

COMMUNITY (Mental Health) SATISFACTION SURVEY SASHA 2021

Introduction

This year (2021) the survey was done using Google Forms from Google Drive. SASHA used all the same questions as the prior year.

SASHA sent an email to all its service providers within the mental health community, with a link attached so they could access our survey and respond. The email was sent to 33 service providers which was down from 43 service providers in 2020. Some of the contacts were removed because they had moved to different agencies, asked to be removed from the email list or the contact was removed to decrease the amount of N/A responses, for example, people who do not have clients at SASHA. 33% of the service providers responded this year which is up from 26% in 2020. Email reminders were sent out every two weeks to encourage more participation. The survey was sent to representatives of agencies SASHA worked with this fiscal year (2020-2021).

Summary of data

This year there was an overall positive response (excluding N/A responses) of 91.21% which is up 5.81%, compared to 85.40% in 2020. "N/A" responses included 14.95% of the total responses, which is down from 18.38% in 2020. The negative responses included 7.47% of the total responses, which is down from 10.30% in 2020.

WHAT WE DID WELL:

Services at SASHA

1. 100% of respondents agree that SASHA staff deal with issues professionally between agencies, which is up 9.09% from 90.91% in 2020. This was one of the areas of concern in 2020
2. 100% of respondents clearly understand the goals and objectives expected of their client(s) outlined during the admission, which is up 14.29% from 85.71% in 2020.

Safety, Security & Support

1. 90% of respondents agree the group homes at SASHA provide a comfortable and therapeutic environment for their client(s), which is up 12.22% from 77.78% in 2020. This was one of the areas of concern in 2020
2. 90.91% of respondents are satisfied with the safety and security of the environment at SASHA, which is up 10.91% from 80% in 2020. This was one of the areas of concern in 2020

Respondent Comments

- "SASHA has clear messaging and program delineation."
- "We are grateful to have this collaboration to help support the clients we see"
- "Shifting landscape of at risk populations in Lethbridge. It appears SASHA is altering their mandate to meet these changing needs."
- "wonderful work with some of our most difficult patients to place"
- "The current staff seem fantastic and professional. They have rebuilt trust broken by claims/comments made by a former manager."
- "Challenge across all services in our region. Sasha appears to do a great job and communicates well throughout (the time to gain admission) process."
- "The new staff appear to be very professional, friendly and trustworthy. It is great to see your organization represented by such a warm and seemingly competent team. It is very clear that your

team cares about the clients you serve. We are lucky to have such a great support for the vulnerable individuals in our community.”

- “SASHA is an amazing agency in supporting clients and an incredibly collaborate community service agency within Lethbridge. SASHA's willingness to support the unmet needs in the community. The flexibility and agility to adapt to meet needs and work with service providers is advantageous for all of Lethbridge. The communication and level of professionalism from SASHA Management comes across in all interactions. The level of commitment to community collaboration and clear communication is impeccable.”

WHAT WE NEED TO IMPROVE:

Services at SASHA

1. 90.91% of respondents agreed that SASHA services are appropriate for the Mental Health and Addictions needs in our community, which is down 9.09% from 100% in 2020. Of the 11 respondents 1 disagreed. The respondents who disagreed further clarified by commenting “I think SASHA used to provide appropriate services but not anymore. The intention is there but staffing perhaps not”

Safety, Security & Support

1. 71.43% of respondents are satisfied with the frequency of client progress reviews in the SASHA program, which is down 8.57% form 80.00% in 2020. Of the 11 respondents 2 disagreed and 4 answered N/A. The respondents who disagreed further clarified by commenting “we no longer get monthly client progress reports (they use to emailed to us)” and “Our staff have not been getting regular progress reviews from SASHA staff”

Respondent Concerns/Comments

- “I know it is ongoing changes but community agencies just need new updates on the new houses (house D, versa, etc.)”
- “Long standing community work understood but some confusion regarding the exact intention of new programs and how they differ from other services.”
- “I used to know what services you provide but lately I don't. Things have changed and I don't think clients are getting served as well as they could be.”*
- “I feel that SASHA has been more so supportive of mental health needs, but not so much for addiction concerns”
- “Individual rooms would best support SASHA's amazing philosophy and service model.”
- “Mental Health clients can be hard to serve. I feel SASHA is no longer equipped to handle the clients who are in most need of supportive housing”*
- “At times is out of staff control, client may not comply with request/ directions. Or staff are stretched too thin to cover everything in the day.”
- “More consistent collaborative efforts may be needed from both parties”
- “I don't feel that there is a lot of 'therapeutic' happening. Status Quo seems to be preferred”*
- “I hear stories from clients that they feel intimidated at times because there are 'questionable' people hanging around the house”*
- “If staff are still doing monthly progress reports it would be helpful to get those again.”
- “A former staff member shared unprofessional opinions in community settings on multiple occasions. This had a negative impact on relationships and trust.”
- “With the most recent (substantial) increase in rent I would have expected support to improve. Clients are deemed "too complex". Mental Health is complex. Clients decompensate but with proper intervention they get better. Appropriate staffing and regular debriefing and caseload rotation would be helpful for 'staff burnout'. I feel that SASHA needs to review their mandate so that they can serve the population that most needs the services of a group home. Mental Health and Addictions may be under the same umbrella but the new Versa program is not helpful when there is a crossover with

clients who are most vulnerable. Harm reduction is important but it should be a separate entity from MH&A.”*

- “Always grateful for the collaboration and realize there is always room for improvement with evolution of both programs. One example of something that came up recently is the importance of communication to our program when a SASHA resident has been admitted to psychiatry. Our staff were not informed of this admission and were trying to get a hold of the client unsuccessfully until psych called to inform us of the admission and upcoming discharge.”

*Five concerns/comments were from the same respondent

Recommendations

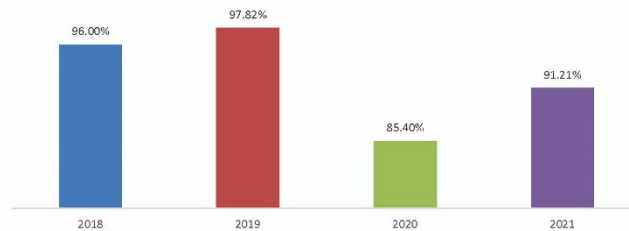
There are many comments from the community (see above). I recommend management read through each comment and make plans for improvement if needed. For example, contacting the agencies worked with and providing information about each program SASHA offers, how to apply, who can apply and how they differ.

The last few years the number of service provider contacts has been declining. Increasing the number of contacts within agencies will help in getting more feedback from the community. It is important for contacts to be able to answer each question, N/A answers are meaningless.

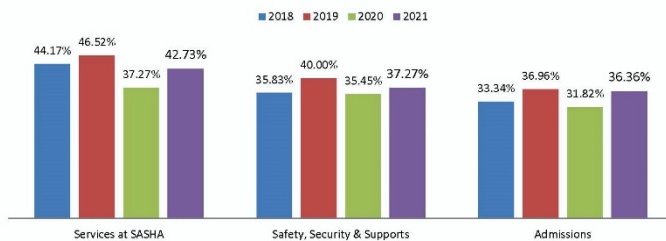
Overall SASHA received a positive response and appears to be appreciated in the community.

Completed by Byron Parker
Operations/Administrative Assistant
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Annual Positive Responses



Average Positive Responses



Average Negative Responses

