

NWT Community Counselling Program Client Satisfaction Report 2013



Why was the questionnaire administered?

The NWT Community Counselling Program (CCP) Client Satisfaction Report is part of the Department of Health and Social Services system-wide evaluation and reporting system. Client Satisfaction is an indicator of the extent to which services and supports meet the needs of clients and families, and is considered a key dimension of service quality.

How was the questionnaire administered?

The questionnaire was administered in November and December of 2013 in all facilities offering the CCP program. The goal was to ask everyone who attended a CCP appointment to complete a questionnaire.

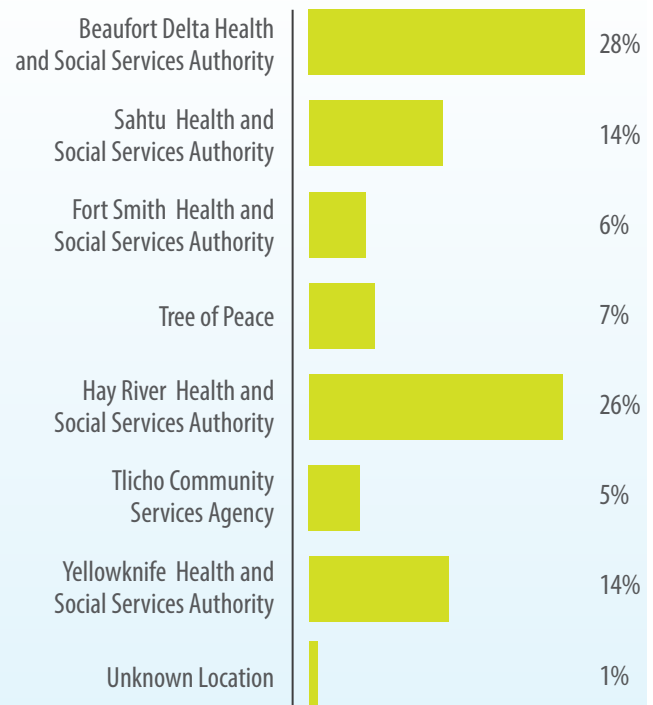
Staff were asked to hand out questionnaires to all persons over the age of 16 who attended an appointment. The questionnaire was available in French and interpreter services were available to those requesting service in another official language.

The 2013 CCP Client Satisfaction Questionnaire was self-administered. Typically, self-administered questionnaires have low response rates. It is difficult to calculate response rates because a client may have visited a facility more than once and administrative data was not available from all participating regions.

Where was the questionnaire distributed?

- Facilities offering the CCP distributed the questionnaire. A total of 346 questionnaires were returned.

DISTRIBUTION OF RETURNED QUESTIONNAIRES, BY AUTHORITY (N=346)





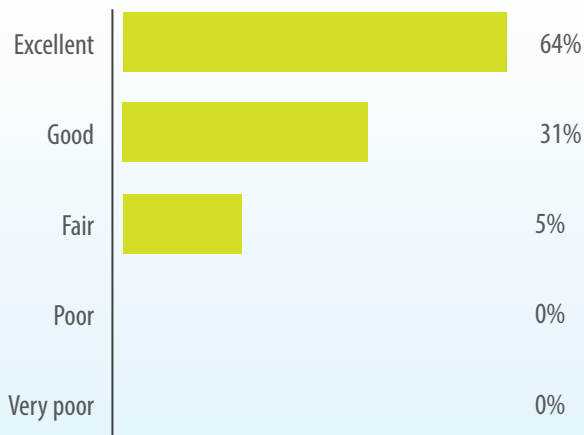
Questionnaire Results

Acceptability

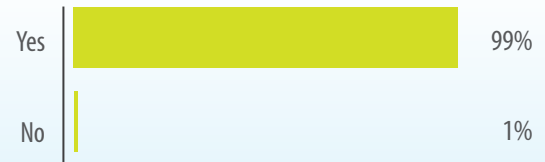
Acceptability of a service is the extent to which it meets the needs and expectations of clients. Indicators of acceptability include client satisfaction, client perception of services, and cultural sensitivity.

- **64%** of respondents said they were 'Excellent' and **31%** reported they were 'Good' with the services they received.
- **71%** of people who filled out the questionnaire rated their counsellor's sensitivity to their first language as 'Excellent' and **25%** rated it as 'Good'.
- **60%** of respondents rated their counsellor's sensitivity to their culture as 'Excellent' and **34%** rated it as 'Good'.
- **99%** of clients who chose to fill out a questionnaire said 'Yes' when asked if their experience today was positive.

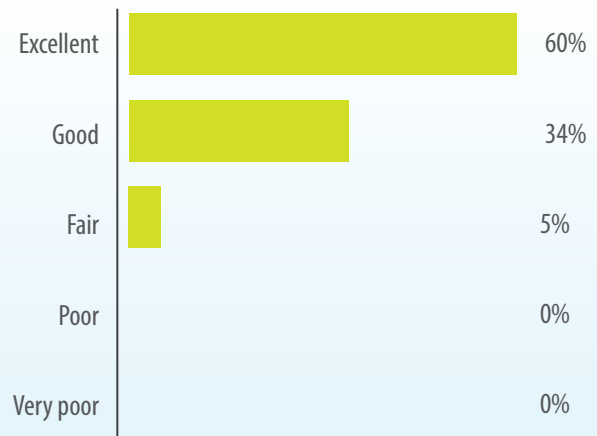
OVERALL, HOW WOULD YOU RATE THE COUNSELLING SERVICES YOU RECEIVED TODAY? (N=344)



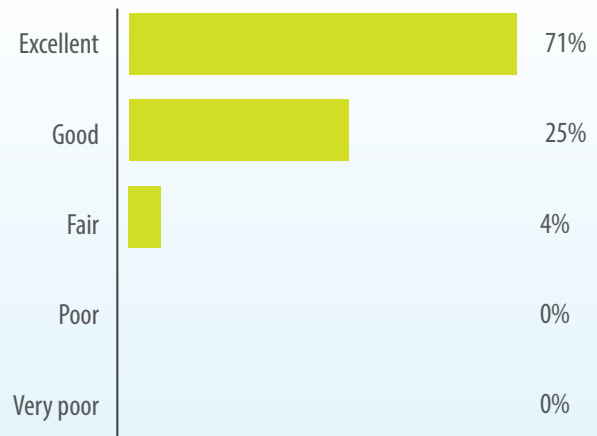
WAS YOUR EXPERIENCE TODAY A POSITIVE EXPERIENCE FOR YOU? (N=331)



HOW WOULD YOU RATE YOUR COUNSELLOR'S SENSITIVITY TO YOUR CULTURE? (N=316)



HOW WOULD YOU RATE YOUR COUNSELLOR'S SENSITIVITY TO YOUR FIRST LANGUAGE? (N=313)



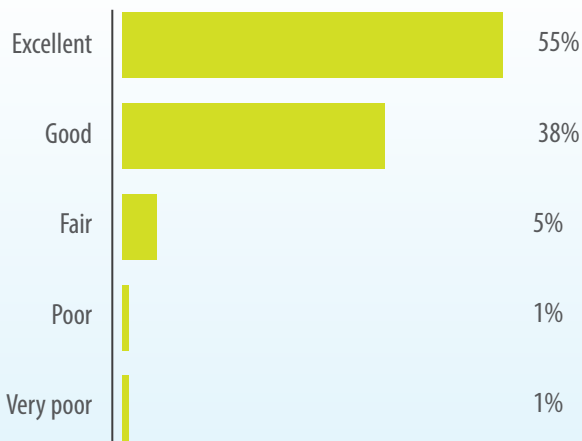


Accessibility

Accessibility is the ability of clients to access services at the right time, in the right place, based on need. We asked clients how easy it was for them to access the service they received on that day.

- **55%** of respondents rated the ease with which they accessed the CCP program as 'Excellent' and **38%** rated it as 'Good'.

HOW EASY WAS IT TO ACCESS THE SERVICES YOU RECEIVED TODAY? (N=344)

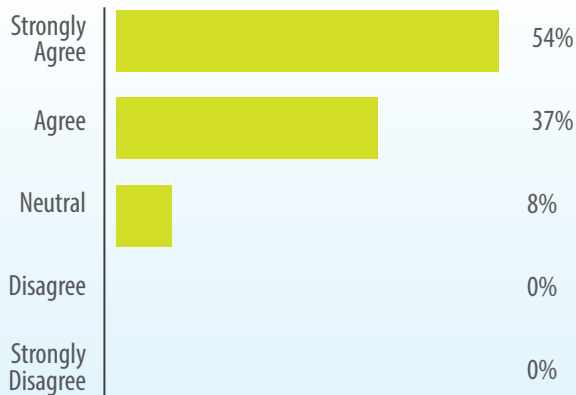


Appropriateness

Appropriateness is the program's ability to meet the needs of its clients based on established standards and protocols.

- **54%** of respondents 'Strongly Agreed' and **37%** 'Agreed' their appointment they attended met their needs.

THE SERVICES OFFERED HAVE MET, OR LIKELY WILL MEET, MY NEEDS FOR MY REASON BEING HERE TODAY (N=341)



Competence

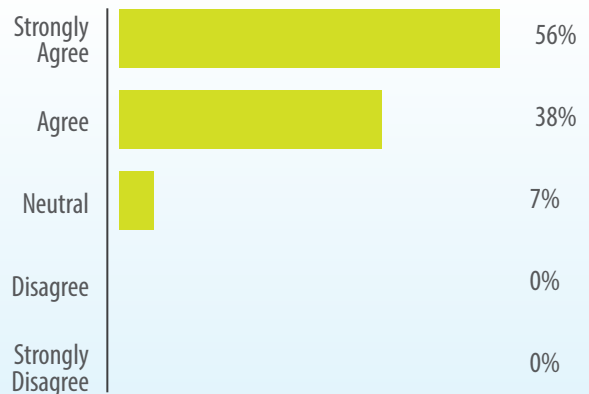
Competency is defined by the care provider's knowledge and skills being appropriate to the care or service provided. This includes being aware of other community resources the client might be referred to and engaging the client in decision-making regarding their treatment.

- **43%** of respondents 'Strongly Agreed' and **48%** 'Agreed' their counsellor was knowledgeable of community resources.
- **56%** of respondents who chose to fill out a questionnaire said they 'Strongly Agreed' they were an active participant in decisions concerning their treatment and **38%** 'Agreed'.

MY CARE PROVIDER IS KNOWLEDGEABLE OF COMMUNITY RESOURCES. (N=312)



I WAS AN ACTIVE PARTICIPANT REGARDING DECISIONS CONCERNING MY TREATMENT. (N=338)





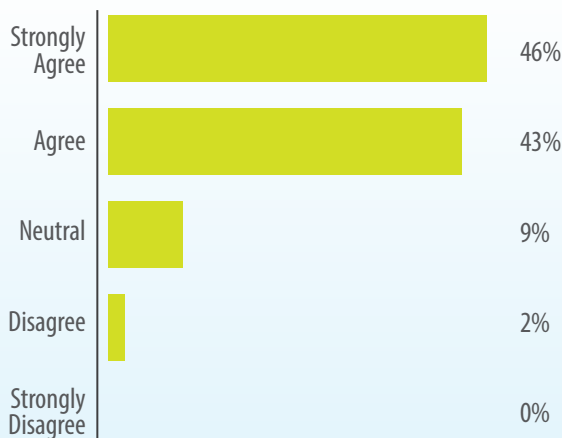
Effectiveness

Effectiveness is the ability of a program, service or intervention to achieve its desired results. We asked clients if their issues for attending counselling have improved; if they are more involved with meaningful activities; if they live a healthier lifestyle; and if issues that required counselling have improved.

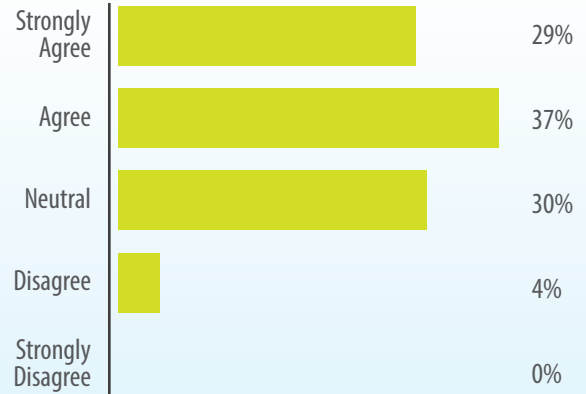
To determine effectiveness of the program, clients had to have at least one previous session. Clients participating in their first counselling session were not included in the analysis. For all questions in this section, though not significant, positive correlations were found between effectiveness and number of sessions attended.

- **46%** of clients 'Strongly Agreed' and 43% 'Agreed' counselling has improved the issue that led them to accessing counselling.
- **29%** of respondents 'Strongly Agreed' and **37%** 'Agreed' they were more involved with meaningful activities than they were before counselling.
- **38%** of clients who filled out a questionnaire 'Strongly Agreed' and **43%** 'Agreed' they live a healthier lifestyle since they started counselling.

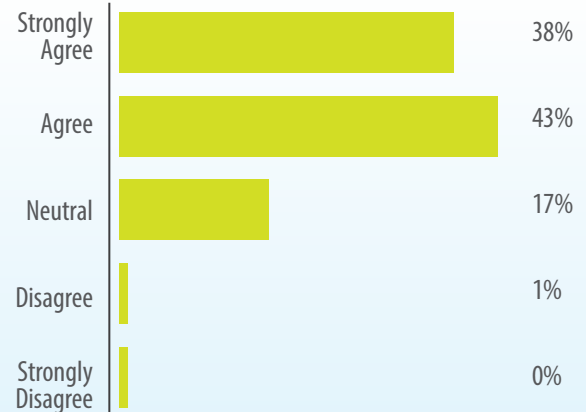
SINCE STARTING COUNSELLING MY ISSUE(S) THAT LED ME TO ATTEND COUNSELLING HAVE (HAS) IMPROVED. (N=154)



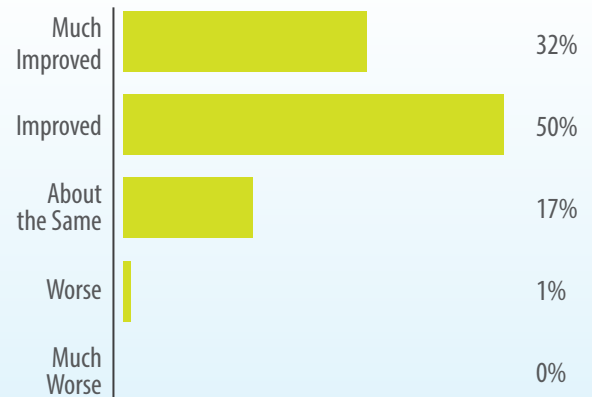
SINCE I STARTED COUNSELLING I AM MORE INVOLVED WITH MEANINGFUL ACTIVITIES (FOR EXAMPLE: WORK, SCHOOL, VOLUNTEER, RECREATION, HUNTING, TRAPPING, ETC.). (N=139)



I LIVE A HEALTHIER LIFESTYLE IN AT LEAST ONE OTHER AREA OF LIFE SINCE GOING TO COUNSELLING. (FOR EXAMPLE, I GET MORE SLEEP, EXERCISE MORE, USE LESS ALCOHOL OR OTHER DRUGS). (N=144)



SINCE MY FIRST SESSION, THE ISSUE(S) THAT BROUGHT ME TO COUNSELLING ARE (N=145)



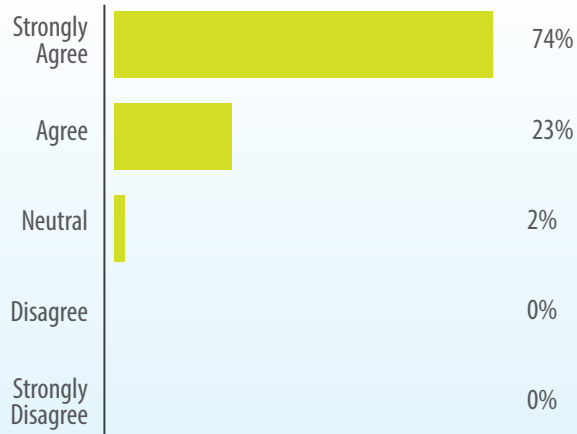


Safety

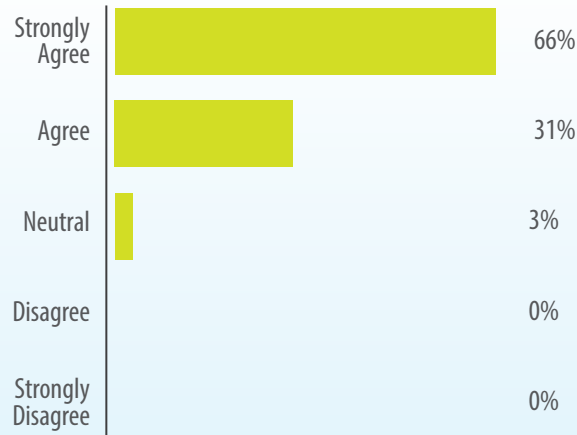
Safety is defined as minimizing or avoiding potential risks of the intervention or environment.

- **74%** of respondents 'Strongly Agreed' and **23%** 'Agreed' they felt physically safe during their appointment.
- **66%** of clients who chose to fill out a questionnaire 'Strongly Agreed' they felt emotionally safe during their visit and 31% agreed.

I FELT PHYSICALLY SAFE DURING MY VISIT TODAY. (N=338)



I FELT EMOTIONALLY SAFE DURING MY VISIT TODAY. (N=338)





If you would like this information in another official language, call us.

English

Si vous voulez ces informations en français, contactez-nous.

French

Kīspin ki nitawih̄tīn ē nīhīyawih̄k ōma ācimōwin, tipwāsīnān.

Cree

TŁIČHŦ YATI K'ĚĚ. DI WEGODI NEWŦ DĚ, GOTS'O GONEDE.

Tłıchŧ

ŦERIHTŁ'ÍS DĚNE SÚLINÉ YATI T'A HUTS'ELKĚR
XA BEYÁYATI THEŦA ŦAT'E, NUWE TS'ĚN YÓŁTI.

Chipewyan

EDI GONDI DEHGÁH GOT'İE ZHATİE K'ĚĚ EDATŁ'ĚH
ENAHDDHĚ NIDE NAXETS'Ě EDAHLÍ

South Slavey

K'ÁHSHÓ GOT'İNE XŦDÓ K'É HEDERI
ŦEDIHTL'É YERINIWE NÍDÉ DÚLE.

North Slavey

Jii gwandak izhii ginjik vat'atr'ijahch'uu zhit
yinothtan ji', diits'at ginohkhi.

Gwich'in

UVANITTUAQ ILITCHURISUKUPKU INUVIALUKTUN, QUQUAQLUTA.

Inuvialuktun

Ċ'đĀ ņņ'ḅΔĊ ḂḂLJḂḂḂ ΔḂḂņĆḂ'ḂḂLḂḂḂ,
ḂḂḂḂḂḂḂ ḂḂḂḂḂḂḂḂḂḂḂ

Inuktitut

Hapkaa titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

1-867-920-3367