89.3</b>
Somewhat disagree	18	6.4	2	1.9	8	3.2	1	1.1	107	5.5
Disagree	10	3.6	1	1.0	9	3.6	0	0	60	3.1
Strongly disagree	3	1.1	0	0	3	1.2	0	0	42	2.2
<b>Total Disagree</b>	<b>31</b>	<b>11.0</b>	<b>3</b>	<b>2.9</b>	<b>20</b>	<b>8.1</b>	<b>1</b>	<b>1.1</b>	<b>209</b>	<b>10.7</b>
<b>Valid Total</b>	<b>281</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>247</b>	<b>100</b>	<b>88</b>	<b>100</b>	<b>1953</b>	<b>100</b>
Missing data	8	2.6	3	2.4	10	3.7	9	8.7	115	5.3
Don't know	5	1.6	5	4.0	3	1.1	3	2.9	50	2.3
Does not apply	11	3.6	2	1.6	8	3.0	4	3.8	69	3.2
<b>Invalid Total</b>	<b>24</b>	<b>7.9</b>	<b>10</b>	<b>8.1</b>	<b>21</b>	<b>7.8</b>	<b>16</b>	<b>15.4</b>	<b>234</b>	<b>10.7</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>
<b>31(29). Overall, staff deal with my concerns promptly.</b>										
Strongly agree	65	23.0	32	27.8	57	23.6	27	31.8	423	21.9
Agree	136	48.1	66	57.4	119	49.2	46	54.1	916	47.5
Somewhat agree	53	18.7	13	11.3	46	19.0	10	11.8	363	18.8
<b>Total Agree</b>	<b>254</b>	<b>89.8</b>	<b>111</b>	<b>96.5</b>	<b>222</b>	<b>91.7</b>	<b>83</b>	<b>97.6</b>	<b>1702</b>	<b>88.2</b>
Somewhat disagree	15	5.3	2	1.7	8	3.3	2	2.4	106	5.5
Disagree	13	4.6	2	1.7	8	3.3	0	0	69	3.6
Strongly disagree	1	0.4	0	0	4	1.7	0	0	53	2.7
<b>Total Disagree</b>	<b>29</b>	<b>10.2</b>	<b>4</b>	<b>3.5</b>	<b>20</b>	<b>8.3</b>	<b>2</b>	<b>2.4</b>	<b>228</b>	<b>11.8</b>
<b>Valid Total</b>	<b>283</b>	<b>100</b>	<b>115</b>	<b>100</b>	<b>242</b>	<b>100</b>	<b>85</b>	<b>100</b>	<b>1930</b>	<b>100</b>
Missing data	7	2.3	3	2.4	11	4.1	7	6.7	122	5.6
Don't know	2	0.7	3	2.4	8	3.0	6	5.8	58	2.7
Does not apply	13	4.3	3	2.4	7	2.6	6	5.8	77	3.5
<b>Invalid Total</b>	<b>22</b>	<b>7.2</b>	<b>9</b>	<b>7.3</b>	<b>26</b>	<b>9.7</b>	<b>19</b>	<b>18.3</b>	<b>257</b>	<b>11.8</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>32(30). Overall, staff tell me about other resources if required.</b>										
Strongly agree	56	21.4	26	24.3	51	21.6	22	25.9	331	18.2
Agree	119	45.4	65	60.7	118	50.0	49	57.6	843	46.3
Somewhat agree	46	17.6	13	12.1	41	17.4	11	12.9	361	19.8
<b>Total Agree</b>	<b>221</b>	<b>84.4</b>	<b>104</b>	<b>97.2</b>	<b>210</b>	<b>89.0</b>	<b>82</b>	<b>96.5</b>	<b>1535</b>	<b>84.3</b>
Somewhat disagree	19	7.3	1	0.9	12	5.1	0	0	118	6.5
Disagree	15	5.7	2	1.9	9	3.8	3	3.5	103	5.7
Strongly disagree	7	2.7	0	0	5	2.1	0	0	64	3.5
<b>Total Disagree</b>	<b>41</b>	<b>15.6</b>	<b>3</b>	<b>2.8</b>	<b>26</b>	<b>11.0</b>	<b>3</b>	<b>3.5</b>	<b>285</b>	<b>15.7</b>
<b>Valid Total</b>	<b>262</b>	<b>100</b>	<b>107</b>	<b>100</b>	<b>236</b>	<b>100</b>	<b>85</b>	<b>100</b>	<b>1820</b>	<b>100</b>
Missing data	10	3.3	6	4.8	10	3.7	8	7.7	123	5.6
Don't know	11	3.6	6	4.8	10	3.7	3	2.9	120	5.5
Does not apply	22	7.2	5	4.0	12	4.5	8	7.7	124	5.7
<b>Invalid Total</b>	<b>43</b>		<b>17</b>	<b>13.7</b>	<b>32</b>	<b>11.9</b>	<b>19</b>	<b>18.3</b>	<b>367</b>	<b>16.8</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>

## 4.2.4.1 Open Ended Responses

Table 17: Responses By Category For Service Provider Staff (2010/2011)

Response Category	Response Number	Response Percentage
<b>A. SUPPORTS: RELATED TO ANY SERVICES A CONSUMER IS RECEIVING TO MAINTAIN OR IMPROVE THEIR QUALITY OF LIFE</b>	<b>59</b>	<b>78.7</b>
<b>1. Environment: external conditions that are affecting the consumer regarding supports</b>	<b>19</b>	<b>25.3</b>
• Satisfied	8	10.7
• <i>Services have been consistent and meet consumer expectations/needs</i>	8	10.7
• Dissatisfied	11	14.7
• <i>High turnover among staff resulting in negative experiences for consumer (e.g., shortages, fatigue, lack of consistency, more pay and benefits needed)</i>	9	12.0
• <i>Services not meeting consumer/guardian needs</i>	1	1.3
• <i>More accountability required by services (e.g. formal evaluations and complaint procedures)</i>	1	1.3
• <i>Information needs to be more accessible (e.g., PDD decision making processes, service provider options)</i>	0	0
• <i>Bureaucracy getting in the way of meeting consumer needs</i>	0	0
<b>2. Financing: issues surrounding the funding that is provided for supporting consumers</b>	<b>0</b>	<b>0</b>
• Dissatisfied	0	0
• <i>More funding needed to meet consumer needs</i>	0	0

Response Category	Response Number	Response Percentage
<b>3. Choice: the availability of different options for services and/or supports</b>	<b>1</b>	<b>1.3</b>
• Dissatisfied	1	1.3
• <i>Lack of choice in services (e.g., rural areas, specialized needs, programs full)</i>	1	1.3
<b>4. Staff: issues surrounding workers providing support to consumers</b>	<b>39</b>	<b>52.0</b>
• Satisfied	28	37.3
• <i>Service staff are helpful and meet needs of the consumer/guardian</i>	28	37.3
• Dissatisfied	11	14.7
• <i>Better communication between guardians and staff (e.g. ESL sensitivity, more frequent communication, phone calls returned, guardian input in disciplinary action)</i>	4	9.3
• <i>Staff not meeting consumer needs (e.g., inexperienced, poor language skills, not enough support provided, tardiness, lack of training, etc.)</i>	7	9.3
<b>B. OTHER (NO SATISFACTION/DISSATISFACTION INDICATED, STATEMENTS ILLEGIBLE, UNRELATED TO THE SURVEY SECTION, COMMENTS ABOUT SURVEY, ETC.)</b>	<b>16</b>	<b>21.3</b>
<b>C. TOTAL</b>	<b>75</b>	<b>100</b>

## 4.2.5 PDD Staff

Note that for the direct operations, *service provider staff* are the same as *PDD staff*. This section was therefore not included in the direct operations survey.

**Table 18: Responses For PDD Staff For Community-Based Agencies For 2010/2011 And 2008/2009**

	2008/2009		2010/2011		Alberta 2010/2011	
	n	%	n	%	n	%
<b>33. I know how to contact PDD.</b>						
Strongly agree	79	28.4	75	31.0	212	9.8
Agree	171	61.5	141	58.3	1316	61.0
Somewhat agree	22	7.9	14	5.8	545	25.3
<b>Total Agree</b>	<b>272</b>	<b>97.8</b>	<b>230</b>	<b>95.0</b>	<b>2073</b>	<b>96.1</b>
Somewhat disagree	2	0.7	4	1.7	34	1.6
Disagree	3	1.1	6	2.5	35	1.6
Strongly disagree	1	0.4	2	0.8	16	0.7
<b>Total Disagree</b>	<b>6</b>	<b>2.2</b>	<b>12</b>	<b>5.0</b>	<b>85</b>	<b>3.9</b>
<b>Valid Total</b>	<b>278</b>	<b>100</b>	<b>242</b>	<b>100</b>	<b>2158</b>	<b>100</b>
Missing data	15	4.9	18	6.7	88	3.7
Don't know	9	3.0	5	1.9	22	0.9
Does not apply	3	1.0	3	1.1	79	3.4
<b>Invalid Total</b>	<b>27</b>	<b>8.9</b>	<b>26</b>	<b>9.7</b>	<b>189</b>	<b>8.1</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>2347</b>	<b>--</b>
<b>34. Overall, PDD staff care about what I say.</b>						
Strongly agree	55	21.5	50	22.5	372	19.5
Agree	148	57.8	119	53.6	1019	53.3
Somewhat agree	38	14.8	39	17.6	346	18.1
<b>Total Agree</b>	<b>241</b>	<b>94.1</b>	<b>208</b>	<b>93.7</b>	<b>1737</b>	<b>90.8</b>
Somewhat disagree	6	2.3	9	4.1	86	4.5
Disagree	5	2.0	1	0.5	44	2.3
Strongly disagree	4	1.6	4	1.8	45	2.4
<b>Total Disagree</b>	<b>15</b>	<b>5.9</b>	<b>14</b>	<b>6.3</b>	<b>175</b>	<b>9.2</b>
<b>Valid Total</b>	<b>256</b>	<b>100</b>	<b>222</b>	<b>100</b>	<b>1912</b>	<b>100</b>
Missing data	21	6.9	19	7.1	251	10.7
Don't know	20	6.6	20	7.5	82	3.5
Does not apply	8	2.6	7	2.6	102	4.3
<b>Invalid Total</b>	<b>49</b>	<b>16.1</b>	<b>46</b>	<b>17.2</b>	<b>435</b>	<b>18.5</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>2347</b>	<b>--</b>

	2008/2009		2010/2011		Alberta 2010/2011	
	n	%	n	%	n	%
<b>35. Overall, PDD staff do what they say they will do.</b>						
Strongly agree	50	19.4	43	19.4	406	21.3
Agree	152	58.9	121	54.5	1008	52.9
Somewhat agree	41	15.9	45	20.3	308	16.2
<b>Total Agree</b>	<b>243</b>	<b>94.2</b>	<b>209</b>	<b>94.1</b>	<b>1722</b>	<b>90.3</b>
Somewhat disagree	8	3.1	5	2.3	94	4.9
Disagree	3	1.2	5	2.3	49	2.6
Strongly disagree	4	1.6	3	1.4	42	2.2
<b>Total Disagree</b>	<b>15</b>	<b>5.8</b>	<b>13</b>	<b>5.9</b>	<b>185</b>	<b>9.7</b>
<b>Valid Total</b>	<b>258</b>	<b>100</b>	<b>222</b>	<b>100</b>	<b>1907</b>	<b>100</b>
Missing data	21	6.9	19	7.1	242	10.3
Don't know	18	5.9	20	7.5	87	3.7
Does not apply	8	2.6	7	2.6	111	4.7
<b>Invalid Total</b>	<b>47</b>	<b>15.4</b>	<b>46</b>	<b>17.2</b>	<b>440</b>	<b>18.7</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>2347</b>	<b>--</b>
<b>36. Overall, PDD staff deal with my concerns promptly.</b>						
Strongly agree	54	22.1	40	18.2	437	23.7
Agree	122	50.0	109	49.5	859	46.5
Somewhat agree	50	20.5	46	20.9	301	16.3
<b>Total Agree</b>	<b>226</b>	<b>92.6</b>	<b>195</b>	<b>88.6</b>	<b>1597</b>	<b>86.5</b>
Somewhat disagree	11	4.5	17	7.7	115	6.2
Disagree	3	1.2	5	2.3	70	3.8
Strongly disagree	4	1.6	3	1.4	64	3.5
<b>Total Disagree</b>	<b>18</b>	<b>7.4</b>	<b>25</b>	<b>11.4</b>	<b>249</b>	<b>13.5</b>
<b>Valid Total</b>	<b>244</b>	<b>100</b>	<b>220</b>	<b>100</b>	<b>1846</b>	<b>100</b>
Missing data	23	7.5	21	7.8	256	10.9
Don't know	18	5.9	17	6.3	133	5.7
Does not apply	20	6.6	10	3.7	112	4.8
<b>Invalid Total</b>	<b>61</b>	<b>20.0</b>	<b>48</b>	<b>17.9</b>	<b>501</b>	<b>21.3</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>2347</b>	<b>--</b>

	2008/2009		2010/2011		Alberta 2010/2011	
	n	%	n	%	n	%
<b>37. Overall, PDD staff are helpful in problem solving.</b>						
Strongly agree	46	18.7	46	21.1	239	16.0
Agree	133	54.1	106	48.6	656	43.9
Somewhat agree	48	19.5	47	21.6	348	23.3
<b>Total Agree</b>	<b>227</b>	<b>92.3</b>	<b>199</b>	<b>91.3</b>	<b>1243</b>	<b>83.2</b>
Somewhat disagree	12	4.9	10	4.6	123	8.2
Disagree	3	1.2	6	2.8	78	5.2
Strongly disagree	4	1.6	3	1.4	50	3.3
<b>Total Disagree</b>	<b>19</b>	<b>7.7</b>	<b>19</b>	<b>8.7</b>	<b>251</b>	<b>16.8</b>
<b>Valid Total</b>	<b>246</b>	<b>100</b>	<b>218</b>	<b>100</b>	<b>1494</b>	<b>100</b>
Missing data	23	7.5	23	8.6	136	6.8
Don't know	21	6.9	17	6.3	249	12.5
Does not apply	15	4.9	10	3.7	120	6.0
<b>Invalid Total</b>	<b>59</b>	<b>19.3</b>	<b>50</b>	<b>18.7</b>	<b>505</b>	<b>25.3</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>1999</b>	<b>--</b>
<b>38. Overall, PDD staff tell me about other resources if required.</b>						
Strongly agree	42	18.1	38	18.3	216	14.9
Agree	112	48.3	106	51.0	652	45.0
Somewhat agree	56	24.1	42	20.2	310	21.4
<b>Total Agree</b>	<b>210</b>	<b>90.5</b>	<b>186</b>	<b>89.4</b>	<b>1178</b>	<b>81.2</b>
Somewhat disagree	14	6.0	10	4.8	124	8.6
Disagree	7	3.0	8	3.8	92	6.3
Strongly disagree	1	0.4	4	1.9	56	3.9
<b>Total Disagree</b>	<b>22</b>	<b>9.5</b>	<b>22</b>	<b>10.6</b>	<b>272</b>	<b>18.8</b>
<b>Valid Total</b>	<b>232</b>	<b>100</b>	<b>208</b>	<b>100</b>	<b>1450</b>	<b>100</b>
Missing data	25	8.2	24	9.0	135	6.8
Don't know	27	8.9	22	8.2	269	13.5
Does not apply	21	6.9	14	5.2	145	6.8
<b>Invalid Total</b>	<b>73</b>	<b>23.9</b>	<b>60</b>	<b>22.4</b>	<b>549</b>	<b>27.5</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>1999</b>	<b>--</b>

	2008/2009		2010/2011		Alberta 2010/2011	
	n	%	n	%	n	%
<b>39. If I am not satisfied with a PDD decision, I know what to do.</b>						
Strongly agree	33	14.2	37	17.9	179	12.5
Agree	115	49.6	96	46.4	690	48.1
Somewhat agree	45	19.4	36	17.4	242	16.9
<b>Total Agree</b>	<b>193</b>	<b>83.2</b>	<b>169</b>	<b>81.6</b>	<b>1111</b>	<b>77.4</b>
Somewhat disagree	15	6.5	18	8.7	124	8.6
Disagree	16	6.9	13	6.3	139	9.7
Strongly disagree	8	3.4	7	3.4	62	4.3
<b>Total Disagree</b>	<b>39</b>	<b>16.8</b>	<b>38</b>	<b>18.4</b>	<b>325</b>	<b>22.6</b>
<b>Valid Total</b>	<b>232</b>	<b>100</b>	<b>207</b>	<b>100</b>	<b>1436</b>	<b>100</b>
Missing data	22	7.2	23	8.6	141	7.1
Don't know	38	12.5	27	10.1	317	15.9
Does not apply	13	4.3	11	4.1	105	5.3
<b>Invalid Total</b>	<b>73</b>	<b>23.9</b>	<b>61</b>	<b>22.8</b>	<b>563</b>	<b>28.2</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>1999</b>	<b>--</b>
<b>40. I am satisfied with the process used to resolve issues around a PDD decision.</b>						
Strongly agree	31	16.0	29	15.2	157	12.2
Agree	94	48.5	91	47.6	553	42.8
Somewhat agree	46	23.7	46	24.1	295	22.8
<b>Total Agree</b>	<b>171</b>	<b>88.1</b>	<b>166</b>	<b>86.9</b>	<b>1005</b>	<b>77.8</b>
Somewhat disagree	12	6.2	10	5.2	106	8.2
Disagree	5	2.6	9	4.7	98	7.6
Strongly disagree	6	3.1	6	3.1	83	6.4
<b>Total Disagree</b>	<b>23</b>	<b>11.9</b>	<b>25</b>	<b>13.1</b>	<b>287</b>	<b>22.2</b>
<b>Valid Total</b>	<b>194</b>	<b>100</b>	<b>191</b>	<b>100</b>	<b>1292</b>	<b>100</b>
Missing data	28	9.2	25	9.3	149	4.5
Don't know	54	17.7	36	13.4	393	19.7
Does not apply	29	9.5	16	6.0	165	8.3
<b>Invalid Total</b>	<b>111</b>	<b>36.4</b>	<b>77</b>	<b>28.7</b>	<b>707</b>	<b>35.4</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>1999</b>	<b>--</b>

## 4.2.5.1 Open Ended Responses

Table 19: Responses By Category For PDD Staff (2010/2011)

Response Category	Response Number	Response Percentage
<b>A. SUPPORTS: RELATED TO ANY PDD SERVICES A CONSUMER IS RECEIVING TO MAINTAIN OR IMPROVE THEIR QUALITY OF LIFE</b>	<b>29</b>	<b>61.7</b>
<b>1. Environment: external conditions that are affecting the consumer regarding PDD supports</b>	<b>29</b>	<b>61.7</b>
• Satisfied	15	31.9
• <i>Helpful and dealt with issues</i>	6	12.8
• <i>No difficulties experienced</i>	6	12.8
• <i>Satisfied with services accessed</i>	3	6.4
• Dissatisfied	14	29.8
• <i>Need more communication/contact (e.g., lack of staff for number of consumers)</i>	3	6.4
• <i>Needs of guardian not met</i>	0	0
• <i>Staffing (worker turnover, burnout)</i>	2	4.3
• <i>Needs of consumers not met (inappropriate decisions, lack of follow through/initiative, few resources for adults)</i>	1	2.1
• <i>Need more accessible information</i>	2	4.3
• <i>Lack of accountability (justification, monitoring of service providers, evaluation of case workers, appeal processes)</i>	4	8.5
• <i>Too much bureaucracy leading to inflexibility</i>	2	4.3
• <i>Need to have more focus on rural areas</i>	0	0
• <i>Lack of available services leads to inflexibility</i>	0	0
<b>2. Financing: issues surrounding the funding that is provided for supporting consumers</b>	<b>0</b>	<b>0</b>
• Dissatisfied	0	0
• <i>Need additional funding to support consumer needs and services (e.g., transportation, staffing)</i>	0	0
<b>B. OTHER (NO SATISFACTION/DISSATISFACTION INDICATED, STATEMENTS ILLEGIBLE, UNRELATED TO CODES OR TO SURVEY SECTION, COMMENTS ABOUT SURVEY, ETC.)</b>	<b>18</b>	<b>38.3</b>
<b>C. TOTAL</b>	<b>47</b>	<b>100</b>

### 4.3 Information On PDD (Regional) Boards

#### 4.3.1 PDD Community (Regional) Boards

**Table 20: Responses For Information On PDD Community (Regional) Boards For 2010/2011 And 2008/2009**

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>41(31). I am aware of the PDD Community (Regional) Boards.</b>										
Yes	192	70.3	69	72.6	179	77.5	49	67.1	1309	68.9
No	81	29.7	26	27.4	52	22.5	24	32.9	591	31.1
<b>Valid Total</b>	<b>273</b>	<b>100</b>	<b>95</b>	<b>100</b>	<b>231</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>1900</b>	<b>100</b>
Missing data	22	7.2	14	11.3	25	9.3	13	12.5	173	7.9
Does not apply	10	3.3	15	12.1	12	4.5	18	17.3	114	5.2
<b>Invalid Total</b>	<b>32</b>	<b>10.5</b>	<b>29</b>	<b>23.4</b>	<b>37</b>	<b>13.8</b>	<b>31</b>	<b>29.8</b>	<b>287</b>	<b>13.1</b>
<b>Total</b>	<b>305</b>	<b>--</b>	<b>124</b>	<b>--</b>	<b>268</b>	<b>--</b>	<b>104</b>	<b>--</b>	<b>2187</b>	<b>--</b>
<b>42(32). I know who some of the PDD Community (Regional) Board members are.</b>										
Yes	100	54.9	29	44.6	93	55.7	22	52.4	627	51.2
No	82	45.1	36	55.4	74	44.3	20	47.6	598	48.8
<b>Valid Total</b>	<b>182</b>	<b>100</b>	<b>65</b>	<b>100</b>	<b>167</b>	<b>100</b>	<b>42</b>	<b>100</b>	<b>1225</b>	<b>100</b>
Missing data	10	5.2	4	5.8	12	6.7	7	14.3	84	6.4
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>1309</b>	<b>--</b>
<b>43(33). I have had contact with PDD Community (Regional) Board members by means of:</b>										
<b>a) public meetings or consultation</b>										
Yes	78	56.5	27	65.9	68	51.9	16	45.7	444	45.5
No	60	43.5	14	34.1	63	48.1	19	54.3	531	54.5
<b>Valid Total</b>	<b>138</b>	<b>100</b>	<b>41</b>	<b>100</b>	<b>131</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>975</b>	<b>100</b>
Missing data	54	28.1	28	40.6	48	26.8	14	28.6	334	25.5
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>1309</b>	<b>--</b>
<b>b) individual meetings</b>										
Yes	49	38.0	19	47.5	48	39.0	7	22.6	299	32.0
No	80	62.0	21	52.5	75	61.0	24	77.4	634	68.0
<b>Valid Total</b>	<b>129</b>	<b>100</b>	<b>40</b>	<b>100</b>	<b>123</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>933</b>	<b>100</b>
Missing data	63	32.8	29	42.0	56	31.3	18	36.7	376	28.7
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>1309</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>c) phone</b>										
Yes	51	39.5	18	48.6	45	37.5	8	27.6	350	37.2
No	78	60.5	19	51.4	75	62.5	21	72.4	590	62.8
<b>Valid Total</b>	<b>129</b>	<b>100</b>	<b>37</b>	<b>100</b>	<b>120</b>	<b>100</b>	<b>29</b>	<b>100</b>	<b>940</b>	<b>100</b>
Missing data	63	32.8	32	46.4	59	33.0	20	40.8	369	28.2
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>1309</b>	<b>--</b>
<b>d) letter</b>										
Yes	70	52.6	32	71.1	60	49.6	17	53.1	514	52.8
No	63	47.4	13	28.9	61	50.4	15	46.9	459	47.2
<b>Valid Total</b>	<b>133</b>	<b>100</b>	<b>45</b>	<b>100</b>	<b>121</b>	<b>100</b>	<b>32</b>	<b>100</b>	<b>973</b>	<b>100</b>
Missing data	59	30.7	24	55.1	58	32.4	17	34.7	336	25.4
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>1309</b>	<b>--</b>
<b>e) e-mail</b>										
Yes	11	10.4	5	16.1	18	17.3	3	11.5	141	17.0
No	95	89.6	26	83.9	86	82.7	23	88.5	690	83.0
<b>Valid Total</b>	<b>106</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>26</b>	<b>100</b>	<b>831</b>	<b>100</b>
Missing data	86	44.8	38	55.1	75	41.9	23	46.9	478	36.5
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>1309</b>	<b>--</b>
<b>f) newsletters</b>										
Yes	163	93.1	37	74.0	134	85.4	22	64.7	463	83.3
No	12	6.9	13	26.0	23	14.6	12	35.3	93	16.7
<b>Valid Total</b>	<b>175</b>	<b>100</b>	<b>50</b>	<b>100</b>	<b>157</b>	<b>100</b>	<b>34</b>	<b>100</b>	<b>556</b>	<b>100</b>
Missing data	17	8.9	19	27.5	22	12.3	15	30.6	83	13.0
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>639</b>	<b>--</b>
<b>g) visit to PDD web site</b>										
Yes	37	32.5	4	13.8	38	34.9	5	18.5	302	34.6
No	77	67.5	25	86.2	71	65.1	22	81.5	570	65.4
<b>Valid Total</b>	<b>114</b>	<b>100</b>	<b>29</b>	<b>100</b>	<b>109</b>	<b>100</b>	<b>27</b>	<b>100</b>	<b>872</b>	<b>100</b>
Missing data	78	40.6	40	58.0	70	39.1	22	44.9	437	33.4
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>1309</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>44(34). I am satisfied with the role of the PDD Community (Regional) Board.</b>										
Strongly agree	15	9.7	4	7.1	14	9.8	2	5.3	94	9.0
Agree	95	61.3	34	60.7	83	58.0	26	68.4	509	48.6
Somewhat agree	38	24.5	14	25.0	31	21.7	7	18.4	289	27.6
<b>Total Agree</b>	<b>148</b>	<b>95.5</b>	<b>52</b>	<b>92.9</b>	<b>128</b>	<b>89.5</b>	<b>35</b>	<b>92.1</b>	<b>892</b>	<b>85.1</b>
Somewhat disagree	4	2.6	1	1.8	7	4.9	0	0	61	5.8
Disagree	1	0.6	3	5.4	6	4.2	1	2.6	62	5.9
Strongly disagree	2	1.3	0	0	2	1.4	2	5.3	33	3.1
<b>Total Disagree</b>	<b>7</b>	<b>4.5</b>	<b>4</b>	<b>7.1</b>	<b>15</b>	<b>10.5</b>	<b>3</b>	<b>7.9</b>	<b>156</b>	<b>14.9</b>
<b>Valid Total</b>	<b>155</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>143</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>1048</b>	<b>100</b>
Missing data	9	4.7	5	7.2	11	6.1	5	10.2	52	4.0
Don't know	26	13.5	8	11.6	23	12.8	5	10.2	193	14.7
Does not apply	2	1.0	0	0	2	1.1	1	2.0	16	1.2
<b>Invalid Total</b>	<b>37</b>	<b>19.3</b>	<b>13</b>	<b>18.8</b>	<b>36</b>	<b>20.1</b>	<b>11</b>	<b>22.4</b>	<b>261</b>	<b>19.9</b>
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>1309</b>	<b>--</b>
<b>45(35). I am satisfied with the direction of the PDD Community (Regional) Board.</b>										
Strongly agree	14	9.3	4	7.0	11	7.8	2	5.3	84	8.3
Agree	88	58.3	29	50.9	78	55.3	25	65.8	458	45.0
Somewhat agree	42	27.8	16	28.1	36	25.5	7	18.4	295	29.0
<b>Total Agree</b>	<b>144</b>	<b>95.4</b>	<b>49</b>	<b>86.0</b>	<b>125</b>	<b>88.7</b>	<b>34</b>	<b>89.5</b>	<b>837</b>	<b>82.2</b>
Somewhat disagree	5	3.3	4	7.0	8	5.7	0	0	76	7.5
Disagree	0	0	3	5.3	7	5.0	2	5.3	67	6.6
Strongly disagree	2	1.3	1	1.8	1	0.7	2	5.3	38	3.7
<b>Total Disagree</b>	<b>7</b>	<b>4.6</b>	<b>8</b>	<b>14.0</b>	<b>16</b>	<b>11.3</b>	<b>4</b>	<b>10.5</b>	<b>181</b>	<b>17.8</b>
<b>Valid Total</b>	<b>151</b>	<b>100</b>	<b>57</b>	<b>100</b>	<b>141</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>1018</b>	<b>100</b>
Missing data	8	4.2	5	7.2	10	5.6	5	10.2	51	3.9
Don't know	32	16.7	7	10.1	26	14.5	5	10.2	225	17.2
Does not apply	1	0.5	0	0	2	1.1	1	2.0	15	1.1
<b>Invalid Total</b>	<b>41</b>	<b>21.4</b>	<b>12</b>	<b>17.4</b>	<b>38</b>	<b>21.2</b>	<b>11</b>	<b>22.4</b>	<b>291</b>	<b>22.2</b>
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>1309</b>	<b>--</b>

	2008/2009				2010/2011				Alberta 2010/2011	
	Community- Based Agencies		Direct Operations		Community- Based Agencies		Direct Operations			
	n	%	n	%	n	%	n	%	n	%
<b>46(36). I have had enough opportunity for input to the PDD Community (Regional) Board.</b>										
Strongly agree	13	8.9	3	5.6	12	8.8	2	6.7	74	7.6
Agree	76	52.1	27	50.0	68	49.6	18	60.0	419	43.1
Somewhat agree	41	28.1	13	24.1	39	28.5	4	13.3	270	27.7
<b>Total Agree</b>	<b>130</b>	<b>89.0</b>	<b>43</b>	<b>79.6</b>	<b>119</b>	<b>86.9</b>	<b>24</b>	<b>80.0</b>	<b>763</b>	<b>78.4</b>
Somewhat disagree	7	4.8	5	9.3	7	5.1	1	3.3	77	7.9
Disagree	5	3.4	5	9.3	9	6.6	2	6.7	90	9.2
Strongly disagree	4	2.7	1	1.9	2	1.5	3	10.0	43	4.4
<b>Total Disagree</b>	<b>16</b>	<b>11.0</b>	<b>11</b>	<b>20.4</b>	<b>18</b>	<b>13.1</b>	<b>6</b>	<b>20.0</b>	<b>210</b>	<b>21.6</b>
<b>Valid Total</b>	<b>146</b>	<b>100</b>	<b>54</b>	<b>100</b>	<b>137</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>973</b>	<b>100</b>
Missing data	11	5.7	6	8.7	12	6.7	6	12.2	70	5.4
Don't know	22	11.5	6	8.7	23	12.8	8	16.3	183	14.0
Does not apply	13	6.8	3	4.3	7	3.9	5	10.2	83	6.3
<b>Invalid Total</b>	<b>46</b>	<b>24.0</b>	<b>15</b>	<b>21.7</b>	<b>42</b>	<b>23.5</b>	<b>19</b>	<b>38.8</b>	<b>336</b>	<b>25.7</b>
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>1309</b>	<b>-</b>
<b>47(37). I feel that the PDD Community (Regional) Board takes my input into account in their decisions.</b>										
Strongly agree	12	10.4	4	10.3	9	8.5	1	3.6	67	8.5
Agree	56	48.7	15	38.5	53	50.0	15	53.6	321	40.6
Somewhat agree	38	33.0	13	33.3	31	29.2	7	25.0	216	37.3
<b>Total Agree</b>	<b>106</b>	<b>92.2</b>	<b>32</b>	<b>82.1</b>	<b>93</b>	<b>87.7</b>	<b>23</b>	<b>82.1</b>	<b>604</b>	<b>76.5</b>
Somewhat disagree	5	4.3	2	5.1	3	2.8	0	0	60	7.6
Disagree	2	1.7	4	10.3	7	6.6	2	7.1	79	10.0
Strongly disagree	2	1.7	1	2.6	3	2.8	3	10.7	47	5.9
<b>Total Disagree</b>	<b>9</b>	<b>7.8</b>	<b>7</b>	<b>17.9</b>	<b>13</b>	<b>12.3</b>	<b>5</b>	<b>17.9</b>	<b>186</b>	<b>23.5</b>
<b>Valid Total</b>	<b>115</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>106</b>	<b>100</b>	<b>28</b>	<b>100</b>	<b>790</b>	<b>100</b>
Missing data	14	7.3	7	10.1	13	7.3	6	12.2	65	5.0
Don't know	41	21.4	13	18.8	38	21.2	10	20.4	309	23.6
Does not apply	22	11.5	10	14.5	22	12.3	5	10.2	145	11.1
<b>Invalid Total</b>	<b>77</b>	<b>40.1</b>	<b>30</b>	<b>43.5</b>	<b>73</b>	<b>40.8</b>	<b>21</b>	<b>42.9</b>	<b>519</b>	<b>39.6</b>
<b>Total</b>	<b>192</b>	<b>--</b>	<b>69</b>	<b>--</b>	<b>179</b>	<b>--</b>	<b>49</b>	<b>--</b>	<b>1309</b>	<b>--</b>

## 4.3.1.1 Open Ended Responses

Table 21: Responses By Category For PDD Community (Regional) Boards (2010/2011)

Response Category	Response Number	Response Percentage
<b>A. SUPPORTS: RELATED TO ANY SERVICES A CONSUMER IS RECEIVING TO MAINTAIN OR IMPROVE THEIR QUALITY OF LIFE</b>	<b>22</b>	<b>37.3</b>
<b>1. Environment: external conditions that are affecting the consumer regarding supports and the involvement of the PDD Community Board</b>	<b>16</b>	<b>27.1</b>
• Satisfied	7	11.9
• <i>Community board meeting expectations</i>	5	8.5
• <i>Services provided meeting needs</i>	2	3.4
• <i>Guardian input is valued</i>	0	0
• Dissatisfied	9	15.3
• <i>Not meeting the needs of individuals (slow to respond, removed from consumer concerns, PDD not meeting mandate)</i>	2	3.4
• <i>Lack of communication</i>	5	8.5
• <i>Opinions expressed by guardians not considered/lack of input</i>	1	1.7
• <i>Lack of accountability (monitoring service providers, justification of decisions)</i>	0	0
• <i>Lack of standardization across regions</i>	1	1.7
• <i>Decisions about consumers should not be universal/need to consider the individual</i>	0	0
<b>2. Financing: issues surrounding the funding that is provided for supporting consumers</b>	<b>2</b>	<b>3.4</b>
• Dissatisfied	2	3.4
• <i>Funding not meeting consumer needs; creates long waiting lists for services</i>	0	0
• <i>Increased funding for administration/staffing (wages)</i>	1	1.7
• <i>Should not have boards; takes too much money for administration and doesn't leave enough for frontline wages</i>	1	1.7
<b>3. Information: knowledge about the PDD services and/or supports available to consumers</b>	<b>2</b>	<b>3.4</b>
• Satisfied	0	0
• <i>Enough information about PDD is available and accessible</i>	0	0
• Dissatisfied	2	3.4
• <i>Not enough information is available about PDD or services</i>	0	0
• <i>Meetings not convenient/accessible (e.g., during the work day when guardians are working, short notice, guardians not informed of meetings)</i>	2	3.4
<b>4. Alberta Provincial Government: issues surrounding the Alberta Provincial Government</b>	<b>2</b>	<b>3.4</b>
• Dissatisfied	2	3.4
• <i>Boards should be more active in lobbying government to address concerns (funding, staffing)</i>	2	3.4
• <i>PDD needs more leeway from the government in setting individual plans</i>	0	0
<b>B. OTHER (NO SATISFACTION/DISSATISFACTION INDICATED, STATEMENTS ILLEGIBLE, UNRELATED TO SURVEY SECTION, COMMENTS ABOUT SURVEY, ETC.)</b>	<b>37</b>	<b>62.7</b>
<b>C. TOTAL</b>	<b>59</b>	<b>100</b>

## 4.5 Further Comments

Table 22: Responses By Category For Further Comments (2010/2011)

Response Category	Response Number	Response Percentage
<b>A. SUPPORTS (PDD AND SERVICE PROVIDERS): RELATED TO ANY SERVICES A CONSUMER IS RECEIVING THROUGH PDD OR AN AGENCY TO MAINTAIN OR IMPROVE THEIR QUALITY OF LIFE</b>	<b>57</b>	<b>62.6</b>
<b>1. Environment: external conditions that are affecting the consumer regarding services and/or supports</b>	<b>47</b>	<b>51.6</b>
• Satisfied	35	38.5
• Services/Staff	24	26.4
• PDD	6	6.6
• Living conditions	5	5.5
• Dissatisfied	12	13.2
• Need more qualified staff; retention of staff; turnover hurts consumers; fair wages	5	5.5
• Services not meeting consumer needs/need more accountability (e.g., long wait lists, ensure consumer safety)	2	2.2
• PDD not meeting the needs of the consumer	0	0
• PDD is too bureaucratic and not meeting consumer needs (lack of communication)	2	2.2
• Service provider/staff not maintaining appropriate services and/or living conditions	3	3.3
• PDD needs to provide more support when needs are high (in crisis)	0	0
• Services not meeting needs of guardian (input, support, accountability for services provided)	0	0
• Need to consider the individual	0	0
• Services in rural areas need to be examined and improved	0	0
• PDD should have more contact with the government (lobbying, input for AISH)	0	0
• Increase quality and availability of respite services	0	0
• More assistance for family managed supports	0	0
• Need more consistency in services and across agencies	0	0
• Community needs to be more involved (increased employment opportunities, activities, etc.)	0	0
• More coordination needed between agencies and between agencies and PDD	0	0
<b>2. Financing: issues surrounding the funding that is provided for supporting consumers</b>	<b>10</b>	<b>11.0</b>
• Satisfied	3	3.3
• Happy with funding provided	3	3.3
• Dissatisfied	7	7.7
• Inadequate funding is negatively affecting services (e.g., service shortages, poor wages, reduced community involvement)	7	7.7
• Discrepancies in funding standards need to be addressed	0	0
• Funding for family/caregiver support desired (e.g., family managed supports, paying a family member)	0	0
• AISH funding inadequate	0	0

Response Category	Response Number	Response Percentage
<b>B. INFORMATION: KNOWLEDGE ABOUT THE SUPPORTS AND/OR SERVICES AVAILABLE TO THE CONSUMER</b>	<b>4</b>	<b>4.4</b>
• Satisfied	0	0
• <i>Information provided by PDD is helpful</i>	0	0
• Dissatisfied	4	4.4
• <i>PDD needs to communicate with guardians/consumers more (e.g., more convenient meeting times, more accessible information)</i>	1	1.1
• <i>More information is needed to help guardians/parents/consumers through the process and in choosing appropriate services</i>	3	3.3
<b>C. CHOICE: THE AVAILABILITY OF DIFFERENT OPTIONS FOR SERVICES AND/OR SUPPORTS</b>	<b>0</b>	<b>0</b>
• Dissatisfied	0	0
• <i>Limited agencies and service/program options (e.g., seniors)</i>	0	0
<b>D. CONCERN FOR THE FUTURE: WORRY ABOUT POTENTIAL LOSS OF SUPPORTS, SERVICES, AND/OR LIVING ACCOMMODATIONS FOR THE CONSUMER</b>	<b>1</b>	<b>1.1</b>
<b>E. TRANSPORTATION: ISSUES REGARDING GETTING TO AND FROM SERVICES, EVENTS, ETC.</b>	<b>3</b>	<b>3.3</b>
• Dissatisfied	3	3.3
• <i>Not enough service available/ issues with service</i>	2	2.2
• <i>More funding needed for transportation costs</i>	1	1.1
• <i>Transportation too expensive</i>	0	0
<b>F. THANK YOU (FUNDING/SERVICE)</b>	<b>11</b>	<b>12.1</b>
<b>G. OTHER (NO SATISFACTION/DISSATISFACTION INDICATED, STATEMENTS ILLEGIBLE OR COMMENTS ABOUT SURVEY, ETC.)</b>	<b>15</b>	<b>16.5</b>
<b>H. TOTAL</b>	<b>91</b>	<b>100</b>

## 5.0 PERFORMANCE MEASURE

One performance measure was calculated: overall satisfaction. In calculating the performance measure and PDD Staff Responsiveness, responses of “strongly agree,” “agree,” and “somewhat agree” were combined to “agree” and scored 1 to indicate satisfaction, and responses of “somewhat disagree,” “disagree,” and “strongly disagree” were combined to “disagree” and scored 0 to indicate dissatisfaction.

### 5.1 Overall Satisfaction

Overall Satisfaction was calculated using the responses from the following questions:

11(10). Services meet the person’s needs.

24(22). Overall, I am satisfied that the services provided enhance the person’s quality of life.

25(23). Overall, I am satisfied that the person’s services help him/her to be a part of the community as much as he/she wants to be.

**Table 23: Satisfaction Ratings For Overall Satisfaction**

Region	2008/2009		2010/2011	
	n	Overall Satisfaction	n	Overall Satisfaction
Central	369	89.9	320	91.3
Alberta	2250	85.3	1913	85.3

## 5.2 PDD Staff Responsiveness

PDD Staff Responsiveness was calculated using the responses from the following questions:

33. I know how to contact PDD.
34. Overall, PDD staff care about what I say.
35. Overall, PDD staff do what they say they will do.
36. Overall, PDD staff deal with my concerns promptly.
37. Overall, PDD staff are helpful in problem solving.
38. Overall, PDD staff tell me about other resources if required.

**Table 24: Satisfaction Ratings For PDD Staff Responsiveness**

Region	2008/2009		2010/2011	
	n	PDD Staff Responsiveness	n	PDD Staff Responsiveness
Central	215	94.6	192	93.1
Alberta	1603	89.8	1313	87.9

## APPENDIX A: PROVINCE-WIDE OPEN-ENDED RESPONSE THEMES, DEFINITIONS, AND EXAMPLES

### Working In The Community

A. Supports: comments related to any services a consumer is (or is not) receiving to maintain or improve their experience in the workplace.

1. Environment: external conditions that are affecting the consumer with regards to employment support.

- Satisfied

- Employment support/support staff

*"[Programs] have been very helpful in preparing our son for employment and finding a job."*

*"Our disabled son is involved with programs and training and employment through a special place through PDD we are satisfied with."*

*"His aides are very good at finding him employment he can actually do and do well. He enjoys his work places and employments. His aides are also very capable and encourages him to do his jobs well."*

- Dissatisfied

- Lack of support leading to negative experiences (e.g., finding a job)

*"I feel that there aren't enough employment services for special needs people in the community."*

*"Our daughter will never be able to hold any working job pay due to the lack of training and staffing in her agency"*

*"The agency providing service needs to be strongly prompted to access services that are already in place. The guardian is always requesting they respect the persons desires to try different volunteer and employment opportunities. The agency consistently falls short in spite of the guardian making numerous requests and the person."*

- Desire sheltered workshop opportunities

*"In the case of my son who like many other (PDD) long to be 'normal' and have significant employment and worth like the rest of us. Many if not most are not suited or capable of taking any employment in a regular workplace. Has any consideration been given to develop "special workshops" with a "significant" pay coupled with the (AISH) they are receiving."*

*"He would really like to work more but is not really capable. More employment opportunities - sheltered - are needed in our province."*

*"A sheltered workshop would be nice and far more meaningful than paying for volunteer work."*

*"My son always did well in 'sheltered' employment but always get into problems when dealing with 'normal' people."*

2. Financing: issues surrounding the funding that is provided for supporting consumers.

- Dissatisfied

- Increased funding needed for consumer to be able to work (e.g., transportation, criminal background checks, support staff, etc.)

*"Attends day program that says they support/find jobs but not the case as funding is not adequate to offer this support as required for this person. Minimal volunteer opportunities have been offered but with more support [consumer] would be capable of a job."*

*"If there were more funding and a lower ratio for staff support - different work could be done."*

*"There are opportunities for her to work more but she required support and funding is not available for the additional hours."*

*"He needs staff with him when he is working. Not enough funding to provide him with very many hours."*

- AISH is limited (e.g., reduces opportunities, not enough funding, etc.)

*"He is on AISH which a disincentive to work! If you work too much your AISH is clawed back. Our son works despite this as it is important for him that he be productive but after the 1st \$400 he is basically working for \$4.40/hr. I know a lot of people with disabilities don't work very much for this reason which is a shame!"*

*"... want to find a part time job. As soon as possible. ... very serious about this part time 15 hours a month because of AISH ... allowed only 15 hours a month."*

*"My daughter would like to work more hours but she loses a portion of her wages to AISH. Where is the incentive for her to work full-time?"*

#### B. Work Status: reasons provided for whether or not the consumer is employed.

- Working to ability

*"Mental and physical disabilities prohibit more work or hours."*

- Unable to work

*"She is physically and medically unable to work."*

- Does not want to work

*"She has no desire to work."*

- Attending school

*"The person is not employed because he is still going to school."*

- Volunteers

*"Works as a volunteer worker at 3 jobs."*

- Retired

*"Is retired."*

- Recently transitioned/transitioning (moved, changed/changing services)

*"We are just changing from using PDD to supplement the school system to setting up a program of work and activities in the community."*

#### C. Employment: the consumer's experience with their job

1. Environment: external conditions that are affecting the consumer with regards to conditions in the workplace.

- Satisfied

- Consumer is having a positive experience (e.g., improved self-esteem, supportive work environment, etc.)

*"She really enjoys her current employment and has been with the company for over 5 years. We hope she can remain there as she has consistency and enjoys pride in her work."*

*"Very happy where he works. Supportive environment."*

*"Seems to be quite satisfied working in the sheltered workshop."*

*"This person has been employed with the same employer for 14 years. He is very respected by all the staff and he enjoys the attention and friendships he has developed there."*

- Dissatisfied

- Workplace inconsiderate of employee (e.g., last minute scheduling, etc.)
    - "I think sometimes employers are not fair giving shifts no one else wants."*
    - "With recent recession the employment opportunities for my disabled daughter have been eliminated. Her job was taken by a non-disabled person although she was capable and did her job well."*
  - Employment is causing stress
    - "Would like to be able to work - but finds it too stressful."*
    - "Have been unable to find employment for 'the person' that does not cause her stress."*
  - Volunteer positions should be paid positions
    - "My daughter would like to have her jobs as paying jobs."*
    - "This person has a 'volunteer' job; no pay and has been at this job for a year. It is really too bad that even a small salary could not be provided. There is certainly more dignity and definitely a pride factor when 'some' pay is involved."*
    - "... As now she works at a restaurant/coffee house one day per week but makes 0\$. She does other work experience jobs but does not get paid for any of them."*
  - Lack of employment/limited opportunities (e.g., lack of shifts/hours, limited training within the workplace, limited inclusion)
    - "The economy in Calgary has changed in 2009-2010. Jobs are harder to find. This is the reality during a global recession."*
    - "Is very enthusiastic about working, but can only find a job for 1 day/week."*
    - "My one daughter would like to work more but cannot find anyone to work for."*
    - "My daughter was let go from her employment approx. 2 months ago and her support staff have not been able to find anything as of yet."*
2. Training: the availability of education or instruction needed in order to gain skills to succeed in the job market.
- Dissatisfied
    - Increased training/education needed
      - "Family member has job training and no jobs in that area at the moment. Therefore, need to know what skills and training for others jobs? ... no one giving training to these people so that they can work. Need a centre to do hands on job training or where you do get skills."*
      - "My son wants to get a job but lacks the tools to find and maintain employment."*
3. Wages: issues regarding the amount of money that is received from an employer.
- Dissatisfied
    - Desire higher/fair wages
      - "I do not agree with people with disabilities or anyone working on a contract with others and getting less than minimum wage, it is not right, everyone deserves minimum wage."*
      - "Her job is less than minimum wage. All employers ... should pay minimum wage."*
      - "I would like to see my son earning minimum wage of better because he is a hard worker and his employers are very pleased with his work yet aren't willing to pay him minimum wage."*
4. Transportation: issues surrounding getting to and from place of employment.
- Dissatisfied
    - Hard to get to and from work (e.g., transit schedules, lack of transit in area, etc.)

*"... Because we live out in the country her barrier to employment is her inability to drive herself to and from work."*

*"Transportation becomes an issue."*

- High transportation costs

*"PDD support does not include transportation lack of transportation is a barrier to employment for many individuals because of cost of living and many PDD individuals CANNOT DRIVE."*

*"Travel expenses not covered."*

## Participation In Community Activities

A. Supports (Community and Staff): related to any services a consumer is receiving or community support to help maintain or improve their participation in the community.

1. Environment: external conditions that are affecting the consumer with regards to supports that affect participation in the community.

- Satisfied

- Satisfied with staff and services

*"The agency providing his care provides many opportunities to take part in community activities."*

*"The staff are doing all that is expected and more."*

*"... his aides are very conscious and knowledgeable about ongoing activities in the community, therefore take in these activities. They also make great efforts to enhance interactions in the community."*

- Satisfied with opportunities available

*"This person is given every opportunity to participate."*

*"... I am very satisfied with the activities that [the individual] is involved in."*

- Dissatisfied

- For various reasons, not enough support to participate

*"Unable to find day program because no spots available."*

*"The 'community' is not accepting of this person."*

*"I do believe my daughter would enjoy more volunteer work if she had staffing to allow her to do that and also if there was a full time staff member (at her day program) to pursue volunteer and job placements."*

- Not enough opportunities available to participate

*"There are extremely limited opportunities in the community for people who are either severely mentally or physically disabled. There are no established programs or places outside of an institution that can provide stimulation or entertainment."*

*"There are not many 'social' opportunities for persons with disabilities, especially where they would be treated as 'normal'."*

*"At times we are challenged to really search out meaningful opportunities for community involvement."*

- Staff/service provider not meeting expectations/needs (understaffing, poor staff)

*"Caregiver only takes person out on recreational activities occasionally when convenient for them. There, their goals are not being met."*

*"Service providers should attempt to maximize volunteer involvement of [consumers] as much as possible rather than provide "time fillers" in terms of activities. Volunteer*

*placements are not reviewed as frequently as they should be in terms of ongoing suitability for [consumers]. Volunteer placements need to be more '[consumer] based' as in suited to [consumer's] needs and skills, and able to provide meaningful volunteer involvement."*

*"She has lots of contacts but many times no staff is available to allow her to participate."*

2. Financing: issues surrounding the funding that is provided for supporting consumers.

• Dissatisfied

- Community costs too expensive/ lack of funding to cover costs (e.g., transportation, recreation programs, etc.)

*"... don't have a lot of money to fully participate."*

*"There should be more funding for individuals to participate in the community. Some individuals can't afford to join the gym or go swimming or bowling."*

*"Activities are fewer due to the cost of these activities."*

- Funding for additional support needed to accommodate participation in activities in the community

*"No staff funding for evening events out of the residence."*

*"Not enough funding to do more in community - lack of staff available."*

*"The person loves to go to church and community events but because of cut back in staff is not able."*

B. Participation in the Community: reasons provided for whether or not the consumer is participating.

• Unable to participate/ limited participation

*"[Consumer] has little or no involvement in the community due to health problems."*

• Would like to be more involved

*"My daughter is very sociable and communicates well. I would like to see her access more in the community."*

• Not interested

*"Opportunities available in the community but [consumer] reluctant to fully engage."*

• Recently transitioned/transitioning (moved, changing/ changed services)

*"They have just moved to new apartment."*

• Volunteers

*"My son has just started volunteering ... and appears to enjoy it. His volunteering was parent initiated and a parent goes with him."*

C. Community Inclusion: consumers' experiences in the community; feeling a sense of belonging to a social group or location.

1. Environment: external conditions (not support related) that are affecting the consumer with regards to experiences when participating in the community.

• Satisfied

- Community is involving consumers (welcoming)

*"The person is accepted into most community activities. She does feel like part of her community."*

*"He enjoys going out into the community. He knows the people in businesses, at community functions, etc."*

- Consumer thrives in the community

*"He is well liked and is continuing to gain in confidence and self-esteem due to his active participation in recreational social and spiritual activities in the community."*

*"Person has a personal network of unpaid, natural support - friends and family - that has been nurtured by the family, not by PDD."*

- Consumer's needs are being met

*"[Individual] has a great connection to his community. His supportive roommate is very good at ensuring this occurs."*

*"Very content with life as far as involvement in all aspects i.e.: volunteer, sports, social, etc."*

- Good level of participation

*"Active in community within his limits. Socializes with roommates, extended family."*

*"He does go on community outings and seems to enjoy these."*

- Dissatisfied

- Consumer needs more inclusion (friends, etc.)

*"Would love to see more of it happening. Without the person being made a workhorse, and just having fun."*

*"Should try to encourage [consumer] to seek out maybe church groups or have a coffee night so one can get to know someone especially if you're new in town."*

*"He needs someone to find a "friend" with similar interests so he's not alone so much."*

- Not enough accessible activities provided

*"Not enough is being done from the community's initiative, to include those with special needs. It is always on 'our plates', to do so. There is no spontaneity in interactions with the community as a whole - mostly contrived and one way."*

*"Many activities not available locally."*

*"There isn't a lot of things for him in our community to participate in. The community doesn't have 'open arms'."*

## 2. Access: consumers' experiences with regards to being able to enter and take part in a community.

- Satisfied

- Available transportation makes community accessible

*"Access Calgary is also a critical piece in the social area by making transportation accessible."*

- Dissatisfied

- Needs more information to understand opportunities available in the community

*"I am not sure he is made aware of various events in the community that he might like to attend."*

*"Although the [consumer] has lived in the community for approximately 2 years - they still do not know what volunteer, recreational and social events are fully available to them or how to seek them out."*

- Hard to access the community (physical barriers, transportation, etc.)

*"Our town doesn't have evening or weekend transportation except a taxi. So it limits participation especially in winter."*

*"Doesn't have her own transportation so that limits what she can do."*

- Concerned with safety

*“As years go on this person has lost vision and has had to cut evening activities severely because of uncertainty in safety.”*

*“He doesn’t do recreation or spiritual as he is afraid of being bullied. I would like to see the staff work on this area – take him swimming or to a show, or teach him to ride the bus. (he is afraid to do this because of bullying in the past).”*

## Living In The Community

### A. Supports: related to any services a consumer is receiving to maintain or improve their quality of life

#### 1. Environment: external conditions that are affecting the consumer with regards to supports that affect living in the community

- Satisfied

- Service provider is meeting expectations of consumer/guardian

*“He was previously living with caregivers who wanted less stress and was asked to be ‘re-assigned’. He is fine and happy with present caregivers.”*

*“Positive response to and relationship with staff. Health care is maintained. Staff understand her emotional, social needs as well.”*

- Dissatisfied

- Service provider/staff not meeting consumer expectations or needs

*“The agency with whom this person is connected does not bother to match up others in the home who are compatible – both mentally and/or with similar interests. We, as guardians, are rarely consulted as to place of residence where they want to live and never consulted on the choice of other residents which is our right as private guardians. This leads to problems in the home. This needs much further investigation!”*

*“[Consumer] feels staff are incompetent, because she is higher functioning they don’t provide support. [Consumer] displaying negative behaviours to get attention. [Consumer] does not feel safe in group home because of other [consumers’] behaviours, [consumer] regressed since being placed there 3 years ago.”*

- Increased support needed (e.g., living arrangement, transportation, and/or community involvement, skills training, safety etc.)

*“Not receiving the required support and unsatisfactory in regards to meeting goals.”*

*“... more staffing to get individual out in the community.”*

- PDD not meeting consumer needs or guardian expectations

*“Person wants to live by herself but PDD will never fund that so it’s impossible to do anything other than live in group home with people you do not want to live with, and have no choice who lives there.”*

### B. Living Arrangements:

#### 1. Ability to meet living needs: whether the person is able to maintain a good quality of life in their current living situation (e.g., is the house accessible? is the house/apartment affordable while still allowing for some leisure/recreational activities? etc.)

- Satisfied

- Consumer is comfortable and happy with living situation

*“She loves it where she lives in a group home. Her roommate and her get along well. She tells me she likes it and also the staff.”*

*“This person is very happy in her surroundings and is comfortable with other [consumers].”*

- Dissatisfied

- Lack of resources for meeting needs (e.g. funding, support, affordable accommodation, respite services)
    - "We have a condo where the person has been living for the past 12 years with five different live in caregivers. When the last caregiver retired we were unable to find another because of all the uncertainty regarding funding and cut backs to staff. ..."*
    - "PDD doesn't have enough money to put her into a group home."*
    - "Access to affordable housing very limited in this person's community."*
  - Current living situation leads to isolation
    - "She now has her own tiny apt and feels more productive and useful to herself and others. She seems to enjoy being alone but I worry as she is very social. ..."*
    - "She is living independently at this time but needs family support (especially in financial matters) to continue living this way – needs more social contact but is resistant."*
  - Concerns about the future (stability of living situation)
    - "Person is living with parents, but parents know this arrangement is limited due to their age – parents are anxious and concerned re. finding suitable living arrangements for person."*
    - "For the present its all good, but near future uncertain and a concern."*
2. Choice: the availability of different living options, services, and/or supports
- Dissatisfied
    - Lack of living arrangement options (e.g. living with family, congregate care, city/town or choice)
      - "Choices of living arrangements very limited. Need more facilities for older adults handicapped persons."*
      - "Groups homes are at such a premium that you take a vacancy regardless if you are compatible or not."*
      - "She must live at home with family since there is no residential care available."*
    - Lack of information/support regarding living arrangement options
      - "My daughter needs a completely controlled environment, however little to no environments appear to exist due to lack of information is provided by her support agency and her PDD representative."*
      - "It would be nice to have more information about places of assisted living,"*
    - Consumer's preferences not being considered
      - "Person lives in a group home without choice of roommates but has adapted well. ..."*
      - "Individual has not ever been provided the opportunity to choose based on service models the individuals with severe/multiple disabilities. Families are also not allowed involvement in matching roommates."*
3. Roommate: consumer experiences with the people they live with
- Satisfied
    - Happy with current roommate
      - "The roommates are very dedicated to her. Supported roommate situation has proven very rewarding to our daughter's development and happiness."*
      - "He lived with one roommate for 16 years ... Comes home to visit, talks about his roommates all the time."*
  - Dissatisfied

- Conflict occurs between roommates
  - “Lives with 3 other men - different ages and needs and different interests. Sometimes with roommates, dispute. Feels discouraged - occasionally. Minor concern at present.”*
  - “Only concern is living with one of the other male residents that is very aggressive and sometimes out of control. Concern is for my family member’s safety. There has been outburst situations when my member has been hit/punched.”*
- Difficulty finding suitable roommates
  - “A compatible roommate has been difficult to find.”*
  - “It is difficult in a rural community to find paid staff to be roommates.”*

## Getting Services

A. Supports: related to any services a consumer is receiving to maintain or improve their quality of life

1. Environment: the external conditions that are affecting the consumer with regards to supports

- Satisfied

- Services/Staff are helpful and/or stable
  - “I like the communication between the services staff.”*
  - “The services and funding our son receives is satisfactory at this time. We have been fortunate to have a reliable, consistent support worker for the past four years who works well with our son.”*
  - “If these services were not available to my child I feel that she would likely fall victim to predators in the community. She could have easily fell into drug use and criminal activity without these services.”*
- Pleased with PDD
  - “We haven’t had any problems with our services concerning PDD and are very happy with them up to this point in time.”*
  - “I’ve always been very pleased with the services and support provided by PDD.”*
- Respite services available when required
  - “Respite services are available in homes where a parent feels comfortable to leave their individual. PDD has made changes in this area for our situation, therefore at this time I am very pleased with this exemption that was made for our family.”*
  - “Respite now more available than in the past.”*
- Happy with family managed services
  - “She has ‘family managed supports’ and so purchases her own caregivers. She is thrilled with this option.”*
  - “As a self managed care parent, I am able to find my own worker, I can satisfy myself regarding their credentials and past experience, and I can let them go should they not perform to a level which I feel [meets] the needs of my adult children.”*
- Flexibility in services
  - “We have seen some flexibility - much appreciated!”*

- Dissatisfied

- Lack of accessible information about services
  - “Difficult to find out what is available.”*
  - “I’m not sure exactly what is available to help him. We have only used job search services in the past.”*

*“Not sure of our options. Has never been explained to us. Would like to know more about choice of service providers.”*

- Services/staff do not meet consumer needs (e.g., lack of services available/accessible, lack of communication among service providers, inconsistent services, transition into services is difficult, lack of staff training, turnover, etc.)

*“There is a real need to provide for the upcoming older group of people with DD. This is severely lacking with our service provider.”*

*“I feel the service provider is not doing enough to assist the residents to learn about cleanliness, importance of budgeting for expenses, and planning ahead.”*

*“With front line staff they are not always accessible, not trained, don’t know what to do (even though directed). They have taken the individual to the mall to walk around for no reason - they were also told not to do that.”*

*“My daughter requires a strong person to deal with her antics we have been unable to get this care. So we take good care of her by ourselves. It would be nice to find a qualified person who would not quit on us.”*

*“For married couples support is woefully inadequate. Staff have little or no training/experience in dealing with the dynamics of a married couple. Only one agency willing to try to support. All others refused to consider supporting.”*

- Can’t get respite (not enough workers, not enough hours allocated, not enough information etc.)

*“Difficult to get good and qualified respite worker, especially during early morning hours when the care is needed.”*

*“Respite services have not been available and we feel that this service would help with transition to living outside of our home and more independently.”*

- Not enough agency accountability

*“My case worker is wonderful. I find service provider ... was deceptive and neglected my daughter ... For health reasons I with the help of another service provider and case worker moved her out. I recommend that each service provider have an annual meeting with the case workers and parent/guardians to provide a written evaluation of the agency. The high functioning verbal persons receive good care where non verbal and wheelchair bound persons receive poor care and boards must be responsible and accessible for the providers they represent. ...”*

*“Agencies know how to use and make the system work for their needs. ... PDD’s typical response to inquiries about agencies is that they are “just the funders” and not the employers. This of course leaves the guardian with nowhere to go other than to MLA’s and ministers which raises the question of why does a government department exist for the minister when they are simply a cheque writer??. ... there needs to be more accountability from PDD in helping guardians, and especially more accountability from agencies especially those who are simply creating jobs for themselves on government/taxpayer funds.”*

- PDD not meeting needs of consumer/guardian

*“We would like more assistance from PDD staff in order to obtain services.”*

*“As a private guardian I am constantly placed in a position of defence by PDD. PDD continually pressures me to look for “efficiencies” by pairing my sons with one staff. I am continually having to “prove” the need for one-on-one staffing.”*

## 2. Financing: issues surrounding the funding that is provided for supporting consumers

### • Satisfied

- Happy with the level of funding provided

*“Getting a group home for my son was quite difficult, but getting the funding was quite simple.”*

- Dissatisfied

- Staff shortages (wages too low to attract/retain staff)

*"Day program support workers are few and far between. They are transient due to very poor pay. There is no incentive nor encouragement for them to remain in this type of service supporting special needs."*

*"... finding staff with both skill and disposition to meet the needs of an individual who requires PDD services [is an issue]. This has been an age long issue with acquiring a salary that will attract quality care givers and community support workers. ..."*

- Lack of services and programs available

*"It was very difficult to find a different service provider this year as they were unsure about the funding situation and could not prepare a budget so they weren't taking new [consumers]."*

*"... there are a limited number of service providers and those there are have staffing problems so obtaining services and finding them is never easy or quick. Respite is especially difficult to get/find."*

- Unfair/unequal funding among consumers

*"PDD needs to reassess the needs of rural families and provide funds so that rural participants can enjoy a quality of life comparable to city residents and families."*

*"I do not agree with having hours cut back when not used. Services hours should be carried to next month if not all used one month due to sickness or holidays, or other functions (e.g. family reunions) if short 5 hours, 5 hours should be added to the next month."*

- Financing for consumer/service provider is unavailable or insufficient (doesn't transfer between services, difficult to obtain)

*"Funding currently tied to the agency providing services. Needs to change so that funding follows person receiving the services, and not to be forced to stay with a particular agency which has the funding."*

*"We live with the fear that funding will be reduced, redirected or taken away. Hence it feels like we must be advocating in a way that forces us to justify our need for funding and services. The relationship with PDD could be/should be a partnership!"*

*"Funding cuts have forced the service group used for years by this person to narrow areas of involvement. For employment help/job coaching private arrangements are now necessary."*

- Not enough funding to cover respite

*"Funding for respite has been taken away, so now we have to pay personally."*

*"Funding has been chopped for respite."*

### 3. Choice: the availability of different options for services and/or supports

- Dissatisfied

- Availability of service providers (e.g., switching providers is difficult)

*"... the only agency which would accept my sister into its day program without a 6 month to 2 year wait was the agency which had been providing the residential support/care. I would have preferred an agency separate from her residential services to provide the day program."*

*"Choices for service become more limited for higher needs individuals."*

*"Initially it was difficult to get services, but now it's much better... lots of paperwork though."*

*"Need to be more option rurally for program service providers. ..."*

### B. Transportation: issues surrounding getting to and from services

- Satisfied
  - Transportation services meeting needs
    - "... During the day transportation is good."*
    - "... For all services within city limits with bus service it has been excellent. ..."*
- Dissatisfied
  - Inadequate service
    - "Handibus does not work. I do not trust them to drop my daughter at the right place. I have had to go out myself and find her and take her home."*
    - "Handibus system scheduling and coordination needs to be totally revised to meet the increasing needs in Calgary. ..."*
    - "We live in the country and need to drive into town for almost all services, there is not bus service."*
  - High cost/more funding required
    - "Mileage should be paid extra to employees when transporting to doctors, dentist, drug store, grocery shopping etc!!"*
    - "Transportation costs are high, especially for those not able to use DATS etc. ... unable to sustain with the amount of monthly AISH funding."*
  - More support needed for transportation
    - "Transportation on handibus needs supervision, They all get supervised at their home/work/day program why not on bus?"*
    - "Handicapped persons need more transportation help, mostly in winter."*

### Information To Plan And Review Services

- A. Supports: related to the planning and review process of services a consumer is receiving
1. Environment: external conditions that are affecting the planning and review of services and/or the services a consumer is receiving
    - i. Information: knowledge about the supports available to the consumer
      - Satisfied
        - Information is accessible and/or available
          - "Can be easy to access online."*
          - "The service providers agency sends us a regular newsletter that keeps us informed as to changes in funding and overall service provision."*
      - Dissatisfied
        - Information is not accessible and/or available (e.g. , requires computer access, too much jargon)
          - "I do not have internet, so I have to go to the library to get internet to find out information out their on services."*
          - "... I don't think I have been given all necessary info!"*
          - "Complicated government speak ... Download responsibilities and costs to providers, [consumers], families. Rely on service providers to 'translate,'"*
    - ii. Planning: the process of setting up the supports that are appropriate for the consumer
      - Satisfied
        - Planning involves consumer and/or guardian

*"I am a out of province (mom) guardian as such unable to attend reviews and meetings. However, I discuss and receive reports and reviews and have good relations with all concerned."*

*"I was very happy to see services that make my daughter feel in control of her future and decisions made were with her input and involvement."*

- Dissatisfied

- Services are difficult/inconvenient to access (e.g., low appointment availability, language barriers)

*"No services or information made available in a language that is useful to an ESL family."*

*"Service providers are not easy to obtain - they pick and choose who they want - ..."*

- Problems with annual meetings (inconvenient location, too long, short notice)

*"Always schedule during work hours and as a private guardian it is hard to leave my work at times twice a week and attend appointments/meetings and it is not favoured by my employer, and again no reimbursement of my lost wages."*

*"Reviews are scheduled at the "last minute" and I am not given enough notice."*

- iii. Staff and agency: issues surrounding the workers providing support to consumers and planning and review process

- Satisfied

- PDD staff are supportive

*"I have no complaints with PDD. Find them very helpful and when I have trouble here I feel very free to call our manager. Thanks."*

*"Our case worker was/is pleasant and helpful."*

- Service staff/agency is helpful and available when needed (meeting times convenient, guardian accommodated)

*"This service is very excellent and I honestly don't know where I would be without their help along with the support that is received by the service provider."*

*"I am pleased with the planning and my attendance is requested and scheduled to be convenient for me."*

*"The planning is excellent with our agency and we have as much input as we want."*

- Dissatisfied

- PDD not meeting consumer needs or guardian expectations (e.g., lack of justification/reasoning for decisions)

*"... I had bad experience with one of my sons, his worker from PDD. ... she isn't helpful, or cooperate with me ..."*

*"Funding was cut for our son (re: support neighbour) and did not receive any notice or explanation. Had to make several inquiries to find out why!"*

- Services not meeting needs of consumer and/or guardian (e.g., not suitable for needs of consumer, lack of guardian involvement, lack of follow through, no review or planning scheduled)

*"Reviews for services shows minimal improvement, if any improvement at all."*

*"Even though plans are reviewed regularly and additions/changes noted, new plans are not implemented. I think this is due to constantly changing staff within the agencies and shortage of people in this occupation."*

- Lack of communication from service provider

*"I don't believe I have ever been contacted directly by the service provider/agency about anything. All contact comes through the supportive roommate I have never received info re new initiatives or participated in any way. I have been the guardian for 3 years."*

*"The staff at the support home do not and have not ever communicated with me."*

- Inadequate staffing (e.g., high turnover, fatigue, low wages, rural areas)

*"Regardless of all the meetings and planning we are not making any improvements with our daughter's future development – because the same issue is coming back: Short staff and not enough training."*

*"Even though plans are reviewed regularly and additions/changes noted, new plan are not implemented. I think this is due to constantly changing staff within the agencies and shortage of people in this occupation."*

iv. General environment: any additional environmental factors not related to information, planning, or staff

- Satisfied

- Not a factor in FMS/FMS is working well

*"This does not factor in 'family managed' services."*

*"Currently accessing services through Family Managed Supports. Significantly prefer this than working through an agency."*

- Dissatisfied

- Not enough agency accountability or too much bureaucracy (e.g., no evaluations)

*"I do not feel there is adequate meaningful review. Staffing needs to drive the plan more that my son's goals. ..."*

*"...There is no outcome measurement, there is not concrete steps and milestone towards each goal or action plan."*

2. Financing: issues surrounding the funding that is provided for supporting consumers that impacts the planning and review of those supports

- Dissatisfied

- Inadequate funding and unfair distribution of funding leading to negative outcomes for the consumer (e.g., lack of services, staffing shortages)

*"Service providers try hard and make plans – then funds cut or plans change – always to the detriment of the [consumers]. ..."*

*"Unfortunately there is a lack of funding due to cuts and many other [consumers] are not getting the help they need in a timely manner, and falling through the cracks of the system."*

3. Choice: the availability of different options for services and/or supports

- Satisfied

- Availability of options

*"The multiple options for planning and reviewing services are great."*

- Dissatisfied

- Lack of service options (e.g., few services available in rural areas)

*"Many services I ask about can't provide for our son as he is too handicapped for their facilities. ..."*

*"I am involved with planning, review and identification of need, however, the availability of the program that suits my child is not available, there are 2 years wait list. The same*

*message is heard. Knowledge of wait lists dominates these options therefore insufficient service delivery."*

B. Transportation: issues surrounding getting to and from services and/or planning and review sessions

- Dissatisfied

- Transportation options do not meet the needs of the consumer

*"Was actually assaulted twice during transportation by the same person with the same driver ..."*

*"No transportation."*

### Overall Satisfaction With Services Provided

A. Supports: related to any services a consumer is receiving to maintain or improve their quality of life

1. Environment: external conditions that are affecting the consumer regarding supports

- Satisfied

- Consumer concerns are addressed

*"We have not had an issue that could not be resolved thru discussion. The support is efficient and effective in this area."*

*"Our communication network is a good one and staff are responsive and willing to work things out as needs arise."*

- Staff is helpful and respectful

*"The staff are great."*

*"Presently [agency] is helping our son by providing a very conscientious key worker to work along with him at his present part-time job ... Thank you!"*

- PDD providing adequate services/information

*"PDD is very open in discussion of concerns of [consumer]. Trust factor for PDD services is very high. PDD Calgary is very open to new ideas."*

*"We are grateful our province/government provides. Great strides have been made in the 50 years of our family member's life."*

- Service provider meeting needs

*"Services for my daughter are excellent as they have been for many years."*

*"We are very happy with our service provider."*

- Dissatisfied

- Staffing concerns (e.g., high turnover, shortages, low pay, inadequate supervision, staff not fully qualified)

*"All agencies are the same - large, underpaid, perhaps unskilled individuals for the most part providing little more than daycare - not suitable programs."*

*"The staff make bad decisions at times due to their inexperience and lack of training."*

- More communication with PDD or agencies needed to resolve conflict and/or concerns (e.g., fear loss of services if complaints voiced, desire formal evaluation and appeal procedures)

*"We parents and guardians are the "last to know" what changes the Board makes at Michener Centre and Service. The Boards' communication is dismal."*

*"The fear of being dumped by a provider when your daughter is such high needs and to get staff is almost impossible you will do anything to not rock the boat. But when things are going bad there is really no avenue for help as even the Client coordinator is limited in*

*what can be done. It would be great if there was a mediator to help the provider and family communicate the problems to separately be evaluated and then a course of action taken quickly to provide a safe transfer of services to another provider or have the provider come up to the requirements that they said they would provide."*

- Services not meeting consumer needs (e.g., difficult to access services, additional support needed)
    - "Doesn't have anyone to provide the one on one service needed."*
    - "Strongly disagree with staff not going into our son's room - they say policy doesn't allow them in. [Agency] policy doesn't allow them consultation with us. The policy should be directed as to each individual. Our son needs help with making a bed, or vacuuming the room, etc."*
  - Services not meeting the needs of the guardian (e.g. guardian input not considered, process of getting services is difficult, lack of accessible information)
    - "If there are decisions that I've made with the service provider, they are not always followed through."*
    - "The current service provider is not trying or attempting to contact me for involvement."*
  - Politics and/or bureaucracy within PDD gets in the way of meeting consumer needs
    - "When dissatisfaction occurred and 'proper' avenues were followed for resolution, it resulted in the individual requiring services being put at risk."*
    - "There have been on-going concerns with the service provider for a few years and it has been very difficult to deal with. The PDD staff have tried, but their hands seemed tied when dealing with issues."*
  - Not enough agency accountability (decisions, funding, etc.)
    - "The 'sub-contractor' relationship with any agency makes it very difficult to hold care providers accountable. Not being an 'employee' of the agency leaves only one avenue when problems arise: termination of services thus very disrupting for [consumers]."*
    - "Lack of knowledge about who is receiving services they provide. No one ever checks on how the individual is living etc."*
    - "That the director has made decisions using [consumer] contract dollars where it is beneficial more to staff than [consumers] (staff bonuses)."*
  - PDD not meeting needs/expectations
    - "I am satisfied with the current program my son attends, it came about from the efforts of the service provider, my family members and myself, NOT from PDD. His previous service provider should have been investigated for abuses, and our social worker with such a bad attitude from the get go ... as she did not defend our family appropriately at all. In the end, her ineffectiveness has cost our family dearly."*
    - "Appeal process took too long. We waited a year before any funding was decided upon and two years from the application."*
2. Financing: issues surrounding the funding that is provided for supporting consumers
- Dissatisfied
    - Inadequate funding reduces the effectiveness of services
      - "The resources are not provided the service provider to adequately fulfill their mandate."*
      - "When our son first moved to this residence, there was much more one-on-one (activities, etc.) Now there have been so many cutbacks, as well as formerly enjoyed swimming vetoed by Alberta Health."*
      - "Funding limits decrease growth and opportunities for [consumers]. Her life is ok, but opportunities for growth are missed, limited, not available due to lack of funding. Frustrating - sad."*

### 3. Choice: the availability of different options for services and/or supports

- Dissatisfied

- Not enough choice among services (e.g., living arrangement options, inadequate service in rural areas)

*"I know what can be done if I am dissatisfied. However, with no other support services available to provide the support - no option but to remain in this situation."*

*"Problem we have is there is really nothing for our son in immediate area for him in his condition."*

- Lack of flexibility in services to meet individual needs

*"Because our son is brain-injured, NOT developmentally disabled, there are really not many services available to him that are appropriate for HIS needs."*

*"There are many wonderful services available for individuals with needs. The greatest difficulty is a "flexible" service provider in combination with funding and staffing."*

### B. Transportation: issues surrounding getting to and from services

- Dissatisfied

- Transportation services not meeting consumer needs

*"... Handi-bus has been our greatest con. All should have equal rights to availability, they depend on this to get out of their homes. This is one area that needs to be addressed."*

*"Staffing issues and transportation are difficult for increased community involvement."*

### Service Provider Staff

#### A. Supports: related to any services a consumer is receiving to maintain or improve their quality of life

##### 1. Environment: external conditions that are affecting the consumer regarding supports

- Satisfied

- Services have been consistent and meet consumer expectations/needs

*"Services staff have worked hard to develop an understanding of the complex needs of our family member."*

*"The overall service for my daughter is beyond anything I could have expected - in spite of there being very many [consumers] ... personal attention is given in every way possible."*

- Dissatisfied

- High turnover among staff resulting in negative experiences for consumer (e.g., shortages, fatigue, lack of consistency, more pay and benefits needed)

*"Paying the staff a higher wage would enable agency to get better qualified staff."*

*"There has been many changes in staffing, and very hard at times to find qualified replacements. Staff need to be paid adequately to ensure long-term commitment."*

- Information needs to be more accessible (e.g., PDD decision making processes, service provider options)

*"I only became aware of PDD in late 2007. My son entered the "system" in 1990. He was with the same agency for 20 years. I was never made aware by anyone regarding the existence of another agency that provided the exact service I was looking for."*

*"I have to figure out what else is available on my own. ..."*

- More accountability required by services (e.g. formal evaluations and complaint procedures)

*"There is no accountability of the service provider to PDD."*

*"I find Service Provider staff (most; not all) to be unreliable. They appear to be attentive and agreeable to the guardian, but once we are gone they do not follow up on instructions and/or carry out our wishes. They plead ignorance and/or accuse other staff of not doing it. When supervisors are informed, they seem sympathetic and understanding, but nothing is ever really done to fix the problem. Seems to be very little accountability. This is very frustrating and has in the past caused big, big problems."*

- Bureaucracy getting in the way of meeting consumer needs

*"I find the staff excellent! Sometimes their hands are tied due to rules and regulations."*

*"The staff are helpful and do their best. It is the funding and 'red tape' that hinder the process."*

- Services not meeting consumer/guardian needs

*"Calgary needs service providers who can be much more flexible, their employees need to be much more knowledgeable and professional. I would like to see service providers that can adapt to the individual instead of trying to fit the individual into their narrow and limiting options."*

*"The service provider is unable to meet this person's individual needs. Most of the time, the [consumers] are grouped together to provide a more economical outcome for the service provider."*

## 2. Financing: issues surrounding the funding that is provided for supporting consumers

- Dissatisfied

- More funding needed to meet consumer needs

*"Staff care but I am told their hands are tied, no funding, make do."*

*"There are times when care providers wish to enhance his quality of life with extras, but are turned down by administration or cutbacks."*

## 3. Choice: the availability of different options for services and/or supports

- Dissatisfied

- Lack of choice in services (e.g., rural areas, specialized needs, programs full)

*"Need to provide funding when the only program offered is not an option. Workers and [consumers] cannot find a decent program on their own."*

*"We are fortunate to have been able to recruit and retain a staff member from our community. Before this, we were unable to secure reliable workers through the agency due to the distance they were required to travel to service our child's needs."*

## 4. Staff: issues surrounding workers providing support to consumers

- Satisfied

- Service staff are helpful and meet needs of the consumer/guardian

*"The staff ... are wonderful people. The staff care about each individual."*

*"The staff are wonderful. They always let me know about concerns my sister has and how they deal with everyday moments she expresses with distress regarding problems."*

- Dissatisfied

- Better communication between guardians and staff (e.g. ESL sensitivity, more frequent communication, phone calls returned, guardian input in disciplinary action)

*"We have found the staffing being changed without consulting us rather frustrating!"*

*"We would like more contact with the service provider organization. It is currently up to me to initiate this contact."*

- Staff not meeting consumer needs (e.g., inexperienced, poor language skills, not enough support provided, tardiness, lack of training, etc.)

*"Because of the low wages, there is a tendency to hire people 'off the street' - I hope the training provided is adequate - there have been some 'bad apples' hired, which concerns me. Some have no common sense."*

*"Certain staff do not meet the goals of the service plan."*

## PDD Staff

### A. Supports: related to any PDD services a consumer is receiving to maintain or improve their quality of life

#### 1. Environment: external conditions that are affecting the consumer regarding PDD supports

##### • Satisfied

- Helpful and dealt with issues

*"We have always been dealt with fairly, promptly, and with compassion by the Southern Alberta PDD staff and office (Lethbridge). Without PDD assistance our daughter's quality of life would be severely diminished and our own state of well-being greatly compromised. We are very grateful."*

*"I really can't say enough kind words about the PDD staff we were involved with. Huge hearts with very clever minds. Keep up the strong commitment!"*

- No difficulties experienced

*"Have not needed or had issues ..."*

*"I have not had any serious issues to deal with. Initial experience was excellent."*

- Satisfied with services accessed

*"The staff are great and I have been pleased with their services."*

*"The PDD staff has been very prompt and professional since we started using the services in 1991."*

##### • Dissatisfied

- Need more communication/contact (e.g., lack of staff for number of consumers)

*"I am unsure of who my son's Client Services Co-coordinator is. There was no contact, even when his funding was cut, nor when it was re-instated."*

*"We are not always notified when our PDD worker is changed and have little if any contact with them. Do attend meetings that are held by PDD but these are not always helpful in gaining information."*

- Lack of accountability (justification, monitoring of service providers, evaluation of case workers, appeal processes)

*"No investigation has been talked about surrounding recent issue of [consumer] moving out, directly from PDD."*

*"Appeal process is extremely stressful on families."*

*"Tried to appeal a decision but go such a run around and waste of my time, it was finally dropped, ..."*

- Needs of consumers not met (inappropriate decisions, lack of follow through/initiative, few resources for adults)

*"Unfortunately, there has been much debate between the PDD staff and AHS about funding this person in the community which has lead to the person being left in an undesirable situation. Funding was finally approved for residential placement which may now be jeopardized due to the lack of funding for a day program."*

*"PDD staff cannot use a cookie-cutter approach with [consumers]; no two individuals have the same abilities or needs. When parents/guardians state that a plan will not meet their family member's needs, they must be respected for knowing that individual's strengths, weaknesses and needs, not argued with and told to make the individual fit the mold."*

- Too much bureaucracy leading to inflexibility

*"The problem at PDD is not the staff, the problem is administrative processes. Staff are knowledgeable but cannot seem to make decisions quickly or at all because they have no authority."*

*"PDD has become such a big bureaucracy that it is virtually impossible to get an answer in a timely fashion. Apparently every question has to go through co-ordinator, supervisor, contract manager, program manager ... Much more red tape to go through these as compared to when they first started in PDD ..."*

- Need to have more focus in rural areas

*"... needs to reassess funding that should be available to rural families in transporting their family member to a program at the city. Moving their member is not the answer - placing our family member in a group home setting would also cost PDD more monies - better mental health if family member stays in their home environment - need to be involved in programs though."*

- Need more accessible information

*"I have never been told how to resolve ... issues if they arise. I find that over the years PDD had become more provincial and less people."*

*"Social service contracts should give parents a package on info as to who to contact to access adult services well before individual reaches adulthood. Some parents do not know where to begin and need help to file proper forms."*

- Staffing (worker turnover, burnout)

*"The only concern I have is that in the past year there seems to have been a big turn-over of staff. You get used to a person then when you phone they are no longer there."*

*"PDD does their best but there are so many layers of government. They do their best but as in many government workers they are stretched to the limit with caseloads."*

- Needs of guardian not met

*"I do not know how to contact PDD so I can't ask them to help us when it is needed."*

*"PDD staff need to be a little more helpful and supportive for families in a crisis situation."*

*"It seems like I always have to go to my MLA or higher levels for PDD to stand-up and listen to me."*

## 2. Financing: issues surrounding the funding that is provided for supporting consumers

- Dissatisfied

- Need additional funding to support consumer needs and services (e.g., transportation, staffing)

*"I know that funding for PDD has been cut so much. There is only so much PDD can do with limited funding and again it is the [consumer] who suffers."*

*"There are times when understaffed and everyone must go to same place like bowling. Those that can't bowl or don't want to must sit and wait in bowling alley and do nothing...but wait to be bussed home."*

## Information on PDD Community (Regional) Boards

### A. Supports: related to any services a consumer is receiving to maintain or improve their quality of life

1. Environment: external conditions that are affecting the consumer regarding supports and the involvement of the PDD Community Board

- Satisfied

- Services provided meeting needs

*"Satisfied with all services."*

*"I am very satisfied with everything that is going on with my son or daughter's care right now."*

- Guardian input is valued

*"We feel included as we are invited to participate in planning and other issues."*

- Community board meeting expectations

*"PDD is doing a great job! A+! I think they try within their budget. They seem honest and fair in my opinion."*

*"I feel that the PDD has finally made changes (especially in our somewhat unique situation) with caring, efficiency and keeping the individual's best interests at heart. In the past, this has not happened, but I finally see a very different and adaptive PDD board. Thank you for caring and making exemptions where possible."*

- Dissatisfied

- Opinions expressed by guardians not considered/lack of input

*"Don't feel connected to local decision-making."*

*"How would they know of concerns, or positive feedback I get a survey once a year. And every year I make the same comment that the board should consist of ½ parents and half others. But that hasn't happened. ..."*

- Lack of accountability (monitoring service providers, justification of decisions)

*"I would like PDD to have unannounced visits to the group homes to check if they are run properly to satisfaction ... And that proper food is supplied as agreed by the agency."*

*"Program operators should be more accountable to the Regional Community Board because many programs are not doing as promised i.e. finding employment."*

- Lack of communication

*"I have had very little info sent to me or contact made by any PDD board members in the years I have been a guardian."*

*"When I contact PDD I am always directed elsewhere, telephone tag ensues. I usually give up trying to contact."*

- Not meeting the needs of individuals (slow to respond, removed from consumer concerns, PDD not meeting mandate)

*"The region is too big, some parts of central are too far away from the hub. PDD Boards did not pay attention to the lack of developing trained/skilled staff and have not set a direction towards this at all."*

*"The board is not in the know. More could be out there for [consumer] and family to keep informed."*

*"PDD does not listen to rural [consumers]."*

- Lack of standardization across regions

*"There should be one central board to ensure all regions have the same input standards and policies throughout Alberta. And maintain a continuity in the province."*

- Decisions about consumers should not be universal/need to consider the individual

*"Feel individual does not come first."*

2. Financing: issues surrounding the funding that is provided for supporting consumers

- Dissatisfied

- Funding not meeting consumer needs; creates long waiting lists for services

*"I feel that some of the new initiatives that are being put forward re. funding etc. are possibly not in the best interest of all [consumers]."*

*"There is ongoing funding issues that affect our service providers therefore affect the services my child receives."*

- Should not have boards; takes too much money for administration and doesn't leave enough for frontline wages

*"Again, what is the purpose of the Board? Policy is directed by the government and the agencies providing services. There is no need for this extra layer of bureaucracy with all the staff involved that could be better utilized providing direct care."*

*"Why do we need a community board? Part of the budget for this region goes to operating the board. I would much rather have those \$\$ go to wage increases for our front-line staff."*

- Increased funding for administration/staffing (wages)

*"PDD needs to be adequately funded so they can do a decent job for all individuals who meet the criteria for PDD funding."*

*"Increase staff wages to hire more staff that are qualified instead of just glorified babysitters!"*

### 3. Information: knowledge about the PDD services and/or supports available to consumers

- Satisfied

- Enough information about PDD is available and accessible

*"I am aware of the board but have had no experience with them, other than being informed of general information. I am satisfied that the website (or email) can provide most information I require."*

*"We are located 100 miles away from [the city]. We can't comfortably get to the city. The written materials provided by PDD ... have been helpful."*

- Dissatisfied

- Not enough information about PDD or services is available

*"... There also needs to be more information of the workings of the Community Board besides the monthly meeting minutes posted on the PDD website."*

*"I believe that the PDD board needs to be more accessible to its users - that is the [consumers] not the agencies."*

*"Now that newsletters are done electronically, I do not know what is happening or who are on the Board. I have Internet but seldom use it. I find it easier to read a hard copy because I can read it anywhere (e.g., when I am waiting for an appointment.)"*

- Meetings not convenient/accessible (e.g., during the work day when guardians are working, short notice, guardians not informed of meetings)

*"I try my best to become acquainted with the community board and because of my job schedule I am unable to attend any meetings as much as I want to. I would like to attend a meeting."*

*"Scheduled meetings are when I am working."*

### 4. Alberta Provincial Government: issues surrounding the Alberta Provincial Government

- Dissatisfied

- PDD needs more leeway from the government in setting individual plans

*"I feel that the PDD board listens, but they are powerless against the ministry and therefore they can only follow the same decision that [the province] recommends. ..."*

- Boards should be more active in lobbying government to address concerns (funding, staffing)

*"I think PDD should take more of an advocacy role to try harder to support disabled individuals, rather than just cutting funding to agencies."*

*"Last January 2010 a group of citizens concerned about the budget cuts to PDD funded individuals held a rally to move the government to not reduce funding. Isn't this the job of the community board to advocate on behalf of people with developmental disabilities and insure no harm to them?"*

## Further Comments

A. Supports (PDD and service providers): related to any services a consumer is receiving through PDD or an agency to maintain or improve their quality of life

1. Environment: external conditions that are affecting the consumer regarding services and/or supports

- Satisfied

- Satisfied with services/staff

*"[Individual] is doing very well in his current placement and that is due exclusively to the commitment and skill of his supportive roommate. PDD funding allows that supportive roommate to maintain his involvement - he is not well paid for this 24 hour a day job, but he is dedicated. ..."*

*"Satisfied with the direction and service that me son has been provided with."*

*"Excellent care providers."*

- Satisfied with Living conditions

*"Our [daughter] has always received excellent TLC since she went to live at Michener Centre. The staff members have always understood her needs and have responded quickly."*

*"We are overall pleased with the agency that runs the home. Have not had to contact PDD much. My daughter is very happy and well adjusted to her home."*

- Satisfied with PDD

*"... I just know our [PDD] facilitator and they are great. I am very grateful for their kindness and professionalism."*

*"...Every single [PDD] staff I have dealt with this last year has been tremendously helpful and compassionate in the end."*

- Dissatisfied

- Need more qualified staff and retention of staff; turnover hurts the consumers; fair wages for staff

*"Due to funding cuts, staffing is harder to get and can impact individual negatively in the future."*

*"Staff turnover is huge, pay more to front line staff."*

- Service provider/staff not maintaining appropriate services and/or living conditions

*"... When [my sister moved] I was assured that she would have adequate support in her daily living and I am not sure that is always happening. She is type II diabetic and I am not sure she is always eating the correct diet. ... She needs a lot of supervision and in having said this there is more onus on my husband and myself to assist her with domestic duties. ... I am not really sure how much support she is receiving daily in all areas that are required. I do find that her hair looks pretty bad some days, and when I pick her up I do ask her to*

*have a shower and change clothes so that I can take her shopping with me. So what happens most days when I am not there to give her the reminders??"*

*"... One agency ... has a home that really abuses the [consumer's] hours. Hopefully someone will report to you, I was sure they planned to make you aware of the unethical practices of this agency and their manager at a certain group home."*

- PDD not meeting the needs of the consumer

*"My belief is that the board ... does not have the resources to do 'bottom up' planning to define needed resources and programs for Calgary's community it services. Rather it is required to execute a 'top down' defined strategy that dictates how much funds are given and how they are (broadly) to be spent. Consequently there is a disconnect between the needs of the community and the resources PDD has to address those needs."*

*"The support in South appears to be less, including flexibility in meeting specific [consumer] needs."*

- Community needs to be more involved (increased employment opportunities, activities, etc.)

*"Services are appreciated. The initiative to embrace community is difficult when employment and volunteerism is limited in these areas. Education within the community or public needs attention in order to enhance this goal."*

- PDD is too bureaucratic and not meeting consumer needs/mandate (lack of communication)

*"PDD South is top heavy, no service coordination. Calls are not returned promptly. No ability to be flexible with services."*

*"I find the PDD South region office to be extremely top heavy. There is no service coordination provided. The funding is inadequate for many of my [consumers]. The inability for PDD to "think outside the box" or fund creatively impacts services to my [consumers]."*

- Increase quality and availability of respite services

*"I feel it would be of importance if there were respite places available on a weekend to give the caregivers a break when needed. I do not know of any such places. ..."*

*"Respite has never been possible no providers would accept her due to multiple issues regarding her health."*

- PDD does not provide enough support when needs are high (in crisis)

*"I reported, on numerous occasions to PDD abuse, and PDD did not listen to me so I went directly to the government. ... I found the present agency on my own ..."*

*"When we ran into serious difficulties with an agency there was no meaningful support. In retrospect I believe this was largely due to poor communication, lack of understanding (the [consumer] services worker had no idea who my child was although a great deal of information had been provided to both the agency and PDD over the years) and lack of service."*

- Services not meeting consumer needs/need more accountability (e.g., long wait lists, ensure consumer safety)

*"Need to access services, we are currently on 5 lists. 'The person' is home alone during the day and her psychiatrist feels this is not acceptable. Employment has not worked out as unsupported work environments are too stressful."*

*"I would love to see positive changes to this system. ... I feel that disabled people do not receive the care they so desperately need and deserve."*

*"The PDD board has to make the service provider more accountable for the delivery of their services to the [consumers]. Service provider is not delivering service to the [consumer] in the best interest of [consumer]. Service provider staff do not have any accountability to [consumer's] guardian and trustee."*

- More cooperation/coordination needed between agencies and between agencies and PDD
    - “PDD has been virtually invisible to us once our son’s level of funding was determined. Our involvement/relationship is with our service provider. We are not your customers - the service providers are and PDD should concentrate their efforts in improving their relationships with their service providers in order for these agencies to further improve services and supports to their [consumers].”*
  - Services in rural areas need to be improved
    - “I would welcome a discussion related to service options in [rural areas].”*
    - “The main issue we face is access to service in the rural area. I understand the difficulties associated with this, however it seems important to note.”*
  - PDD should have more contact with the government (lobbying, input for AISH rules)
    - “The PDD board and PDD department need to be more vocal and really let the government and the public know how many families are suffering because of inadequate funding. ...”*
    - “I know that PDD Edmonton does their best with the funds that they are allotted to serve our individuals, however, there needs to be a stronger voice to inform the Minister of the need to increase funding to meet the needs of individuals.”*
  - Services not meeting needs of guardian (input, support, accountability for services provided)
    - “Regarding decisions made by PDD and the Agency: guardians sign over the funding to agencies for a service. I have nothing in writing to say the amount although PDD and the Agency know. I do not. I am the one who negotiating the amount according to the services needed in the beginning. It appears that PDD and the Agency are working less and less with the guardians. This is not right. We should be copied on all decisions regarding our son or daughter.”*
    - “I do not agree with change in funding model. Parents and guardians have lost control and ability to see accountability. Little involvement regarding budget or accountability of use of budget by care provider.”*
  - Need more consistency in services and across regions
    - “Wages across [the] region vary from agency to agency - why?”*
    - “I strongly think staff working in group homes across the province should be making the same wage as well as having more training. Over the last 12 years a lot of staff have quit and gone to work for a higher paying service provider. This affects the individuals in care. ...”*
  - More assistance for family managed supports
    - “We have self-managed care and it would be great to ‘touch base’ with other families on self managed care.”*
    - “... for FMS - more of a resource centre for family and support workers.”*
  - Need to consider the individual
    - “Every person who use PDD services is unique with many different needs and should get individual attention to their case. There should be some flexibility so every essential life needs of individual are met.”*
    - “FASD is growing faster than PDD resources. The one size fits all approach does not work. ...”*
2. Financing: issues surrounding the funding that is provided for supporting consumers
- Satisfied
    - Happy with funding provided

*"... I do appreciate the funding for the basic needs."*

*"... Service provider makes every effort to meet her needs and it appears that she has the funding to meet those needs."*

- Dissatisfied

- Inadequate funding is negatively affecting services (e.g., service shortages, poor wages, reduced community involvement)

*"Because of salary inequities staff turnover at the agency level tend to be high. People with disabilities react poorly to changes."*

*"What I have found is that PDD provides the very basic needs for an individual. But as far as community involvement, recreation, transportation these are left out - not enough money. This makes it very difficult for a [consumer] to meet their goals to have a well-rounded life - basic physical needs are only met."*

- Discrepancies in funding standards need to be addressed

*"I would like to see support funding for individuals to be more equitable. 2 hours of support per week is inadequate - it translated into about 30 minutes of actual tie to the individual when you subtract travel time and report writing. ..."*

*"Why is funding not tied to the individual based on need? Especially when they are getting into senior health issues?"*

- Funding for family/caregiver support desired (e.g., family managed supports, paying a family member)

*"Personally I would like the funding that goes to the caregiver and group home being offered to the family. I know beyond a shadow of a doubt my child would rather reside at home. If I would have been given the option of receiving the monies my current caregiver receives it would have enabled me to stay home with my child. ..."*

*"I would like to see funding available for a person who chooses to live at home. I know the policy (or so I've been told) that PDD will not supply any family member with funding to 'care for' a person with disabilities. I would strongly recommend that this would change."*

*"In respite to enable relatives to provide respite."*

- AISH funding inadequate

*"I do have a concern about the working issue for AISH [consumers] within our agency coverage. Some of the [consumers] love to work and it gives them great satisfaction and accomplishment in their lives. But when this work exceeds their deduction maximum and claws back AISH money this seems unfair. I would really like to see the amount able to be made increased before they deduct it from AISH."*

*"Families will need to be alerted to continue supplementing the needs of persons on AISH, as said monies are not adequate to impact and affect quality of life issues. E.g. clothing replacement costs (winter coats, boots, dress wear, casual wear). Travel costs far exceed AISH allowance needs once room and board and agency affiliation fees are factored into the scene. Where is money for clothing needs, toiletries, dry cleaning, community access fees? This is where families will need to continue paying during the life of that PDD individual."*

## B. Information: knowledge about the supports and/or services available to the consumer

- Satisfied

- Information provided by PDD is helpful

*"We appreciate receiving the PDD materials and file all materials for present and future reference, in the past we have made contact with the Gov. of Alberta agencies that serve our person."*

- Dissatisfied

- PDD needs to communicate with guardians/consumers more (e.g., more convenient meeting times, more accessible information)

*"... PDD needs to make itself more accessible to parents and guardians."*

*"I don't remember getting any information from them. Apparently there was a banquet a few months ago that I could have attended with the person who is my family member and I was never told about it."*

*"More communication with PDD staff for my adult child/dependent. No one seems to check in to see how things are going, should any changes be made, suggestions, ongoing intros of new staff for my daughter."*

- More information is needed to help guardians/parents/consumers through the process and in choosing appropriate services

*"I would like to know more about what other services are provided by PDD other than respite which has been the only service we have accessed in the 2 yrs. my son has been eligible for PDD funding."*

*"I would like information about in home service - what agencies, cost, etc. What is available?"*

*"I have never been informed about respite and I could use it a couple times during a year. ..."*

#### C. Choice: the availability of different options for services and/or supports

- Dissatisfied

- Limited agencies and service/program options (e.g., seniors)

*"We are disappointed in the lack of service providers and programs! ..."*

*"We need more available day programs."*

*"Board should focus on providing supports to allow options for living accommodation choices."*

#### D. Concern for the future: worry about potential loss of supports, services, and/or living accommodations for the consumer.

*"We have learned so much lately re cuts to funding of service that we are very nervous for the future of a good program for our person."*

*"My son has been at Michener Centre ... He has received excellent care and schooling also participates with his friends at the rec centre - life has been good because of the excellent staff. But I realize there's a move ... to close Michener by the board. This would be a disaster for my son and his friends, housemates, and staff. Each day I pray this will not happen - hopeful the Board will ... not ever close Michener Centre."*

*"... A new area that is poorly addressed by PDD ... people with developmental disabilities and the aging population and staff in this field. As persons with disabilities are living longer lives due to science and medicine this is going to be a very important area to address today and in the future."*

#### E. Transportation: issues regarding getting to and from services, events, etc.

- Dissatisfied

- Transportation too expensive

*"Travel costs far exceed AISH allowance."*

- Not enough service available/issues with service

*"Action should be taken to terminate discrimination against mentally handicapped individuals by Access Calgary. ... Whereas Calgary Handi-bus took care to train their drivers in coping with behaviour which could occur from time to time as a consequence of mental handicap, Southland complains to Access who has travel for the "offending" passenger. ..."*

*"I do have a concern regarding transportation - vehicle seems often to have difficulties and a shortage of drivers - which does affect their attendance at [agency] and outings."*

- o More funding needed for transportation costs

*"I would like to get my KM reimburse for when he goes for respite. I drive 400km round trip to meet my support worker, transfer [consumer] and come home. ..."*

*"My main concern is the mileage [consumers] who live out of the city have to pay. AISH recipients living in the city get a discounted bus ticket. Why can't [consumers] living out of the city get a break for mileage - some of these individuals can not afford to go on outings."*

F. Thank you (funding/service)

*"I am thankful for the resources our Country has for our disabled. ..."*

*"I appreciated very much the 4 information gathering workshops you had. I did feel you listened well and noted the same what was said. I think you are sincere in what you are about. I also feel there is still much to do and it will take time and energy and co-operation on our part as well. Thanks you!"*

*"I would like to say that I appreciate and thank the members of the PDD board for their hard work and commitment to PDD recipients and their families."*