

COMMUNITY (Mental Health) SATISFACTION SURVEY

SASHA 2025

Introduction

This year (2025) 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 50 service providers which was up from 33 service providers in 2024. 32% of the service providers responded this year, which is up from 30% in 2024. Email reminders were sent out every week to encourage more participation. The survey was sent to representatives of agencies SASHA worked with this fiscal year (2024-2025).

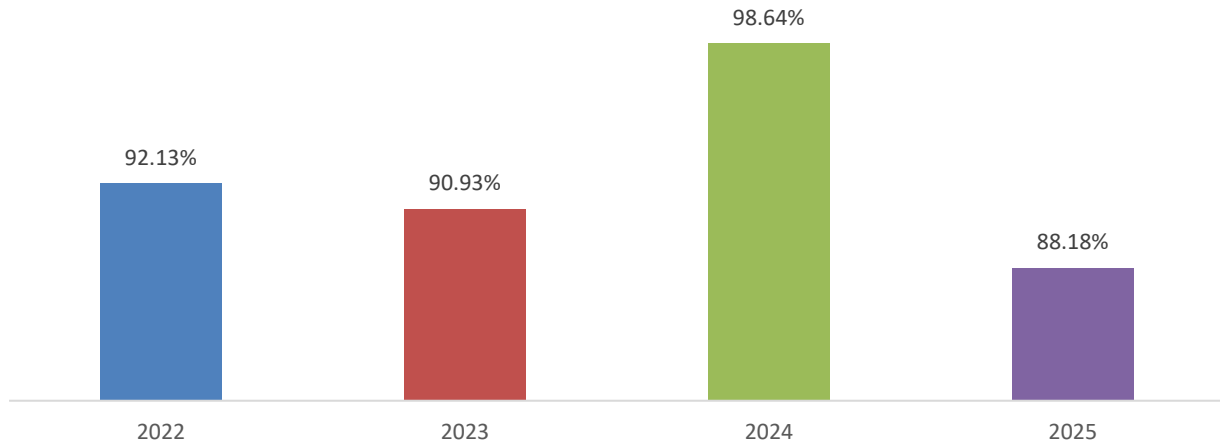
The following percentages represent the responses received:

Services at SASHA		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1.	Understand Services	50%	37.50%	12.50%	0%	0%
2.	Appropriate Services	56.25%	31.25%	12.50%	0%	0%
3.	Satisfied with Services	50%	31.25%	12.50%	6.25%	0%
4.	Professional Staff	62.50%	31.25%	0%	0%	6.25%
5.	Appropriate Referrals	37.50%	18.75%	6.25%	0%	37.50%

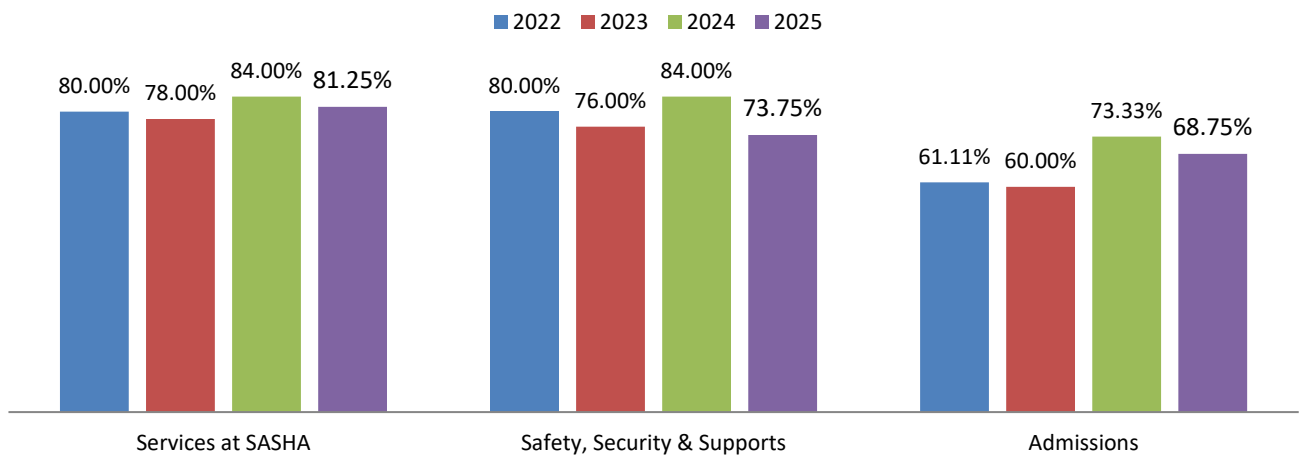
Safety, Security & Supports		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1.	Staff Response	43.75%	37.50%	6.25%	0%	12.50%
2.	Client Comfort	31.25%	50%	0%	6.25%	12.50%
3.	Safety and Security	43.75%	37.50%	6.25%	0%	12.50%
4.	Client progress Reviews	37.50%	12.50%	12.50%	0%	37.50%
5.	Consistent Assistance	31.25%	43.75%	6.25%	0%	18.75%

Admissions		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1.	Time to Gain Admission	12.50%	25%	25%	6.25%	31.25%
2.	Goals & Objectives	37.50%	43.75%	0%	0%	18.75%
3.	Will continue to refer	50%	37.50%	6.25%	0%	6.25%

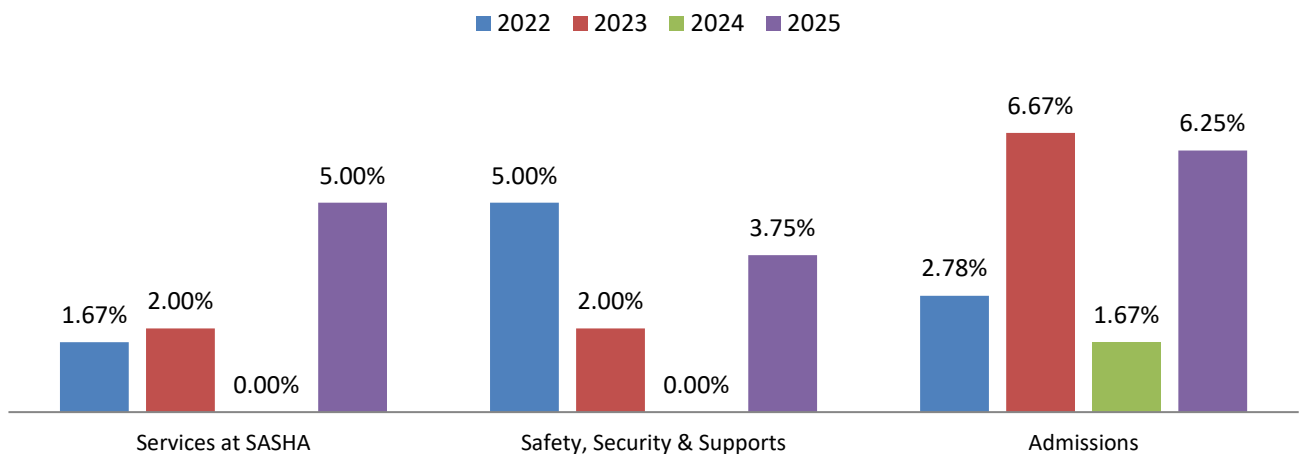
Annual Positive Responses



Average Positive Responses



Average Negative Responses



Summary of data

This year there was an overall positive response (excluding N/A responses) of 88.18% which is down 10.46%, compared to 98.64% in 2024. “N/A” responses included 15.42% of the total responses, which is down from 18.44% in 2024. The negative responses included 10% of the total responses, which is up from 1.11% in 2024.

WHAT WE DID WELL:

Services at SASHA

1. 94% of respondents agree that SASHA staff deal with issues professionally, which is up 4% from 90% in 2024.
2. 56% of respondents agree that they receive appropriate referrals from SASHA, which is up 26% from 30% in 2024. Of the 16 respondents 6 answered N/A and 1 disagreed.

Admissions

1. 81% of respondents agreed that they understand the goals and objectives expected of their client(s), which is up 21% from 60% in 2024.

Respondent Comments

- “An increase in SASHA Services and spaces would be beneficial”
- “This program should be expanded in every city in Canada. Excellent value for the support received.”
- “The staff is informative and professional when dealing with my agency.”
- “There is always great follow up to any issues.”
- “The safest place/care facility that (my client) had been in the 26 years that I have been his guardian. He has been in a number of different places/programs over the years and SASHA House has been the best situation, by far, for (my client).”
- “We need more! This is such a wonderful program”
- “I no longer work frontline with clients and SASHA staff, my past experiences from same have been positive. In my new capacity and interactions with SASHA I can see your staff truly care and want to have a safe and supportive work environment for each other and the clients.”
- “This program has been around for a long time and has helped so many become independent. We need more homes so that more can be independent and housed. I hope this survey proves that this program requires more funding and support.”

WHAT WE NEED TO IMPROVE:

Services at SASHA

1. 88% of respondents agreed that they understand the services SASHA provides, which is down 12% from 100% in 2024. Of the 16 respondents 2 disagreed.
2. 88% of respondents agreed that SASHA services are appropriate for mental health and addictions needs in the community, which is down 12% from 100% in 2024. Of the 16 respondents 2 disagreed.
3. 81% of respondents agreed that they are satisfied with the services provided at SASHA, which is down 19% from 100% in 2024. Of the 16 respondents 3 disagreed.

Admissions

1. 38% of respondents agreed that they are satisfied with the time it took for their client(s) to gain admission into SASHA, which is down 22% from 60% in 2024. Of the 16 respondents 5 disagreed.

Respondent Concerns

- Multiple respondents said they could use some clarification about the services SASHA provides.
- "...lots of clients are being denied due to "too high needs" but there is nowhere else for them to go."
- "Understaffed. Clients have very complex needs. Would benefit from rec therapy on site."
- "Unfortunately, in my opinion, SASHA support services have gone downhill quite significantly over the last year I've worked with them. While the staff are doing their very best to assist these clients, they are overwhelmed with the high needs of individuals who access their services. They used to have 2 Case Managers to manage all the clients, but now there is only one. There are little to no recreation services on site for clients. There doesn't seem to be any programming to assist clients with basic skills. It really bothers me that clients have to share bedrooms with one other person, but it infuriates me to know that the ones who lived on their own with minimal support have had to regress by sharing a room with another individual again because House D has closed. As such, they have lost some independence and autonomy through no fault of their own. I wouldn't want to live like that if I had mental illness and lived in a group home community. It's hard enough to live with roommates in general. I would like to see more group homes open up like Sasha Community Living with adequate support for basic and emotional needs. There is a great need in Lethbridge to house individuals who suffer with concurrent disorders and who will not do well living on their own in the community. I feel sad that Sasha has had to close one of their residences and I'm concerned that this program will lose its funding and have to shut down altogether. This is the opposite of what needs to happen. Sasha Community Living needs more case managers, more support staff, more recreation staff, more resources and definitely more funding to succeed."
- "There are too many individuals actively using drugs and alcohol for it to be a safe and secure environment."
- "...my concerns are not about the current staff that Sasha employs. They are amazing people who are doing their best with the current resources they have. People can only take so much. I am VERY CONCERNED that the current employees you have are getting burnt out by the demands of their job, work strain, difficult situations and individuals they support by having a lack of funding, less resources, and insufficient number of employees. In turn, this is going to show by more behaviors from clients, worsening mental health for clients, possible negative outcomes for clients. This is not going to get better if things keep going the way they are."
- "Due to no fault of SASHA or the program, there was not enough beds to accommodate all the referrals being sent."
- "...there are few beds and many who need them, the wait is too long."
- "No beds available, long waitlist"
- "...I'm anticipating that the waitlist is going to get longer"

Conclusion

The 2025 survey data reveals that while SASHA continues to be valued for its professionalism, quality of care, and positive impact on clients, there has been a noticeable decline in overall satisfaction compared to the previous year. Positive responses dropped by over 10%, and negative feedback increased, largely centered around limited capacity, long wait times, and staffing challenges. Despite these concerns, respondents overwhelmingly expressed appreciation for SASHA's services, calling for its expansion and highlighting its critical role in supporting individuals with complex mental health and addiction needs.

However, the feedback also underscores that SASHA's ability to meet community demand is being stretched. The closure of House D, loss of key staff, and limited beds have led to understandable frustration among respondents. Importantly, none of the concerns pointed to staff performance—in fact, staff were consistently praised for their professionalism and dedication despite limited resources. This

suggests that the core model remains strong but is at risk of being undermined by underfunding and increasing client complexity.

In moving forward, SASHA must focus on preserving service quality by setting clear expectations with stakeholders, streamlining communication within and outside of SASHA, and supporting its staff, all within current constraints. Simultaneously, the testimonials and documented impact present an opportunity to further advocacy to funders and stakeholders in hopes of increasing capacity and funding. The message from respondents is clear: SASHA is a vital and effective service—and one that urgently needs more support to continue meeting the growing needs of the community.

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