



## **Youth Survey Report**

**May 2016**

(2015 Youth Survey)

### **Introduction:**

As part of ongoing quality improvement at WAYS Mental Health Support, a survey of youth in our programs was initiated in 2015 and will be done on an annual basis going forward. This survey was administered in November, 2015. The response rate was approximately 61% (54 clients of 90 in residential and community programs responded). Of the respondents, 48% were from residential programs, 4% were from youth justice residential program, 6% were from transitional residential programs, and 43% were from community programs in Chatham and London. Looking at duration of service, 62% of respondents had been receiving service for 6 months or less, 27% fell between 6 months and one year, and 15% had been receiving support for over one year.

The target is to achieve 80% or greater satisfaction on each item (excluding open-ended questions).

### **Summary of Findings:**

#### **Strengths:**

On most items, youth indicated a positive degree of satisfaction (80% and over). Specifically, there was strong satisfaction with feeling like they had a say in their program (91%); that they got to make choices that affect them (91%); feeling like they and their primary worker were a team (90%).

On an open-ended question about what youth like about how staff interact with them the top responses were kind (77%), respectful (73%), and that they listen (71%). When asked what they dislike about how staff interacts with them, 85% said “nothing”, or made positive comments such as “awesome”. When asked how good youth feel about their relationship with the staff they are with the most, 87% indicated satisfaction.

On an open-ended question about how WAYS is “youth friendly”, 79% said friendly staff, 67% said WAYS is safe, and 65% indicated WAYS is helpful and welcoming. Of the 18 youth who indicated they had met with a Clinical Support Worker, 85% said it had been helpful. When asked if they could change one thing about their program at WAYS, 32% of youth said there is nothing they would change.

85% of youth said they would recommend WAYS to a friend.

#### **Areas for Improvement:**

Although 67% of youth said they have been able to have a person who is important to them involved in meetings, this could be an area of focus for improvement.

When asked in an open-ended question about what they disliked about staff, 19% of respondents said that staff are too busy and 19% said staff are too busy with paperwork.

When asked what gets in the way of the youth meeting their goals, 46% indicated it was their mental health or addiction problems, 31% said school, and 29% did not know.

### **Quality Improvement Action Plan:**

As part of the quality improvement process an action plan with outcomes has been prepared. A review of the action plan will occur prior to November 2016.

1. Ensure that youth are able to include a person who is important to them at meetings (e.g. Plan of Care meetings).
  - This issue will be brought to the attention of all Program Supervisors at an upcoming Program and Services Committee.
  - Revision to the Plan of Care report template to better ensure that the inclusion of someone important to the youth takes place more consistently.

**Outcome: Survey results will show that 80% of youth have someone who is important to them attending meetings to support them.**

2. Increase the amount of time staff are available to support youth directly.
  - Review current report templates to identify where these could be streamlined and/or filled in more efficiently.

**Outcome: Survey results will show that 80% of youth will not indicate staff are too busy/busy with paperwork.**

3. Reduce barriers to youth meeting their goals
  - Implementation of the standardized outcomes measurement tool, InterRAI will result in clearer, more measureable goals.

**Outcome: Survey results will show fewer barriers to youth in meeting their goals.**