



# include Me!

## Quality of Life Initiative

Summary Report  
Burnaby Association for Community Inclusion  
May 2020

Prepared for:  
Community Living British Columbia  
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Burnaby Association for Community Inclusion  
 Survey Period: September 2019 to January 2020

Overall  
 Survey Period: September 2019 to January 2020

Self-Report Completions: 114  
 Report of Other Completions: 55 (32.5%)  
 Participation Rate: 56.5%  
 Response Rate: 83.7%  
 Refusal Rate: 8.4%

Self-Report Completions: 957  
 Report of Other Completions: 174 (15.4%)  
 Participation Rate: 62.9%  
 Response Rate: 85.9%  
 Refusal Rate: 13.9%

Completions: 169  
 Total Valid Sample: 299  
 Margin of Error: ±5.0%

Completions: 1,131  
 Total Valid Sample: 1,798  
 Margin of Error: ±1.8%

## INTRODUCTION

During the 2019-20 year, 1,131 individuals who access CLBC-funded services through 15 agencies in the Vancouver-Coastal, South Fraser, Southern Interior, North / Thompson-Cariboo and Vancouver Island 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 2019-20 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, for the second time, a slightly modified version of the survey was administered to members of the general population in British Columbia. This allowed for the comparison of domain scores between persons with developmental disabilities and members of the general population. This year, members of the general population across all five CLBC regions were surveyed, improving the representativeness of the general population scores and strengthening the comparison with your results<sup>1</sup>.

The Quality of Life (QoL) index that is measured by the survey had an excellent reliability of responses (0.930 for the overall valid total sample), and we have already learned a great deal from *include Me!* survey results. We have learned that:

- Satisfaction with one's personal space / housing positively correlates with all but one QoL domain (considering correlations of 0.2 or higher)- this emphasizes the importance of housing to people and supports the importance placed on housing in CLBC's updated strategic plan and in the collaborative work that CLBC has undertaken with Inclusion BC to increase access to inclusive housing.
- 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, social inclusion, personal development, and rights (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 positive 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.

New this year, a Gender-based Analysis was conducted looking at the impact of gender on Quality of Life. Detailed results are included in the summary report for each region. Based on the 2019-20 *include Me!* and general population data, so far, we've seen that:

- At the overall provincial and regional levels, women reported higher scores than men on most quality of life domains, suggesting that female participants' perception of quality of life may be higher than their male counterparts;

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<sup>1</sup> Please refer to regional summary reports for a breakout of general population scores by region. Overall provincial general population scores are used as the point of comparison within service provider summary reports.



- Men supported by CLBC rated their quality of life across the majority of domains somewhat lower than men did from the general population; and
- Women supported by CLBC rated their quality of life across most domains as similar to as or somewhat higher than women did in the general population.

Since CLBC initiated the *include Me!* project, based on what we have learned so far, CLBC and participating service providers are:

- Having conversations with individuals, families, and other stakeholders about the results and about next steps;
- Connecting 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.);
- Aligning the delivery of services to further the achievement of personal outcomes for the individuals we collectively serve; and
- Expanding 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 five out of fifteen of the 2019-20 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 across the province, 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, the **overall British Columbia (BC)** results for all participants in the 2019-20 year, **high scores** results, and **general population scores** gathered in 2019-20. In addition to presenting the average scores for each domain, "Percent Positive Scores" for housing and employment questions are also included to facilitate the interpretation of results. Introduced in 2017-18, 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 Score comparisons;
- Correlation with the Quality of Life Domains;
- Survey responses on Housing and Employment; and
- Responding to your results.

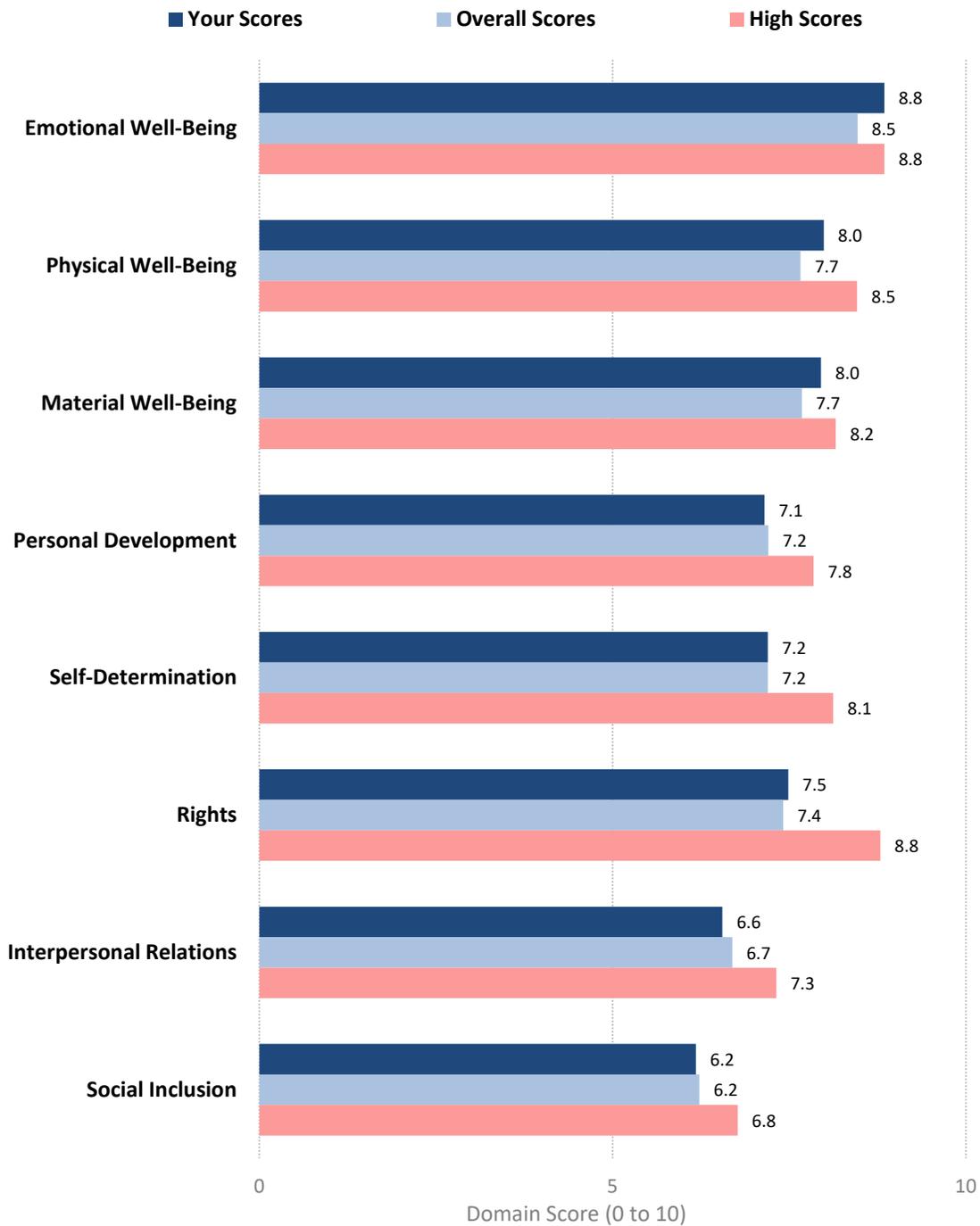
Appendices included:

- 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 2019-20 service provider level domain scores with the overall BC *include Me!* participants' results and high score results.

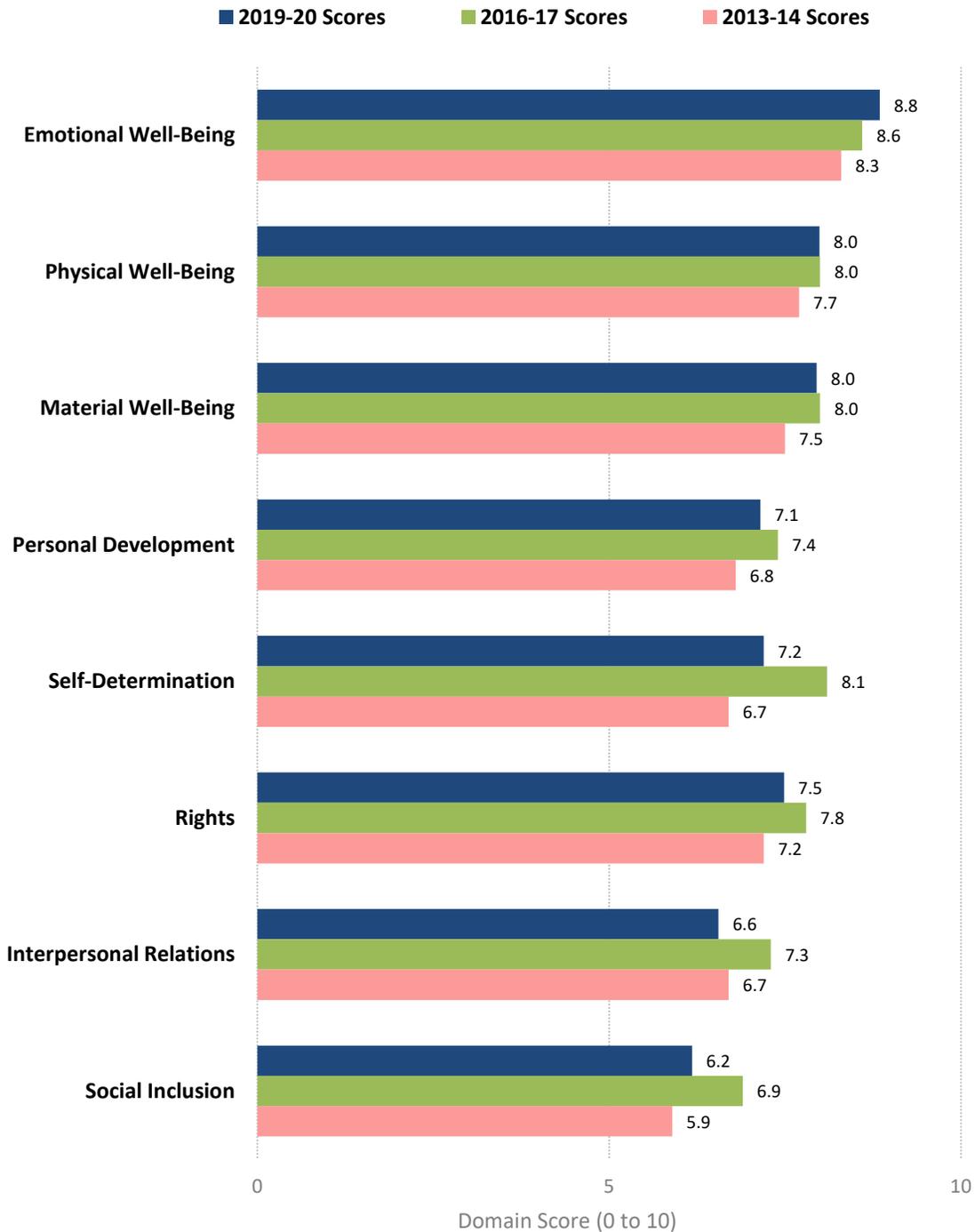
Figure 1: Quality of Life Framework Domain Scores



Source: *include Me!* Survey 2019-20

Figure 2 shows your domain scores over time. Comparison of your 2019-20 domain scores with your domain scores from previous years of participation in 2016-17 and 2013-14 showed that Well-being domain scores have increased since 2013-14. On all other domains, scores were highest in 2016-17.

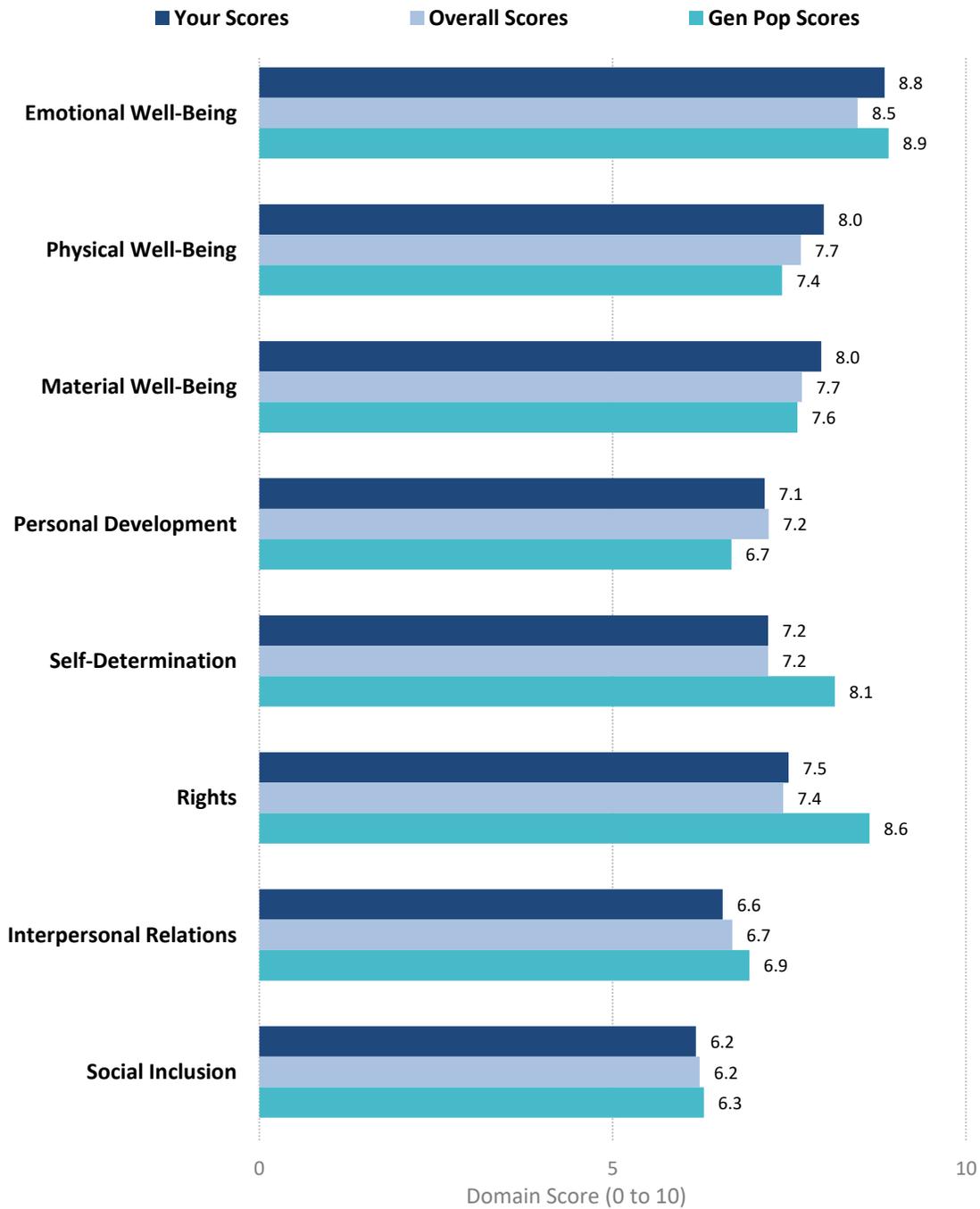
**Figure 2: Current Year Service Provider Scores compared to Previous Scores**



Sources: include Me! Survey 2019-20 (n=232); include Me! Survey 2016-17 (n=64); include Me! Survey 2013-14 (n=108)

The general population was re-surveyed this round (2019-20). Figure 3 shows a comparison between your service provider level scores, the overall BC *include Me!* participants (including your service provider, among other service providers) and the overall general population respondents.

**Figure 3: Comparison of Service Provider Scores, Overall Scores, and General Population Domain Scores**

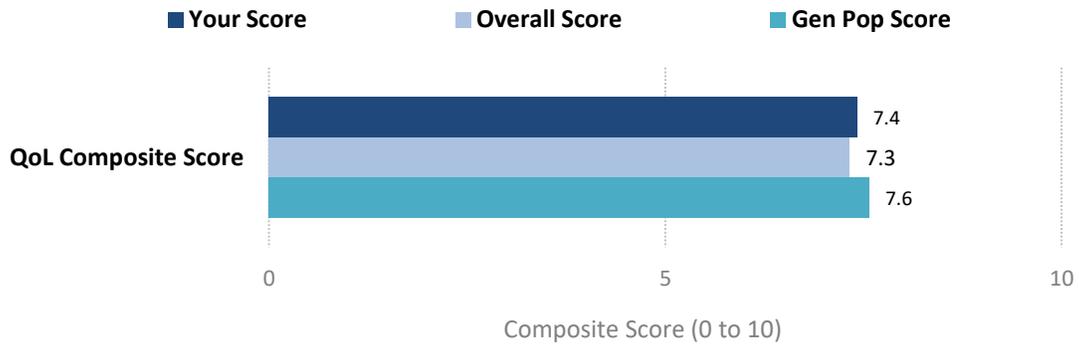


Sources: *include Me!* Survey 2019-20; General Population Survey 2019-20



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 your service provider Quality of Life Composite Score, the overall BC *include Me!* Quality of Life Composite Score and the general population Quality of Life Composite Score.

**Figure 4: Comparison of Your Service Provider, Overall, and General Population Quality of Life Composite Scores**



Sources: *include Me!* Survey 2019-20; General Population Survey 2019-20

## CORRELATION WITH OVERALL QUALITY OF LIFE, HOUSING, 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 Employment question have a correlation of 0.2 or higher, the individual’s perception of their Rights and whether they have paid work 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 light green ■); and
- A correlation greater or equal to .5 is considered a large association (shaded 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 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 housing satisfaction question (likes the room in the home where they live) and the employment questions with each of the eight domains.

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

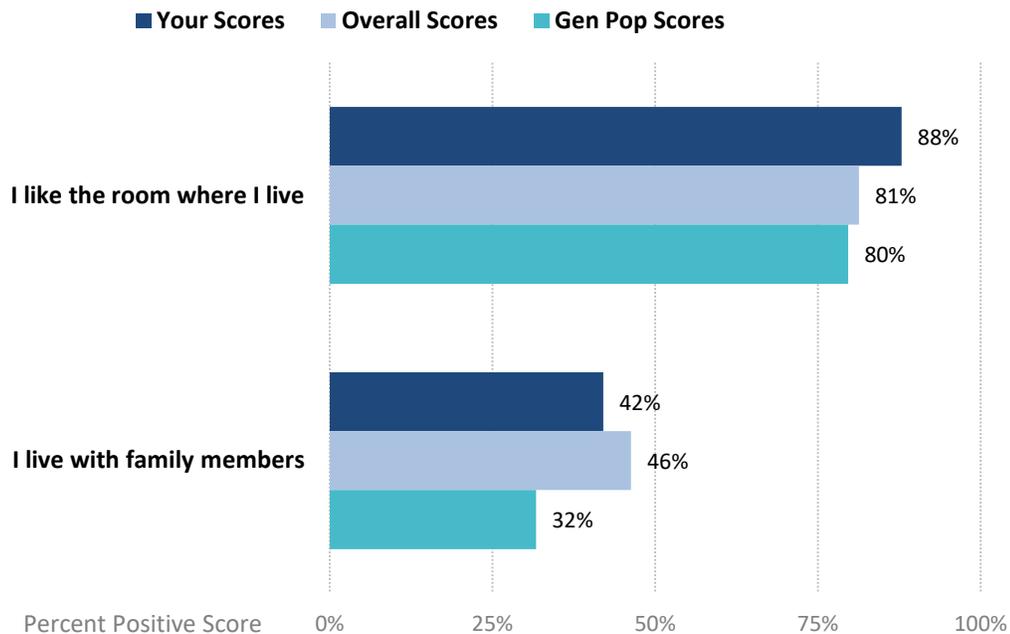
Domain	Domain Score Correlation with:			
	Feel good about your life n=167	Likes the room where they live n=165	Has paid work (Yes / No) n=158	Life is better (those employed) n=50
Emotional Well-Being	0.357	0.325	weak	weak
Physical Well-Being	0.541	0.375	weak	0.429
Material Well-Being	0.340	0.318	weak	0.388
Personal Development	0.458	0.226	weak	0.402
Self-Determination	0.384	0.284	weak	0.454
Rights	weak	0.211	weak	0.486
Interpersonal Relations	0.380	0.286	weak	0.277
Social Inclusion	0.444	weak	0.220	0.265
	Moderate Association $.2 \leq r < .5$		Large Association $r \geq .5$	

Sources: include Me! Survey 2019-20

## HOUSING AND EMPLOYMENT SUMMARY

Due to the different scales used for some questions within the Housing and Employment questions, comparisons are made using percent positive scores. Figure 5 and Figure 6 show individuals' positive responses to the Housing and Employment<sup>2</sup> questions that are not part of the eight Quality of Life domains. The Housing Satisfaction Percent Positive Score is based on only those who answered "Most of the time" to question "Q50. Do you like your room in the home where you live?". For the other housing question ("Q49. Do you live with family members?<sup>3</sup>"), the Percent Positive Score is based on the proportions of individuals who answered "Yes" to this question. 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 5: Comparison of Your Service Provider, Overall, and General Population Housing Percent Positive Scores**

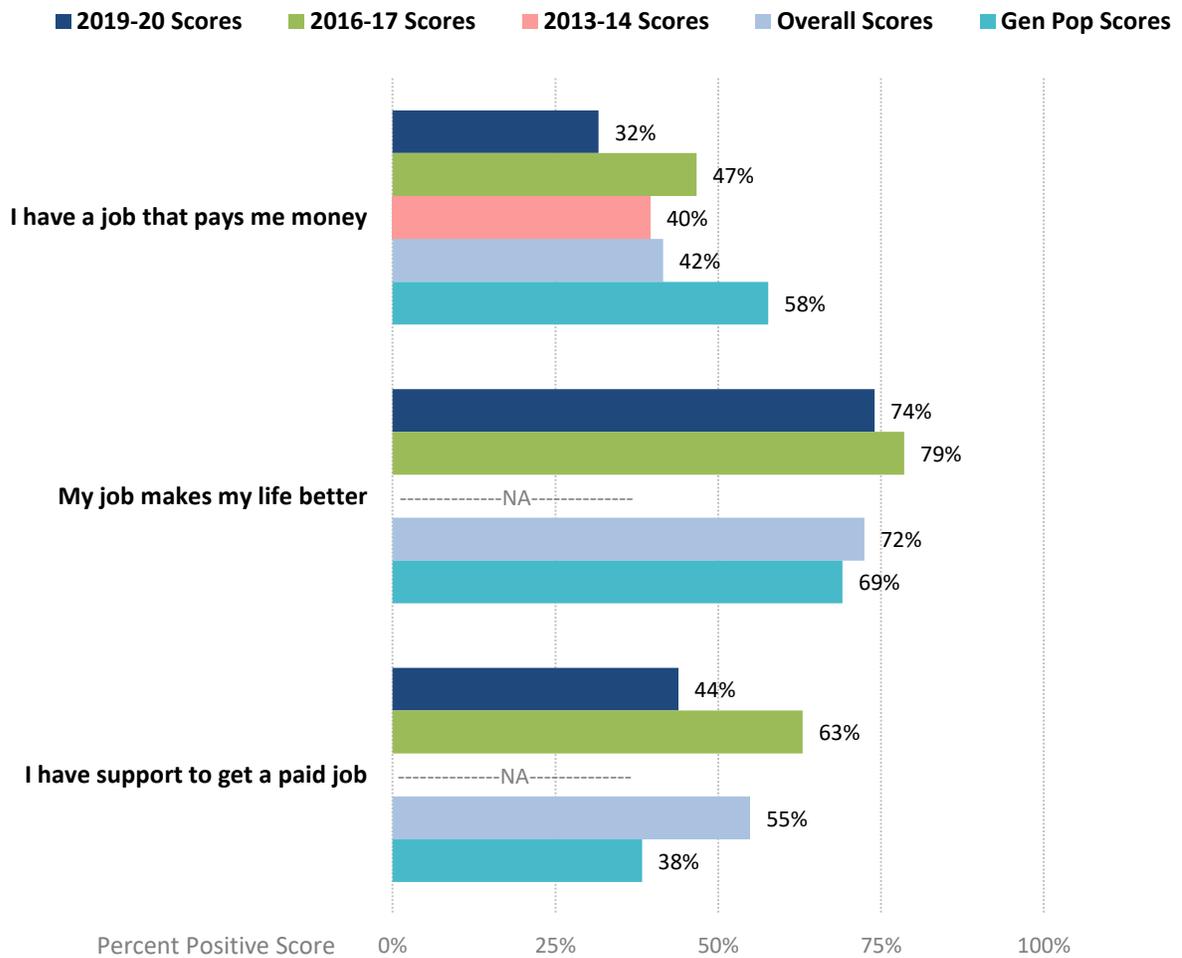


Sources: include Me! Survey 2019-20; General Population Survey 2019-20

<sup>2</sup> Responses of "Don't Know" are excluded from the percent positive calculation.

<sup>3</sup> The full housing question was "Do you live with family members? Family can mean your parents, grandparents, aunts and uncles, or brother(s) or sister(s). Family does not mean your husband or wife."

**Figure 6: Comparison of Your Service Provider, Previous, Overall, and General Population Employment Percent Positive Scores**



Sources: include Me! Survey 2019-20; include Me! Survey 2016-17; include Me! Survey 2013-14; General Population Survey 2019-20

Note: Previous years' sample sizes differed across each year: 2019-20 (n=232); 2016-17 (n=64); 2013-14 (n=108)



## RESPONDING TO YOUR RESULTS

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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 *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 “Q50. Do you like your room in the home where you live?”, 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 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”.

**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., Vancouver Coastal, South Fraser, Southern Interior, North / Thompson-Cariboo, or Vancouver Island).

**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><b>Emotional Well-Being</b> Asks about how you feel about things in your life. Think about:</p> <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>
<p><b>Physical Well-Being</b> Asks about your overall health and your lifestyle. Think about:</p> <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>
<p><b>Material Well-Being</b> Asks about things related to money and things you own that are important to you. Think about:</p> <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>
<p><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:</p> <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>
<p><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:</p> <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>
<p><b>Self-Determination</b> Asks about goals, decisions, and choices. Think about how much you can:</p> <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>
<p><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:</p> <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>
<p><b>Social Inclusion</b> 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"> <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:  
Key Survey Metrics Summary**



**2019-20 CLBC include Me! Survey  
Key Survey Metrics Summary**

	OVERALL	BACI
<b>VALID TOTAL SAMPLE <sup>a</sup></b>	<b>1,798</b>	<b>299</b>
<b>VALID SELF-REPORT SAMPLE <sup>a</sup></b>	<b>1,557</b>	<b>232</b>
Refused <sup>b</sup>	260	25
No response to SPs <sup>b</sup>	221	72
<b>Number Who Agreed to Participate</b> <i>Have consented to SPs</i>	<b>1,076</b>	<b>135</b>
<b>Completed (Valid Self-Report)</b>	<b>957</b>	<b>114</b>
<b>Self-Report Participation Rate</b> <i>Valid self-report completes / valid self-report sample</i>	<b>61.5%</b>	<b>49.1%</b>
<b>Self-Report Response Rate</b> <i>Valid self-report completes / number who agreed to participate</i>	<b>88.9%</b>	<b>84.4%</b>
<b>VALID REPORT OF OTHER SAMPLE <sup>a</sup></b> <i>'Report of Other' cases identified by SPs</i>	<b>241</b>	<b>67</b>
<b>Report of Other - Two Surveys Completed</b>	<b>174</b>	<b>55</b>
Report of Other - One Survey Completed <sup>c</sup>	54	9
Report of Other individuals who refused during interview or did not respond to Malatest's phone calls or emails	80	15
<b>Report of Other Response Rate</b> <i>Two surveys completed / number who agreed to participate</i>	<b>72.2%</b>	<b>82.1%</b>
<b>VALID COMPLETES</b>		
Completed self-report + cases in which two report of other surveys were completed	<b>1,131</b>	<b>169</b>
<b>Self-report Rate</b> <i>Self-report surveys completed / valid completes</i>	<b>84.6%</b>	<b>67.5%</b>
<b>Report of Other Rate</b> <i>Two report of other surveys completed / valid completes</i>	<b>15.4%</b>	<b>32.5%</b>
<b>Overall Participation Rate</b> <i>Valid completes / valid total sample</i>	<b>62.9%</b>	<b>56.5%</b>
<b>Overall Response Rate</b> <i>Valid completes / number who agreed to participate</i>	<b>85.9%</b>	<b>83.7%</b>

<sup>a</sup> 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.

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

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



**Previous Year(s) *include Me!* Survey  
Key Survey Metrics Summary**

	BACI 2016-17	BACI 2013-14
<b>VALID TOTAL SAMPLE <sup>a</sup></b>	<b>199</b>	<b>190</b>
<b>VALID COMPLETES</b>	<b>64</b>	<b>108</b>
<b>Self-report Rate</b>	<b>81.3%</b>	<b>68.2%</b>
<b>Report of Other Rate</b>	<b>18.8%</b>	<b>31.8%</b>
<b>Overall Participation Rate</b> <i>Valid completes / valid total sample</i>	<b>32.2%</b>	<b>56.3%</b>
<b>Overall Response Rate</b> <i>Valid completes / number who agreed to participate</i>	<b>66.7%</b>	<b>91.5%</b>
<b>Margin of Error</b>	<b>±10.1%</b>	<b>±6.2%</b>

<sup>a</sup> 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.

**Appendix D:  
Supplementary Tables**



**include Me!**  
**Composite Score - Overall Quality of Life**

	Composite Score
Overall	7.3
Burnaby Association for Community Inclusion	7.4
<b>SERVICES ACCESSED</b>	
Residential	7.7
Community Inclusion	7.3
Respite	-
Support for Individuals and Families	-
<b>REPORTING</b>	
Self-report	7.6
Report of Other	7.1
<b>AGE GROUP</b>	
Age 18-34	7.2
Age 35-54	7.4
Age 55 and over	7.7

Note: Due to respondent privacy considerations, only group data with a base size of  $n \geq 10$  are shown. Scores fall on a scale from 0 to 10. 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!**  
**Emotional Well-Being Domain**

	TOTAL	☹️ 0*	2.5*	😊 5*	7.5*	😊 10*
Overall	6759 100.0%	330 4.9%	2 0.0%	1321 19.5%	158 2.3%	4948 73.2%
Burnaby Association for Community Inclusion	1010 100.0%	26 2.6%	1 0.1%	155 15.3%	51 5.0%	777 76.9%
<b>SERVICES ACCESSED</b>						
Residential	700 100.0%	11 1.6%	0 0.0%	111 15.9%	29 4.1%	549 78.4%
Community Inclusion	758 100.0%	21 2.8%	1 0.1%	106 14.0%	51 6.7%	579 76.4%
Respite	41 100.0%	4 9.8%	0 0.0%	9 22.0%	0 0.0%	28 68.3%
Support for Individuals and Families	- -	- -	- -	- -	- -	- -
<b>REPORTING</b>						
Self-report	680 100.0%	24 3.5%	0 0.0%	134 19.7%	0 0.0%	522 76.8%
Report of Other	330 100.0%	2 0.6%	1 0.3%	21 6.4%	51 15.5%	255 77.3%
<b>AGE GROUP</b>						
Age 18-34	353 100.0%	12 3.4%	1 0.3%	55 15.6%	22 6.2%	263 74.5%
Age 35-54	375 100.0%	8 2.1%	0 0.0%	54 14.4%	21 5.6%	292 77.9%
Age 55 and over	282 100.0%	6 2.1%	0 0.0%	46 16.3%	8 2.8%	222 78.7%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥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 other's 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	☹ 0*	2.5*	☺ 5*	7.5*	☺ 10*
Overall	6688 100.0%	1118 16.7%	122 1.8%	1899 28.4%	195 2.9%	3354 50.1%
Burnaby Association for Community Inclusion	1000 100.0%	159 15.9%	39 3.9%	277 27.7%	66 6.6%	459 45.9%
<b>SERVICES ACCESSED</b>						
Residential	690 100.0%	96 13.9%	23 3.3%	197 28.6%	49 7.1%	325 47.1%
Community Inclusion	750 100.0%	122 16.3%	37 4.9%	203 27.1%	64 8.5%	324 43.2%
Respite	41 100.0%	6 14.6%	0 0.0%	7 17.1%	0 0.0%	28 68.3%
Support for Individuals and Families	- -	- -	- -	- -	- -	- -
<b>REPORTING</b>						
Self-report	675 100.0%	123 18.2%	0 0.0%	194 28.7%	0 0.0%	358 53.0%
Report of Other	325 100.0%	36 11.1%	39 12.0%	83 25.5%	66 20.3%	101 31.1%
<b>AGE GROUP</b>						
Age 18-34	348 100.0%	73 21.0%	10 2.9%	93 26.7%	22 6.3%	150 43.1%
Age 35-54	373 100.0%	54 14.5%	23 6.2%	107 28.7%	25 6.7%	164 44.0%
Age 55 and over	279 100.0%	32 11.5%	6 2.2%	77 27.6%	19 6.8%	145 52.0%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 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 other's 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	☹️ 0*	2.5*	😊 5*	7.5*	😊 10*
Overall	6728 100.0%	1393 20.7%	154 2.3%	1949 29.0%	206 3.1%	3026 45.0%
Burnaby Association for Community Inclusion	1005 100.0%	187 18.6%	46 4.6%	284 28.3%	82 8.2%	406 40.4%
<b>SERVICES ACCESSED</b>						
Residential	695 100.0%	115 16.5%	33 4.7%	196 28.2%	50 7.2%	301 43.3%
Community Inclusion	755 100.0%	153 20.3%	45 6.0%	202 26.8%	79 10.5%	276 36.6%
Respite	42 100.0%	5 11.9%	0 0.0%	10 23.8%	0 0.0%	27 64.3%
Support for Individuals and Families	- -	- -	- -	- -	- -	- -
<b>REPORTING</b>						
Self-report	679 100.0%	130 19.1%	0 0.0%	204 30.0%	0 0.0%	345 50.8%
Report of Other	326 100.0%	57 17.5%	46 14.1%	80 24.5%	82 25.2%	61 18.7%
<b>AGE GROUP</b>						
Age 18-34	351 100.0%	81 23.1%	18 5.1%	96 27.4%	36 10.3%	120 34.2%
Age 35-54	376 100.0%	59 15.7%	16 4.3%	111 29.5%	31 8.2%	159 42.3%
Age 55 and over	278 100.0%	47 16.9%	12 4.3%	77 27.7%	15 5.4%	127 45.7%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥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 other's 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	☹️ 0*	2.5*	😊 5*	7.5*	😊 10*
Overall	6700 100.0%	702 10.5%	92 1.4%	2051 30.6%	287 4.3%	3568 53.3%
Burnaby Association for Community Inclusion	1001 100.0%	82 8.2%	25 2.5%	321 32.1%	92 9.2%	481 48.1%
<b>SERVICES ACCESSED</b>						
Residential	694 100.0%	43 6.2%	13 1.9%	211 30.4%	63 9.1%	364 52.4%
Community Inclusion	751 100.0%	58 7.7%	25 3.3%	244 32.5%	83 11.1%	341 45.4%
Respite	42 100.0%	4 9.5%	0 0.0%	10 23.8%	0 0.0%	28 66.7%
Support for Individuals and Families	- -	- -	- -	- -	- -	- -
<b>REPORTING</b>						
Self-report	677 100.0%	64 9.5%	0 0.0%	217 32.1%	0 0.0%	396 58.5%
Report of Other	324 100.0%	18 5.6%	25 7.7%	104 32.1%	92 28.4%	85 26.2%
<b>AGE GROUP</b>						
Age 18-34	351 100.0%	29 8.3%	6 1.7%	120 34.2%	31 8.8%	165 47.0%
Age 35-54	374 100.0%	38 10.2%	12 3.2%	124 33.2%	33 8.8%	167 44.7%
Age 55 and over	276 100.0%	15 5.4%	7 2.5%	77 27.9%	28 10.1%	149 54.0%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥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 other's 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	☹️ 0*	2.5*	☺️ 5*	7.5*	☺️ 10*
Overall	6665	864	126	1701	223	3751
	100.0%	13.0%	1.9%	25.5%	3.3%	56.3%
Burnaby Association for Community Inclusion	1007	107	29	270	77	524
	100.0%	10.6%	2.9%	26.8%	7.6%	52.0%
<b>SERVICES ACCESSED</b>						
Residential	696	58	13	158	64	403
	100.0%	8.3%	1.9%	22.7%	9.2%	57.9%
Community Inclusion	758	85	29	209	72	363
	100.0%	11.2%	3.8%	27.6%	9.5%	47.9%
Respite	42	1	0	11	0	30
	100.0%	2.4%	0.0%	26.2%	0.0%	71.4%
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<b>REPORTING</b>						
Self-report	679	73	0	179	0	427
	100.0%	10.8%	0.0%	26.4%	0.0%	62.9%
Report of Other	328	34	29	91	77	97
	100.0%	10.4%	8.8%	27.7%	23.5%	29.6%
<b>AGE GROUP</b>						
Age 18-34	350	47	12	94	21	176
	100.0%	13.4%	3.4%	26.9%	6.0%	50.3%
Age 35-54	376	35	15	105	30	191
	100.0%	9.3%	4.0%	27.9%	8.0%	50.8%
Age 55 and over	281	25	2	71	26	157
	100.0%	8.9%	0.7%	25.3%	9.3%	55.9%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 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 other's 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	☹️ 0*	2.5*	😊 5*	7.5*	😊 10*
Overall	6689 100.0%	523 7.8%	25 0.4%	1945 29.1%	192 2.9%	4004 59.9%
Burnaby Association for Community Inclusion	1009 100.0%	62 6.1%	4 0.4%	247 24.5%	56 5.6%	640 63.4%
<b>SERVICES ACCESSED</b>						
Residential	700 100.0%	38 5.4%	2 0.3%	168 24.0%	36 5.1%	456 65.1%
Community Inclusion	758 100.0%	44 5.8%	4 0.5%	183 24.1%	52 6.9%	475 62.7%
Respite	42 100.0%	3 7.1%	0 0.0%	7 16.7%	0 0.0%	32 76.2%
Support for Individuals and Families	- -	- -	- -	- -	- -	- -
<b>REPORTING</b>						
Self-report	681 100.0%	55 8.1%	0 0.0%	195 28.6%	0 0.0%	431 63.3%
Report of Other	328 100.0%	7 2.1%	4 1.2%	52 15.9%	56 17.1%	209 63.7%
<b>AGE GROUP</b>						
Age 18-34	353 100.0%	24 6.8%	2 0.6%	87 24.6%	21 5.9%	219 62.0%
Age 35-54	375 100.0%	26 6.9%	0 0.0%	99 26.4%	23 6.1%	227 60.5%
Age 55 and over	281 100.0%	12 4.3%	2 0.7%	61 21.7%	12 4.3%	194 69.0%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 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 other's 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	☹️ 0*	2.5*	😊 5*	7.5*	😊 10*
Overall	6625 100.0%	696 10.5%	37 0.6%	1542 23.3%	167 2.5%	4183 63.1%
Burnaby Association for Community Inclusion	1006 100.0%	77 7.7%	9 0.9%	217 21.6%	59 5.9%	644 64.0%
<b>SERVICES ACCESSED</b>						
Residential	695 100.0%	37 5.3%	3 0.4%	129 18.6%	42 6.0%	484 69.6%
Community Inclusion	756 100.0%	60 7.9%	9 1.2%	170 22.5%	56 7.4%	461 61.0%
Respite	42 100.0%	2 4.8%	0 0.0%	10 23.8%	0 0.0%	30 71.4%
Support for Individuals and Families	- -	- -	- -	- -	- -	- -
<b>REPORTING</b>						
Self-report	677 100.0%	63 9.3%	0 0.0%	165 24.4%	0 0.0%	449 66.3%
Report of Other	329 100.0%	14 4.3%	9 2.7%	52 15.8%	59 17.9%	195 59.3%
<b>AGE GROUP</b>						
Age 18-34	348 100.0%	24 6.9%	7 2.0%	73 21.0%	22 6.3%	222 63.8%
Age 35-54	377 100.0%	27 7.2%	1 0.3%	90 23.9%	23 6.1%	236 62.6%
Age 55 and over	281 100.0%	26 9.3%	1 0.4%	54 19.2%	14 5.0%	186 66.2%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥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 other's 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	☹️ 0*	2.5*	😊 5*	7.5*	😊 10*
Overall	6630 100.0%	877 13.2%	72 1.1%	1457 22.0%	206 3.1%	4018 60.6%
Burnaby Association for Community Inclusion	1004 100.0%	117 11.7%	18 1.8%	208 20.7%	68 6.8%	593 59.1%
<b>SERVICES ACCESSED</b>						
Residential	697 100.0%	63 9.0%	8 1.1%	145 20.8%	49 7.0%	432 62.0%
Community Inclusion	753 100.0%	100 13.3%	18 2.4%	167 22.2%	65 8.6%	403 53.5%
Respite	42 100.0%	9 21.4%	0 0.0%	7 16.7%	0 0.0%	26 61.9%
Support for Individuals and Families	- -	- -	- -	- -	- -	- -
<b>REPORTING</b>						
Self-report	680 100.0%	77 11.3%	0 0.0%	134 19.7%	0 0.0%	469 69.0%
Report of Other	324 100.0%	40 12.3%	18 5.6%	74 22.8%	68 21.0%	124 38.3%
<b>AGE GROUP</b>						
Age 18-34	349 100.0%	39 11.2%	8 2.3%	72 20.6%	28 8.0%	202 57.9%
Age 35-54	377 100.0%	39 10.3%	7 1.9%	83 22.0%	23 6.1%	225 59.7%
Age 55 and over	278 100.0%	39 14.0%	3 1.1%	53 19.1%	17 6.1%	166 59.7%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 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 other's 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!**

**Housing: Do you live with family<sup>†</sup>?**

	TOTAL	"No" 0*	"Yes" 10*
Overall	1028	552	476
	100.0%	53.7%	46.3%
Burnaby Association for Community Inclusion	157	91	66
	100.0%	58.0%	42.0%
<b>SERVICES ACCESSED</b>			
Residential	108	84	24
	100.0%	77.8%	22.2%
Community Inclusion	121	62	59
	100.0%	51.2%	48.8%
Respite	-	-	-
	-	-	-
Support for Individuals and Families	-	-	-
	-	-	-
<b>REPORTING</b>			
Self-report	106	57	49
	100.0%	53.8%	46.2%
Report of Other	51	34	17
	100.0%	66.7%	33.3%
<b>AGE GROUP</b>			
Age 18-34	57	20	37
	100.0%	35.1%	64.9%
Age 35-54	56	39	17
	100.0%	69.6%	30.4%
Age 55 and over	44	32	12
	100.0%	72.7%	27.3%

† Family can mean parents, grandparents, aunts and uncles, or brother(s) or sister(s). Family does not mean an individual's husband or wife.

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

\* The three response categories for this question were "Yes", "No", and "Don't Know". Responses of "Don't Know" are excluded from the percent positive calculation.



**include Me!**

**Housing Satisfaction: Do you like your room in the home where you live?**

	TOTAL	☹️ 0*	2.5*	😊 5*	7.5*	☺️ 10*
Overall	1082	49	0	140	13	880
	100.0%	4.5%	0.0%	12.9%	1.2%	81.3%
Burnaby Association for Community Inclusion	165	3	0	11	6	145
	100.0%	1.8%	0.0%	6.7%	3.6%	87.9%
<b>SERVICES ACCESSED</b>						
Residential	114	2	0	9	3	100
	100.0%	1.8%	0.0%	7.9%	2.6%	87.7%
Community Inclusion	126	2	0	8	6	110
	100.0%	1.6%	0.0%	6.3%	4.8%	87.3%
Respite	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<b>REPORTING</b>						
Self-report	110	3	0	10	0	97
	100.0%	2.7%	0.0%	9.1%	0.0%	88.2%
Report of Other	55	0	0	1	6	48
	100.0%	0.0%	0.0%	1.8%	10.9%	87.3%
<b>AGE GROUP</b>						
Age 18-34	59	2	0	4	3	50
	100.0%	3.4%	0.0%	6.8%	5.1%	84.7%
Age 35-54	59	1	0	4	3	51
	100.0%	1.7%	0.0%	6.8%	5.1%	86.4%
Age 55 and over	47	0	0	3	0	44
	100.0%	0.0%	0.0%	6.4%	0.0%	93.6%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 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 other's 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: Do you have a paid job?**

	TOTAL	"Yes" 10*	"No" 0*
Overall	1035	430	605
	100.0%	41.5%	58.5%
Burnaby Association for Community Inclusion	158	50	108
	100.0%	31.6%	68.4%
<b>SERVICES ACCESSED</b>			
Residential	111	32	79
	100.0%	28.8%	71.2%
Community Inclusion	119	35	84
	100.0%	29.4%	70.6%
Respite	-	-	-
	-	-	-
Support for Individuals and Families	-	-	-
	-	-	-
<b>REPORTING</b>			
Self-report	109	46	63
	100.0%	42.2%	57.8%
Report of Other	49	4	45
	100.0%	8.2%	91.8%
<b>AGE GROUP</b>			
Age 18-34	54	22	32
	100.0%	40.7%	59.3%
Age 35-54	60	21	39
	100.0%	35.0%	65.0%
Age 55 and over	44	7	37
	100.0%	15.9%	84.1%

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

\* The three response categories for this question were "Yes", "No", and "Don't Know". Responses of "Don't Know" are excluded from the percent positive calculation.



**include Me!**

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

	TOTAL	"Yes" 10*	"No" 0*
Overall	528 100.0%	290 54.9%	238 45.1%
Burnaby Association for Community Inclusion	82 100.0%	36 43.9%	46 56.1%
<b>SERVICES ACCESSED</b>			
Residential	55 100.0%	28 50.9%	27 49.1%
Community Inclusion	64 100.0%	26 40.6%	38 59.4%
Respite	- -	- -	- -
Support for Individuals and Families	- -	- -	- -
<b>REPORTING</b>			
Self-report	49 100.0%	30 61.2%	19 38.8%
Report of Other	33 100.0%	6 18.2%	27 81.8%
<b>AGE GROUP</b>			
Age 18-34	29 100.0%	12 41.4%	17 58.6%
Age 35-54	27 100.0%	10 37.0%	17 63.0%
Age 55 and over	26 100.0%	14 53.8%	12 46.2%

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

\* The three response categories for this question were "Yes", "No", and "Don't Know". Responses of "Don't Know" are excluded from the percent positive calculation.



**include Me!**

**Does your job make your life better?**

	TOTAL	☹️ 0*	2.5*	😊 5*	7.5*	😊 10*
Overall	428 100.0%	21 4.9%	0 0.0%	95 22.2%	2 0.5%	310 72.4%
Burnaby Association for Community Inclusion	50 100.0%	5 10.0%	0 0.0%	7 14.0%	1 2.0%	37 74.0%
<b>SERVICES ACCESSED</b>						
Residential	32 100.0%	3 9.4%	0 0.0%	7 21.9%	0 0.0%	22 68.8%
Community Inclusion	35 100.0%	4 11.4%	0 0.0%	5 14.3%	1 2.9%	25 71.4%
Respite	- -	- -	- -	- -	- -	- -
Support for Individuals and Families	- -	- -	- -	- -	- -	- -
<b>REPORTING</b>						
Self-report	46 100.0%	5 10.9%	0 0.0%	6 13.0%	0 0.0%	35 76.1%
Report of Other	- -	- -	- -	- -	- -	- -
<b>AGE GROUP</b>						
Age 18-34	22 100.0%	4 18.2%	0 0.0%	3 13.6%	1 4.5%	14 63.6%
Age 35-54	21 100.0%	1 4.8%	0 0.0%	3 14.3%	0 0.0%	17 81.0%
Age 55 and over	- -	- -	- -	- -	- -	- -

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥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 other's 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 feel good about your life?**

	TOTAL	☹️ 0*	2.5*	😊 5*	7.5*	😊 10*
Overall	1101	56	2	253	38	752
	100.0%	5.1%	0.2%	23.0%	3.5%	68.3%
Burnaby Association for Community Inclusion	167	4	1	31	14	117
	100.0%	2.4%	0.6%	18.6%	8.4%	70.1%
<b>SERVICES ACCESSED</b>						
Residential	116	1	0	22	8	85
	100.0%	0.9%	0.0%	19.0%	6.9%	73.3%
Community Inclusion	126	4	1	23	14	84
	100.0%	3.2%	0.8%	18.3%	11.1%	66.7%
Respite	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
<b>REPORTING</b>						
Self-report	112	4	0	27	0	81
	100.0%	3.6%	0.0%	24.1%	0.0%	72.3%
Report of Other	55	0	1	4	14	36
	100.0%	0.0%	1.8%	7.3%	25.5%	65.5%
<b>AGE GROUP</b>						
Age 18-34	58	0	1	15	5	37
	100.0%	0.0%	1.7%	25.9%	8.6%	63.8%
Age 35-54	63	2	0	9	8	44
	100.0%	3.2%	0.0%	14.3%	12.7%	69.8%
Age 55 and over	46	2	0	7	1	36
	100.0%	4.3%	0.0%	15.2%	2.2%	78.3%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥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 other's 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 Development	Self-Determination	Physical Well-Being	Material Well-Being	Rights
Overall	8.5	6.7	6.2	7.2	7.2	7.7	7.7	7.4
Burnaby Association for Community Inclusion	8.8	6.6	6.2	7.1	7.2	8.0	8.0	7.5
<b>SERVICES ACCESSED</b>								
Residential	8.9	6.7	6.4	7.5	7.7	8.1	8.4	7.8
Community Inclusion	8.9	6.4	5.9	7.1	7.0	8.0	7.8	7.2
Respite	-	-	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-	-	-
<b>REPORTING</b>								
Self-report	8.7	6.7	6.6	7.4	7.6	7.8	7.9	7.9
Report of Other	9.2	6.2	5.3	6.5	6.3	8.5	8.1	6.7
<b>AGE GROUP</b>								
Age 18-34	8.7	6.2	5.7	7.1	6.9	7.9	8.0	7.5
Age 35-54	8.9	6.5	6.4	6.8	7.2	7.8	7.9	7.6
Age 55 and over	8.9	7.1	6.5	7.6	7.6	8.3	8.0	7.4

Note: Due to respondent privacy considerations, only group data with a base size of n ≥10 are shown. Scores fall on a scale from 0 to 10. 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").