



**The Southern Alberta Self Help Association
(SASHA)
Client Satisfaction Survey Report
2025**

Introduction

SASHA has conducted annual client satisfaction surveys for the past 25 years to assess service effectiveness and effects. This poll highlights changes over time and identifies recurring themes to guide our ongoing efforts, Improvement initiatives. SASHA's services have consistently received high satisfaction ratings, with clients expressing gratitude for the positive impact and dedicated staff.

2025 Survey Overview

The 2025 survey was conducted in May, and it included participants from SASHA programs at House A, C, and D. To ensure clients were comfortable sharing their thoughts openly, a new staff member administered the survey, encouraging candid responses from clients.

Decreased Participation

We are sad to report a significant decrease in response rates this year. This year only 13 out of 24, which is less than 60% of clients who were willing to participate in the survey, is a substantial drop from last year's participation rate of 92%.

Purpose and Methodology

This survey's main goal is to pinpoint SASHA programs' advantages as well as their shortcomings. It is an essential tool for getting comments and suggestions from clients, which helps us shape our organizational objectives and improve the caliber of services we provide.

Using Quality-of-Life Satisfaction, a reliable instrument we have used in prior years, each client was interviewed in private. The clients were told that their answers would be kept confidential and that the final report would not contain any names or other identifying information. Additionally, they received assurances that their responses would not have any impact on the services they receive, and that their participation was entirely voluntary.

Commitment to Improvement

SASHA staff and members are dedicated to leveraging survey findings to promote significant advancements. We can improve our programs, better

understand the client's needs, and make sure we keep offering high-caliber, significant services thanks to the input we receive from our clients. Our commitment to customer satisfaction is steadfast, and this survey demonstrates our continuous efforts to pay attention, pick up new skills and develop

Result

Overall Satisfaction

94.40% of respondents expressed overall satisfaction in this year's study. Overall satisfaction this year is little lower than it has been for several years when compared to prior years but higher than last year

Overall Satisfaction Percentages

- **2020 – 96.43%**
- **2021 – 97.49%**
- **2022 – 96.65%**
- **2023 – 98.25%**
- **2024 – 93.36%**
- **2025 – 94.40%**



Satisfaction By Category

Staff Supports

Overall, staff support satisfaction is 95% this year, up from 90% the previous year.

This increase is consistent with this year's survey's more general findings. The satisfaction rate was probably impacted by the lower client participation this year.

Additionally, two clients affected the total statistics by rating one question as "I Don't Know" for personal reasons (Haven't experienced legal issues).

Interestingly, the question about staff members advocating for mental health issues had the highest satisfaction percentage (100%), out of all the questions in this category.

Daily Living Skills

Support for everyday life skills had a 90% total satisfaction percentage, down from 94.3% the previous year. Despite a minor decline, because one client was not satisfied with physical activity and good nutrition, while support with cooking skills and hygiene routines received the highest satisfaction rate of 100%.

Emotional Support and Safety

Overall satisfaction with emotional support and safety 100% is the same as 100% last year, while clients expressed greater satisfaction (100%) with staff support during crises and great satisfaction (100%) with feeling secure during all hours.

Meaningful Daily Activity

Last year's satisfaction rate of 95% was slightly higher than this year's 90%. Clients are most satisfied with their ability to contribute ideas and input for recreation and activities provided by SASHA, but two clients rated all the group questions "Not Satisfied" due to personal reasons (don't like group) and (needing more trips to buy food stuff).

Other

The 2024 survey's 'other' category includes general questions on overall satisfaction total satisfaction in this category was 100%, somewhat lower than 97.5% last year, showing little variation from year to year. Notably, satisfaction with the question about program progress



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, implementing 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.
- **Client Safety:** very high Satisfaction feedback

Conclusion

The results of the 2025 Client Satisfaction Survey demonstrate the ongoing commitment and diligence of SASHA's volunteers, employees, students.

The higher participation percentage offered a more thorough and inclusive view of our consumers' experiences, even though the overall satisfaction score somewhat decreased.

We can celebrate our accomplishments and pinpoint areas for growth with the help of this wider variety of input, identify problem areas, and streamline our programs.

We are appreciative of our clients' involvement and input, which are essential in guiding our attempts at ongoing improvement.

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.