



The Southern Alberta Self Help Association
(SASHA)
Client Satisfaction Survey Report
2024

Introduction

For the past 24 years, SASHA has conducted an annual client satisfaction survey to gain valuable insights into the effectiveness and impact of our services. This survey not only highlights changes over the years but also identifies consistent themes that guide our continuous improvement efforts. Historically, overall satisfaction with SASHA's services has been high, with clients frequently expressing the significant impact SASHA has made in their lives and their gratitude towards our dedicated staff.

2024 Survey Overview

The 2024 survey was conducted in May and included participants from SASHA programs at Houses A, B, and D. To ensure clients felt comfortable sharing their thoughts openly, a student volunteer administered the survey, offering a fresh perspective and encouraging candid responses.

Increased Participation

We are pleased to report a significant increase in the response rate this year. Nearly 92% of clients participated, a substantial rise from last year's participation rate of less than 40%. This increased engagement provides a more comprehensive understanding of client experiences and satisfaction.

Purpose and Methodology

The primary intent of this survey is to identify both strengths and areas for improvement within SASHA programs. It serves as a crucial tool for gathering client suggestions and feedback, which are instrumental in shaping our organizational goals and enhancing the quality of services we offer.

Each client was interviewed privately using the Quality-of-Life Satisfaction Survey, a consistent tool we have utilized in previous years. Clients were informed that their responses would remain confidential, with no names or identifying information included in the final report. They were also assured that their participation was voluntary and that their answers would not affect the services they receive.

Commitment to Improvement

At SASHA, we are committed to using the insights from this survey to drive meaningful improvements. The feedback gathered helps us understand client needs better, refine our programs, and ensure that we continue to provide high-quality, impactful services. Our dedication to client satisfaction is unwavering, and this survey is a testament to our ongoing efforts to listen, learn, and grow.

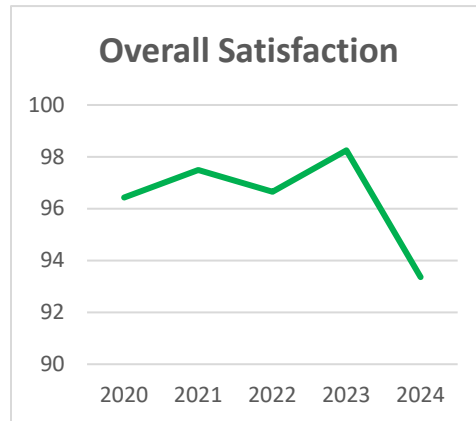
Results

Overall Satisfaction:

The overall satisfaction from this year's survey was **93.36%**. When we compare this to previous years, we can see that this year's overall satisfaction is slightly lower than it has been for several years.

Overall Satisfaction Percentages

- **2020 – 96.43%**
- **2021 – 97.49%**
- **2022 – 96.65%**
- **2023 – 98.25%**
- **2024 – 93.36%**



We believe the lower satisfaction rate this year is tied to the increased client participation in the survey. In previous years, we had less than 50% client participation, whereas this year we achieved a 92% participation rate. The higher participation provides a more comprehensive and representative understanding of client experiences, capturing a broader range of feedback and perspectives. This more inclusive feedback may naturally result in a more diverse set of responses, leading to a slight dip in the overall satisfaction rate while still maintaining a high level of satisfaction.

Additionally, the closure of two programs, VERSA and 2.0, both of which consistently received very high satisfaction ratings, is likely a contributing factor to the lower overall satisfaction rate. Their absence has had an impact on our overall ratings, further explaining the slight decrease this year.

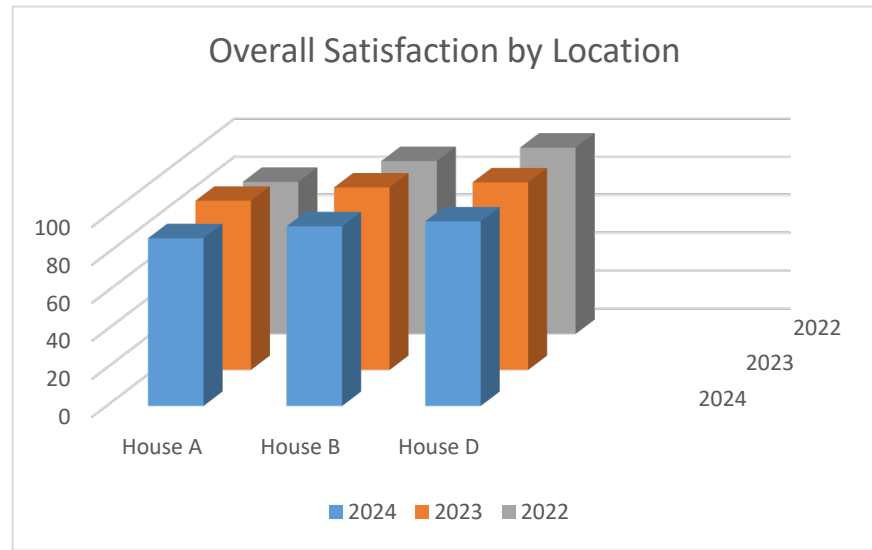
Satisfaction by Location

Clients appear to be least satisfied with the program when residing at House A and most satisfied when residing at House D, a trend observed since House D was established.

We believe the increased satisfaction at House D is due to several factors. Clients at House D have typically progressed through SASHA programming, making them generally more stable and prepared for the transition to independent living. Additionally, clients at House D benefit from having their own private rooms, a feature that has been noted as a positive aspect. In

contrast, clients at other houses have pointed out that having to share rooms negatively impacts their SASHA experience.

It should also be noted that this year's data from House A reflects one client who is unhappy living at SASHA, and they are actively looking for alternative housing options.



Satisfaction by Category

Staff Support

The overall satisfaction rate for staff supports this year is 90%, a decrease from last year's 100%. This reduction aligns with the broader findings of this year's survey. The increased client participation this year likely influenced the satisfaction rate. Additionally, one client rated all questions as "Not Satisfied" due to personal reasons (desire to leave the program), affecting the overall statistics. Notably, the question regarding staff advocating for mental health needs achieved the highest satisfaction rate in this category at 95%.

Daily Living Skills

The overall satisfaction rate for support with daily living skills is 94.3%, compared to 98.5% last year. While there is a slight decrease, this category still outperforms others. Clients indicated less satisfaction with support for their hygiene routines (90%), while support with cooking skills received the highest satisfaction rate (100%).

Emotional Support and Safety

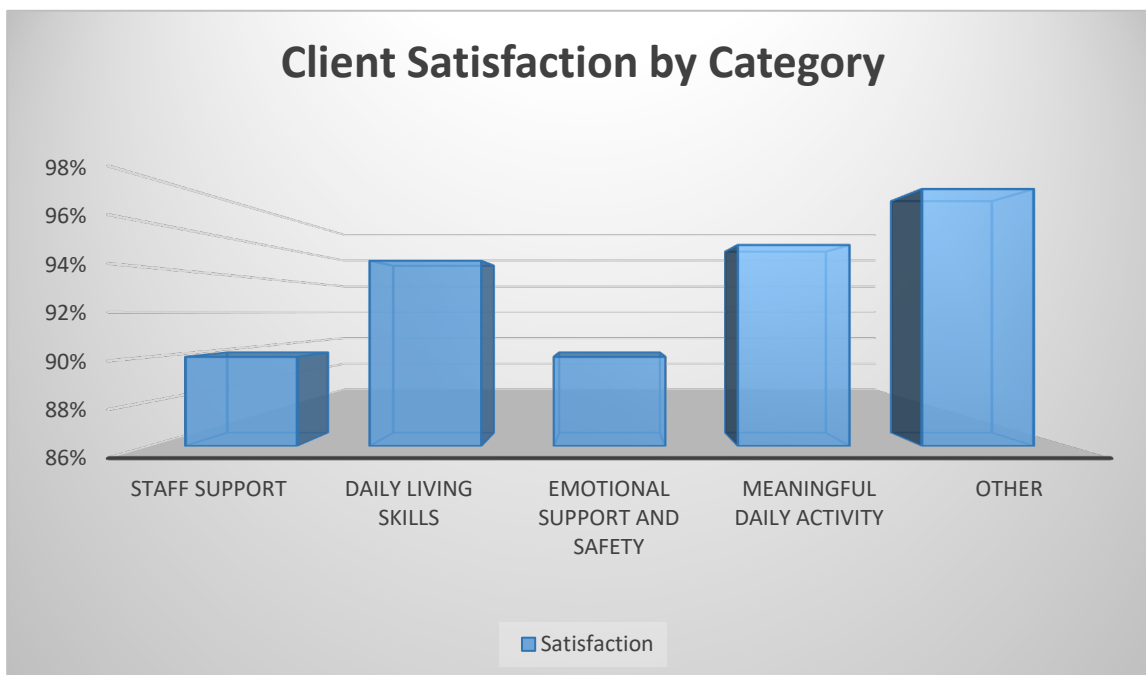
The overall satisfaction with emotional support and safety decreased slightly to 90%, down from 100% last year. Clients reported feeling less secure during evening hours (85%) but expressed higher satisfaction (95%) with staff support during crises.

Meaningful Daily Activity

Last year's satisfaction rate of 98.25% is slightly higher than this year's 95%. Clients are most satisfied with their ability to provide input and ideas for recreation and activities provided by SASHA (100%). They are least satisfied with staff support for employment (90%).

Other

The 'other' category includes general questions on overall satisfaction. In the 2024 survey, total satisfaction in this category was 97.5%, slightly down from 98.8% last year, indicating minimal year-over-year variance. Notably, satisfaction with the question regarding program progress review improved significantly, achieving 100% satisfaction among respondents.



Areas of Improvement

- Daytime Safety: Client satisfaction with safety during the day was 85% in 2024, compared to 90% for evening and overnight hours. We feel the lower daytime satisfaction score is likely attributed to increasing client acuity. Staff are spending more time on complex client needs, potentially impacting their ability to address routine needs effectively.
- Hygiene Support: Client satisfaction with the support received for hygiene has shown a decrease. Despite staff reminders, some clients choose not to follow recommendations. To address this issue, we plan to introduce additional psychoeducational groups emphasizing the importance of hygiene. We will also collaborate with clients' therapists and explore other strategies to encourage and support clients in maintaining good hygiene practices.

What We Did Well

- Daily Living Skills Support: High satisfaction rates were expressed with the support provided for maintaining physical activity, understanding good nutrition and eating habits, increasing cooking skills, and completing household tasks. We are pleased to see that clients feel empowered by the staff to help them develop their skills, leading to greater independence.

- **Positive Client Feedback:** Clients reported high satisfaction with the frontline staff, students, and volunteers they interact with daily. This satisfaction is encouraging, as it reflects our commitment to creating a supportive and enjoyable living environment for our clients.
- **Crisis Support:** Consistent with last year's survey results, clients are very satisfied with staff support during crisis situations. We have invested in training staff to better manage difficult situations, implemented a formalized on-call system, and written risk assessments for all clients. These efforts have led to staff feeling more confident in handling crisis situations. It is great to see that these initiatives have contributed significantly to our clients' satisfaction and well-being, reflecting our ongoing commitment to providing high-quality support.
- **Regular Review of Individual Service Plans:** High satisfaction rates were reported for review of progress in the program. We have made an effort to review the client service plans with them regularly, ensuring that they are working on the goals they have indicated are important to them.

Conclusion

The 2024 Client Satisfaction Survey results reflect the continued dedication and hard work of SASHA's staff, students, and volunteers. While the overall satisfaction rate saw a slight decrease, the increased participation rate provided a more comprehensive and inclusive understanding of our clients' experiences. This broader range of feedback is invaluable in helping us identify areas for improvement and celebrate our successes.

Our commitment to supporting our clients in achieving greater independence and maintaining a positive living environment remains unwavering. We will use the insights gained from this survey to refine our programs, address areas of concern, and enhance the quality of our services. We are grateful to our clients for their participation and feedback, which are crucial in driving our continuous improvement efforts.

Thank you to everyone who contributed to this year's survey. Your input is vital in helping SASHA grow and continue to make a positive impact in the lives of those we serve. We look forward to another year of progress and success.