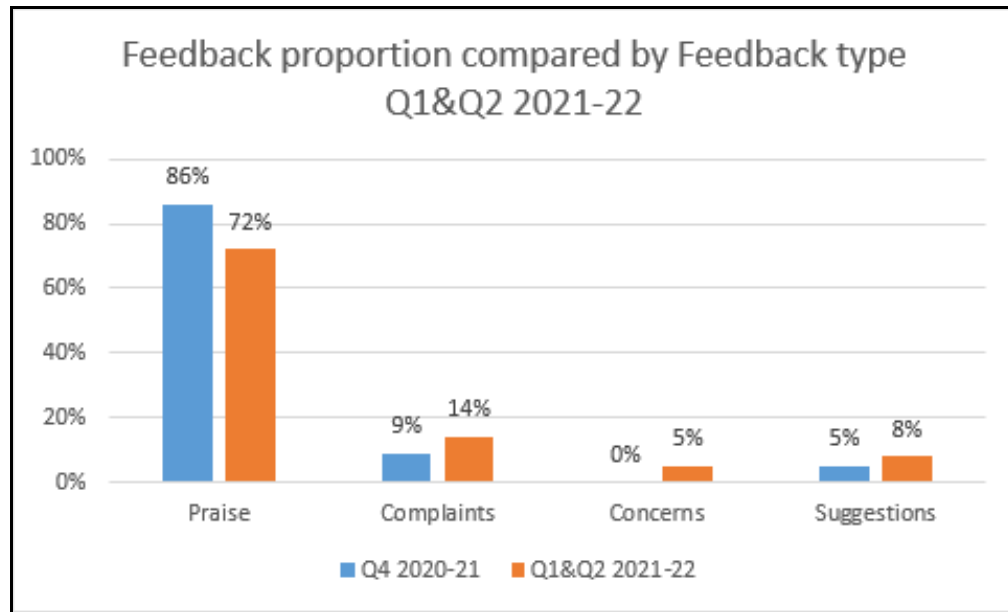


Feedback Reporting Q1-Q2 2021-2022

Overall feedback trends and results for SCS

Overall Feedback results/trends:

SCS served a total number of **4,217 individuals** in Q1 & Q2 of 2021-2022 (between April 1, 2021 and September 30, 2021), and received 84 counts of feedback (2% response rate). The feedback is inclusive of Praises (61) which corresponds to 72% of the overall feedback, Complaints (12), which corresponds to 14% of the overall feedback, Concerns (4) which corresponds to 5% of the overall feedback, and Suggestions (7) which corresponds to 8% of the overall feedback.

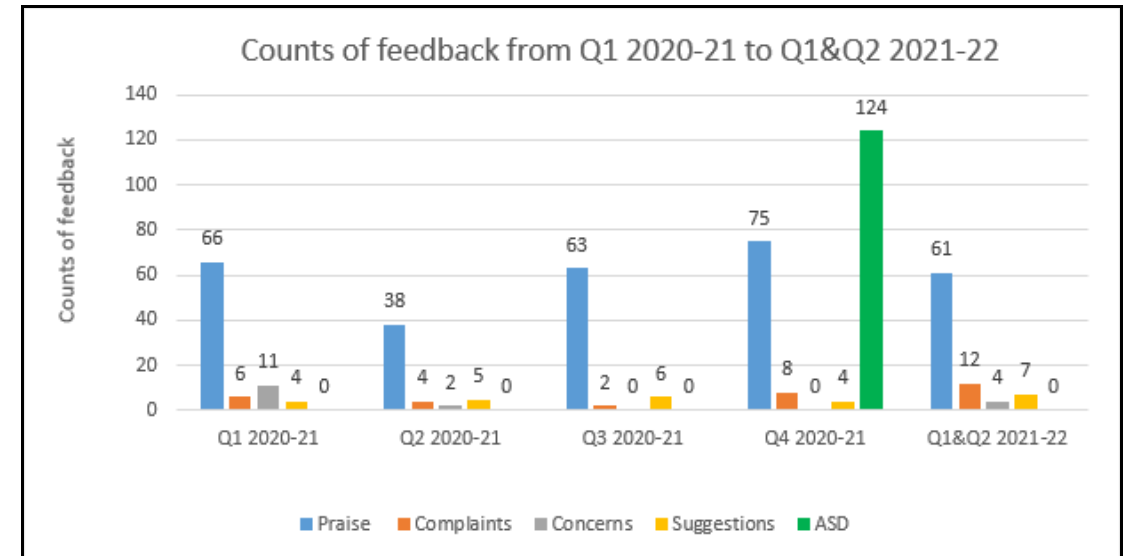


Counts of Overall Feedback:

The graph below shows a comparison of the types of the overall feedback received, per quarter.

SCS received almost the same amount of feedback in Q1 and Q2 combined of this fiscal year, compared to Q1 only of the last fiscal year. We received less feedback during these last two quarters because we have sent less email invitations to individuals in service to complete the online survey during Q1 and Q2 of this fiscal year.

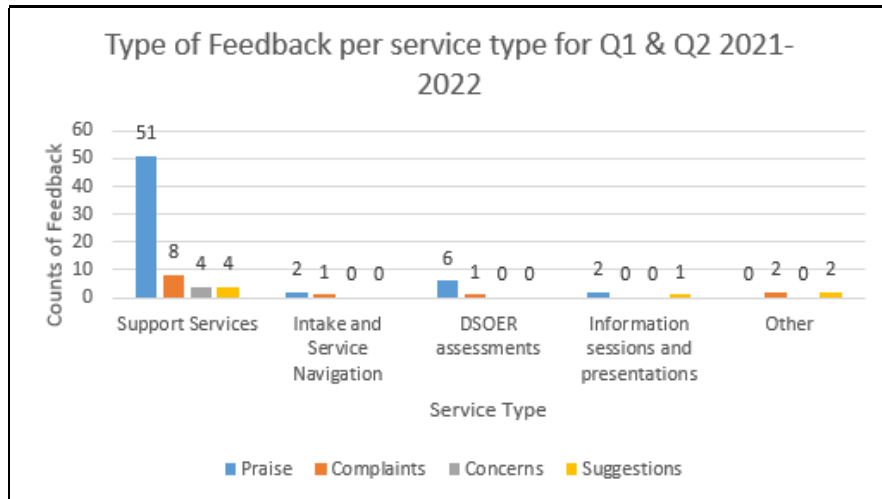
SCS received 61 counts of praise during Q1 & Q2 of this fiscal year, compared to a total of 104 praises in Q1 & Q2 of last fiscal year (66 + 38 praises). We typically receive a higher amount of praises each quarter, compared to the other types of feedback.



Feedback by Service Type:

For Q1 & Q2 of this fiscal year, trends in satisfaction remain the highest amongst Customer Satisfaction/Service Delivery, Dignity/Respect/Feeling valued by SCS, and Collaboration.

The graph below breaks down the counts of feedback for the type of feedback (Praise, Complaints, Concerns and Suggestions) per service (Support Services, Intake and Service Navigation, DSOER assessments, Information sessions/Presentations (TAG), and Other Services). Support Services received the highest number of Praises in Q1&Q2 combined (51).



For Q1 & Q2 of this fiscal year, trends in satisfaction remain the highest amongst **Customer Satisfaction/Service Delivery, Dignity/Respect/Feeling valued by SCS, and Collaboration.**

We received 12 complaints during Q1 & Q2 of this fiscal year, compared to 10 complaints during Q1 & Q2 of last fiscal year (6 + 4 complaints). The complaints during Q1 & Q2 of this fiscal year are related to the following:

- ASD funding initiative and process (individuals who were not allocated funding)

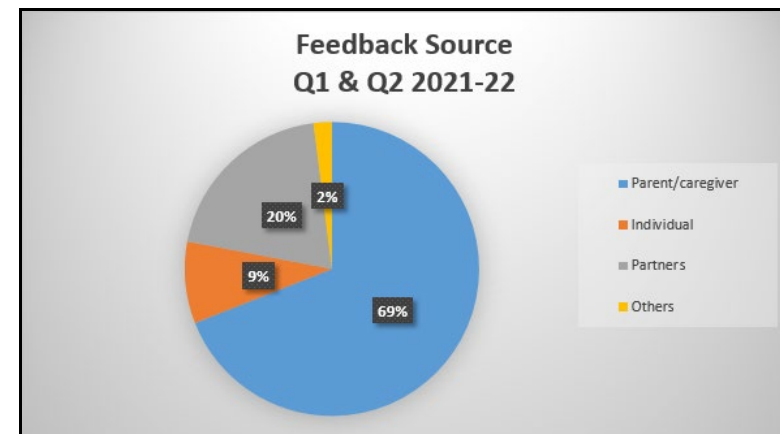
- respiteservices.com (family complaint about a specific direct support provider, and a direct support provider complaint about our process).
- SCS website accessibility, difficulty accessing some information.
- Lack of regular follow-ups and communication from front-line staff.
- Response time from front-line staff.
- Long wait times to access case management services.
- Complicated system and bureaucracy, lack of resources and lack of funding.

The Manager, Quality and Knowledge Implementation completes a detailed review of trends and provides overall results and recommendations to the Leadership team with a focus on areas of strength and opportunities for improvement.

Feedback Sources

We have reviewed the feedback sources for Q1 & Q2 of 2021-22:

- 69% of the feedback came from Parents/Caregivers
- 9% of the feedback came from the Individuals served
- 20% of the feedback came from our Community Partners
- 2% of the feedback came from “Others”



SCS Feedback Collection

How is feedback collected?

- Feedback is received directly by SCS employees, and recorded via the ETO database.
- Feedback is collected from an online customer satisfaction survey available to families by service type: Intake/Service Navigation, DSOER Assessments and Support Services (Children's and Adult Case management and RCS).
- Feedback is received through the Feedback email (feedback@scsonline.ca / retroaction@scsonline.ca)
- The overall satisfaction resulting from SCS Info sessions, presentations and conferences is also collected.

