

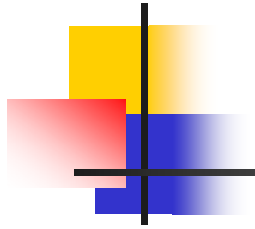
Shout Clinic

2008 Client Survey



Survey items

- Client service satisfaction
- Client service use
- Service impact on resource knowledge, self-care and quality of life
- Shout complaints process, feedback forms, Client Advisory Committee
- Community issues of concern
- Group topics of interest



Client Participation Cultural/Religious/ Ethno-Racial Identification

- 51 clients participated -- 16% of the 320 individuals seen during the September/October survey period.
- The 45 respondents identified themselves in 35 different ways.



Gender (n=46) and Age (n=50)

- 29 (63%) are female
 - 15 (33%) are male
 - 2 (4%) are transgendered
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- 4 (8%) are 16 -18 years of age
 - 16 (32%) are 19 -21 years of age
 - 30 (60%) are 22 years of age or older



Living Situation (n=49)

- 21 (43%) have their own place
- 14 (29%) are living on the streets or in shelters
- 4 (8%) with family and 4 (8%) with friends
- 6 (12%) -- maternity home (2); native women's transitional housing; rooming house; nowhere; mix.



Sources of Income (n=49)

Several have more than one source of income.

- 15 (31%) receive Ontario Works.
- 12 (24%) receive Ontario Disability Support Program.
- 12 (24%) have part-time work
- 24 (49%) – includes PNA (4), family (4), panning (4), sex trade, OSAP, drug sales, squeegee, Youthlink, Ontario Child Benefits, none.



Education (n=49)

- 8 (16%) completed their education in public school
- 15 (31%) have some high school
- 15 (31%) completed high school
- 11 (22%) have attended a community college or university, 4 of whom graduated.



Birthplace (n=49) & Status (n=51)

- 14 (29%) were born in Toronto;
 - 7 (4%) were born elsewhere in Ontario;
 - 11 (22%) were born in another province;
 - 2 (4%) noted only Canada;
 - 15 (31%) were born in another country.
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- 43 (84%) are Canadian citizens; 2 (1%) are First Nations; 1 is permanent resident; 4 are landed immigrants; 1 is immigration pending.



Length of Stay (n=50)

- 12 (24%) have been using the services for less than a year
- 14 (28%) have been using the services for 1-3 years
- 15 (30%) have been using Shout services for 3-5 years
- 9 (18%) have been using Shout services for 6-10 years



Service Satisfaction

- There is a high rate of service satisfaction – with a 92% overall rating of very positive or somewhat positive.
- The highest ratings are in approachable & friendly staff (100%), safe (98%), and free from discrimination (94%).



Service Satisfaction

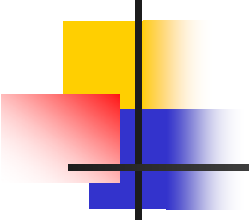
- There is a low rate of service dissatisfaction – with a 7% overall rating of very negative or somewhat negative.
- The lowest ratings are in location (14%), and supported to make own decisions (12%).



Service Impact on Resource Knowledge, Self Care and Life

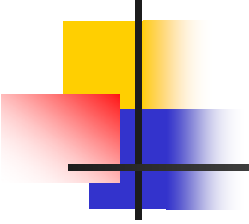
- There is a **high rate** of very or somewhat positive increase in resource knowledge (84%), improved self-care (98%), and improved life (84%).

Shout Health Care Providers and Resources Known About

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- Dentist (92%)
 - Nurse (98%)
 - Doctor (96%)
 - Counsellor (70%)
 - Lawyers (54%)
 - Foot Doctor (54%)
 - Employment (58%)
 - Parent-child worker (50%)
 - Food in the lobby (96%)
 - Hygiene products (68%)
 - Harm reduct'n supplies (82%)
 - ID Clinic (94%)
 - Anon. HIV testing (72%)
 - Housing (56%)

Programs and Services Attended or Used in Past Year

(% of those who knew of the service)

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- Dentist (35%)
 - Nurse (94%)
 - Doctor (92%)
 - Counsellor (54%)
 - Lawyers (19%)
 - Foot Doctor (15%)
 - Employment (35%)
 - Parent-child worker (24%)
 - Food in the lobby (81%)
 - Hygiene products (41%)
 - Harm reduct'n supplies (39%)
 - ID Clinic (36%)
 - Anon. HIV testing (67%)
 - Housing (7%)



Shout Complaints Process (n=49)

- 84% were very or somewhat comfortable in raising an issue or making a formal complaint.
- 84% were very or somewhat confident that their complaint would be taken seriously.



Shoutback – feedback forms

- 21 (42%) were aware of the Shoutback forms, 5 of whom had completed one.
- Among those who had not completed one – they stated no complaints or issues, or preferred to raise issues directly with staff.

Client Advisory Committee

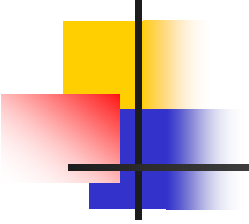


- 15 (30%) were aware of the Client Advisory Committee, 3 of whom noted they were currently committee members.
- 13 people indicated an interest in joining the committee.

Prioritized List of Community

Issues of Concern (n=47)

* see report re. misunderstanding of these items

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1. Housing (83%)
 2. Employment (80%)
 3. Income (77%)
 4. Sexual health (70%)
 5. Access to food (68%)
 6. Mental health (57%)
 6. Discrimination (57%)
 7. Targeted policing (55%)
 7. Drug use (55%)
 8. Social support* (53%)
 8. Emotional health (53%)
 10. Safety (51%)
 11. Access to health care (47%)
 12. Parents' rights* (43%)
 12. Harm reduction (43%)
 13. LGBT issues (36%)
 14. Prison Rights (23%)
 15. Immigration (15%)



Groups of Interest (n=49)

- Life Skills
- Sexuality/Sexual Health
- Health (illness prevention, health promotion)
- Parenting
- Support/Recreation/Learning



SUMMARY

Overall, Shout is viewed as an accessible, non-judgmental, helpful and welcoming environment with friendly and caring staff.

Client-perceived impact of Shout services on improved self-care and improved life is quite significant.