

include Me!

Quality of Life Initiative

Summary Report
Trail Association for Community Living
March 2018

Prepared for:
Community Living British Columbia
Prepared By:
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Trail Association for Community Living
Survey Period: October 2017 to January 2018

Overall
Survey Period: October 2017 to January 2018

Self-Report Completions: 68
Report of Other Completions: 6 (8.1%)
Participation Rate: 83.3%
Response Rate: 87.1%
Refusal Rate: 4.9%

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

Completions: 74
Total Valid Sample: 102
Margin of Error: ±6.0%

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

INTRODUCTION

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

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

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



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

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

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

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

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

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

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



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

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

This Report

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

The report is structured as follows:

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

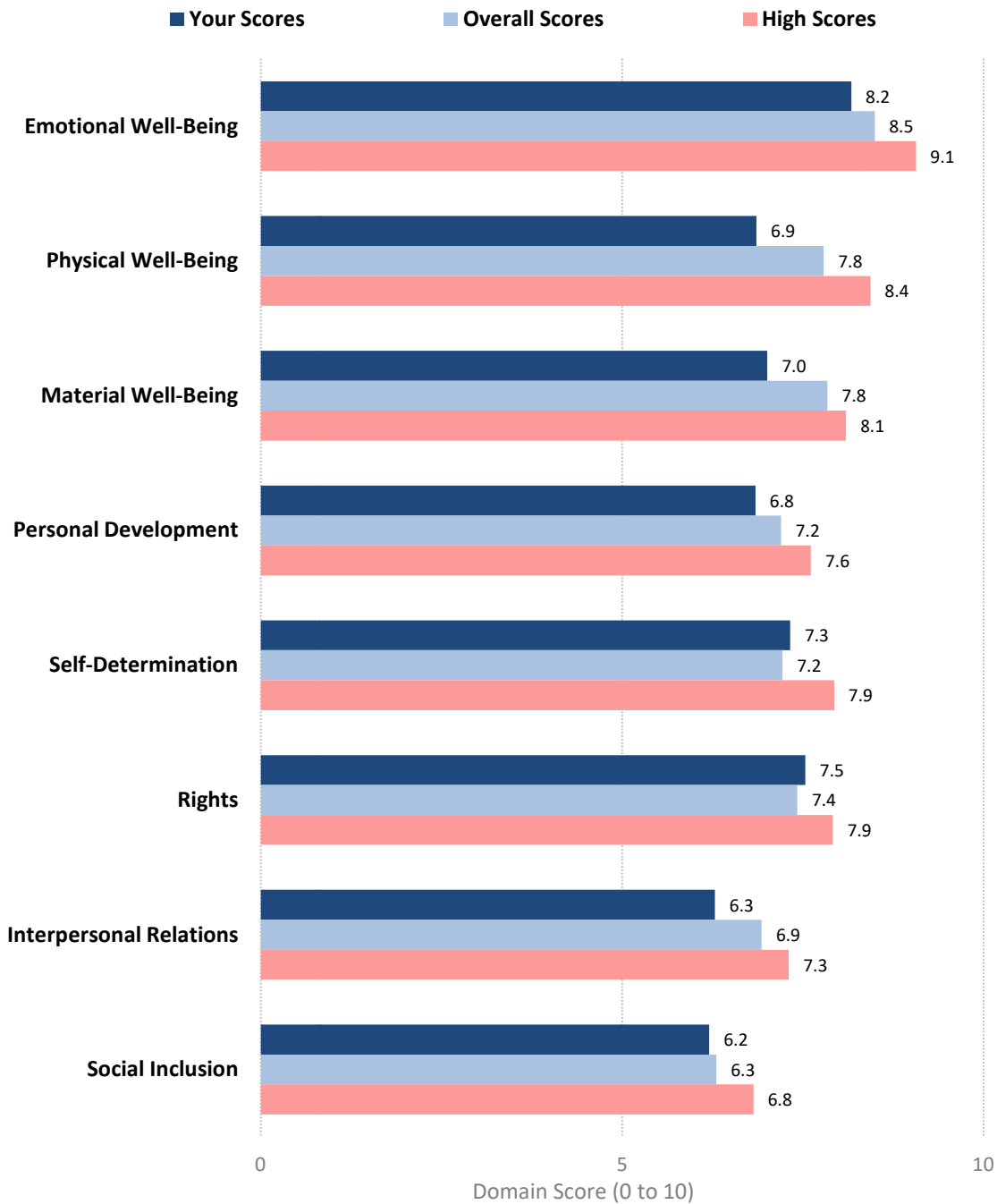
Appendices included:

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

DOMAIN SCORES AND COMPOSITE SCORE SUMMARY

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

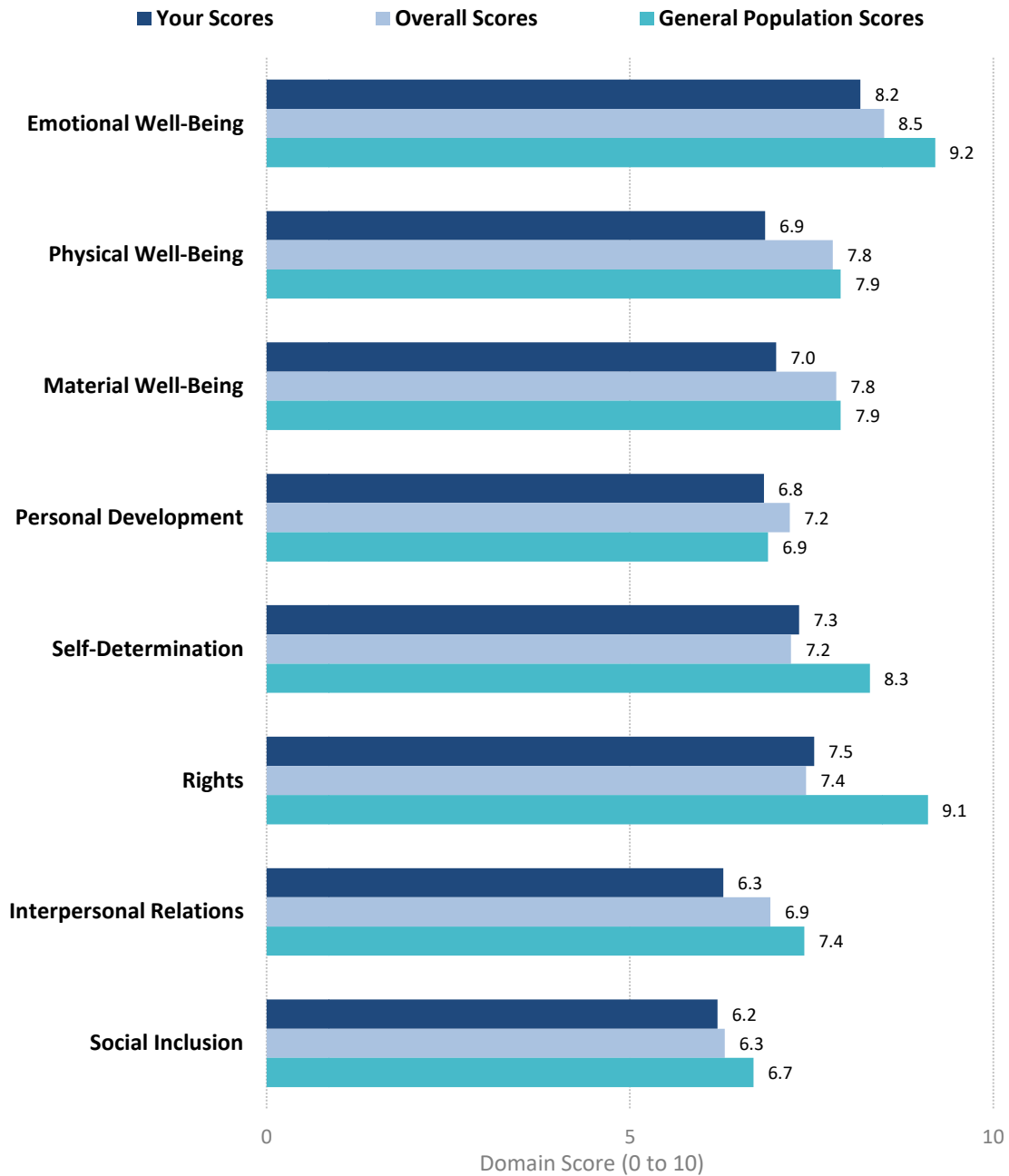
Figure 1: Quality of Life Framework Domain Scores



Source: include Me! Survey 2017-18

The general population was surveyed in 2015-16. Figure 2 shows a comparison between Trail Association for Community Living, the overall BC *include Me!* participants (including Trail Association for Community Living, among other service providers) and the overall general population respondents.

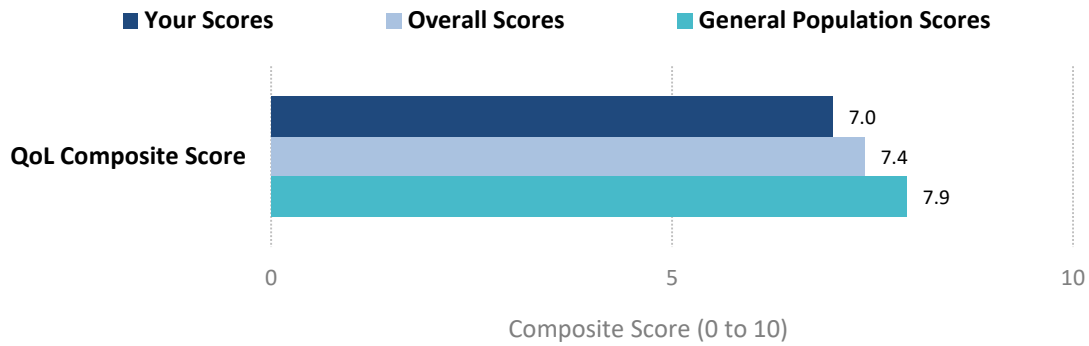
Figure 2: Comparison of Trail Association for Community Living, Overall Scores and General Population Domain Scores



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

A **Quality of Life Composite Score** was developed to reflect all aspects of quality of life in a single score. This score was calculated by averaging all eight domain scores. Figure 3 shows a comparison between the Trail Association for Community Living Quality of Life Composite Score, the overall BC *include Me!* Quality of Life Composite Score and that of the overall general population Quality of Life Composite Score.

Figure 3: Comparison of Trail Association for Community Living, Overall and General Population Quality of Life Composite Scores



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

CORRELATION WITH OVERALL QUALITY OF LIFE, TRANSPORTATION AND EMPLOYMENT QUESTIONS

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

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

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

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

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

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

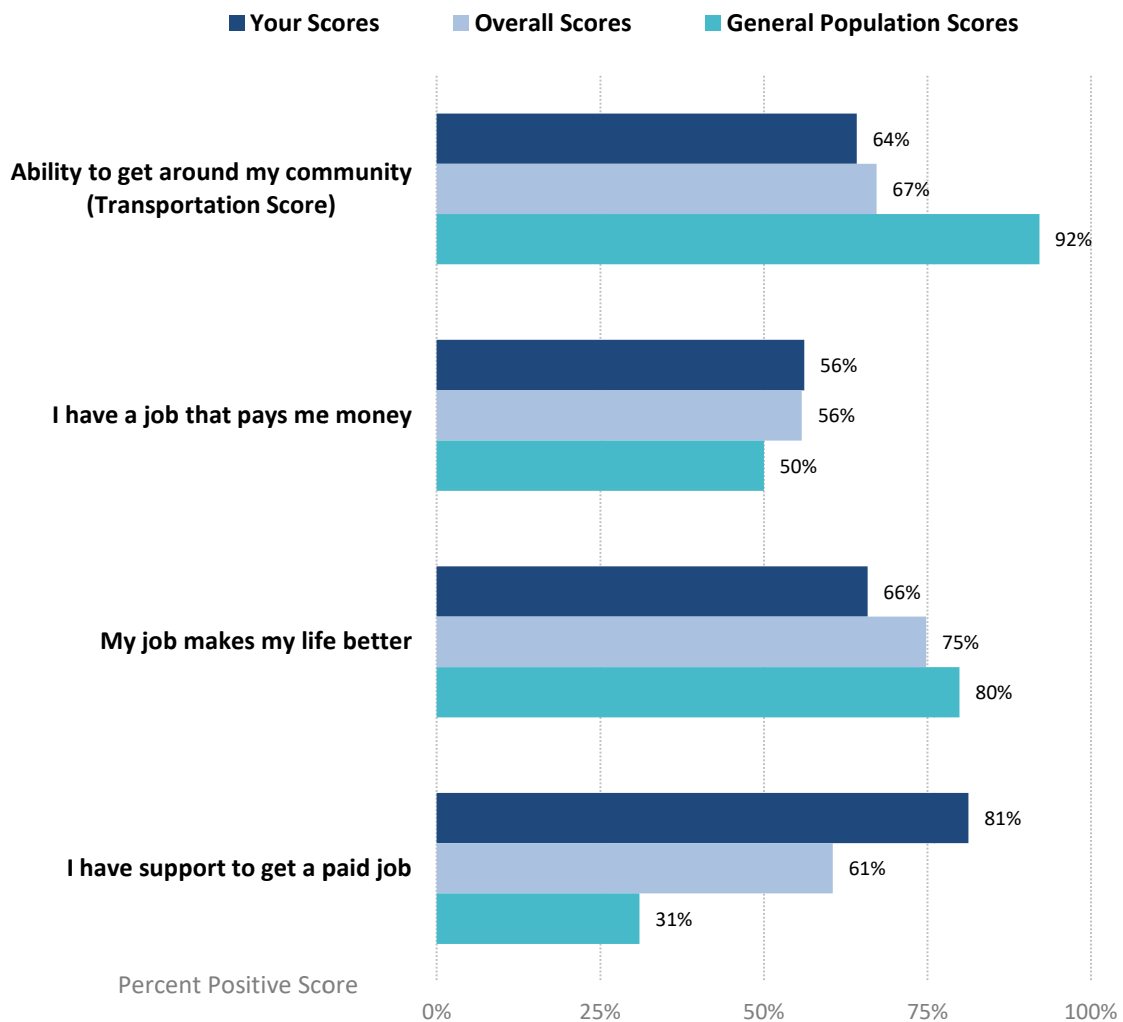
Domain	Domain Score Correlation with:			
	Feel good about your life?	Ability to get around one's community	Do you have paid work? (Yes/No)	Life is better (those employed) n=41
Emotional Well-Being	0.495	0.371	weak	0.404
Physical Well-Being	0.482	0.347	weak	0.491
Material Well-Being	0.356	0.297	weak	0.408
Personal Development	0.488	0.313	weak	0.535
Self-Determination	0.306	0.284	weak	0.389
Rights	weak	0.295	weak	0.238
Interpersonal Relations	0.623	0.267	weak	0.481
Social Inclusion	0.312	0.209	weak	0.306
	<i>Moderate Association .2 ≤ r < .5</i>		<i>Large Association r ≥ .5</i>	

Source: include Me! Survey 2017-18

TRANSPORTATION AND EMPLOYMENT SUMMARY

Due to the different scales used for some questions within the Transportation and Employment questions, comparisons are made using percent positive scores. Figure 4 shows individuals' positive responses to the Transportation and Employment¹ questions that are not part of the eight Quality of Life domains. The Transportation Percent Positive Score is based on the responses for "Q49. Are you able to get around your community easily?" and "Q50. Do you have a way to get to the places you want to go?". For the Employment question "Q53. Does your job make your life better?", the Percent Positive Score is based on only those who answered "Yes" to "Q51. Do you have a job that pays you money?". On the other hand, for the additional Employment question "Q52. Do you have support to help you get a paid job?", the Percent Positive Score is based on only those who answered "No" to Q51.

Figure 4: Comparison of Trail Association for Community Living, Overall and General Population Transportation and Employment Percent Positive Scores



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

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

RESPONDING TO YOUR RESULTS

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

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

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



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

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

**Appendix A:
Glossary of Terms**



Average Domain Score – The average domain score is the arithmetic mean of the sum of the re-scaled survey responses (0, 5, 10) divided by the count of all valid responses. Higher scores represent a more positive outcome for that domain.

Domain Scoring – Domain scores were calculated in accordance with the scoring method used in previous studies that used the My Life: Personal Outcomes Index™. Responses to each question were first re-scaled to have a score of 0, 5 and 10 before computing the mean scores across questions that comprise that domain. For example, for the question “Q49. Are you able to get around your community easily?”, a response of “most of the time” would be assigned a score of 10, “sometimes” a score of 5, and “rarely or never” a score of 0. A higher score represents a more positive answer for that question.

High Scores – The highest domain score achieved in each domain across all service providers with more than 20 valid completes.

Margin of Error – The margin of error indicates the imprecision inherent in survey data. A smaller margin of error means the survey results were more precisely measured. A margin of error of $\pm 5\%$ or $\pm 8\%$ is considered good and acceptable respectively. For example, if the reported percent positive score is 50%, with a margin of error of $\pm 5\%$, the true score is captured within the range of 45% and 55% 19 out of 20 times.

Participation Rate – Participation rate is calculated as the ratio respondents who agreed to participate over the valid total sample.

Percent Positive Score – The presentation of survey results in a standardized way as percentage of the “positive” answers to survey questions. “Positive” answers are defined as the most positive response category to a survey question (i.e., Top-box) regardless of the response categories. Results are easier to compare when they are all scored the same way, such as when reporting a percent positive score, since there is less variation in interpretation of what constitutes a “good score”.

Quality of Life Composite Score – A Quality of Life composite score is a single score which reflects all eight of the quality of life domains. The Quality of Life composite score is calculated by averaging the scores for all eight domains at the level of the individual (i.e., case level). Composite scores can be calculated for only those individuals who had a score for all eight domains. Composite scores at the Service Provider level are simply an average of the composite scores for all individuals who completed the survey at that Service Provider.

Refusal Rate – Refusal rate is calculated as the ratio of individuals or proxies who explicitly refused to complete the survey either prior to scheduling or after they consented to participate, over the valid total sample.

Region – The geographical area into which each service provider falls (i.e., Southern Interior, or Vancouver Coastal, South Fraser or North).

Report of Others – For individuals who are unable to complete the survey on their own, two respondents have been identified to answer on their behalf. These people provide “report of others” responses. To fill this role, people must have known the supported individual for at least one year and they should have an understanding of the respondent’s current life experiences. For the purpose of this report, supported individual’s quality of life scores are based on the average of answers provided by two reports of others.

Response Rate – Response rate is calculated as the ratio of valid completed surveys over those who agreed to participate.



Valid Response – The number of individuals who provided a sufficient number of responses to calculate a domain score. For this report, sufficient number is defined by answering at least four out of six questions for each quality of life domain.

Valid Sample – The sample of individuals served by each service provider or region(s).

Appendix B:
Quality of Life Domains and Indicators



Quality of Life Related Personal Outcome Domains and Exemplary Indicators

Domain*	Exemplary Indicators**
<p>Emotional Well-Being Asks about how you feel about things in your life. Think about:</p> <ul style="list-style-type: none"> Your happiness and safety; and How the people around you make you feel 	<ul style="list-style-type: none"> Contentment (satisfaction, moods, enjoyment) Self-concept (identity, self-worth, self-esteem) Physical activities including recreation Lack of stress (predictability and control)
<p>Physical Well-Being Asks about your overall health and your lifestyle. Think about:</p> <ul style="list-style-type: none"> Your activity level; How you are able to eat healthy food; Your level of energy; and Your ability to get medical help if you need it. 	<ul style="list-style-type: none"> Health (functioning, symptoms, fitness, nutrition) Activities of daily living (self-care, mobility)
<p>Material Well-Being Asks about things related to money and things you own that are important to you. Think about:</p> <ul style="list-style-type: none"> How much money you have to spend each month; Personal stuff you have that is important to you; and How much you can use money for things you like to do. 	<ul style="list-style-type: none"> Financial status (income, benefits) Employment (work status, work environment) Housing (type of residence, ownership)
<p>Rights Asks about your rights as an adult, like how other people respect you and your right to do the same things as all adults. Think about:</p> <ul style="list-style-type: none"> Your right to privacy; How people around you treat you; How much you can say what you think, and be listened to. 	<ul style="list-style-type: none"> Human (respect, dignity, equality) Legal (citizenship, access, due process)
<p>Personal Development Asks about learning and doing different and new things that matter to you. Think about how much you are able to:</p> <ul style="list-style-type: none"> Learn about the things you are interested in; Learn new skills to become more independent; Do the things you enjoy; and Do things that are important to you 	<ul style="list-style-type: none"> Education (achievements, education status) Personal competence (cognitive, social, practical) Performance (success, achievements, productivity)
<p>Self-Determination Asks about goals, decisions, and choices. Think about how much you can:</p> <ul style="list-style-type: none"> Make your own choices; and Do things you have dreamed about doing in your life, and make your own decisions. 	<ul style="list-style-type: none"> Autonomy, personal control Goals and personal values (desires, expectations) Choices (opportunities, options, preferences)
<p>Interpersonal Relationships Asks about the relationships you have with other people and the time you spend with your family and your friends. Think about:</p> <ul style="list-style-type: none"> Help and support that you can get from others; Your relationships with family and friends; and The things you do with family and friends. 	<ul style="list-style-type: none"> Interactions (social networks, social contacts) Relationships (family, friends, peers) Supports (emotional, physical, financial) Recreation
<p>Social Inclusion Asks about the kinds of things you do in your community and who you do them with. Think about:</p> <ul style="list-style-type: none"> Activities and fun things you do in the community; Things you would like to do in your community; and People you know in your neighbourhood and places that you go in your community. 	<ul style="list-style-type: none"> Community integration and participation Community roles Social supports (support networks, services)

* Adapted from *My Life Personal Outcomes Index™*

** Adapted from *A leadership guide for today's disability organizations: Overcoming challenges and making change happen*, by Schalock, R.L., & Verdugo, M.A., 2012, Baltimore, MD: Brookes

Appendix C:
Key Survey Metrics Summary



**2017-18 CLBC *include Me!* Survey
Key Survey Metrics Summary**

	OVERALL	TRAIL ASSOCIATION FOR COMMUNITY LIVING
VALID TOTAL SAMPLE ^a	1,777	102
VALID SELF-REPORT SAMPLE ^a	1,446	92
Refused to SPs (prior to scheduling) ^b	255	5
No response to SPs ^b	180	12
Number Who Agreed to Participate <i>Have given verbal consent to SPs</i>	1,011	75
Completed	956	68
No show, or refused during interview	55	7
Self-Report Participation Rate <i>Number who agreed to participate / valid self-report sample</i>	66.1%	73.9%
Self-Report Response Rate <i>Completed / number who agreed to participate</i>	94.6%	90.7%
VALID REPORT OF OTHER SAMPLE ^a <i>'Report of Other' cases identified by SPs</i>	331	10
Report of Other - Two Surveys Completed	279	6
Report of Other - One Survey Completed ^c	37	3
Report of Other individuals who refused during interview or did not respond to Malatest's phone calls or emails	67	5
Report of Other Response Rate <i>Two surveys completed / number who agreed to participate</i>	84.3%	60.0%
VALID COMPLETES		
Completed self-report + cases in which two report of other surveys were completed	1,235	74
Self-report Rate <i>Self-report surveys completed / valid completes</i>	77.4%	91.9%
Report of Other Rate <i>Two report of other surveys completed / valid completes</i>	22.6%	8.1%
Overall Participation Rate <i>Number who agreed to participate / valid total sample</i>	75.5%	83.3%
Overall Response Rate <i>Valid completes / number who agreed to participate</i>	92.0%	87.1%

^a The valid total sample for all respondents (overall); excludes duplicate respondents who are receiving services from multiple service providers and respondents who are no longer receiving CLBC-supported services through service providers. On the other hand, the valid total sample at the service provider level includes these duplicate respondents.

^b Some service providers may have coded "No Response" cases (i.e., those who did not respond after multiple follow-up attempts) as "Refused" cases.

^c The other person in the 'report of other' case either refused or did not respond to Malatest's phone calls or emails.

**Appendix D:
Supplementary Tables**






include Me!
Quality of Life - Composite Score

	Composite Score
Total	7.4
TACL	7.0
TACL SERVICES ACCESSED	
Residential	6.8
Community Inclusion	7.3
Respite	-
Support for Individuals and Families	-
TACL REPORTING	
Self-Report	7.1
Report of Others	-
TACL AGE GROUP	
Age 18 to 34	7.0
Age 35 to 54	7.0
Age 55 and over	7.1

Note: Due to respondent privacy considerations, only group data with a base size of n ≥ 10 are shown.




include Me! Emotional Well-Being Domain

	TOTAL	 10*	7.5*	 5*	2.5*	 0*
Total	7398	5370	272	1421	5	330
	100.0%	72.6%	3.7%	19.2%	0.1%	4.5%
TACL	442	292	9	125	1	15
	100.0%	66.1%	2.0%	28.3%	0.2%	3.4%
TACL SERVICES ACCESSED						
Residential	286	190	9	77	1	9
	100.0%	66.4%	3.1%	26.9%	0.3%	3.1%
Community Inclusion	162	107	-	49	-	6
	100.0%	66.0%	-	30.2%	-	3.7%
Respite	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
TACL REPORTING						
Self-Report	406	268	-	123	-	15
	100.0%	66.0%	-	30.3%	-	3.7%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
TACL AGE GROUP						
Age 18 to 34	174	116	4	47	-	7
	100.0%	66.7%	2.3%	27.0%	-	4.0%
Age 35 to 54	172	106	3	61	1	1
	100.0%	61.6%	1.7%	35.5%	0.6%	0.6%
Age 55 and over	96	70	2	17	-	7
	100.0%	72.9%	2.1%	17.7%	-	7.3%

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").

include Me!
Interpersonal Relations Domain

	TOTAL	 10*	7.5*	 5*	2.5*	 0*
Total	7349	3833	320	1957	195	1044
	100.0%	52.2%	4.4%	26.6%	2.7%	14.2%
TACL	443	207	7	131	2	96
	100.0%	46.7%	1.6%	29.6%	0.5%	21.7%
TACL SERVICES ACCESSED						
Residential	287	121	7	89	2	68
	100.0%	42.2%	2.4%	31.0%	0.7%	23.7%
Community Inclusion	162	91	-	43	-	28
	100.0%	56.2%	-	26.5%	-	17.3%
Respite	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
TACL REPORTING						
Self-Report	408	194	-	125	-	89
	100.0%	47.5%	-	30.6%	-	21.8%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
TACL AGE GROUP						
Age 18 to 34	174	78	1	53	1	41
	100.0%	44.8%	0.6%	30.5%	0.6%	23.6%
Age 35 to 54	173	75	5	58	1	34
	100.0%	43.4%	2.9%	33.5%	0.6%	19.7%
Age 55 and over	96	54	1	20	-	21
	100.0%	56.2%	1.0%	20.8%	-	21.9%

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").

include Me! Social Inclusion Domain

	TOTAL	😊 10*	7.5*	😐 5*	2.5*	😞 0*
Total	7374	3279	352	2078	274	1391
	100.0%	44.5%	4.8%	28.2%	3.7%	18.9%
TACL	444	185	7	168	5	79
	100.0%	41.7%	1.6%	37.8%	1.1%	17.8%
TACL SERVICES ACCESSED						
Residential	288	102	7	114	5	60
	100.0%	35.4%	2.4%	39.6%	1.7%	20.8%
Community Inclusion	162	84	-	56	-	22
	100.0%	51.9%	-	34.6%	-	13.6%
Respite	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
TACL REPORTING						
Self-Report	408	178	-	160	-	70
	100.0%	43.6%	-	39.2%	-	17.2%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
TACL AGE GROUP						
Age 18 to 34	174	69	2	77	1	25
	100.0%	39.7%	1.1%	44.3%	0.6%	14.4%
Age 35 to 54	174	73	5	66	4	26
	100.0%	42.0%	2.9%	37.9%	2.3%	14.9%
Age 55 and over	96	43	-	25	-	28
	100.0%	44.8%	-	26.0%	-	29.2%

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").

include Me! Personal Development Domain

	TOTAL	😊 10*	7.5*	😐 5*	2.5*	😞 0*
Total	7345	3753	449	2317	160	666
	100.0%	51.1%	6.1%	31.5%	2.2%	9.1%
TACL	443	211	9	167	7	49
	100.0%	47.6%	2.0%	37.7%	1.6%	11.1%
TACL SERVICES ACCESSED						
Residential	287	137	9	101	7	33
	100.0%	47.7%	3.1%	35.2%	2.4%	11.5%
Community Inclusion	162	76	-	68	-	18
	100.0%	46.9%	-	42.0%	-	11.1%
Respite	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
TACL REPORTING						
Self-Report	407	203	-	159	-	45
	100.0%	49.9%	-	39.1%	-	11.1%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
TACL AGE GROUP						
Age 18 to 34	174	82	1	73	2	16
	100.0%	47.1%	0.6%	42.0%	1.1%	9.2%
Age 35 to 54	173	72	8	70	3	20
	100.0%	41.6%	4.6%	40.5%	1.7%	11.6%
Age 55 and over	96	57	-	24	2	13
	100.0%	59.4%	-	25.0%	2.1%	13.5%

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").

include Me!
Self-Determination Domain

	TOTAL	😊 10*	7.5*	😐 5*	2.5*	😞 0*
Total	7327	4021	373	1870	202	861
	100.0%	54.9%	5.1%	25.5%	2.8%	11.8%
TACL	444	257	4	127	7	49
	100.0%	57.9%	0.9%	28.6%	1.6%	11.0%
TACL SERVICES ACCESSED						
Residential	288	172	4	70	7	35
	100.0%	59.7%	1.4%	24.3%	2.4%	12.2%
Community Inclusion	162	85	-	60	-	17
	100.0%	52.5%	-	37.0%	-	10.5%
Respite	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
TACL REPORTING						
Self-Report	408	248	-	119	-	41
	100.0%	60.8%	-	29.2%	-	10.0%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
TACL AGE GROUP						
Age 18 to 34	174	111	-	41	1	21
	100.0%	63.8%	-	23.6%	0.6%	12.1%
Age 35 to 54	174	99	2	55	5	13
	100.0%	56.9%	1.1%	31.6%	2.9%	7.5%
Age 55 and over	96	47	2	31	1	15
	100.0%	49.0%	2.1%	32.3%	1.0%	15.6%

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").

include Me! Physical Well-Being Domain

	TOTAL	😊 10*	7.5*	😐 5*	2.5*	😞 0*
Total	7345	4483	324	1964	47	527
	100.0%	61.0%	4.4%	26.7%	0.6%	7.2%
TACL	444	209	7	179	3	46
	100.0%	47.1%	1.6%	40.3%	0.7%	10.4%
TACL SERVICES ACCESSED						
Residential	288	119	7	124	3	35
	100.0%	41.3%	2.4%	43.1%	1.0%	12.2%
Community Inclusion	162	91	-	59	-	12
	100.0%	56.2%	-	36.4%	-	7.4%
Respite	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
TACL REPORTING						
Self-Report	408	190	-	174	-	44
	100.0%	46.6%	-	42.6%	-	10.8%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
TACL AGE GROUP						
Age 18 to 34	174	82	4	66	-	22
	100.0%	47.1%	2.3%	37.9%	-	12.6%
Age 35 to 54	174	72	1	88	2	11
	100.0%	41.4%	0.6%	50.6%	1.1%	6.3%
Age 55 and over	96	55	2	25	1	13
	100.0%	57.3%	2.1%	26.0%	1.0%	13.5%

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").

include Me! Material Well-Being Domain

	TOTAL	😊 10*	7.5*	😐 5*	2.5*	😞 0*
Total	7319	4715	269	1618	48	669
	100.0%	64.4%	3.7%	22.1%	0.7%	9.1%
TACL	444	237	3	142	4	58
	100.0%	53.4%	0.7%	32.0%	0.9%	13.1%
TACL SERVICES ACCESSED						
Residential	288	145	3	90	4	46
	100.0%	50.3%	1.0%	31.2%	1.4%	16.0%
Community Inclusion	162	96	-	54	-	12
	100.0%	59.3%	-	33.3%	-	7.4%
Respite	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
TACL REPORTING						
Self-Report	408	212	-	139	-	57
	100.0%	52.0%	-	34.1%	-	14.0%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
TACL AGE GROUP						
Age 18 to 34	174	94	-	54	2	24
	100.0%	54.0%	-	31.0%	1.1%	13.8%
Age 35 to 54	174	88	3	59	2	22
	100.0%	50.6%	1.7%	33.9%	1.1%	12.6%
Age 55 and over	96	55	-	29	-	12
	100.0%	57.3%	-	30.2%	-	12.5%

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").

include Me! Rights Domain

	TOTAL	😊 10*	7.5*	😐 5*	2.5*	😞 0*
Total	7322	4412	308	1518	130	954
	100.0%	60.3%	4.2%	20.7%	1.8%	13.0%
TACL	444	273	4	114	6	47
	100.0%	61.5%	0.9%	25.7%	1.4%	10.6%
TACL SERVICES ACCESSED						
Residential	288	175	4	68	6	35
	100.0%	60.8%	1.4%	23.6%	2.1%	12.2%
Community Inclusion	162	101	-	46	-	15
	100.0%	62.3%	-	28.4%	-	9.3%
Respite	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
TACL REPORTING						
Self-Report	408	260	-	108	-	40
	100.0%	63.7%	-	26.5%	-	9.8%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
TACL AGE GROUP						
Age 18 to 34	174	109	-	45	3	17
	100.0%	62.6%	-	25.9%	1.7%	9.8%
Age 35 to 54	174	106	3	45	2	18
	100.0%	60.9%	1.7%	25.9%	1.1%	10.3%
Age 55 and over	96	58	1	24	1	12
	100.0%	60.4%	1.0%	25.0%	1.0%	12.5%

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").

include Me! **Transportation Question**

	TOTAL	😊 10*	7.5*	😐 5*	2.5*	😞 0*
Total	2442	1642	129	520	15	136
	100.0%	67.2%	5.3%	21.3%	0.6%	5.6%
TACL	148	95	1	48	-	4
	100.0%	64.2%	0.7%	32.4%	-	2.7%
TACL SERVICES ACCESSED						
Residential	96	62	1	31	-	2
	100.0%	64.6%	1.0%	32.3%	-	2.1%
Community Inclusion	54	34	-	18	-	2
	100.0%	63.0%	-	33.3%	-	3.7%
Respite	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
TACL REPORTING						
Self-Report	136	86	-	46	-	4
	100.0%	63.2%	-	33.8%	-	2.9%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
TACL AGE GROUP						
Age 18 to 34	58	37	-	19	-	2
	100.0%	63.8%	-	32.8%	-	3.4%
Age 35 to 54	58	35	1	22	-	-
	100.0%	60.3%	1.7%	37.9%	-	-
Age 55 and over	32	23	-	7	-	2
	100.0%	71.9%	-	21.9%	-	6.2%

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").




include Me! Employment Question

	TOTAL	Yes	No	Don't Know*
Total	1220	662	525	33
	100.0%	55.8%	44.2%	-
TACL	74	41	32	1
	100.0%	56.2%	43.8%	-
TACL SERVICES ACCESSED				
Residential	48	20	27	1
	100.0%	42.6%	57.4%	-
Community Inclusion	27	21	6	-
	100.0%	77.8%	22.2%	-
Respite	-	-	-	-
	-	-	-	-
Support for Individuals and Families	-	-	-	-
	-	-	-	-
TACL REPORTING				
Self-Report	68	41	26	1
	100.0%	61.2%	38.8%	-
Report of Others	-	-	-	-
	-	-	-	-
TACL AGE GROUP				
Age 18 to 34	29	17	12	-
	100.0%	58.6%	41.4%	-
Age 35 to 54	29	18	10	1
	100.0%	64.3%	35.7%	-
Age 55 and over	16	6	10	-
	100.0%	37.5%	62.5%	-

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

*Responses of "Don't Know" are excluded from the percentage calculations, therefore percentages are not shown in the "Don't Know" column.




include Me!
Do you have support to help you get a paid job?

	TOTAL	 10*	7.5*	 5*	2.5*	 0*
Total	512	268	-	175	-	69
	100.0%	60.5%	-	39.5%	-	-
TACL	32	26	-	6	-	-
	100.0%	81.2%	-	18.8%	-	-
TACL SERVICES ACCESSED						
Residential	27	22	-	5	-	-
	100.0%	81.5%	-	18.5%	-	-
Community Inclusion	6	5	-	1	-	-
	100.0%	83.3%	-	16.7%	-	-
Respite	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
TACL REPORTING						
Self-Report	26	22	-	4	-	-
	100.0%	84.6%	-	15.4%	-	-
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
TACL AGE GROUP						
Age 18 to 34	12	10	-	2	-	-
	100.0%	83.3%	-	16.7%	-	-
Age 35 to 54	10	9	-	1	-	-
	100.0%	90.0%	-	10.0%	-	-
Age 55 and over	10	7	-	3	-	-
	100.0%	70.0%	-	30.0%	-	-

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").

include Me!
Does your job make your life better?

	TOTAL	 10*	7.5*	 5*	2.5*	 0*
Total	638	477	2	135	-	24
	100.0%	74.8%	0.3%	21.2%	-	3.8%
TACL	41	27	-	13	-	1
	100.0%	65.9%	-	31.7%	-	2.4%
TACL SERVICES ACCESSED						
Residential	20	13	-	6	-	1
	100.0%	65.0%	-	30.0%	-	5.0%
Community Inclusion	21	14	-	7	-	-
	100.0%	66.7%	-	33.3%	-	-
Respite	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
TACL REPORTING						
Self-Report	41	27	-	13	-	1
	100.0%	65.9%	-	31.7%	-	2.4%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
TACL AGE GROUP						
Age 18 to 34	17	12	-	5	-	-
	100.0%	70.6%	-	29.4%	-	-
Age 35 to 54	18	11	-	6	-	1
	100.0%	61.1%	-	33.3%	-	5.6%
Age 55 and over	6	4	-	2	-	-
	100.0%	66.7%	-	33.3%	-	-

Note: Frequency counts are calculated using the raw data. Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").

include Me!
Average Domain Scores

Domain	Personal Development	Self Determination	Interpersonal Relations	Social Inclusion	Rights	Emotional Well Being	Physical Well Being	Material Well Being
Total	7.2	7.2	6.9	6.3	7.4	8.5	7.8	7.8
TACL	6.8	7.3	6.3	6.2	7.5	8.2	6.9	7.0
TACL SERVICES ACCESSED								
Residential	6.8	7.4	6.0	5.7	7.4	8.2	6.5	6.7
Community Inclusion	6.8	7.1	6.9	6.9	7.7	8.1	7.4	7.6
Respite	-	-	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-	-	-
TACL REPORTING								
Self-Report	6.9	7.5	6.3	6.3	7.7	8.1	6.8	6.9
Report of Others	-	-	-	-	-	-	-	-
TACL AGE GROUP								
Age 18 to 34	6.9	7.6	6.1	6.3	7.6	8.2	6.8	7.0
Age 35 to 54	6.6	7.4	6.2	6.4	7.5	8.1	6.7	6.9
Age 55 and over	7.2	6.7	6.7	5.8	7.4	8.3	7.2	7.2

Note: Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.