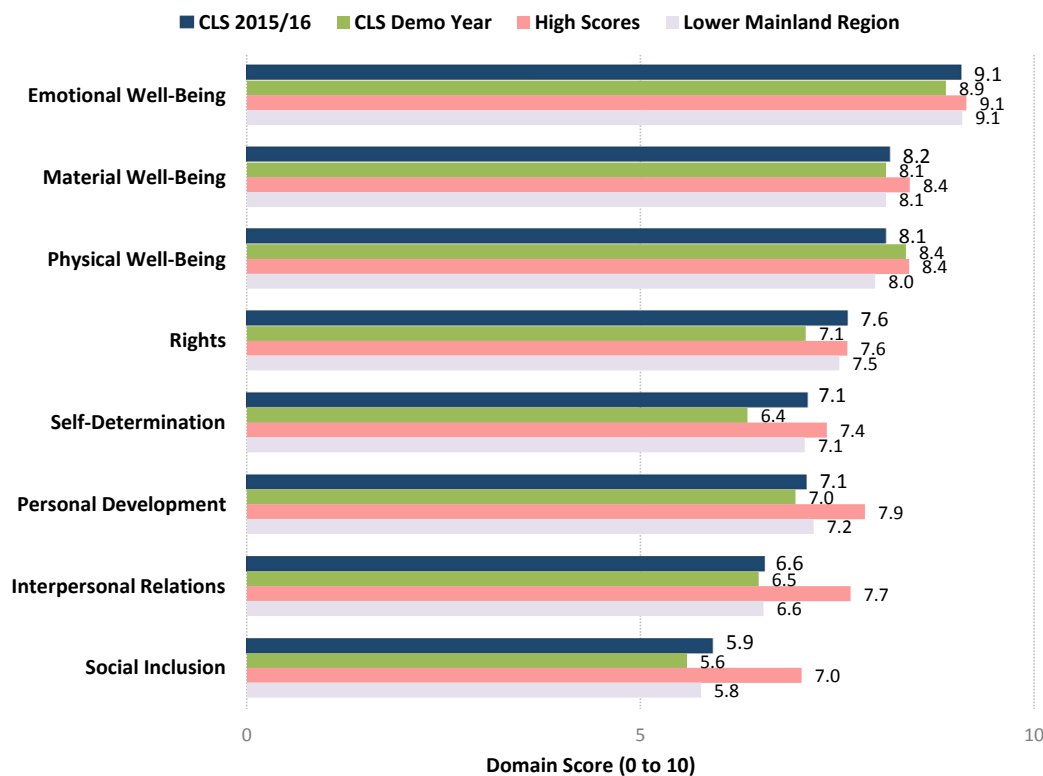
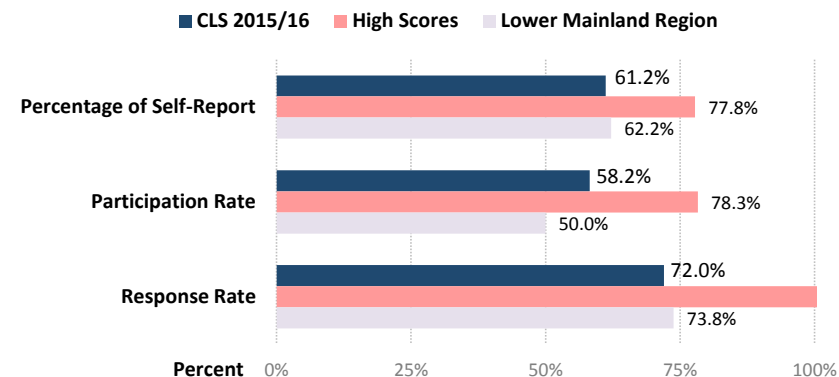


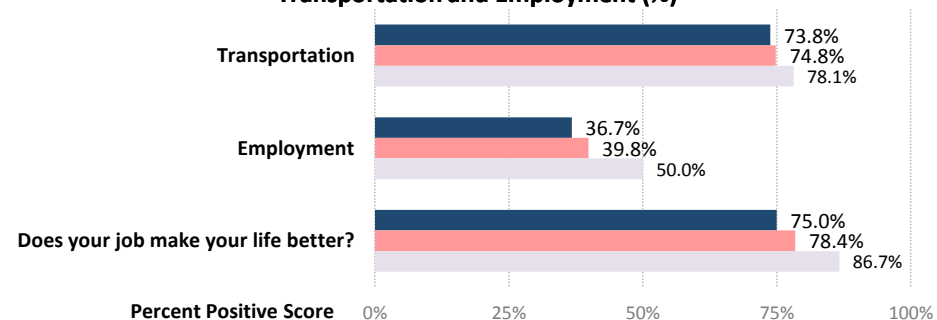
**MyLife Personal Outcome Index™ Quality of Life Domain Scores**



**Key Survey Metrics (%)**



**Transportation and Employment (%)**



Quality of Life Framework		Domain Scores (% Positive Scores)				Domain Score Correlation with			
Factor	Domain	CLS 2015/16	High Scores	Region	Overall	Feel good about your life?	Transportation Mean Score	Employment (Yes/No)	Life is better (those employed) n = 98
Independence	Personal Development	48.2%	55.2%	48.4%	50.0%	0.438	0.373	0.338	0.275
	Self-Determination	52.5%	52.5%	52.2%	51.1%	0.259	0.286	0.217	weak
Social Participation	Interpersonal Relationships	45.4%	61.0%	45.1%	48.4%	0.323	weak	0.376	weak
	Social Inclusion	40.2%	50.0%	38.4%	40.7%	0.302	0.211	0.463	weak
	Rights	61.0%	61.0%	59.6%	57.4%	weak	0.358	0.206	0.395
Well-Being	Emotional Well-Being	80.9%	80.9%	80.9%	78.9%	0.289	weak	weak	0.614
	Physical Well-Being	64.8%	67.0%	62.9%	63.2%	0.446	0.437	weak	0.485
	Material Well-Being	68.4%	69.4%	68.3%	67.5%	0.329	0.345	0.268	0.316
						Moderate Association .2 ≤ r < .5		Large Association r ≥ .5	

<sup>1</sup>Note: See full report for complete results and explanatory terms.

Date: January 2016-March 2016  
Community Living Society

Lower Mainland Region  
(Vancouver Coastal and Fraser)

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Self-Report Completions: 63  
(Total Valid Sample: 114)  
Report of Other Completions: 40 (38.8 %)  
Participation Rate: 58.2 %  
Response Rate: 72.0 %  
Refusal Rate: 21.9 %

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Self-Report Completions: 84  
(Total Valid Sample: 270)  
Report of Other Completions: 51 (37.8%)  
Participation Rate: 50.0%  
Response Rate: 73.8%  
Refusal Rate: 32.1%

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Completions: 103  
Margin of Error:  $\pm 6.3\%$

Completions: 135  
Margin of Error:  $\pm 6.0\%$

## Community Living Society

During the 2015-16 year, 188 individuals who access CLBC-funded services through four accredited organizations in the Vancouver-Coastal, Fraser, and Interior (South-Central Okanagan and North Okanagan) regions participated in a survey process in which they were asked to provide information about their quality of life in the areas of independence (personal development, self-determination), social participation (interpersonal relations, social inclusion, rights), and well-being (physical well-being, emotional well-being, material well-being). 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 itself was developed by the Persons with Developmental Disabilities (PDD) Edmonton Region Community Board and Howard Research over a two-year period. The research and development process included focus groups of 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 established a licensing agreement with PDD Edmonton and worked with Howard Research to conduct its own 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 of an individual's life. 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 typically able to participate in survey research. Additionally, the surveys are typically administered in person by self-advocates 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 others with developmental disabilities than they do when speaking with someone who does not share that lived experience.

During the 2015-16 year, CLBC contracted with R.A. Malatest & Associates Ltd. to manage the survey administration process and analyze the results of that process. The data that is being 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 ensure that existing resources have the most beneficial impact. It will also allow us as a sector 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, a new initiative of the 2015-16 year was to administer a slightly modified version of the survey to members of the general population in the Lower Mainland and Interior regions. This dataset provides the ability to compare 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 a very good reliability of responses (0.906 for the overall valid total sample) and we have already learned a great deal from the results that were generated during these first years of implementation. 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, rights, 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 various other stakeholder groups
- 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 and rich and powerful data set. For a few of the 2015-16 service providers, this year's data will provide a comparison for their involvement in the 2010-11 demonstration project and will allow them to compare how their supported individuals quality of life has changed. This will provide an understanding of strengths and areas where improvement can still occur.

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...not just individuals with developmental disabilities. 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 four participating service providers and compared to the **high scores** results (top performing service provider score across the British Columbia-wide (BC) sample, irrespective of region), the **regional** results (all surveys from all service providers within the local region), and the **overall BC** results for all participants in the 2015-16 year. In addition to presenting the average scores for each domain, domain scores are presented as “percent positive score” to facilitate comparison of results.

Furthermore, with the introduction of the general population survey this year, your results are also compared with **general population** results for your region.

The report is structured as follows:

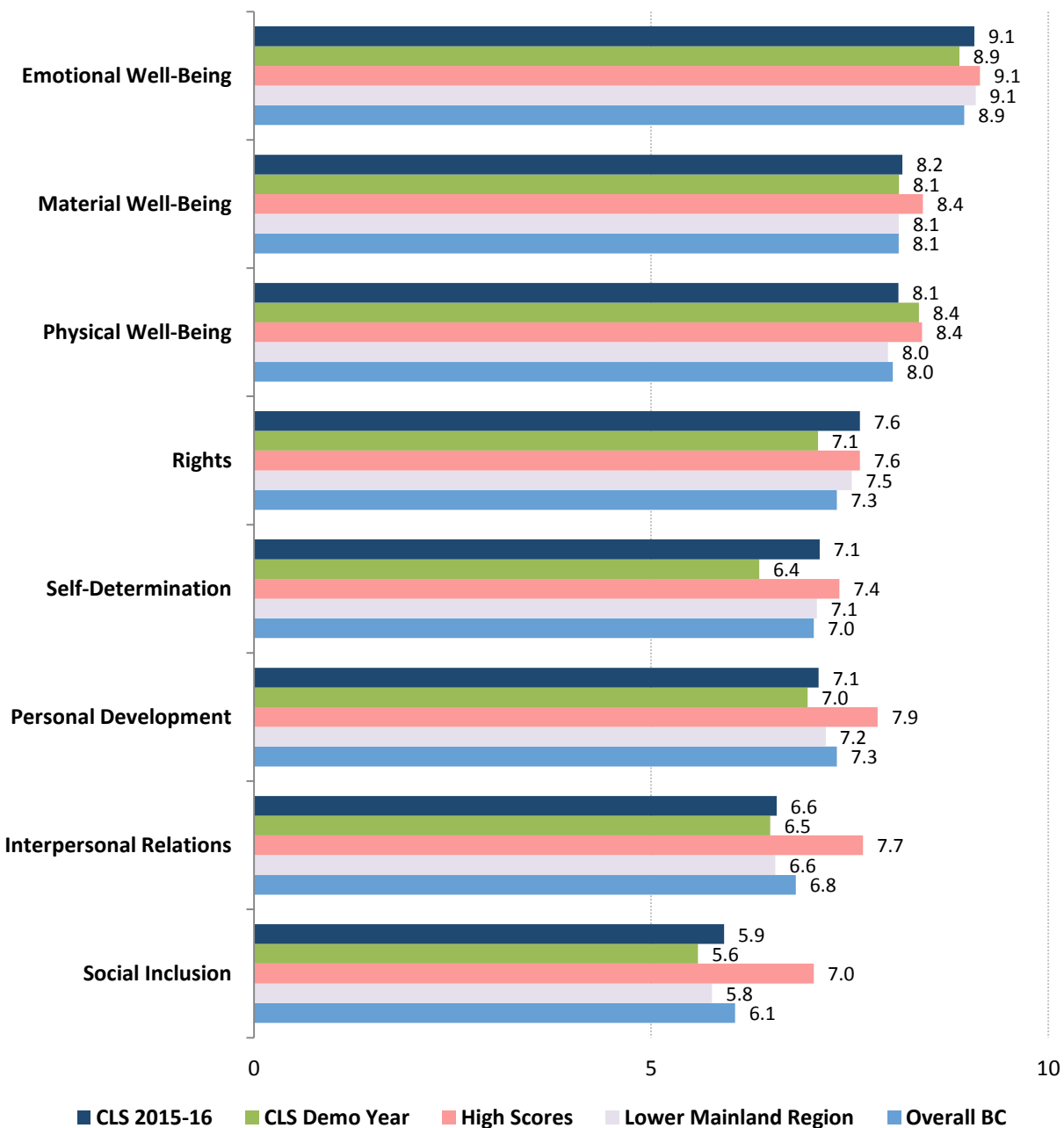
- Domain scores, including ranking of domains and brief overview of general population scores;
- Correlation with the quality of life domains;
- Survey responses on transportation and employment; and
- Responding to your results.

Appendices include

- Appendix A: Glossary of Terms;
- Appendix B: Quality of Life Domains and Indicators;
- Appendix C: Community Living Society Call Status Summary;
- Appendix D: Community Living Society Supplementary Tables.

## Domain Scores Summary

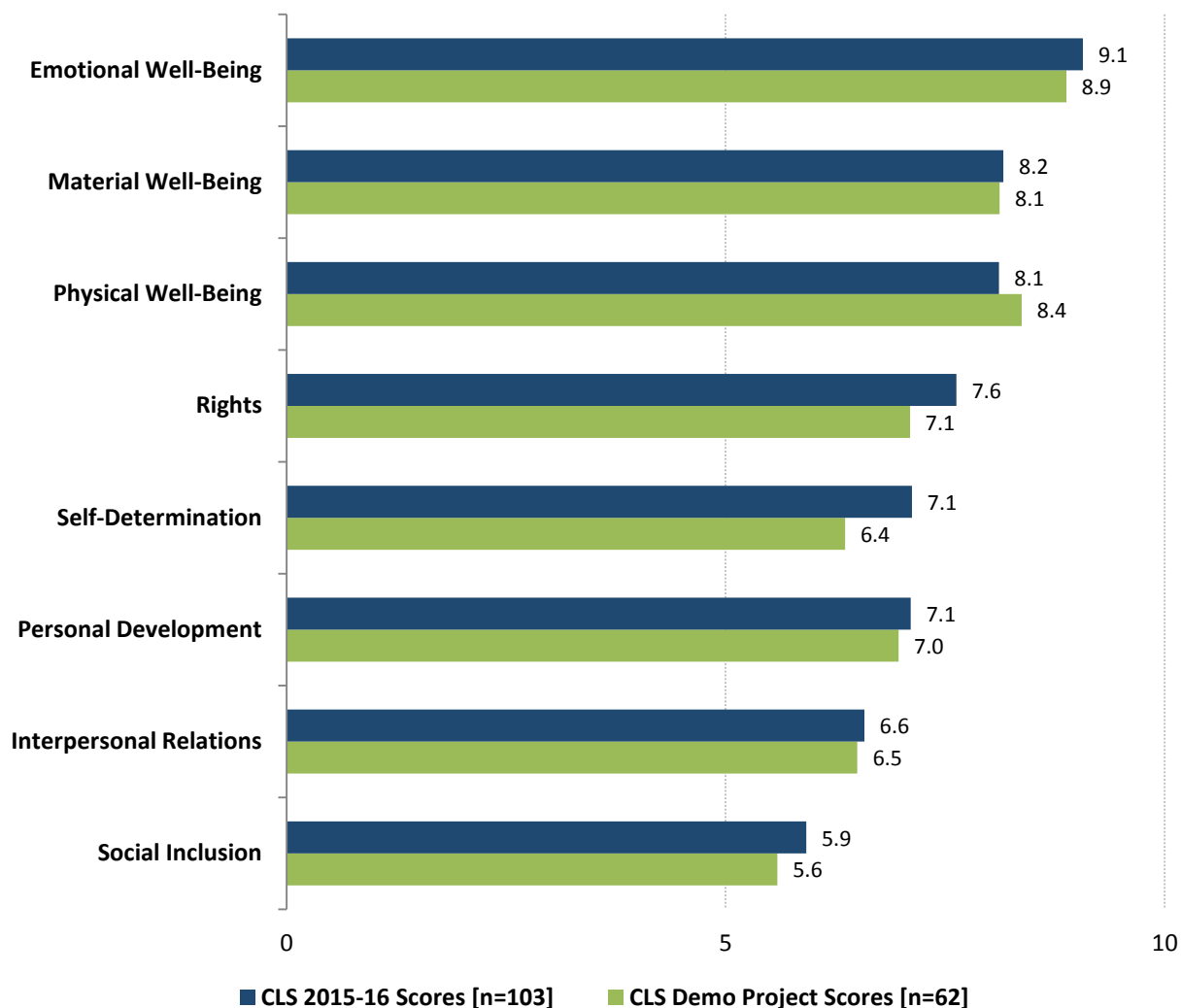
**Figure 1: MyLife Personal Outcome Index™ Quality of Life Domain Scores**



Source: include Me! survey 2015-16

Comparison of your 2015-16 domain scores with your domain scores from the demo project held during the 2010-11 year showed positive change in seven out of the eight domains. Figure 2 shows the change in your domain scores from the demonstration survey conducted in 2010-11 to this year's results.

**Figure 2: Domain Scores: 2015-16 versus 2010-11 (Demo Project)**

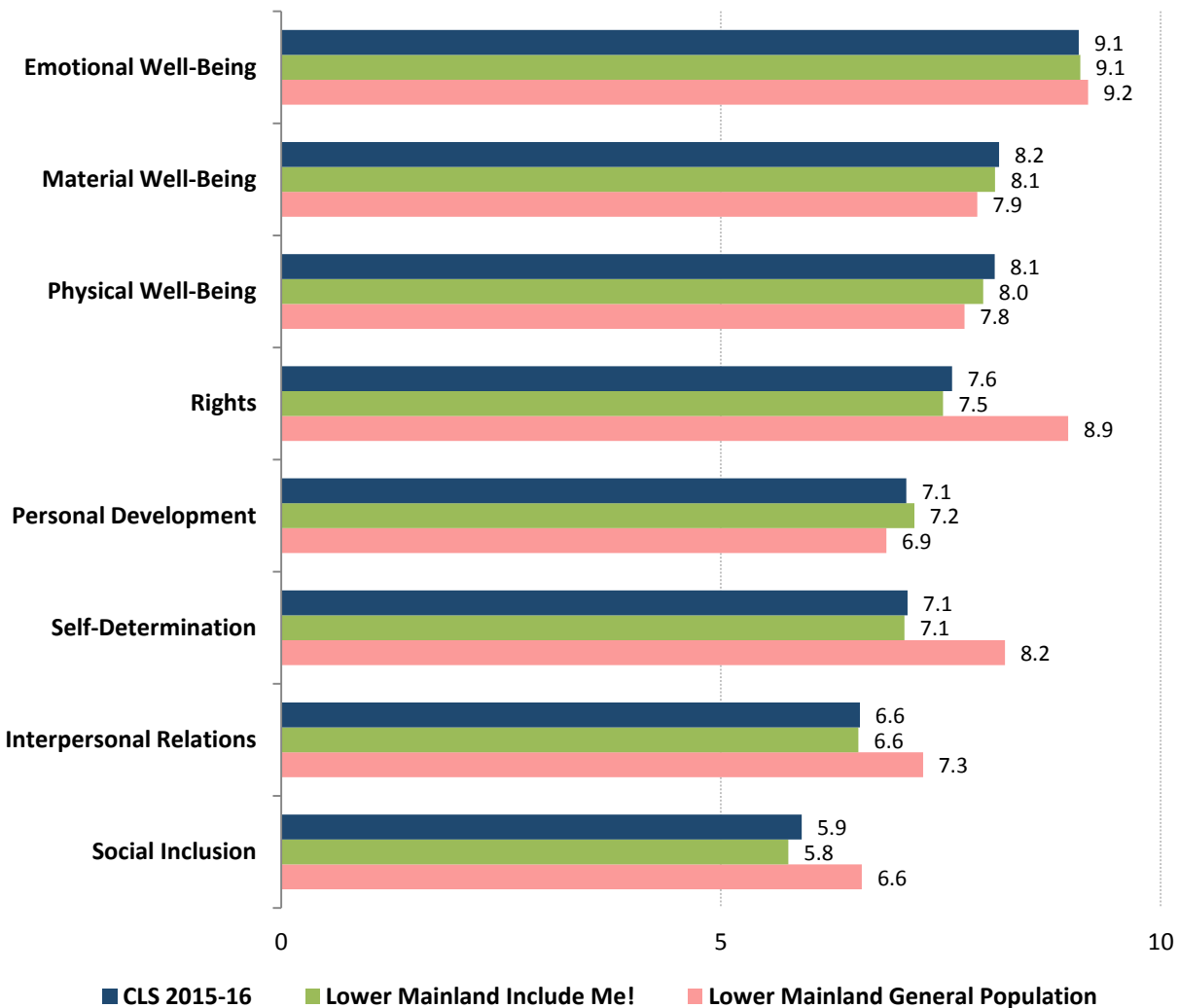


Source: include Me! survey 2015-16, My Life: Personal Outcomes Index™ Summary Report (2011)



The general population was also surveyed by region with respondents stratified by either residence in the Lower Mainland (considered to be Vancouver Coastal and Fraser regions) or Interior. Figure 3 below shows a comparison between CLS 2015-16, Lower Mainland *include Me!* participants (including CLS, among other service providers) and the Lower Mainland general population respondents.

**Figure 3: Comparison of CLS 2015-16 and Lower Mainland (Vancouver Coastal and Fraser) Domain Scores with Lower Mainland General Population Domain Scores**



Source: *include Me!* survey 2015-16, general population survey 2015-16



## Domain Positive Scores

This section summarizes the percent positive scores for the eight quality of life domains grouped under the three quality of life factors. Table 1 below presents a comparison of your percent positive scores with the best in class, Lower Mainland regional, overall BC, and Lower Mainland general population percent positive scores.

**Table 1: Quality of Life Framework Percent Positive Scores for CLS 2015-16, High Scores, Lower Mainland *include Me!* Participants, Overall BC Participants, Lower Mainland General Population and Overall BC General Population**

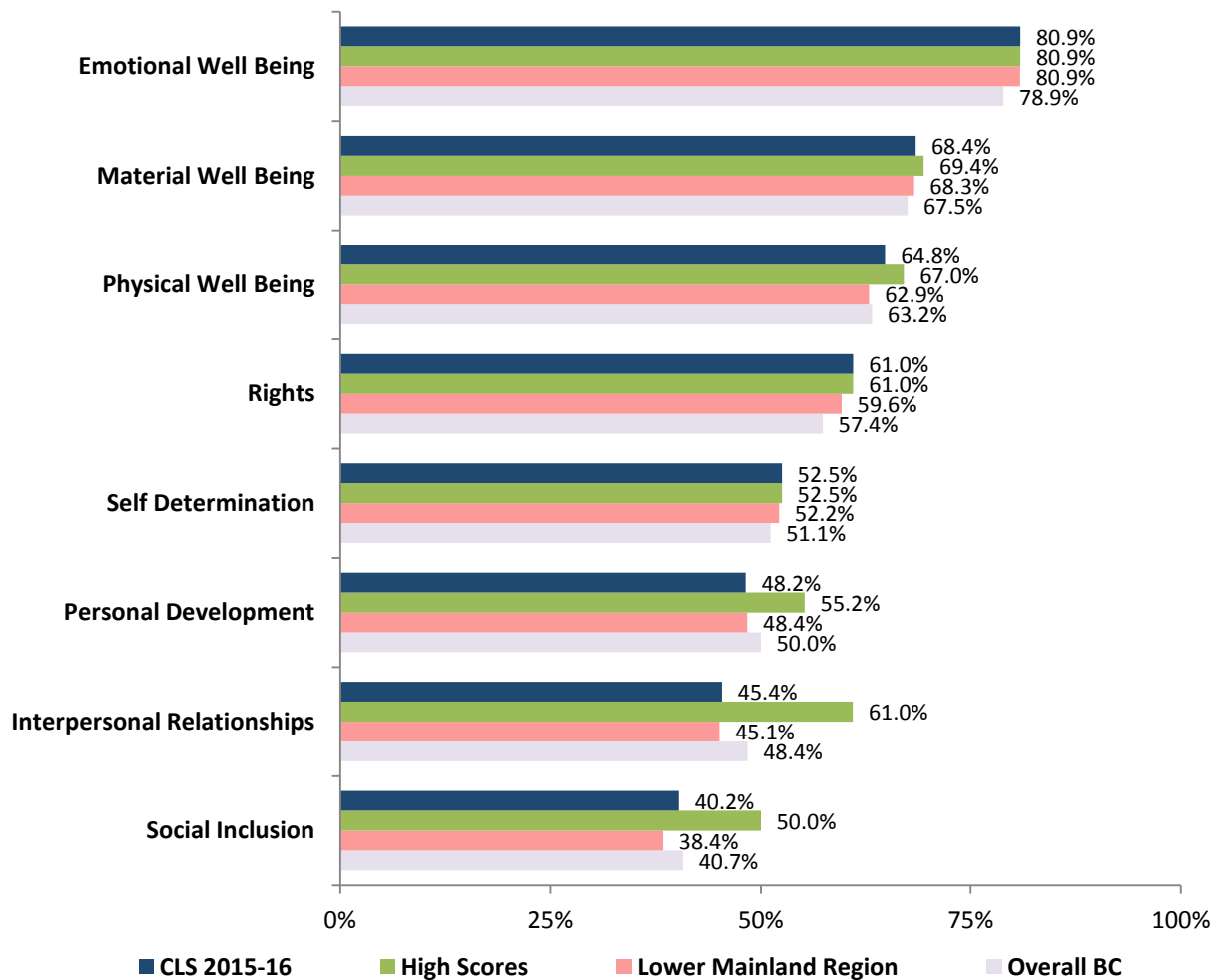
Quality of Life Framework		Domain Scores (% Positive Scores)				
Factor	Domain	CLS 2015-16	High Scores	Lower Mainland Region <i>include Me!</i>	Overall BC <i>include Me!</i>	Lower Mainland Gen Pop
Independence	Personal Development	48.2%	55.2%	48.4%	50.0%	50.2%
	Self-Determination	52.5%	52.5%	52.2%	51.1%	73.0%
Social Participation	Interpersonal Relationships	45.4%	61.0%	45.1%	48.4%	57.2%
	Social Inclusion	40.2%	50.0%	38.4%	40.7%	51.1%
	Rights	61.0%	61.0%	59.6%	57.4%	63.1%
Well-Being	Emotional Well-Being	80.9%	80.9%	80.9%	78.9%	85.3%
	Physical Well-Being	64.8%	67.0%	62.9%	63.2%	82.2%
	Material Well-Being	68.4%	69.4%	68.3%	67.5%	67.9%

Source: *include Me!* survey 2015-16, general population survey 2015-16

## Ranking of Domains

Figure 4 shows the ranking of domains in percent positive scores. Domains are ranked in descending order by your scores. Your domain percent positive scores are compared to the best in class percent positive scores, the Lower Mainland regional scores and the overall BC percent positive scores.

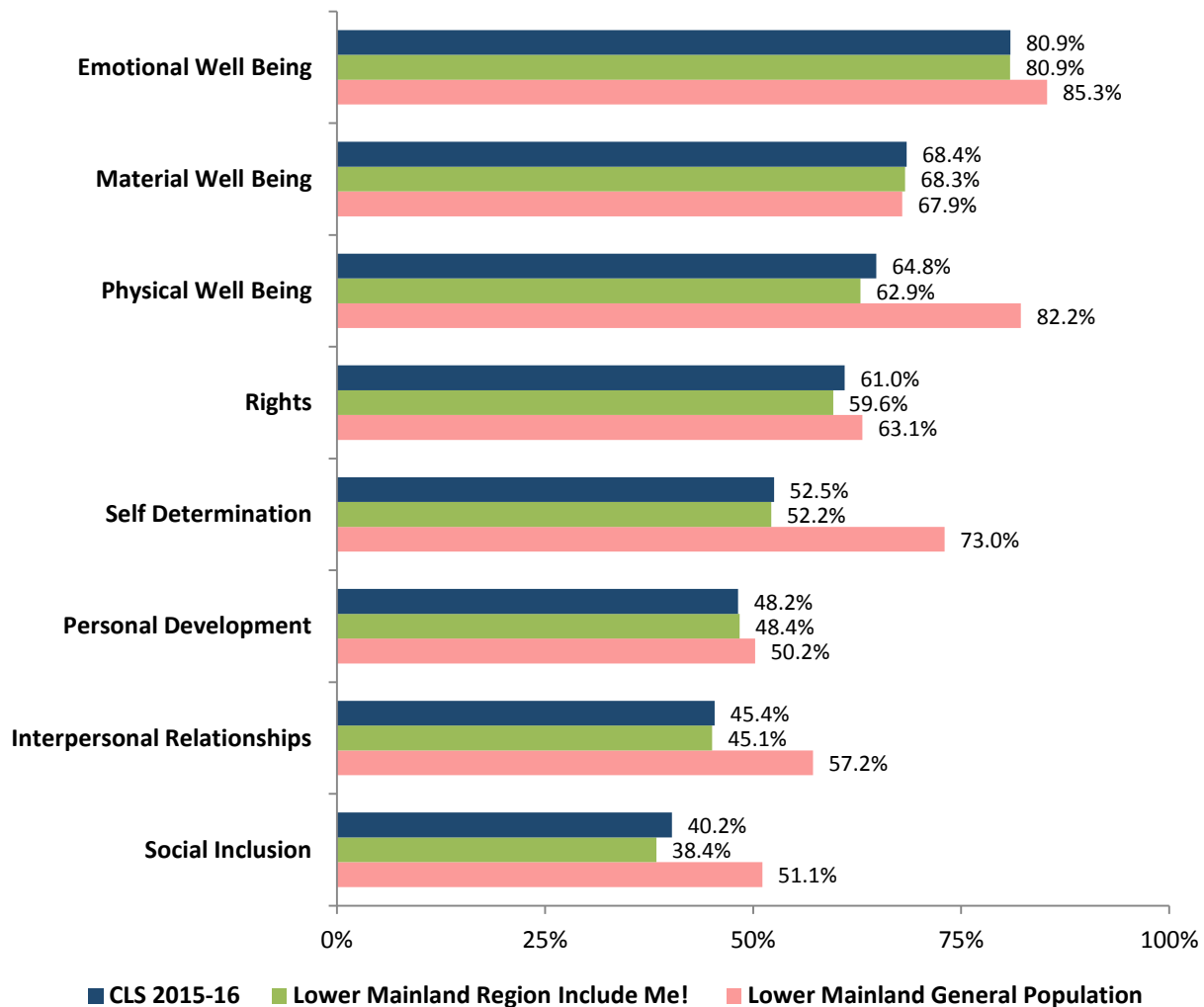
**Figure 4: Ranking of Domain Percent Positive Scores**



Source: include Me! survey 2015-16

Percent positive scores for the general population were also determined by region. Figure 5 below shows a comparison between CLS 2015-16, Lower Mainland *include Me!* participants (including CLS, among other service providers) and the Lower Mainland general population respondents.

**Figure 5: Comparison of CLS 2015-16 and Lower Mainland (Vancouver Coastal and Fraser) Percent Positive Scores with Lower Mainland General Population Percent Positive Scores**



Source: *include Me!* survey 2015-16, general population survey 2015-16

## Correlation with the Quality of Life Domains

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 question 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 2:

- A correlation less than .2 is considered weak (labeled 'weak');
- A correlation between .2 and .5 are considered 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 the 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 higher 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 2, domains that are highly correlated with Q54 (shaded in darker green) can be targeted to drive efforts to improve individual's 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 self-advocates served by your organization.

Additionally, Table 2 includes the correlations of the transportation (able to get around) and the employment questions with each of the eight domains.

**Table 2: Correlation with the Overall Quality of Life, Transportation, and Employment Questions for CLS 2015-16 Participants**

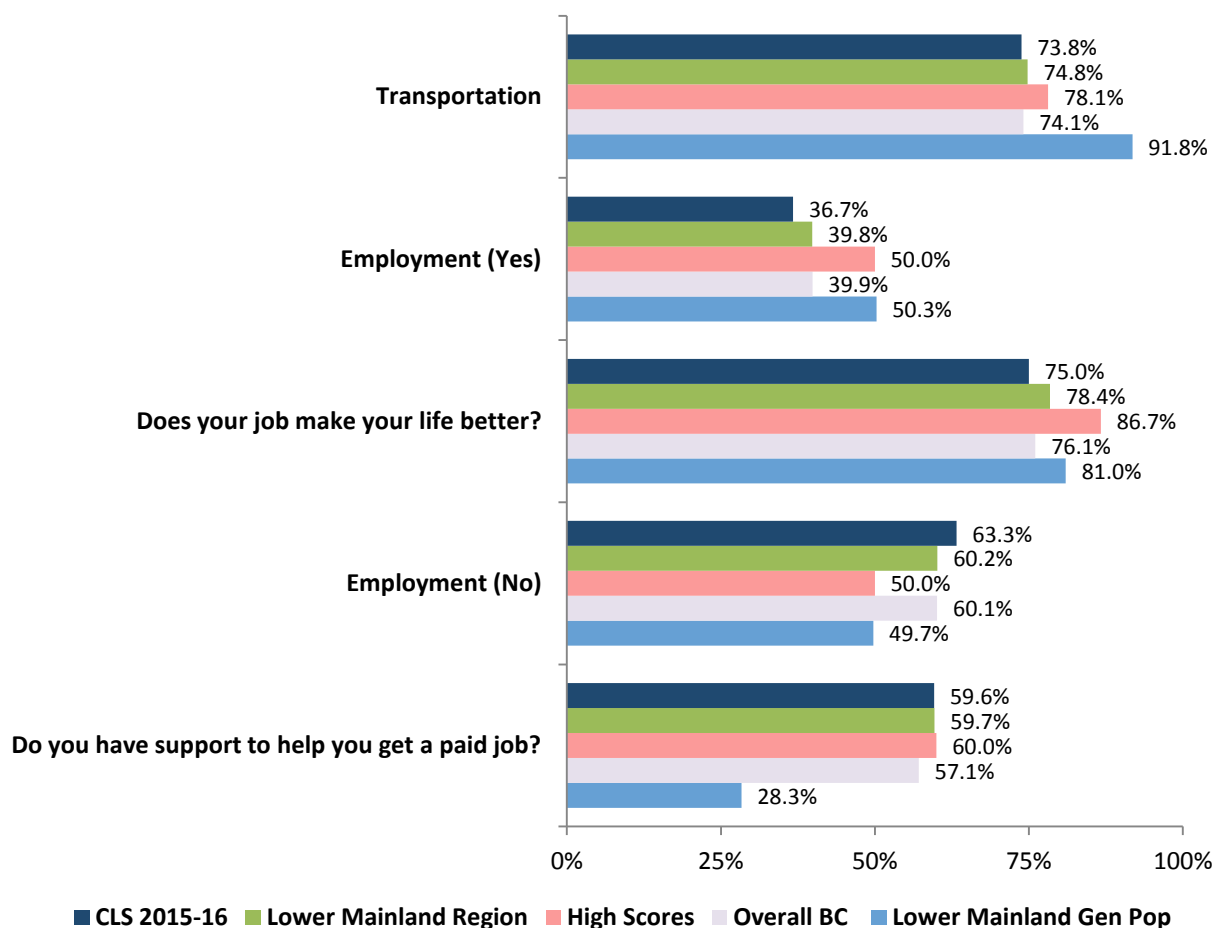
CLS 2015-16	Domain Score Correlation with			
	Feel good about your life?	Transportation Mean Score	Employment (Yes/No)	Life is better (those employed n=36)
Personal Development	0.438	0.373	0.338	0.275
Self-Determination	0.259	0.286	0.217	weak
Interpersonal Relationships	0.323	weak	0.376	weak
Social Inclusion	0.302	0.211	0.463	weak
Rights	weak	0.358	0.206	0.395
Emotional Well-Being	0.289	weak	weak	0.614
Physical Well-Being	0.446	0.437	weak	0.485
Material Well-Being	0.329	0.345	0.268	0.316
Moderate Association $.2 \leq r < 0.5$		Large Association $r \geq .5$		

Source: include Me! survey 2015-16

## Transportation and Employment

Figure 6 shows individuals' positive responses to the Transportation and Employment<sup>1</sup> 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, 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 6: Transportation and Employment Questions Percent Positive Scores**



Source: include Me! survey 2015-16, general population survey 2015-16

Note: High score for Employment (No) was defined as the lowest percent positive score (that is, the least number of "no" when asked "Do you have a job that pays you money").

<sup>1</sup> 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 of your staff and 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. Finally, a knowledge sharing web portal will be operational in 2017 that will allow service providers from across BC to share their approaches to continuous quality improvement.

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.

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

**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.

**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 of valid completed surveys 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”.

**Percentage of Self-Report** – Percentage of Self-Report is calculated as the ratio of self-report individuals who completed the survey over the total number of completed surveys.

**Refusal Rate** – Refusal rate is calculated as the percentage of self-advocates or proxies who explicitly refused to complete the survey after they consented to participate.

**Region** – The group into which each provider falls (either Lower Mainland including Vancouver Coastal and Fraser, or Interior).

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

\* 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:**  
**Community Living Society**  
**Call Status Summary**

**2015/2016 CLBC include Me! Survey  
Call Status**

	TOTAL RESPS	LOWER MAINLAND REGION	CLS
<b>VALID TOTAL SAMPLE*</b>	<b>346</b>	<b>270</b>	<b>177</b>
<b>VALID SELF-REPORT SAMPLE <sup>a</sup></b>	<b>248</b>	<b>193</b>	<b>114</b>
Refused to SPs (prior to scheduling) <sup>b</sup>	67	62	25
No response to SPs <sup>b</sup>	33	25	9
<b>Number who Consented</b> <i>Have given verbal consent to SPs or signed consent form</i>	<b>148</b>	<b>106</b>	<b>80</b>
<b>Completed</b>	<b>120</b>	<b>84</b>	<b>63</b>
No show / refused during interview	1	1	1
<b>Self-Report Participation Rate</b> <i>Completed / Valid Self-Report Sample</i>	<b>48.4%</b>	<b>43.5%</b>	<b>55.3%</b>
<b>Self-Report Response Rate</b> <i>Completed / Number who Consented</i>	<b>81.1%</b>	<b>79.2%</b>	<b>78.8%</b>
<b>VALID PROXY SAMPLE <sup>a</sup></b>	<b>98</b>	<b>77</b>	<b>63</b>
Refused to SPs (prior to scheduling) <sup>c</sup>	0	0	0
Unidentified by SPs	0	0	0
<b>Number who Consented <sup>d</sup></b> <i>Have given verbal consent to SPs or signed consent form</i>	<b>98</b>	<b>77</b>	<b>63</b>
<b>Two Proxies Completed</b>	<b>67</b>	<b>51</b>	<b>40</b>
One proxy completed <sup>e</sup>	22	21	18
Both proxies refused during interview / did not respond to Malatest's phone calls	4	5	5
<b>Proxy Participation Rate</b> <i>Two Proxies Completed / Valid Proxy Sample</i>	<b>68.4%</b>	<b>66.2%</b>	<b>63.5%</b>
<b>Proxy Response Rate</b> <i>Two Proxies Completed / Number who Consented</i>	<b>68.4%</b>	<b>66.2%</b>	<b>63.5%</b>
<b>VALID COMPLETES</b>			
Completed Self-Report + Two Proxies Completed	<b>187</b>	<b>135</b>	<b>103</b>
<b>Proxy Rate</b> <i>Two Proxies Completed / Valid Completes</i>	<b>35.8%</b>	<b>37.8%</b>	<b>38.8%</b>
<b>Overall Participation Rate</b> <i>Valid Completes / Valid Total Sample</i>	<b>54.0%</b>	<b>50.0%</b>	<b>58.2%</b>
<b>Overall Response Rate</b> <i>Valid Completes / Number who Consented</i>	<b>76.0%</b>	<b>73.8%</b>	<b>72.0%</b>

<sup>a</sup> Valid total sample for all respondents and Fraser region 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, valid total sample for Service Provider A includes these duplicate respondents.

<sup>b</sup> Some service providers may have coded "No Response" cases (i.e. those who did not respond after multiple follow-ups) as "Refused".

<sup>c</sup> "Refused" cases among those who were expected to have report of others are those cases where individuals themselves, their families, and/or all the individuals who were identified by service providers to answer on their behalf (proxies) did not want to participate in the study.

<sup>d</sup> Actual number of consents received from proxies is two times the number reported because each individual who is participating through others is required to have two.




<sup>e</sup> The other proxies in the single completed cases either refused or did not respond to Malatest's phone calls.



**Appendix D:**  
**Community Living Society**  
**Supplementary Tables**

***include Me!***

**Do you feel good about your life? – Overall Quality of Life**

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	179	125	14	36	1	3
	100.0%	69.8%	7.8%	20.1%	0.6%	1.7%
CLS	95	65	18	1	1	2
	91.6%	68.4%	18.9%	1.1%	1.1%	2.1%
<b>CLS</b>						
<b>SERVICES ACCESSED</b>						
Residential Services	86	60	9	14	1	2
	100.0%	69.8%	10.5%	16.3%	1.2%	2.3%
Community Inclusion	57	39	7	10	0	1
	100.0%	68.4%	12.3%	17.5%	0.0%	1.8%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<b>CLS</b>						
<b>REPORTING</b>						
Self-Report	59	43	0	14	0	2
	100.0%	72.9%	0.0%	23.7%	0.0%	3.4%
Report of Others	36	22	9	4	1	0
	100.0%	61.1%	25.0%	11.1%	2.8%	0.0%
<b>CLS</b>						
<b>AGE GROUP</b>						
Age 18 to 34	16	9	1	5	0	1
	100.0%	56.3%	6.3%	31.3%	0.0%	6.3%
Age 35 to 54	45	32	3	8	1	1
	100.0%	71.1%	6.7%	17.8%	2.2%	2.2%
Age 55 and over	34	24	5	5	0	0
	100.0%	70.6%	14.7%	14.7%	0.0%	0.0%

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.




## *include Me!* Emotional Well-Being Domain

		😊		😐		😞
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	1119	882	60	146	1	30
	100.0%	78.8%	5.4%	13.0%	0.1%	2.7%
CLS	609	492	33	70	1	13
	100.0%	80.8%	5.4%	11.5%	0.2%	2.1%
<hr/> CLS						
SERVICES ACCESSED						
Residential Services	549	444	29	63	0	13
	100.0%	80.9%	5.3%	11.5%	0.0%	2.4%
Community Inclusion	371	304	22	37	1	7
	100.0%	81.9%	5.9%	10.0%	0.3%	1.9%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<hr/> CLS						
REPORTING						
Self-Report	364	303	0	58	0	13
	102.7%	83.2%	0.0%	15.9%	0.0%	3.6%
Report of Others	235	189	33	12	1	0
	100.0%	80.4%	14.0%	5.1%	0.4%	0.0%
<hr/> CLS						
AGE GROUP						
Age 18 to 34	102	83	5	15	0	3
	103.9%	81.4%	4.9%	14.7%	0.0%	2.9%
Age 35 to 54	285	230	17	31	0	7
	100.0%	80.7%	6.0%	10.9%	0.0%	2.5%
Age 55 and over	222	179	11	28	1	3
	100.0%	80.6%	5.0%	12.6%	0.5%	1.4%

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.




***include Me!***  
**Interpersonal Relations Domain**

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	1112	539	69	312	51	141
	100.0%	48.5%	6.2%	28.1%	4.6%	12.7%
CLS	603	274	36	180	26	87
	100.0%	45.4%	6.0%	29.9%	4.3%	14.4%
<b>CLS</b>						
<b>SERVICES ACCESSED</b>						
Residential Services	543	248	32	167	23	73
	100.0%	45.7%	5.9%	30.8%	4.2%	13.4%
Community Inclusion	368	178	27	102	19	42
	100.0%	48.4%	7.3%	27.7%	5.2%	11.4%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<b>CLS</b>						
<b>REPORTING</b>						
Self-Report	372	196	0	119	0	57
	100.0%	52.7%	0.0%	32.0%	0.0%	15.3%
Report of Others	231	78	36	61	26	30
	100.0%	33.8%	15.6%	26.4%	11.3%	13.0%
<b>CLS</b>						
<b>AGE GROUP</b>						
Age 18 to 34	102	36	4	34	5	23
	100.0%	35.3%	3.9%	33.3%	4.9%	22.5%
Age 35 to 54	283	140	18	76	12	37
	100.0%	49.5%	6.4%	26.9%	4.2%	13.1%
Age 55 and over	218	98	14	70	9	27
	100.0%	45.0%	6.4%	32.1%	4.1%	12.4%

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.




***include Me!***  
**Social Inclusion Domain**

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	1110	454	79	292	67	218
	100.0%	40.9%	7.1%	26.3%	6.0%	19.6%
CLS	604	246	38	153	41	126
	100.0%	40.7%	6.3%	25.3%	6.8%	20.9%
<b>CLS</b>						
<b>SERVICES ACCESSED</b>						
Residential Services	544	220	36	139	39	110
	100.0%	40.4%	6.6%	25.6%	7.2%	20.2%
Community Inclusion	366	146	22	89	26	83
	100.0%	39.9%	6.0%	24.3%	7.1%	22.7%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<b>CLS</b>						
<b>REPORTING</b>						
Self-Report	372	196	0	100	0	76
	100.0%	52.7%	0.0%	26.9%	0.0%	20.4%
Report of Others	232	50	38	53	41	50
	100.0%	21.6%	16.4%	22.8%	17.7%	21.6%
<b>CLS</b>						
<b>AGE GROUP</b>						
Age 18 to 34	102	32	4	37	4	25
	100.0%	31.4%	3.9%	36.3%	3.9%	24.5%
Age 35 to 54	282	126	21	62	22	51
	100.0%	44.7%	7.4%	22.0%	7.8%	18.1%
Age 55 and over	220	88	13	54	15	50
	100.0%	40.0%	5.9%	24.5%	6.8%	22.7%

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.




***include Me!***  
**Personal Development Domain**

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	1105	554	125	313	30	83
	100.0%	50.1%	11.3%	28.3%	2.7%	7.5%
CLS	600	289	61	171	24	55
	100.0%	48.2%	10.2%	28.5%	4.0%	9.2%
<b>CLS</b>						
<b>SERVICES ACCESSED</b>						
Residential Services	540	265	57	147	22	49
	100.0%	49.1%	10.6%	27.2%	4.1%	9.1%
Community Inclusion	364	177	43	97	16	31
	100.0%	48.6%	11.8%	26.6%	4.4%	8.5%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<b>CLS</b>						
<b>REPORTING</b>						
Self-Report	368	218	0	108	0	42
	100.0%	59.2%	0.0%	29.3%	0.0%	11.4%
Report of Others	232	71	61	63	24	13
	100.0%	30.6%	26.3%	27.2%	10.3%	5.6%
<b>CLS</b>						
<b>AGE GROUP</b>						
Age 18 to 34	102	36	8	48	1	9
	100.0%	35.3%	7.8%	47.1%	1.0%	8.8%
Age 35 to 54	282	144	28	73	11	26
	100.0%	51.1%	9.9%	25.9%	3.9%	9.2%
Age 55 and over	216	109	25	50	12	20
	100.0%	50.5%	11.6%	23.1%	5.6%	9.3%

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

***include Me!***  
**Self-Determination Domain**




						
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	1109	568	92	263	53	133
	100.0%	51.2%	8.3%	23.7%	4.8%	12.0%
CLS	602	317	51	132	30	72
	100.0%	52.7%	8.5%	21.9%	5.0%	12.0%
<hr/>						
CLS						
<hr/>						
SERVICES ACCESSED						
Residential Services	542	285	46	120	30	61
	100.0%	52.6%	8.5%	22.1%	5.5%	11.3%
Community Inclusion	366	195	35	74	16	46
	100.0%	53.3%	9.6%	20.2%	4.4%	12.6%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<hr/>						
CLS						
<hr/>						
REPORTING						
Self-Report	372	249	0	80	0	43
	100.0%	66.9%	0.0%	21.5%	0.0%	11.6%
Report of Others	230	68	51	52	30	29
	100.0%	29.6%	22.2%	22.6%	13.0%	12.6%
<hr/>						
CLS						
<hr/>						
AGE GROUP						
Age 18 to 34	101	51	6	29	4	11
	100.0%	50.5%	5.9%	28.7%	4.0%	10.9%
Age 35 to 54	284	146	26	54	18	40
	100.0%	51.4%	9.2%	19.0%	6.3%	14.1%
Age 55 and over	217	120	19	49	8	21
	100.0%	55.3%	8.8%	22.6%	3.7%	9.7%

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.






***include Me!***  
**Physical Well-Being Domain**

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	1119	707	78	265	8	61
	100.0%	63.2%	7.0%	23.7%	0.7%	5.5%
CLS	610	395	43	133	5	34
	100.0%	64.8%	7.0%	21.8%	0.8%	5.6%
<hr/>						
CLS						
<hr/>						
SERVICES ACCESSED						
Residential Services	550	361	40	114	5	30
	100.0%	65.6%	7.3%	20.7%	0.9%	5.5%
Community Inclusion	372	238	28	80	4	22
	100.0%	64.0%	7.5%	21.5%	1.1%	5.9%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<hr/>						
CLS						
<hr/>						
REPORTING						
Self-Report	375	251	0	94	0	30
	100.0%	66.9%	0.0%	25.1%	0.0%	8.0%
Report of Others	235	144	43	39	5	4
	100.0%	61.3%	18.3%	16.6%	2.1%	1.7%
<hr/>						
CLS						
<hr/>						
AGE GROUP						
Age 18 to 34	101	52	8	39	0	2
	100.0%	51.5%	7.9%	38.6%	0.0%	2.0%
Age 35 to 54	287	199	27	46	1	14
	100.0%	69.3%	9.4%	16.0%	0.3%	4.9%
Age 55 and over	222	144	8	48	4	18
	100.0%	64.9%	3.6%	21.6%	1.8%	8.1%

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

***include Me!***  
**Material Well-Being Domain**

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	1115	753	60	210	9	83
	100.0%	67.5%	5.4%	18.8%	0.8%	7.4%
CLS	612	419	32	109	9	43
	100.0%	68.5%	5.2%	17.8%	1.5%	7.0%
<hr/>						
CLS						
<hr/>						
SERVICES ACCESSED						
Residential Services	552	380	29	100	9	34
	100.0%	68.8%	5.3%	18.1%	1.6%	6.2%
Community Inclusion	376	261	23	58	5	29
	100.0%	69.4%	6.1%	15.4%	1.3%	7.7%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<hr/>						
CLS						
<hr/>						
REPORTING						
Self-Report	375	261	0	79	0	35
	100.0%	69.6%	0.0%	21.1%	0.0%	9.3%
Report of Others	237	158	32	30	9	8
	100.0%	66.7%	13.5%	12.7%	3.8%	3.4%
<hr/>						
CLS						
<hr/>						
AGE GROUP						
Age 18 to 34	101	68	2	23	0	8
	100.0%	67.3%	2.0%	22.8%	0.0%	7.9%
Age 35 to 54	285	187	15	54	9	20
	100.0%	65.6%	5.3%	18.9%	3.2%	7.0%
Age 55 and over	226	164	15	32	0	15
	100.0%	72.6%	6.6%	14.2%	0.0%	6.6%

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

## *include Me!* Rights Domain

		😊		😐		😞
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	1118	642	73	233	30	140
	100.0%	57.4%	6.5%	20.8%	2.7%	12.5%
CLS	611	373	40	121	12	65
	100.0%	61.0%	6.5%	19.8%	2.0%	10.6%
<hr/> CLS						
SERVICES ACCESSED						
Residential Services	552	333	39	110	11	59
	100.0%	60.3%	7.1%	19.9%	2.0%	10.7%
Community Inclusion	375	242	28	65	6	34
	100.0%	64.5%	7.5%	17.3%	1.6%	9.1%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<hr/> CLS						
REPORTING						
Self-Report	371	266	0	59	0	46
	100.0%	71.7%	0.0%	15.9%	0.0%	12.4%
Report of Others	240	107	40	62	12	19
	100.0%	44.6%	16.7%	25.8%	5.0%	7.9%
<hr/> CLS						
AGE GROUP						
Age 18 to 34	100	64	3	26	0	7
	100.0%	64.0%	3.0%	26.0%	0.0%	7.0%
Age 35 to 54	286	153	22	65	11	35
	100.0%	53.5%	7.7%	22.7%	3.8%	12.2%
Age 55 and over	225	156	15	30	1	23
	100.0%	69.3%	6.7%	13.3%	0.4%	10.2%

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

## *include Me!* Transportation Question

		😊		😐		😞
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	375	278	20	60	1	16
	100.0%	74.1%	5.3%	16.0%	0.3%	4.3%
CLS	206	152	12	31	0	11
	100.0%	73.8%	5.8%	15.0%	0.0%	5.3%
<hr/> CLS						
SERVICES ACCESSED						
Residential Services	186	140	10	26	0	10
	100.0%	75.3%	5.4%	14.0%	0.0%	5.4%
Community Inclusion	126	94	8	19	0	5
	100.0%	74.6%	6.3%	15.1%	0.0%	4.0%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<hr/> CLS						
REPORTING						
Self-Report	126	91	0	24	0	11
	100.0%	72.2%	0.0%	19.0%	0.0%	8.7%
Report of Others	80	61	12	7	0	0
	100.0%	76.3%	15.0%	8.8%	0.0%	0.0%
<hr/> CLS						
AGE GROUP						
Age 18 to 34	34	28	1	3	0	2
	100.0%	82.4%	2.9%	8.8%	0.0%	5.9%
Age 35 to 54	96	73	6	16	0	1
	100.0%	76.0%	6.3%	16.7%	0.0%	1.0%
Age 55 and over	76	51	5	12	0	8
	100.0%	67.1%	6.6%	15.8%	0.0%	10.5%

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

## *include Me!* Employment Question




	TOTAL	Yes	No	Don't Know*
Overall	178 100.0%	71 39.9%	107 60.1%	8
CLS	98 100.0%	36 36.7%	62 63.3%	4
<hr/> CLS				
SERVICES ACCESSED				
Residential Services	89 100.0%	31 34.8%	58 65.2%	3
Community Inclusion	58 100.0%	23 39.7%	35 60.3%	4
Respite Services	-	-	-	-
Support for Individuals and Families	-	-	-	-
<hr/> CLS				
REPORTING				
Self-Report	62 100.0%	32 51.6%	30 48.4%	0
Report of Others	36 100.0%	4 11.1%	32 88.9%	4
<hr/> CLS				
AGE GROUP				
Age 18 to 34	17 100.0%	7 41.2%	10 58.8%	0
Age 35 to 54	47 100.0%	20 42.6%	27 57.4%	1
Age 55 and over	34 100.0%	9 26.5%	25 73.5%	3

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

***include Me!***




**Do you have support to help you get a paid job?**

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	114	52	0	39	0	23
	100.0%	45.6%	0.0%	34.2%	0.0%	20.2%
CLS	66	31	0	21	0	14
	100.0%	47.0%	0.0%	31.8%	0.0%	21.2%
<hr/>						
CLS						
<hr/>						
SERVICES ACCESSED						
Residential Services	61	30	0	19	0	12
	100.0%	49.2%	0.0%	31.1%	0.0%	19.7%
Community Inclusion	39	18	0	14	0	7
	100.0%	46.2%	0.0%	35.9%	0.0%	17.9%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<hr/>						
CLS						
<hr/>						
REPORTING						
Self-Report	30	20	0	8	0	2
	100.0%	66.7%	0.0%	26.7%	0.0%	6.7%
Report of Others	36	11	0	13	0	12
	100.0%	30.6%	0.0%	36.1%	0.0%	33.3%
<hr/>						
CLS						
<hr/>						
AGE GROUP						
Age 18 to 34	10	6	0	3	0	1
	100.0%	60.0%	0.0%	30.0%	0.0%	10.0%
Age 35 to 54	28	8	0	11	0	9
	100.0%	28.6%	0.0%	39.3%	0.0%	32.1%
Age 55 and over	28	17	0	7	0	4
	100.0%	60.7%	0.0%	25.0%	0.0%	14.3%

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations

***include Me!***  
**Does your job make your life better?**

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Overall	71	54	2	12	0	3
	100.0%	76.1%	2.8%	16.9%	0.0%	4.2%
CLS	36	27	0	6	0	3
	100.0%	75.0%	0.0%	16.7%	0.0%	8.3%
<hr/>						
CLS						
<hr/>						
SERVICES ACCESSED						
Residential Services	31	24	0	4	0	3
	100.0%	77.4%	0.0%	12.9%	0.0%	9.7%
Community Inclusion	23	16	0	5	0	2
	100.0%	69.6%	0.0%	21.7%	0.0%	8.7%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<hr/>						
CLS						
<hr/>						
REPORTING						
Self-Report	32	23	0	6	0	3
	100.0%	71.9%	0.0%	18.8%	0.0%	9.4%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
<hr/>						
CLS						
<hr/>						
AGE GROUP						
Age 18 to 34	-	-	-	-	-	-
	-	-	-	-	-	-
Age 35 to 54	20	15	0	4	0	1
	100.0%	75.0%	0.0%	20.0%	0.0%	5.0%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: 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"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.



***include Me!***  
**Average Domain Scores**

	Emotional Well-Being	Interpersonal Relations	Social Inclusion	Personal Develop- ment	Self- Determination	Physical Well-Being	Material Well-Being	Rights
Overall	8.9	6.8	6.1	7.3	7.0	8.0	8.1	7.3
CLS	9.1	6.6	5.9	7.1	7.1	8.1	8.2	7.6
<b>CLS</b>								
<b>SERVICES ACCESSED</b>								
Residential Services	9.1	6.6	5.9	7.2	7.1	8.2	8.2	7.6
Community Inclusion	9.1	6.9	5.8	7.2	7.2	8.1	8.2	7.9
Respite Services	-	-	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-	-	-
<b>CLS</b>								
<b>REPORTING</b>								
Self-Report	8.9	6.9	6.6	7.4	7.8	7.9	8.0	7.9
Report of Others	9.4	6.1	4.9	6.6	6.1	8.4	8.4	7.1
<b>CLS</b>								
<b>AGE GROUP</b>								
Age 18 to 34	9.0	5.6	5.3	6.5	7.0	7.6	8.0	8.0
Age 35 to 54	9.1	6.9	6.3	7.3	7.0	8.5	8.0	7.1
Age 55 and over	9.1	6.6	5.7	7.2	7.4	7.9	8.5	8.1

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