



NWT Community Counselling Program Client Satisfaction Report 2016

What is the Community Counselling Program?

The Community Counselling Program (CCP) offers free counselling services to all residents of the Northwest Territories (NWT). Services include assessment, crisis intervention, referrals for treatment, counselling, follow-up and aftercare. The program is located in 19 communities across the NWT with telephone or fly-in services available to communities without a counsellor.

Why was the questionnaire administered?

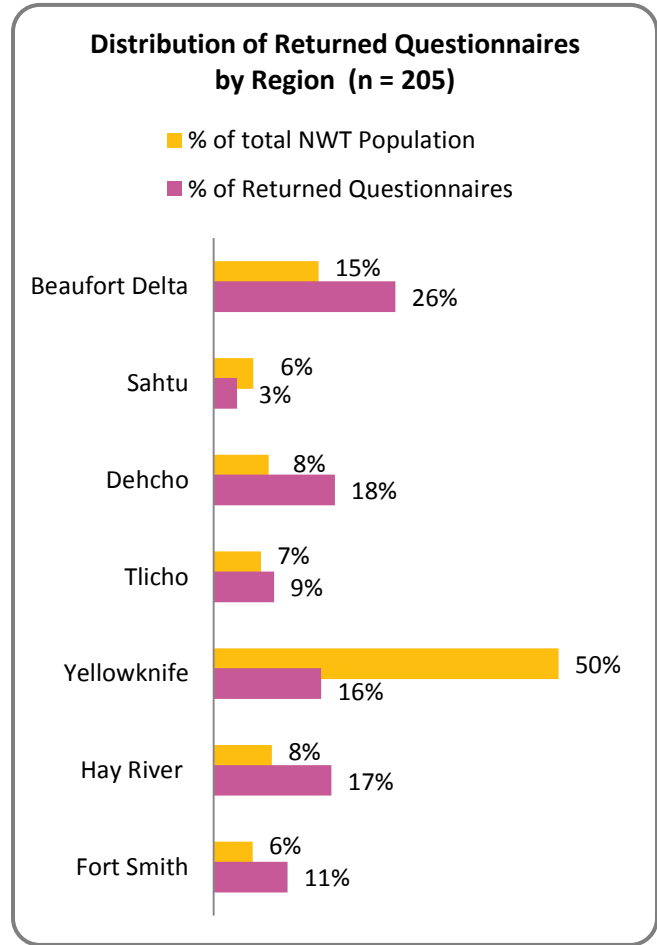
The NWT CCP Client Satisfaction Questionnaire is part of the Department of Health and Social Services evaluation and reporting system. Client Satisfaction is an indicator of the extent to which services and supports meet the needs of clients and families, and is considered a key dimension of service quality. This is the second time this questionnaire has been administered in the NWT, with the first being done in 2013.

How was the questionnaire administered?

The 2016 CCP Client Satisfaction Questionnaire was administered in March and April 2016 in all facilities offering the CCP program. All clients over the age of 16 who attended an appointment were to be given the questionnaire once during the two month

administration period. The self-administered questionnaire was available in English and French and interpreter services were available to those requesting service in another official language.

A total of 205 questionnaires were returned resulting in an approximate 20% response rate. Although low, this response rate is acceptable for a self-administered questionnaire and results are considered reliable. This response rate cannot be compared to the 2013 rate due to changes in the sampling process. Previously, clients were able to complete the questionnaire after each visit during the two month period. This time, clients were only able to complete the questionnaire once in order to ensure that each individual had an equal voice towards program improvement.



Questionnaire Results

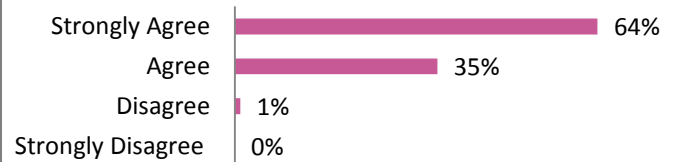
Quality of Service¹

This dimension focuses on the overall quality of the counselling service and ensuring that the services took place in a safe, positive environment.

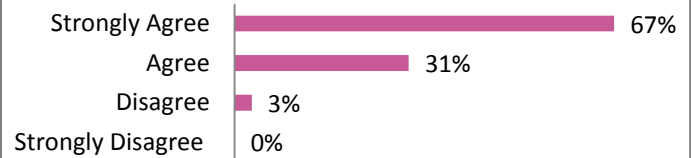
To determine the effectiveness of the counselling service, analysis of the last two questions ("Since I started counselling, I have noticed positive changes in my life", "Since starting counselling, the concerns that brought me are improving") was limited only to respondents who had at least one previous counselling session. A further analysis was done to determine if there was a correlation between responses and the number of sessions attended. Although a positive correlation was found in both cases, neither were statistically significant.

- **99%** of respondents agreed or strongly agreed that the counselling services they received were high quality.
- **97%** of those surveyed felt that the counselling office was a safe space.
- **99%** of those who completed the survey felt that their overall counselling experience had been positive.
- **98%** of respondents who had taken previous counselling sessions noticed positive changes in their life since starting counselling.
- **98%** of respondents who had previously attended counselling sessions felt that the concerns that brought them to counselling have improved since starting counselling.

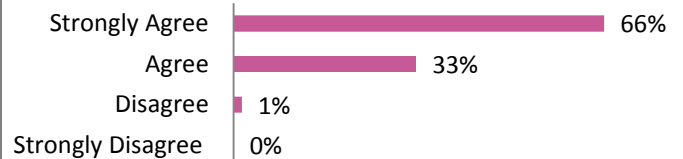
"Overall, I think the counselling services I received today are high quality" (n = 203)



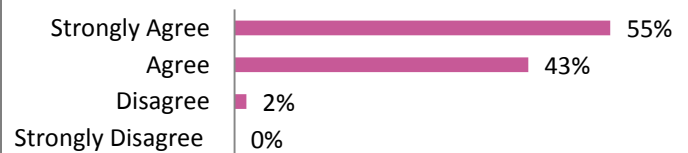
"The counselling office is a safe place" (n = 200)



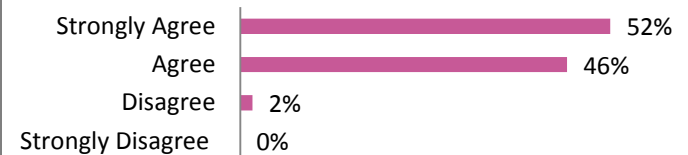
"My counselling experience has been positive" (n = 203)



"Since I started counselling, I have noticed positive changes in my life" (n = 116)



"Since starting counselling, the concerns that brought me are improving" (n = 115)



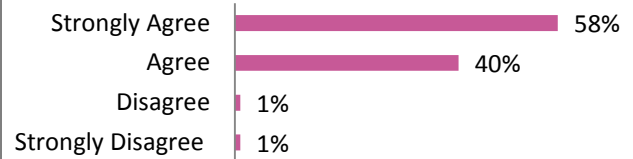
¹ Numbers do not always add up to 100% due to rounding.

Access to Services²

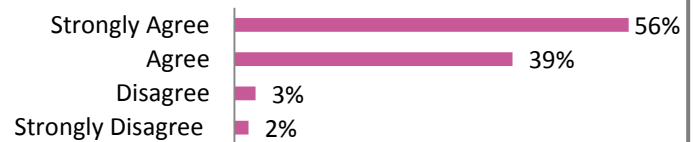
The quality of the counselling service is of little importance if the client cannot access the service. Therefore, it is important to ensure that the services are available in locations and at times that are convenient to the client. Clients were also asked how they heard about the CCP. The majority had heard of it through friends and family as well as at their Health Centre. Other respondents heard about the CCP through their probation officer, employer, or social worker.

- **98%** of those who responded to the survey felt that the location of the counselling services was convenient.
- **95%** of respondents felt that the wait time for services was reasonable.
- **98%** of respondents agreed or strongly agreed that services were available during hours that were good for them.

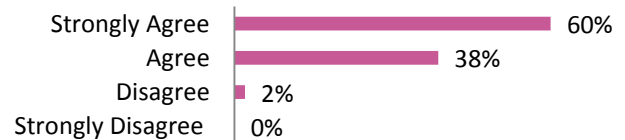
"The location of services was convenient for me" (n = 202)



"The wait time for services was reasonable for me" (n = 201)



"Services were available during hours that were good for me" (n = 203)



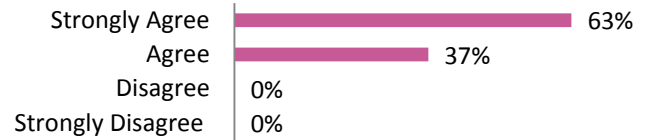
² Numbers do not always add up to 100% due to rounding.

Respecting Values and Preferences³

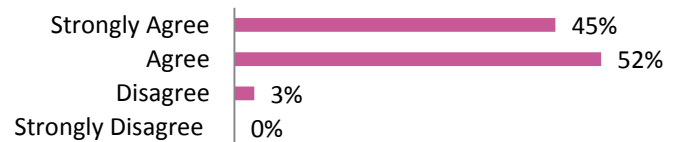
This dimension of client satisfaction focuses on making sure the client's rights, values, culture, privacy and choices are respected. It further focuses on encouraging shared decision making and participation in the counselling process.

- **All** respondents agreed or strongly agreed that the counsellor was respectful of their culture.
- **97%** of clients felt that their counsellor was respectful of the fact that English was not their first language.
- **All** respondents felt that they were involved in decisions concerning their counselling experience.
- **99.5%** of those surveyed understood that their personal information will be kept confidential.

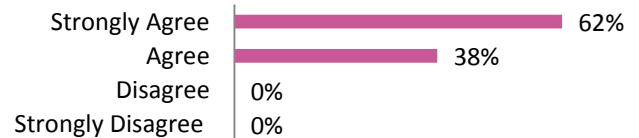
"My counsellor shows respect to my culture" (n = 178)



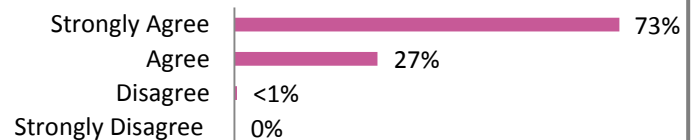
"My counsellor respects that English is not my first language" (n = 108)



"I was involved as much as I wanted to be in decisions about my counselling" (n= 204)



"I understand that my personal information will be kept confidential" (n = 204)



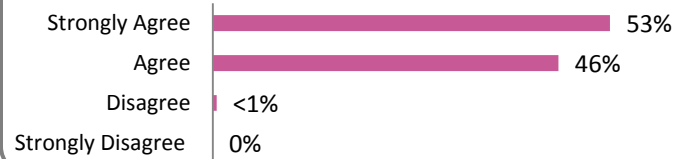
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Communication and Education⁴

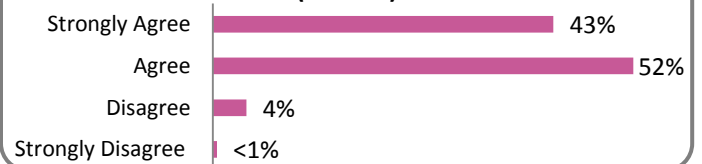
Given that communication is a key facet of the counselling process, it is important to ensure that clients feel comfortable asking questions or voicing concerns with their counsellor. Furthermore, it is vital that the counsellor communicate with, and educate the client on, the counselling process as well as other services available to the client.

- **99.5%** of those surveyed reported that they felt comfortable asking questions about their treatment/counselling.
- **95%** of respondents reported receiving enough information about available programs and services.
- **98%** of respondents felt their counsellor was knowledgeable of other support services.
- **86%** of respondents knew how to file a concern or complaint.

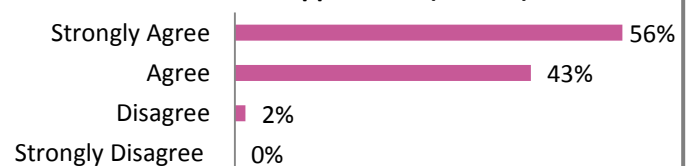
"I felt comfortable asking questions in my session about my treatment/counselling" (n = 203)



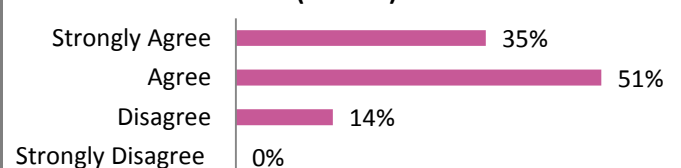
"I received enough information about other programs and services available to me" (n = 190)



"My counsellor is knowledgeable of other services to support me" (n = 197)



"I know how to file a concern or complaint" (n = 191)



⁴ Numbers do not always add up to 100% due to rounding.

