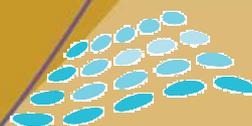




**Results Report:
Langley Association
for Community Living**

May 2011



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FOR COMMUNITY LIVING**



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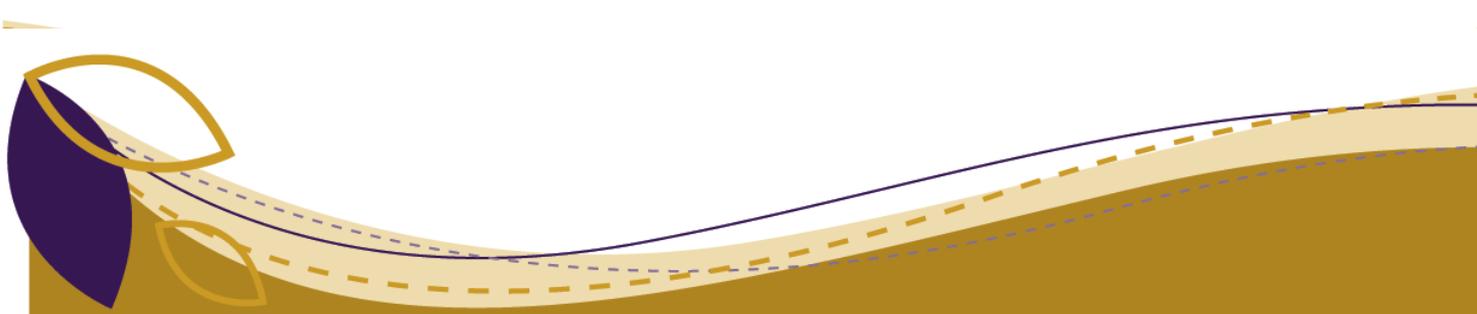
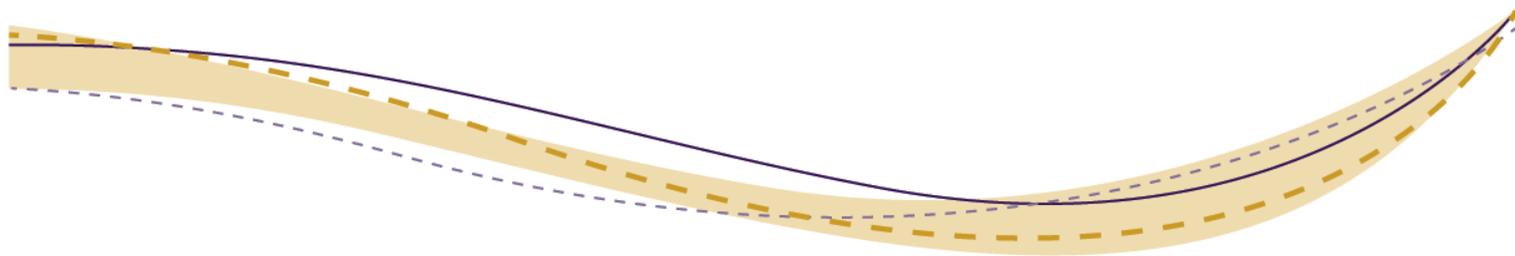


Table of Contents

Introduction and Service Provider Profile.....	1
Survey Process	1
Number of Adults Served.....	1
Survey Sample	1
Proxy Respondents	2
Location of Survey Administration.....	2
Profile of Adults Served	3
My Life: Personal Outcome Index™ Results	5
Interpretation of Data	5
Data Reliability	5
Understanding Quality of Life	5
Presentation of Results.....	6
Discussion of Results	7
Next Steps.....	8
Appendix A: Confidence Intervals for Domain Scores (LAACL)	9





Introduction and Service Provider Profile

From February 28 to March 29, 2011, Langley Association for Community Living (hereafter referred to as LACL) 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 LACL.

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 LACL 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

LACL provides supports to approximately 179 adults with developmental disabilities in the Lower Mainland of British Columbia.

Survey Sample

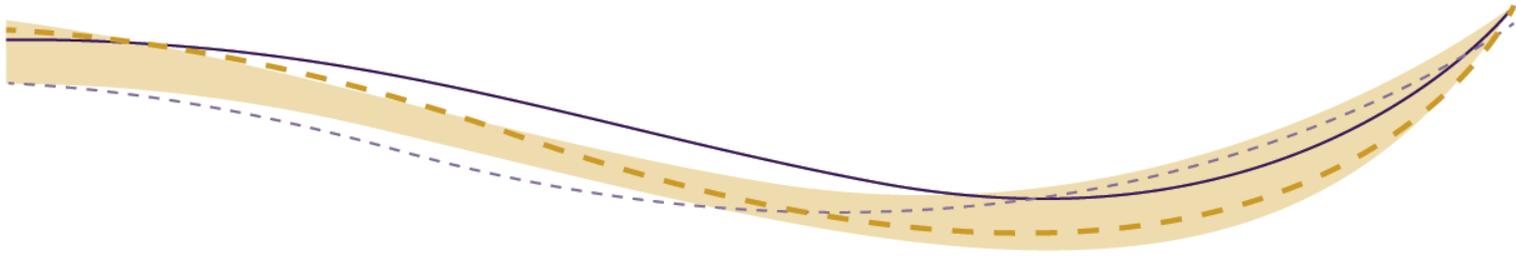
Of the 179 adults served by LACL, 49 were surveyed. Of these 49 adults, 21 (43%) answered the survey via self-report while surveys for 28 individuals (57%) were completed by proxy respondents. To achieve completed surveys for 49 individuals, 112 were invited to participate resulting in a response rate of 44%.

Based on this sample size, results reported in this document are accurate $\pm 12.0\%$ at a confidence level of 95%. That is, we are 95% confident that the results reported here are accurate $\pm 12.0\%$.

For example, if 50% of respondents reported that they have paid employment, we could say that we are 95% confident that between 38.0% and 62.0% of the population of interest has paid employment.

Note: The $\pm 12.0\%$ 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 28 individuals (57%) were completed by proxy respondents. A total of 56 proxies were surveyed.²

Proxy respondents (n=56) had the following relationships with respondents:

- Parent 23%
- Other family member 5%
- Friend 0%
- Staff 64%
- Other 7%

Of those proxies reporting their relationship as "other", the following relationships were identified: caregiver, committee, and home share provider.

Location of Survey Administration

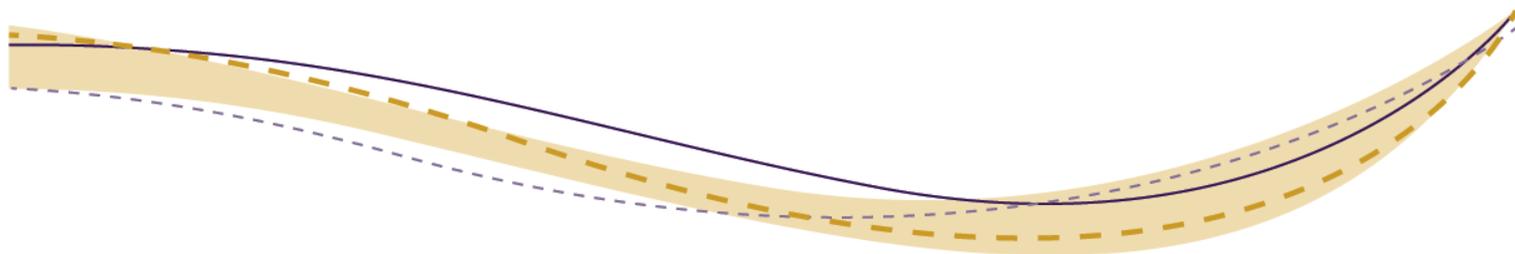
Of the 77 surveys that were completed (21 by self-report respondents and 56 by proxy respondents), surveys were administered in the following locations:

- Central³ 0%
- Day service 3%
- Respondent's home 0%
- Other 97%

Where survey administration occurred at an "other" location, surveys were completed at a LACL or Connections meeting room/office or over the telephone.

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

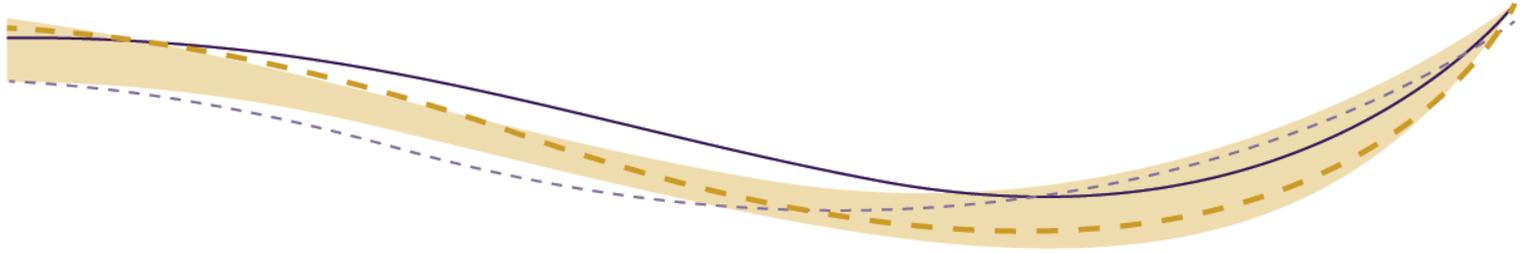
Based on the survey sample (n=49), adults served by LACL have the following characteristics:

- Gender: 61% of adults served are male and 39% are female.
- Age: Adults have an average age of 44 years with the following age breakdown:
 - 19 – 24 years: 12%
 - 25 – 34 years: 25%
 - 35 – 44 years: 23%
 - 45 – 54 years: 12%
 - 55 – 64 years: 16%
 - 65+ years: 12%
- Legal Status: There was neither committee representation nor a representation agreement in place for any individuals.
- Type of services provided: Adults receive the following types of services:⁵
 - Residential
 - Supported living (outreach support or cluster living) 10%
 - Shared living (home sharing or live-in support) 18%
 - Staffed residential 35%
 - *Total: residential services* 63%
 - Community Inclusion
 - Skill development 0%
 - Community based 45%
 - Home based 4%
 - *Total: community inclusion services* 49%
 - Employment (through Partners in Employment)⁶
 - *Total: employment* 22%
 - Support for Individuals and Families
 - Psychological 2%
 - Behavioural 27%
 - Support coordination 0%
 - Home maker services 0%
 - *Total: support for individual & families* 29%
 - Respite
 - *Total: respite* 4%

⁴ Data used to create the demographic profile of adults included in the survey sample served by LACL were provided by LACL 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%.

⁶ Refers to employment services and supports through Partners in Employment (and thus is not included in the Community Inclusion category of services).

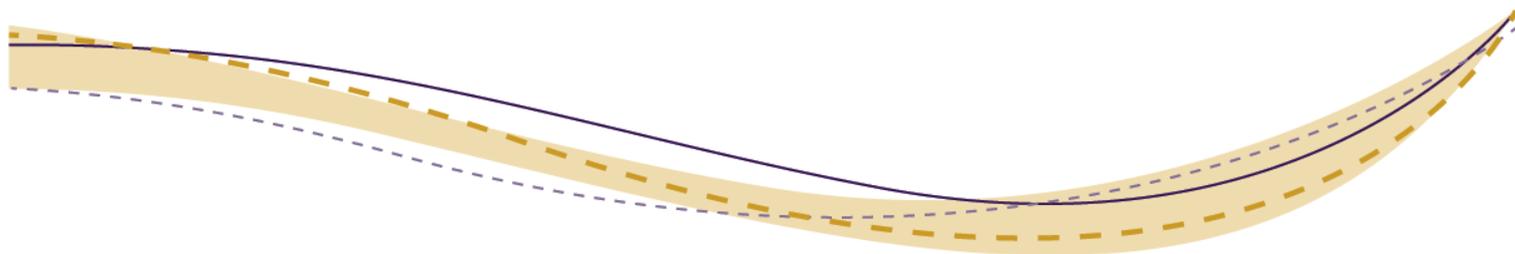


- Monthly support costs:^{7,8} Estimated monthly support costs for adults are most commonly under \$2,000 (for 37% of adults). Specific breakdown of monthly support costs is as follows:
 - \$0 - \$1,999: 37%
 - \$2,000 - \$3,999: 13%
 - \$4,000 - \$5,999: 2%
 - \$6,000 - \$7,999: 0%
 - \$8,000 - \$9,999: 6%
 - \$10,000 - \$14,999: 29%
 - \$15,000+: 13%

- Employment status: Employment status of adults receiving services from LACL, based on response to a survey question, is as follows:
 - Yes, have a job that pays money: 45%
 - No, do not have a job that pays money: 51%
 - Don't know 4%

⁷ 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.

⁸ Dollars identified represent the estimated costs for services at LACL 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.

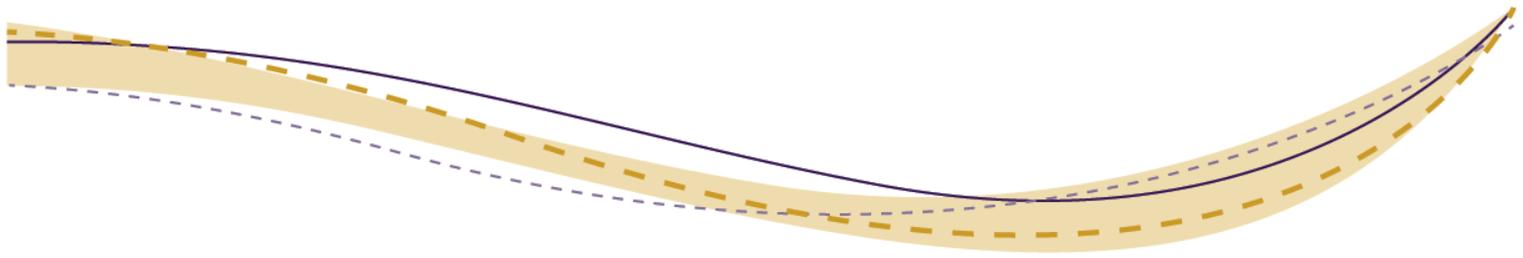
Data Reliability

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 LACL (n=49) 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 LACL scores across My Life: Personal Outcomes Index™ quality of life domains

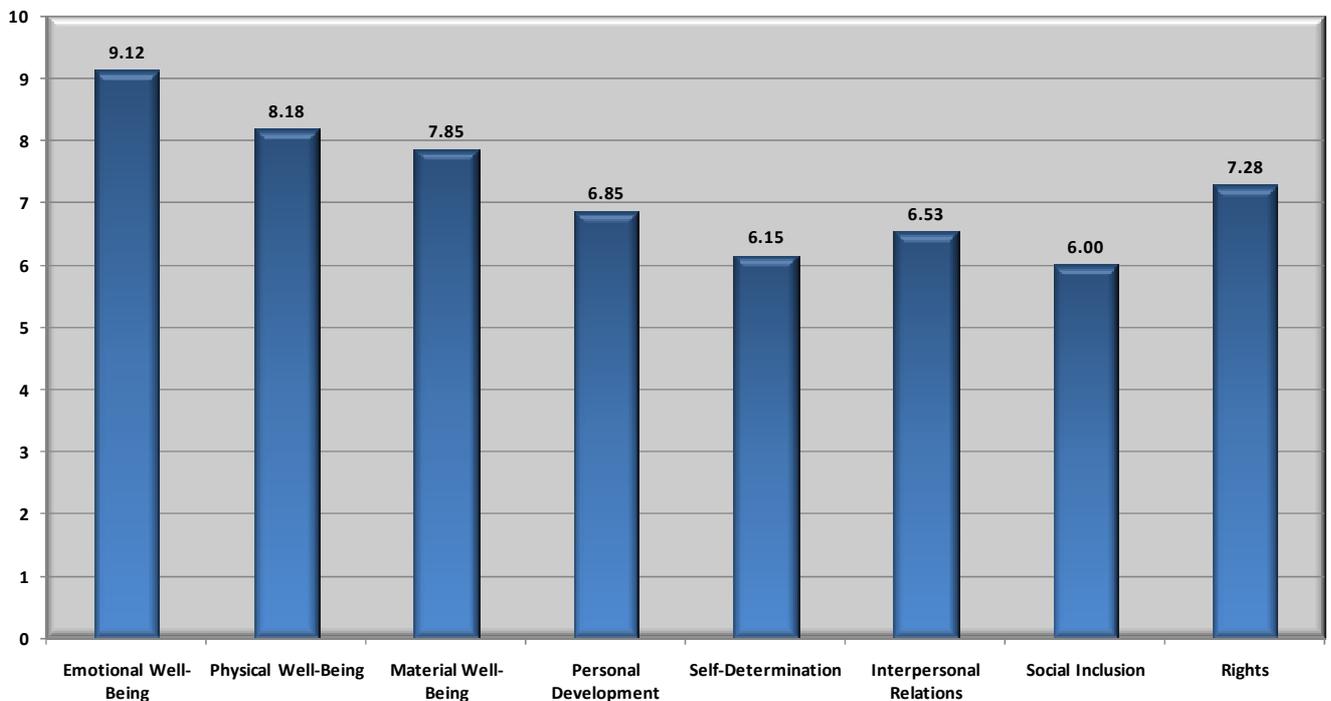


Figure 2 provides a comparison of average domain scores for LACL (n=49) with average domain scores for the aggregate sample (n=329). Where differences between service provider and aggregate scores are statistically significant ($p \leq .05$)⁹ the domain name is marked with an asterisk (*).

⁹ 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 ($p \leq .05$).

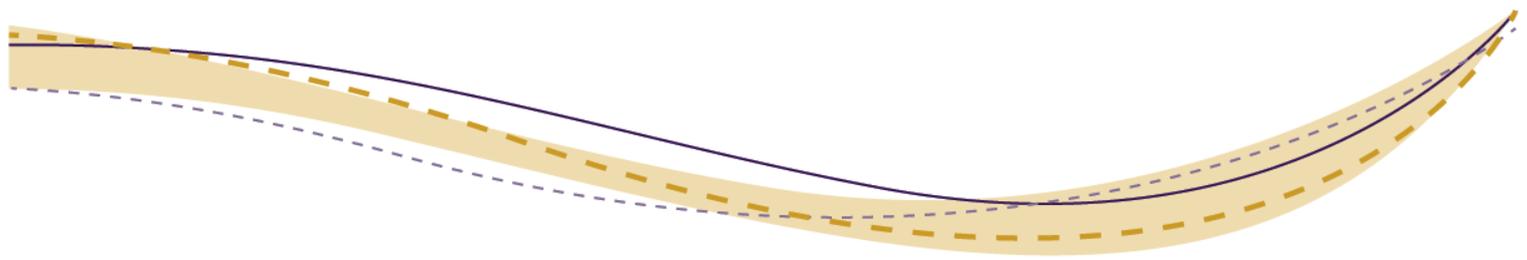
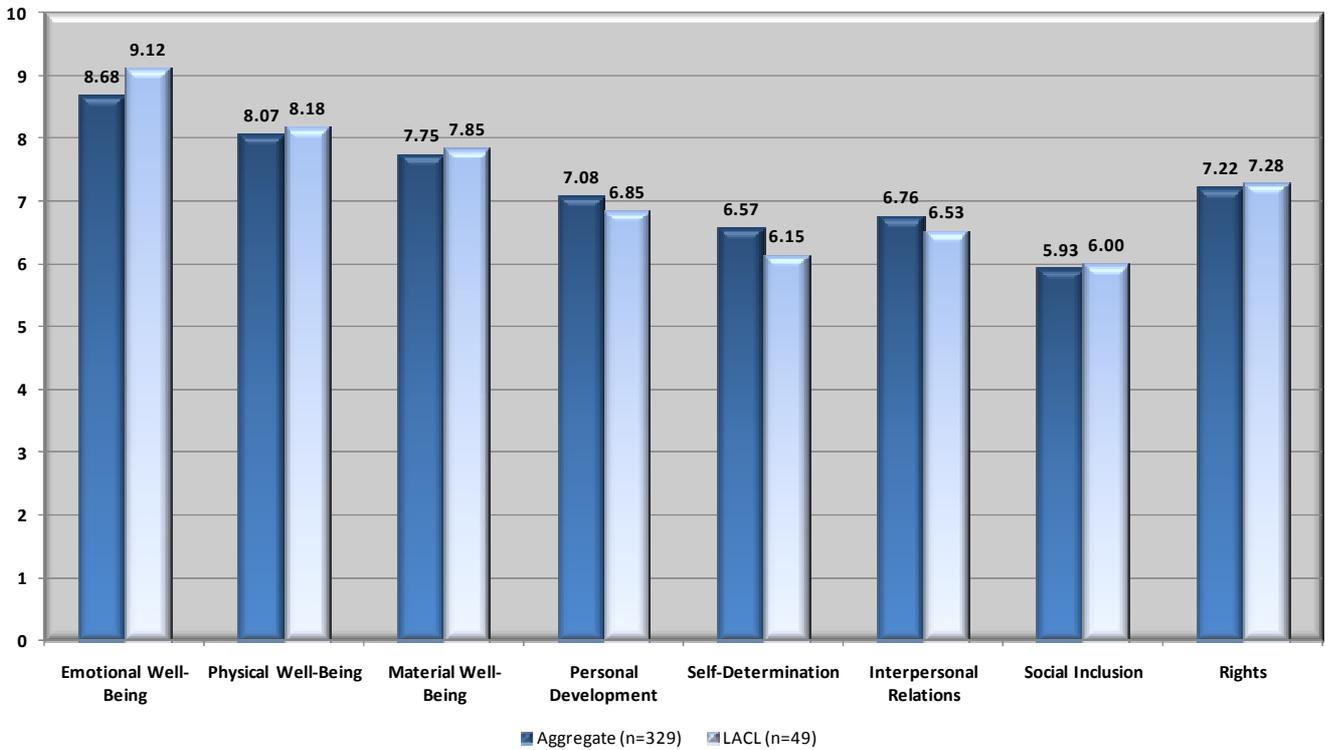


Figure 2. Comparison of LACL and aggregate sample average domain scores

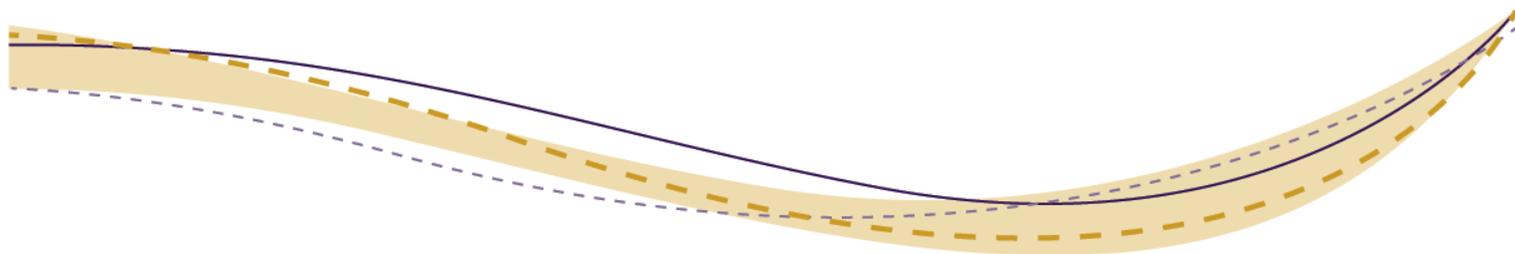


Discussion of Results

Quality of life scores for adults served by LACL ranged from 9.12 for the domain emotional well-being to 6.00 for the domain social inclusion. Specific scores for each domain, presented in descending order, are as follows:

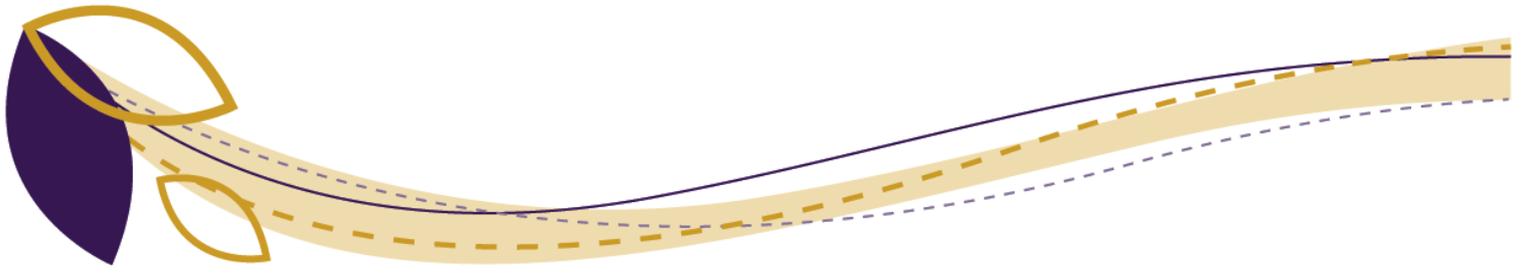
Domain	Average score
Emotional Well-Being	9.12
Physical Well-Being	8.18
Material Well-Being	7.85
Rights	7.28
Personal Development	6.85
Interpersonal Relations	6.53
Self-Determination	6.15
Social Inclusion	6.00

As Figure 2 illustrates, the average domain scores for adults served by LACL 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 (LACL)

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

- Emotional well-being: 8.83 - 9.40
- Interpersonal relations: 6.00 - 7.06
- Material well-being: 7.36 - 8.33
- Personal development: 6.37 - 7.34
- Physical well-being: 7.80 - 8.56
- Rights: 6.74 - 7.82
- Self-determination: 5.55 - 6.75
- Social inclusion: 5.37 - 6.64

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 8.83 and 9.40 for individuals receiving services from LACL.