

The background of the cover is a light beige color with a dashed golden-brown border. It features several abstract, flowing shapes in shades of golden-brown, purple, and white. A prominent shape is a large, curved, leaf-like form that dominates the lower half of the page. In the top right corner, there are two overlapping leaf shapes, one in golden-brown and one in purple. A solid purple line and a dashed golden-brown line curve across the upper portion of the page, starting from the left and ending near the top right leaf shapes.

Results Report:
**Community Living
Society**

May 2011





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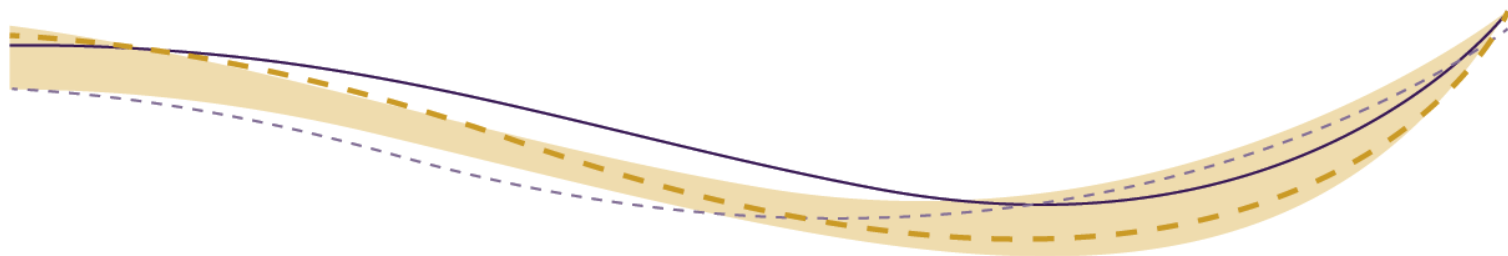




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Introduction and Service Provider Profile

From January 24 to March 28, 2011, Community Living Society (hereafter referred to as CLS) partnered with Community Living British Columbia (CLBC) as part of a demonstration project to assess the quality of life of persons with developmental disabilities receiving supports and services from providers in the Fraser Region of British Columbia. This report provides a summary of project findings for participants who received services and supports from CLS.

Survey Process

Using a survey instrument developed through literature review, focus groups, engagement of an international expert, and pre-testing, the My Life: Personal Outcomes Index™ survey gathers information on quality of life for adults who receive CLBC funded supports and services from a service provider contracted through CLBC, of which CLS is one. All data were collected via surveys administered to the individuals receiving services or, in cases where individuals were not able to understand survey questions on their own or were unable to communicate their responses, through proxy respondents who answered survey questions on behalf of the individual.¹

Number of Adults Served

CLS provides supports to approximately 228 adults with developmental disabilities in the Lower Mainland of British Columbia.

Survey Sample

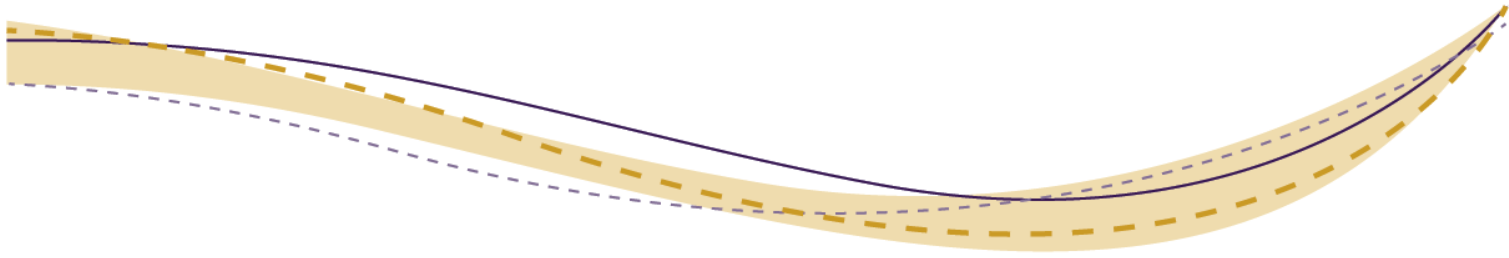
Of the 228 adults served by CLS, 62 were surveyed. Of these 62 adults, 24 (39%) answered the survey via self-report while surveys for 38 individuals (61%) were completed by proxy respondents. To achieve completed surveys for 62 individuals, 94 were invited to participate resulting in a response rate of 66%.

Based on this sample size, results reported in this document are accurate $\pm 10.6\%$ at a confidence level of 95%. That is, we are 95% confident that the results reported here are accurate $\pm 10.6\%$.

For example, if 50% of respondents reported that they have paid employment, we could say that we are 95% confident that between 39.4% and 60.6% of the population of interest has paid employment.

Note: The $\pm 10.6\%$ rule only applies to percentages. The confidence intervals for each domain score are provided in Appendix A.

¹ A proxy respondent is someone who responds to the survey on behalf of an individual who is unable to understand the survey questions him/herself or who is unable to communicate his/her responses. In such instances a family member or legal representative of the individual, with input from the individual if possible, was asked to provide the names of two people who had known the individual well for at least the past twelve months and had an understanding of the individual's current life experiences and circumstances. These people were then contacted and asked to complete the My Life survey on behalf of the individual (as proxies for that individual). The responses of the two proxies were then averaged for all survey questions.



Proxy Respondents

Surveys for 38 individuals (61%) were completed by proxy respondents. A total of 76 proxies were surveyed.²

Proxy respondents (n=76) had the following relationships with respondents:

- Parent 20%
- Other family member 25%
- Friend 0%
- Staff 50%
- Other 5%

Of those proxies reporting their relationship as "other", all were advocates.

Location of Survey Administration

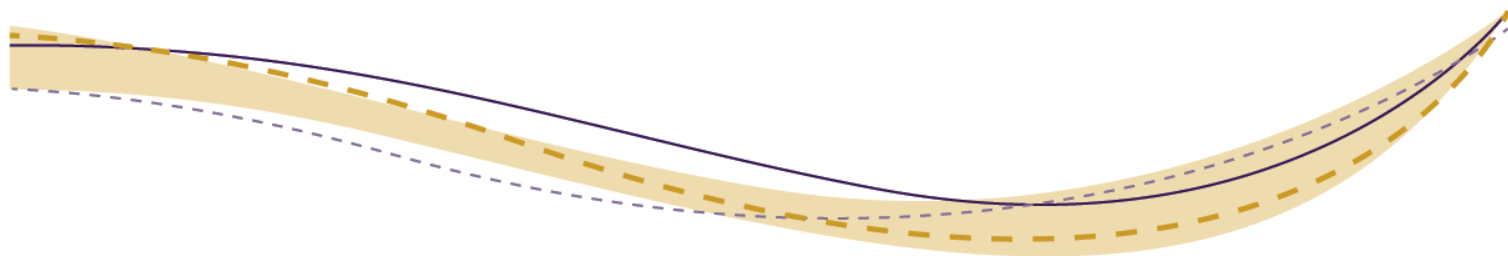
Of the 100 surveys that were completed (24 by self-report respondents and 76 by proxy respondents), surveys were administered in the following locations:

- Central³ 15%
- Day service 69%
- Respondent's home 8%
- Other 8%

Where survey administration occurred at an "other" location, all surveys were completed at the CLBC main office.

² When possible, two proxies are surveyed on behalf of a single individual. Thus, the number of proxies completing surveys exceeds the number of individuals represented by proxy respondents. For example, if four individuals are represented by proxies and there were two proxies surveyed for each individual, then there would be eight proxy surveys completed for those four individuals.

³ "Central" refers to the service provider's main administrative office.



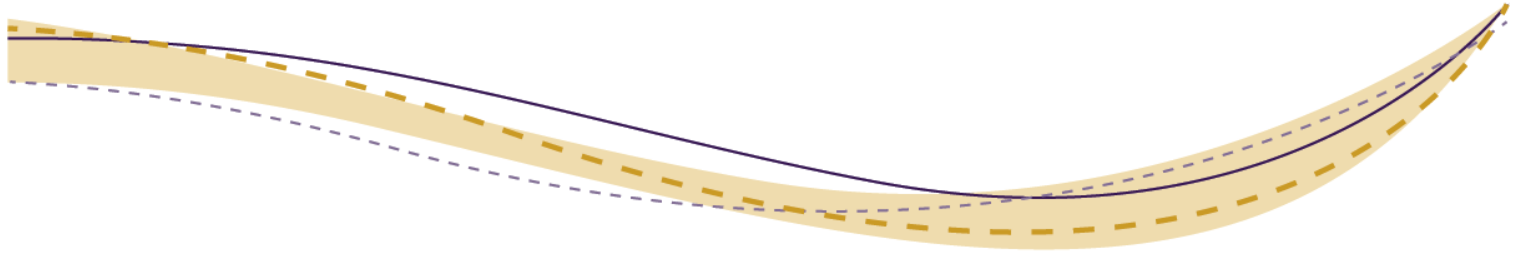
Profile of Adults Served⁴

Based on the survey sample (n=62), adults served by CLS have the following characteristics:

- Gender: 60% of adults served are male and 40% are female.
- Age: Adults have an average age of 44 years with the following age breakdown:
 - 19 – 24 years: 10%
 - 25 – 34 years: 14%
 - 35 – 44 years: 26%
 - 45 – 54 years: 27%
 - 55 – 64 years: 18%
 - 65+ years: 5%
- Legal Status: For 19% of individuals there is committee representation in place and for 18% of individuals there is a representation agreement in place.
- Type of services provided: Adults receive the following types of services:⁵
 - Residential
 - Supported living (outreach support or cluster living) 2%
 - Shared living (home sharing or live-in support) 2%
 - Staffed residential 66%
 - *Total: residential services* 70%
 - Community Inclusion
 - Employment 0%
 - Skill development 15%
 - Community based 69%
 - Home based 0%
 - *Total: community inclusion services* 84%
 - Support for Individuals and Families
 - Psychological 0%
 - Behavioural 0%
 - Support coordination 0%
 - Home maker services 0%
 - *Total: support for individual & families* 0%
 - Respite
 - *Total: respite* 0%

⁴ Data used to create the demographic profile of adults included in the survey sample served by CLS were provided by CLS with the exception of employment status, for which information was obtained from a survey question.

⁵ Some individuals may not receive any services from a particular service category, some may receive more than one type of service per service category, and some may receive services from multiple categories, so percentages may not total 100%.

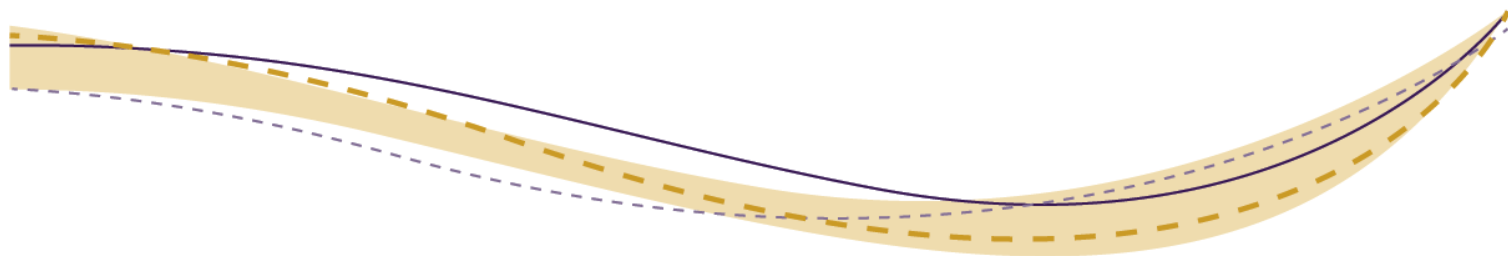


- **Monthly support costs:**^{6,7} Estimated monthly support costs for adults are most commonly in the range of \$8,000 to \$9,999 (for 24% of adults), followed closely by \$10,000 to \$14,999 (for 23 % of adults). Specific breakdown of monthly support costs is as follows:
 - \$1,000 - \$1,999: 15%
 - \$2,000 - \$3,999: 16%
 - \$4,000 - \$5,999: 10%
 - \$6,000 - \$7,999: 10%
 - \$8,000 - \$9,999: 24%
 - \$10,000 - \$14,999: 23%
 - \$15,000+: 2%

- **Employment status:** Employment status of adults receiving services from CLS, based on response to a survey question, is as follows:
 - Yes, have a job that pays money: 28%
 - No, do not have a job that pays money: 68%
 - Don't know 4%

⁶ Where known, the service provider indicated the exact amount of funding allocated to the individual receiving supports. Where the exact amount was not known the service provider divided their overall funding by the number of Individuals supported and estimated the portion of funding that could roughly be assigned to each individual.

⁷ Dollars identified represent the estimated costs for services at CLS only. If individuals receive services from another service provider that cost is not included.



My Life: Personal Outcome Index™ Results

When considering My Life: Personal Outcomes Index™ results, it is important to understand how to interpret the information that is presented. Thus, this section first provides a brief discussion of how to interpret the data, followed by a presentation of the actual results and, finally, a discussion of those results and next steps.

Interpretation of Data

There are two areas to consider when interpreting the data provided in this report: reliability of the data and conceptualization of quality of life.

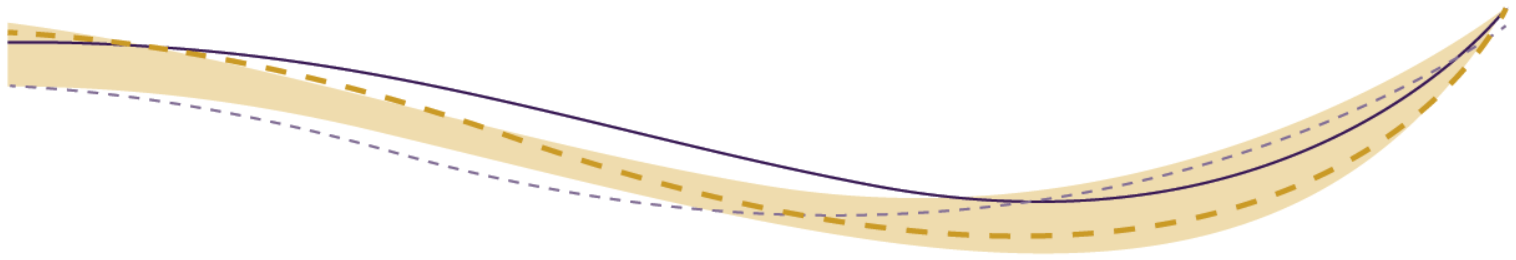
Data Reliability

The results presented here are based on individuals' responses to the survey instrument. The process used to develop the instrument and select the survey sample was methodologically rigorous, and analysis showed that the data collection process was reliable. In addition, reliability analysis demonstrated that the instrument is strong. All eight domains yielded high reliability scores. Thus, while the survey instrument is still in early years of implementation, reliability analysis indicates that results can be interpreted with confidence.

Understanding Quality of Life

Quality of life is conceptualized in eight domains:

- Emotional well-being – investigates areas such as respondents' feelings of safety, self-concept and trust
- Interpersonal relations – focuses on relationships, supports and interactions with others
- Material well-being – focuses on topics such as financial status and personal possessions
- Personal development – investigates areas such as opportunities for personal growth/skill development, access to information and feelings of personal value and achievement
- Physical well-being – concerned with physical health, access to health care and areas related to a healthy lifestyle
- Self-determination – includes concepts such as perceptions of autonomy and personal control, choices and ability to express oneself
- Social inclusion – focuses on such areas as community integration and participation
- Rights – investigates issues related to one's personal right to make choices and decisions



In the theoretical quality of life framework adopted, each of these domains is connected to one of three overarching factors:

- Independence (personal development, self-determination)
- Social participation (interpersonal relations, social inclusion, rights)
- Well-being (emotional well-being, physical well-being, material well-being)

Presentation of Results

The average domain scores for adults served by CLS (n=62) are presented in the following chart. Scores are presented on a scale from 0 to 10, where 0 represents low quality of life and 10 represents high quality of life.

Figure 1. Average CLS scores across My Life: Personal Outcomes Index™ quality of life domains

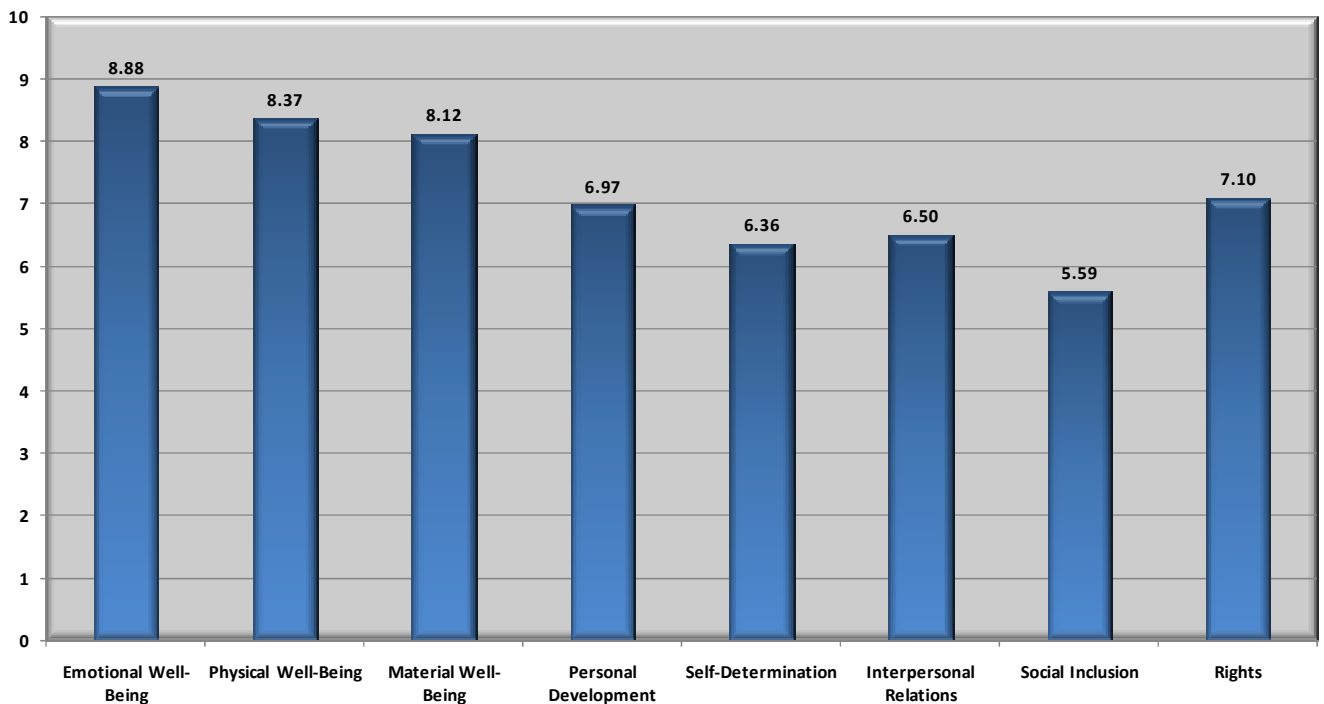


Figure 2 provides a comparison of average domain scores for CLS (n=62) with average domain scores for the aggregate sample (n=329). Where differences between service provider and aggregate scores are statistically significant ($p \leq .05$)⁸ the domain name is marked with an asterisk (*).

⁸ A difference is considered statistically significant if it is unlikely to have occurred by chance. Statistical significance was determined through the use of t-tests ($p \leq .05$).

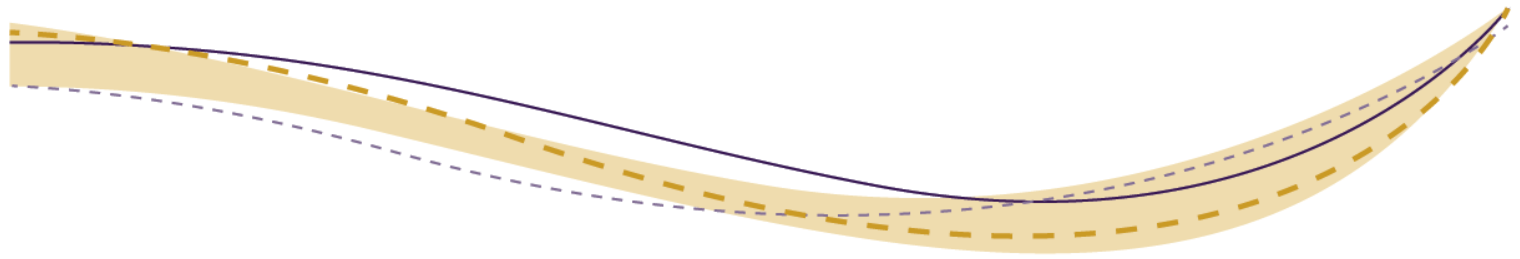
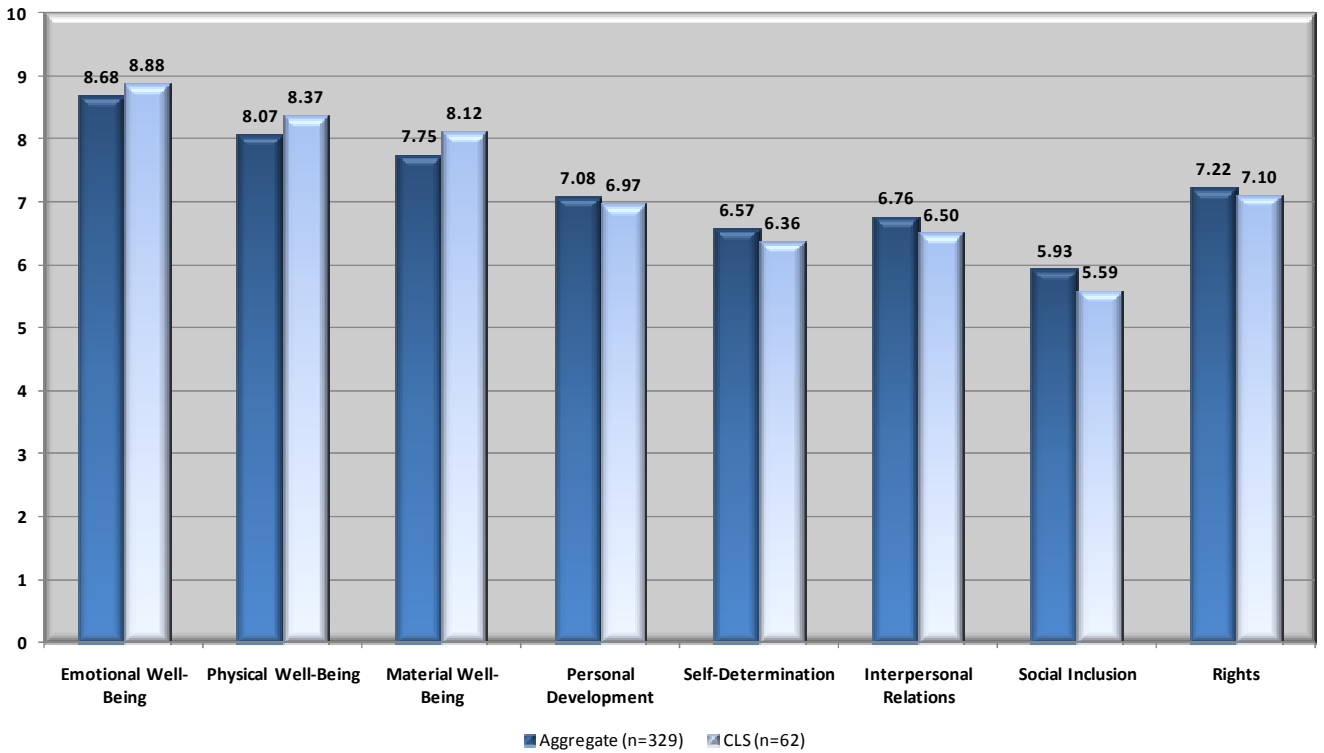


Figure 2. Comparison of CLS and aggregate sample average domain scores

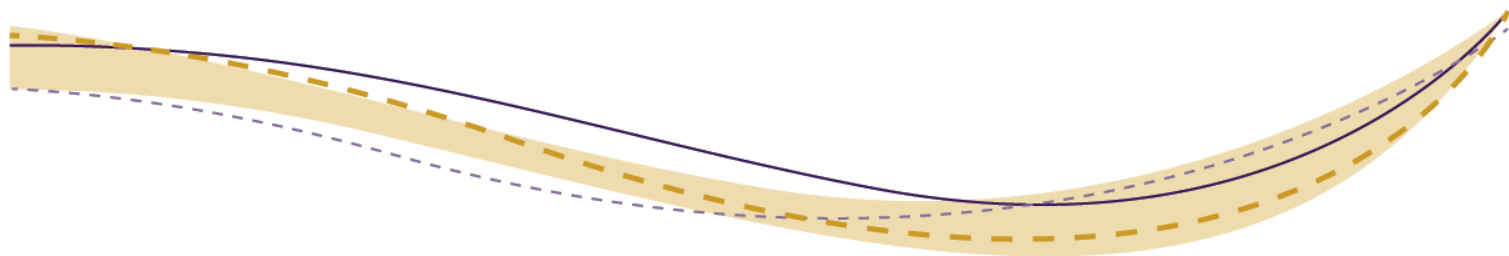


Discussion of Results

Quality of life scores for adults served by CLS ranged from 8.88 for the domain emotional well-being to 5.59 for the domain social inclusion. Specific scores for each domain, presented in descending order, are as follows:

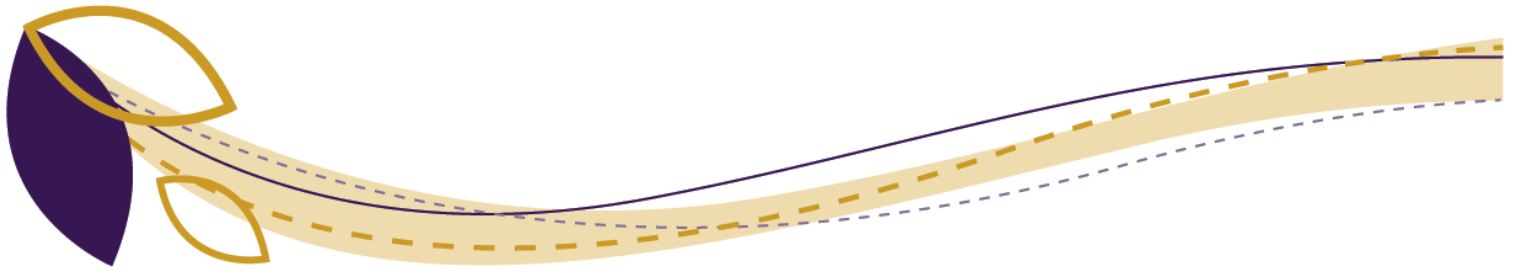
Domain	Average score
Emotional Well-Being	8.88
Physical Well-Being	8.37
Material Well-Being	8.12
Rights	7.10
Personal Development	6.97
Interpersonal Relations	6.50
Self-Determination	6.36
Social Inclusion	5.59

As Figure 2 illustrates, the average domain scores for adults served by CLS are very close to the average domain scores for the aggregate sample. No statistically significant differences between average scores were observed.



Next Steps

Administration of the My Life: Personal Outcomes Index™ survey marks the beginning of the use of a valid, reliable instrument to assess quality of life of individuals receiving CLBC funded supports and services. Results of the Index will help inform agency directions related to continuous quality improvement strategies and, over time, subsequent administration of the Index will provide information on how the quality of life of individuals receiving services is changing. To assist with this process, your agency will have the opportunity to discuss your results with Dr. Schalock, Teresa Bladon and Dale Howard from Howard Research, Brian Salisbury, CLBC's Director of Strategic Planning, and Andrea Baker, CLBC's Manager of Quality Service Initiatives. As you move forward with plans to respond to your survey results, CLBC staff in the Fraser Region will also be available to discuss your ideas if you would find this helpful.



Appendix A: Confidence Intervals for Domain Scores (CLS)

At a confidence level of 95%, confidence intervals for each of the domain scores are as follows:

- Emotional well-being: 8.55 - 9.22
- Interpersonal relations: 6.11 - 6.89
- Material well-being: 7.69 - 8.56
- Personal development: 6.47 - 7.47
- Physical well-being: 8.04 - 8.70
- Rights: 6.61 - 7.59
- Self-determination: 5.79 - 6.93
- Social inclusion: 5.01 - 6.17

Interpreting the Confidence Interval

Confidence intervals can be interpreted as, for example:

We are 95% confident that the average score for emotional well-being is between 8.55 and 9.22 for individuals receiving services from CLS.