



Kahnawake Shakotia'takehnhas
Community Services

2019 Community Perception & Satisfaction Survey Report



Submitted by: KSCS Communications and
Organizational Strategic Development



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Acknowledgements

First and foremost, the Executive Director of KSCS would like to take this opportunity to thank all of the community members who took the time to answer this survey and share their opinions and, in some cases, their own experiences with KSCS.

Your participation confirms that both the organization (KSCS) and you value our community and that we are all working to ensure a safe, happy and healthy community for all.

Many hours and a lot of work went into creating this report and it is hoped that it honors and reflects all that was shared.

KSCS would like to acknowledge and thank Cathy Rice and Lynn Delisle who were helpful in the design of the survey and to all that worked on this initiative from beginning to end: Wendy Walker-Phillips, Douglas Lahache, Christine Loft, Winnie Taylor, Derek Montour, Lisa Lahache, Terry Young, Reece Horne and Charleen Schurman.

Introduction

As work progressed on the development and implementation of the KSCS Strategic Plan 2016 – 2019 it had been identified that KSCS needed to consult and engage more with community to get up-to-date information to help improve services. It was further recognized that it has been many years since the last large scale consult on what is the community's general perception and satisfaction with KSCS services are. It was decided that the KSCS Communications Team would take the lead on this endeavor with assistance from others areas within the organization and interested community members. This report shares the results from the "KSCS Community Perception and Satisfaction Survey." It is anticipated that this survey as well as other consultative/engagement activities will become regular practice that will ensure the organization checks in with community to hear what the needs are and where we can make improvements.

The information from this survey will be primarily used by the KSCS Communications Team to help create communication strategies to support current and future strategic plans and the information will also be used to improve service areas.



Survey respondent's perception confirms that KSCS is an important service within the community

Analysis of respondents level of agreement to the statements within the Community Perception Section revealed the following:

- According to 94% of the respondents, KSCS has an important role to play in the community
- According to 87% of the respondents KSCS is committed to the promotion of healthier lifestyles
- According to 82% of respondents KSCS is providing services that are designed to address community needs

Executive Summary

This report will provide the reader with an overview of the results from the Kahnawake Shakotii'a'takehnhas Community Services (KSCS) Community Perception and Satisfaction Survey. A team of six (6) KSCS staff members worked together and created the survey using Survey Monkey®. The survey was made available to all community members and partners from February 14, 2019 and closed March 11, 2019 (26 days).

The purpose of the survey was to consult with the community to get a better and current understanding of the community's' opinion and perceptions about KSCS. For this reason, the survey used the Likert Scale method which is one the most reliable ways to measure opinions, perceptions and beliefs. Rather than just seeking the degree to which respondents agree or disagree to the statements, KSCS also wanted to hear how we could improve, and offered respondents an opportunity to provide suggestions on how they believe KSCS can make improvements in various areas. Client satisfaction was assessed by evaluating the client's experiences, more importantly whether they would recommend KSCS to family and friends and assessing their views on aspects of the organization.

The results from the survey will be used to create communications strategies for KSCS that will support current and future strategic plans and most importantly assist KSCS's improvement efforts to better meet the needs of the community.

(continued next page)

Findings that Require Further Study and/or Action

- The KSCS Board of Directors are responsible for the organization and are a key contributor to the Strategic Plan of KSCS. In the Community Perception section Q14 – “*The KSCS Board of Directors is setting appropriate direction*” had a high level of Unknown/Don’t Know ratings (54%) chosen by respondents indicating they are not aware of this area of focus.
- The KSCS’ Strategic Plan is guided by three Strategic Objectives one of which is to “Enhance community engagement and community-based partnerships”. 33% of respondents indicated that they were Unsure/Didn’t Know about the effectiveness that KSCS may have with creating partnerships with other community groups and organizations.
- 32% of the respondents identified that they were Unsure/Didn’t Know if KSCS was effectively incorporating traditional methods and approaches into service delivery. More action will be required in this area because this is one of three of KSCS’s Strategic Objectives which is to “Foster and accelerate active Kanien’kehá:ka ways of doing things, including more use of the language”

The average % totals for all 13 statements in the Community Perception Section

(Likert¹ based questions)

- 18% Strongly Agree
- 49% Agree
- 9% Disagree
- 3% Strongly Disagree
- 21% Unsure/Don’t know

¹Likert is a widely used approach to scale responses commonly used in survey research questionnaires.

Community Perceptions Section Highlights

- When combining the average % totals for “Strongly Agree” and “Agree” for all 13 statements, the total is 67%, and when the combined average totals for “Disagree” and “Strongly Disagree the total is 12%. The average % total for “Unsure/Don’t Know” is 21%.
- The five statements with the highest combined Strongly Agree/Agree % are:
 - 94%** KSCS has an important role in the community
 - 87%** I am aware of KSCS’ commitment to promote healthier lifestyles
 - 82%** Overall KSCS services are designed to address community needs
 - 77%** KSCS effectively promotes its activities to the community
 - 70%** KSCS effectively meets the health and social service needs of the community



The five statements with the highest combined Disagree/Strongly Disagree % are:

- 31% KSCS has a positive image in the community
- 19% KSCS is open and honest (transparent) with the community
- 15% KSCS effectively meets the health and social service needs of the community
- 13% KSCS is innovative in their variety of programs and services
- 13% KSCS provides high-quality services to clients and the community

The five statements with the highest combined Unknown/Don't Know % are:

- 54% The KSCS Board of Directors is setting appropriate direction for the organization
- 33% KSCS is effective at creating partnerships with other community groups and organizations
- 32% KSCS effectively incorporates traditional methods and approaches into their service delivery
- 31% KSCS is open and honest (transparent) with community
- 23% Offers a variety of programs & services that can meet my needs

Methodology

The 2019 Community Perception & Satisfaction Survey format and questions were created by the Kahnawake Shakotia'takehnhas Community Services (KSCS) Communications team in collaboration with KSCS' Organizational Strategic Development (OSD). The survey went through several drafts. Pre-testing was conducted with a few community members and staff before finalization. The final survey questions were then transferred into the survey platform Survey Monkey®.

The survey consisted of three (3) sections with a total of thirty (30) survey questions asked.

- 1) **Demographics Section**-Seven (7) questions were asked to get an understanding about the participants who took part in the survey.
- 2) **Community Perception Section**-A total of seventeen (17) questions were asked in this section. The Likert Scale method was mostly used. This was to get a measure on what the current options and perceptions are of KSCS. Respondents were asked to rate on a scale, the degree to which they agree or disagree to thirteen (13) statements about the organization. Respondents were provided 5 answer choices: Strongly Agree, Agree, Disagree, Strongly Disagree and Unsure/Don't Know. In addition to the rating, respondents were also given an opportunity to provide **suggestions** after each statement on how they think KSCS could improve in the stated area. Four (4) open-ended questions (2, 15, 16 & 17) were asked in this section.
- 3) **Client Satisfaction Section** -Six (6) questions were asked to gain insight and measurement of client satisfaction with KSCS's service delivery.

The Community Perception & Satisfaction Survey was officially launched February 14, 2019 and closed March 11, 2019. The survey was available electronically and clean hard copies were made available upon request and made available at all KSCS satellite offices.

The Community Perception & Satisfaction Survey was open for all Kahnawa'kehrón and partners regardless if they used KSCS services or not.

Current KSCS staff was excluded due to previously conducted internal assessments where staff had the opportunity to share their thought and insights on the organization.

Analysis of Data

Results of the Analysis in this report is based solely on the survey data.

The survey data was analyzed using Survey Monkey® and Microsoft® Excel.

With the exception of the Demographics, and open-ended questions, the Community Perception and Client Satisfaction results for each question are reported in a chart.

Respondent suggestions for improvement have been categorized into common general themes and reported on from most mentioned to least. All suggestions and comments can be seen in the Appendix.

Survey Promotion

- Survey was advertised on KSCS Facebook page and website, and a link sent to community networks.
- Posters were placed throughout the community encouraging participation and provided details on where to access the survey.
- During a blood donor clinic at KSCS, a laptop was available for filling out surveys.
- Residents of the elders lodge were also given the opportunity to partake by offering a staff person to assist if they so desired to fill out the survey online or on a hard copy.
- KSCS staff were asked to encourage family and friends to partake and used word of mouth.

Participation Results

- 324 persons participated in the survey. 316 did the survey electronically and eight (8) surveys were submitted on hard copy and manually entered into Survey Monkey®.
- 123 (38%) of respondents completed the entire survey (answered every question). Participation numbers of those that answered and those that skipped the question is reported on at the top of each chart.
- The survey has a Confidence Level of 95% and a Confidence Interval $\pm 6.35\%$ meaning that if we conducted the survey over and over multiple times using the same survey techniques with the same targeted population the results would remain the same with a margin of error equal to $\pm 6.35\%$.
- 174 (54%) participants entered the draw for 3 prizes a Fitbit Health and Fitness Tracker.
- Winners agreed to have their names published and were listed on the KSCS website:

<http://www.kscs.ca/story/community-perception-satisfaction-survey-0>

Report Layout

For the Demographics Section, only highlights about the respondents who took part in the survey have been reported on. The following Community Perception Section (Q 1-17) and Client Satisfaction Section (Q1-6) are reported in the following format (exception are the open-ended questions).

- Each page at the very top begins with the Survey Question, followed by how many "Answered" and how many "Skipped" the question.
- A brief highlight of the results is then provided followed by a short listing of most common suggestions/comments to least provided by the respondents for that question.
- A Chart summarizing the data and a Table is provided which gives the percentage (%) and real number responses and total.

All of the suggestions and comments provided can be found in the Appendix. Foul language, specific persons(s) have been removed and replaced with (text removed).



Demographics

About the Survey Respondents

Demographics Section

Demographics looks at the number and characteristics of those who participated in this survey. The following are highlights of those that participated and whom the results are reflective of.

- KSCS has and continues to employ many staff, many of which are from the community. It was important to know if the number of the respondents were a past employee or have a family member who is currently employed at KSCS because it could potentially influence the amount of knowledge and experience one has with the organization.

Results indicate that slightly more than half of the respondents 54% (173) answered "No" to being a past employee, or of having a family member who is currently employed with KSCS. Whereas 43% (139) said "Yes" and 3% (11) were "Unsure". (323 answered, 1 skipped)

- 94% reported J0L 1B0 as their postal code. (314 answered, 10 skipped)
- The majority of respondents 79% (252) self-identified as female, 21% (66) male and .03% (1) as other. (319 answered, 5 skipped)
- The average number of those reported by respondents living within their household is 3.19 persons per household. (317 answered, 7 skipped). A majority of households are nuclear, meaning the households which only includes spouse and children (281 answered, 43 participants skipped)
- Age categories of respondents, listed from the largest age group to participate to the least (319 answered, 5 skipped)

24%.....45-54 year olds

23%.....25-34 year olds

21%.....35-44 year olds

18%.....55-64 year olds

8%.....65+ year olds*

6%.....24 and under*

*Both 65+ and under age groups have a low participation rate.

Communication Methods

The top five (5) communication methods used by the respondents to get news and updates are:

- 74% Facebook
- 61% Local radio
- 54% Eastern Door
- 54% Word of Mouth
- 49% Iori:wase
- 42% Internet/KSCS Website

(300 answered, 4 skipped)

"There's always room for innovative improvement regarding traditional healing & education"

"More open consultation with the community concerning emerging issues within Kahnawake and surrounding communities. Highlighting successes of programs/services offered by KSCS."

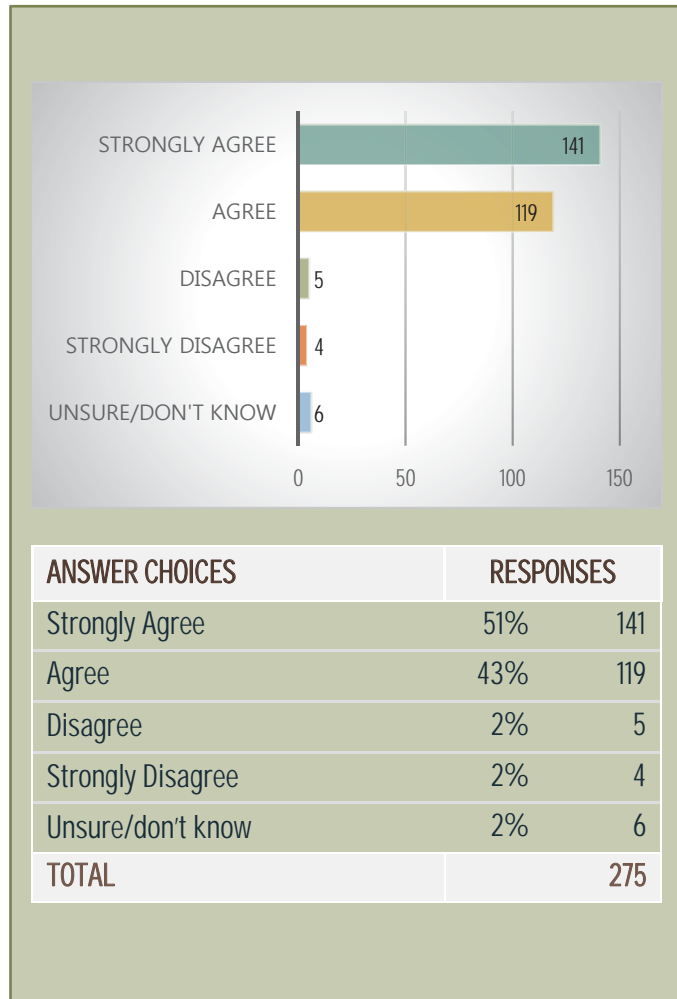
"I have tried to access KSCS mental wellness & suicide prevention services in my times of need, and I have been disappointed with the administration, quality & accessibility of those services each & every time."

Survey Results

Community Perception – Section (Q1-17)

Q1: KSCS has an important role in the community.

Answered 275, Skipped 49



74 respondents provided a suggestion/comment(s)

According to 94% of Strongly Agree/Agree combined % responses, KSCS does play an important role within the community.

Of the 275 who answered, suggestions on how KSCS can improve its role as being important within the community were:

- need to keep the community informed and up to date about **all** of the services that KSCS offers and any changes within those services through various mediums
- continually provide information on where, when and how to access the many services available
- provide information about who (personnel) provides what services to show who is doing the work to help our community
- to give an appreciation of what the organization does for the community, KSCS needs to continually inform the community on the issues the organization deals with on a monthly basis through its service statistics-similar to the Police blotter
- messages need to be positive and really promote and share the successes and achievements
- KSCS staff including management need to be more visible and out in the community and going to other organizations to deliver services and messages
- provide opportunities to get community involved with the organization, volunteering, focus groups, feedback sessions, informal dialogues, etc.

Q2: What do you see as the primary function of KSCS?

Answered 236, Skipped 88



This is one of three open-ended questions within the survey. The above chart is a “word cloud” which shows the most often used term/word in all of the comments provided. The size of the term or word relates to the number of times that term/word came up in all of the comments provided.

The word cloud shows that “Community”, “Support” and “Families” are the most often used in the respondent’s comments. This is very close to the results of the analysis of the comments and the themed top 5 functions that respondents see as KSCS’s primary function.

Listed are the top 5 primary themed functions that respondents identified from their perspective.

SUPPORT/SERVICES: offers counselling and support and services to those in need

COMMUNITY: work towards the overall health and wellness of the community and all of its members

FAMILY: support, help, and guide all families and individuals. Work towards preserving healthy families.

PROMOTION/PREVENTION: works towards promoting healthy lifestyles and positive wellbeing and prevent illness in its many forms.

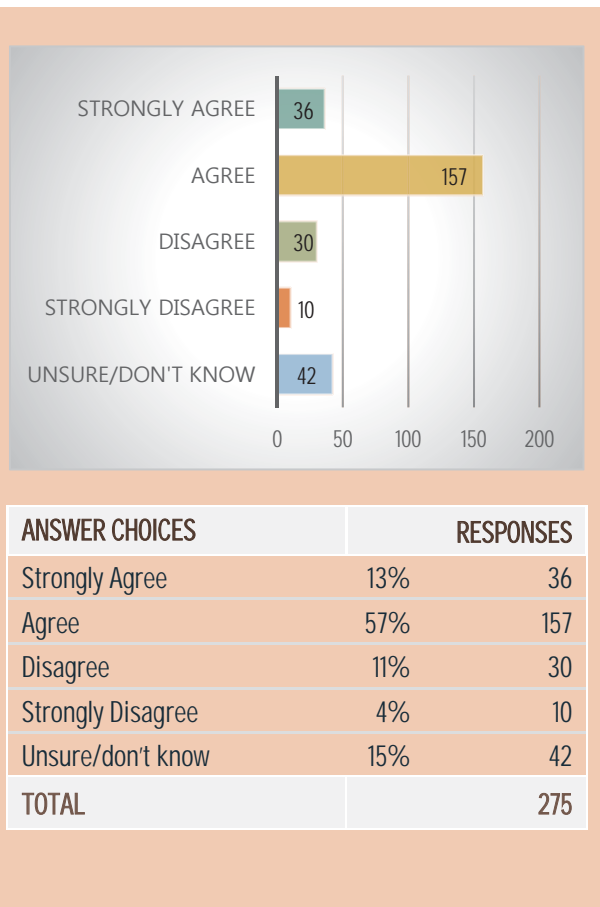
SOCIAL SERVICES: to provide social services to help individuals and families in need.

Q3: KSCS effectively meets the health & social services needs of the community.

Answered 275, Skipped 49

-Of the 275 respondents, 84 provided a suggestion/comment(s)

The majority of respondents provided suggestions that identified the need to changes various approaches the organizations uses in its delivery of service. Suggestions on how KSCS can improve in effectively meeting the health and social services needs of the community:



- work holistically with clients and families and explore their health from all areas i.e. financially healthy, physically healthy etc.
- give the time needed to create a trusting relationship with families when working with them
- offer activities, programming and services outside of regular office hours
- offer more support groups in general and offered more often i.e. need one for sexual abuse victims
- train staff to be trauma-informed, this will influence and improve their approach when working with clients
- always be proactive
- incorporate and offer more cultural/traditional ways of doing and use our language whenever possible -be mindful that traditional ways cannot be compared to outside standards
- be consistently present in the elementary and high schools
- with regards to providing services it was mentioned to make the intake and follow up processes quicker
- create, evaluate, maintain and promote all partnerships and collaborations that KSCS has. The networks can help alleviate the workload and help to create a healthier community.

Another area that was commonly reported on by respondents was the need for the organization to evaluate, share the results of those evaluations with community and most importantly what changes were made based on those results. Use testimonials as a way to show change and success of those changes. Engage with community on a regular basis in various forums and consult with all target groups.

Although not suggestions for improvement, they are health & social service needs that respondents identified:

- More staff to meet the needs of community especially elders and those with disabilities including respite care to support caretakers
- Workshops and information sessions for community
- Group therapy for youth that target mental health issues & resources for those transitioning out of group homes (18 yr olds)

Q4: KSCS effectively incorporates traditional methods & approaches into service delivery.

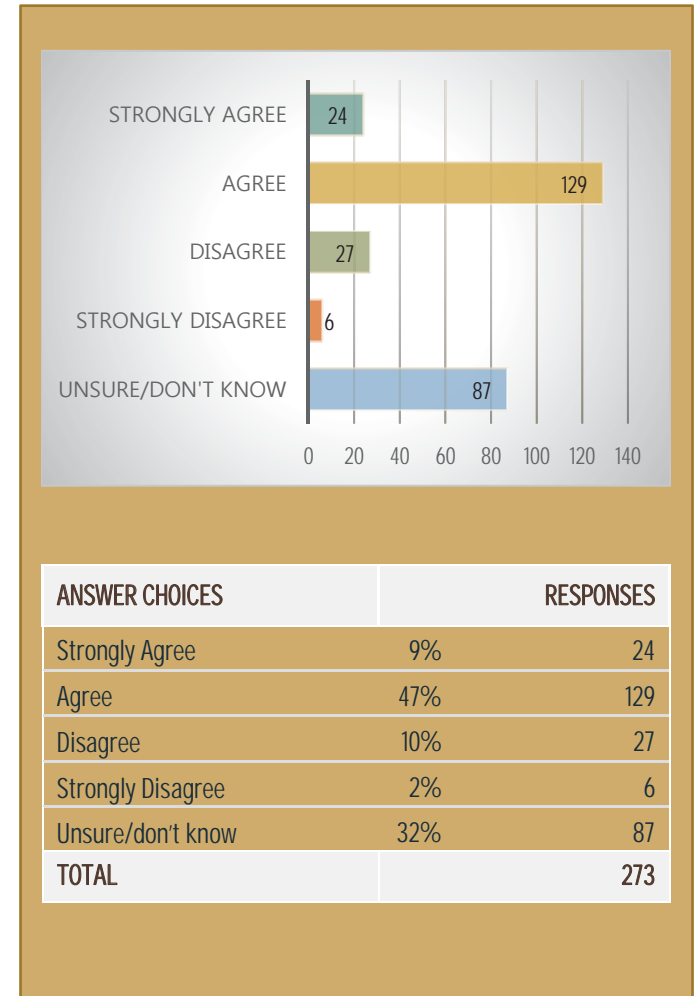
Answered 273, Skipped 51

-60 respondents provided a suggestion/comment(s) on how KSCS can improve in effectively incorporating traditional methods & approaches into service delivery

The chart and table show that the second highest chosen answer was Unsure/Don't Know (87 respondents-32%). This was also reflective in the suggestions and comments, many identifying the importance of KSCS communicating on what traditional services are offered and what approaches are being applied to the services offered. The only KSCS department specifically mentioned a few times as offering and incorporating traditional methods was the Family & Wellness Center.

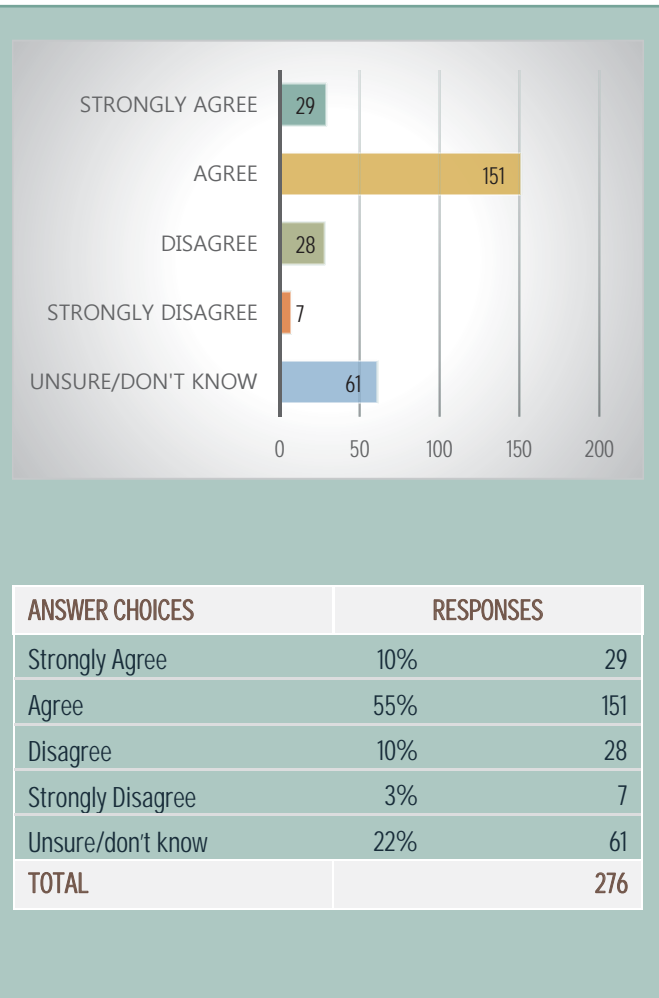
Suggestions how KSCS can make improvements.

- KSCS needs to promote what specific areas in KSCS that are incorporating traditional methods and approaches in services.
- Use the language more-translate campaign messages into the language and offer presentations in the language.
- Change the message that identifies traditional approaches (our way) as an alternative to being a first option.
- Family Service increase its focus on responsibilities within the family and not just on a rights-based approach.
- Fund and support more traditional programming and activities that offer cultural teachings, workshops or crafts that are family oriented.
- Ensure to include those that might live off reserve or go to school off reserve opportunities to participate in traditional programs and services.



Q5: KSCS is innovative in their variety of programs & services.

Answered 273, Skipped 51



-Out of 273 who responded, 58 provided a suggestion/comment(s)

Even though approximately 65% (Strongly Agree/Agree combined) of respondents perceive KSCS as innovative, the majority of the comments or suggestions provided by the 58 respondents reported otherwise, and that there was a need to be more innovative in what KSCS offers. Also, it is worth noting that there was a higher percentage of respondents (22%) of Unsure/Don't Know versus those respondents that Disagreed/Strongly Disagreed combined (13%).

Suggestions for how KSCS can improve in being more innovative in their variety of programs and services:

- Evaluate all programs and put in place a way to get feedback that obtains fresh ideas and is relevant to meeting the needs of those accessing that service or participating in that activity.
- A common suggestion was that KSCS should spend it funds in more innovative ways for families and children instead of purchasing promotional items or expensive gifts.
- Open training and workshops for KSCS staff to all partners and community so the pool of helpers can grow.
- People do not look up from their phones to read information booths, take advantage of the cell phone and its capabilities.
- Partner with other services that have a high number of young families to be able to work together to get healthy lifestyle messages and information about services and activities they could benefit from.

Q6: KSCS offers a variety of programs and services that can meet my needs.

Answered 276, Skipped 48

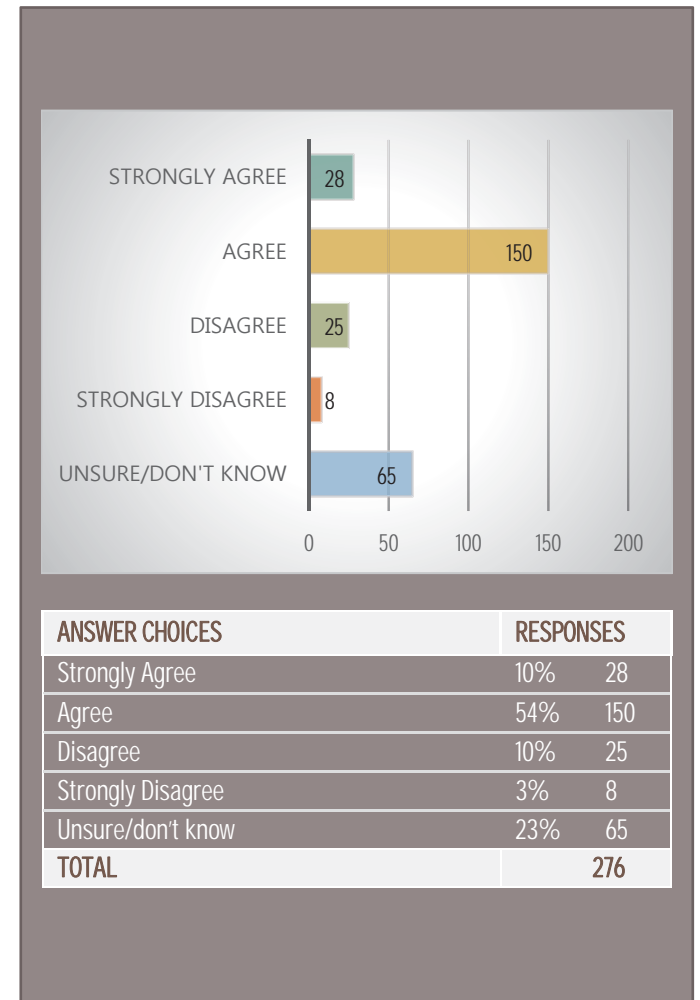
-51 respondents provided a suggestion/comment(s)

64% of respondents Strongly Agree/Agree combined that KSCS provides a variety of programs & services that can meet their needs.

Suggestions on how KSCS can improve in offering a variety of programs and services to meet needs.

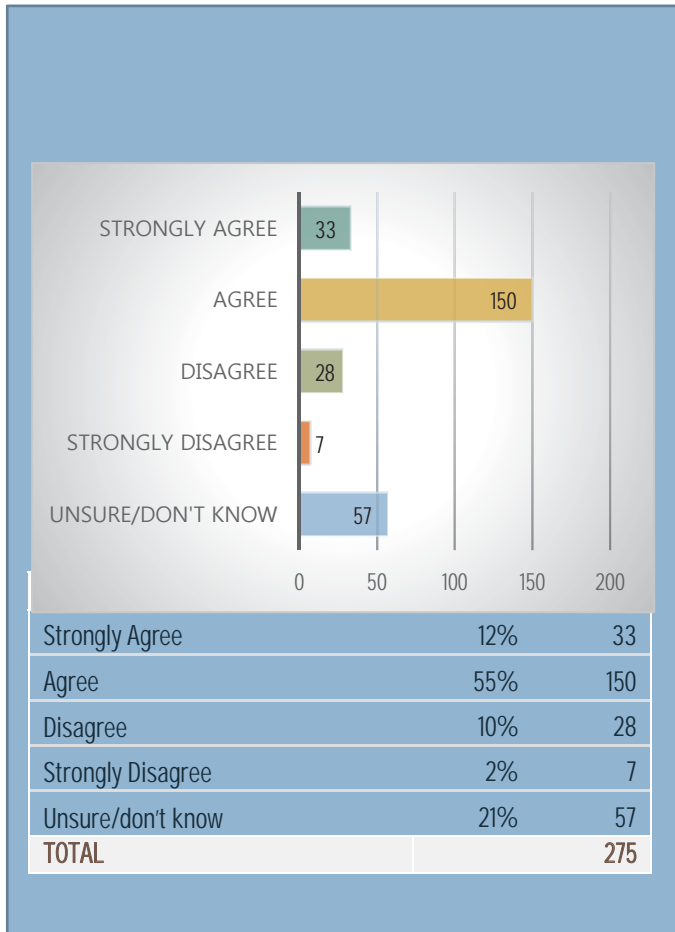
In order to access programs or services that would meet the needs of the respondents, an awareness and understanding of what KSCS offers is necessary. Although the Unsure/Don't Know responses was not the highest percentage, it is relatively high and is reflective in the suggestions and comments. Given this, improvement would be made by ensuring information about what is offered at KSCS is made available in many different forms and mediums. Other suggestions for improvement are:

- offer activities/workshops/programming on the weekend and evening (after hours),
- shorten follow up times and intake process,
- offer more programs for those at risk,
- offer psychological or support services for those who just need an ear and not be required to enter the system
- offering services what will help all types feel like they are part of something
- traditional healing services and education especially for new young parents
- support for pregnant women on bed rest or post birth
- partnering with and directing clients to grassroots programs/services
- make couples counselling available
- provide care/programming for special needs children aged 5-17



Q7: KSCS provides high-quality services to clients and the community.

Answered 275, Skipped 49



-53 respondents provided a suggestion/comment(s)

67% Strongly Agree/Agree combined that KSCS is providing high quality services to clients and the community.

Suggestions for how KSCS can improve on providing high-quality services to clients and the community:

- Staff needs to be qualified, capable, trained and up to date on new methods and approaches.
- There needs to be consistency in the way staff deliver services
- Hiring more staff will not only help to meet the demands and needs but also ensure that current staff does not get overloaded.
- Evaluate staff performances
- Define what high quality services are and then ensure that evaluations are done on a consistent basis to ensure services remain high quality as defined. Offer clients satisfaction surveys on the services they received

“Professionalism and confidentiality are hard to upkeep in this community due to close knit families and everyone knows everyone and their business, but there are many who are able to do this. I applaud them.”

Many of the respondents associated high quality services with the staff that KSCS employs.

Q8: KSCS effectively promotes its activities to the community.

Answered 273, Skipped 51

77% Strongly Agree/Agree combined that KSCS effectively promotes its activities

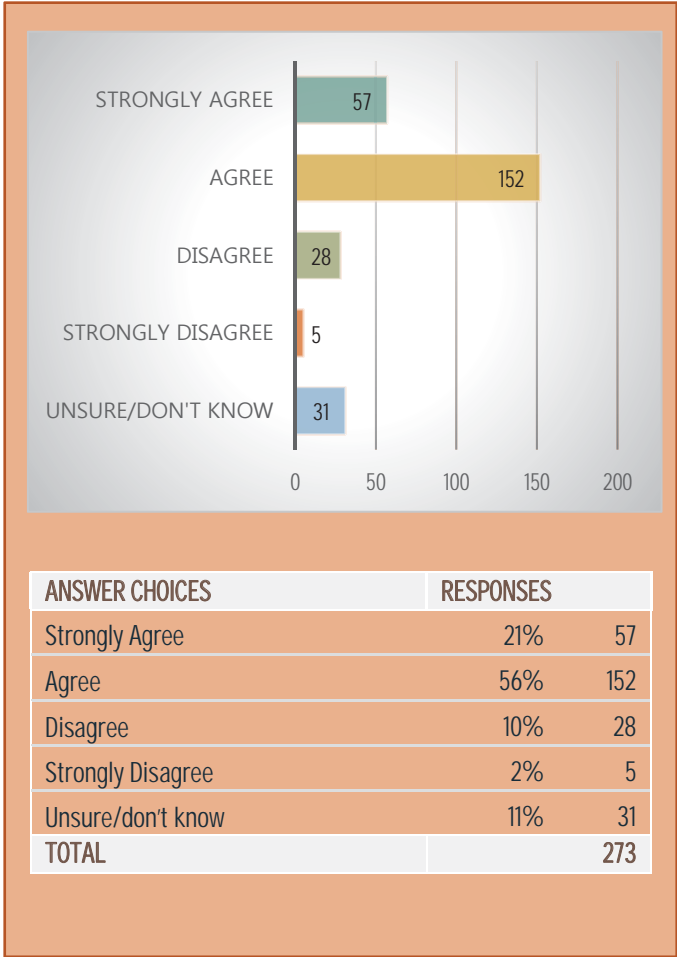
-49 respondents provided a suggestion/comment(s) and is one of the five highest percentages of respondents (77%) when strongly agree and agree responses are combined.

Suggestions for how KSCS can improve in how it effectively promotes its activities to the community.

Most suggested that KSCS needed to use and take advantage of what social media has to offer to get information out about activities i.e. use direct emails if subscribe to KSCS sites, update and make website more dynamic, more information with lists on Facebook etc.

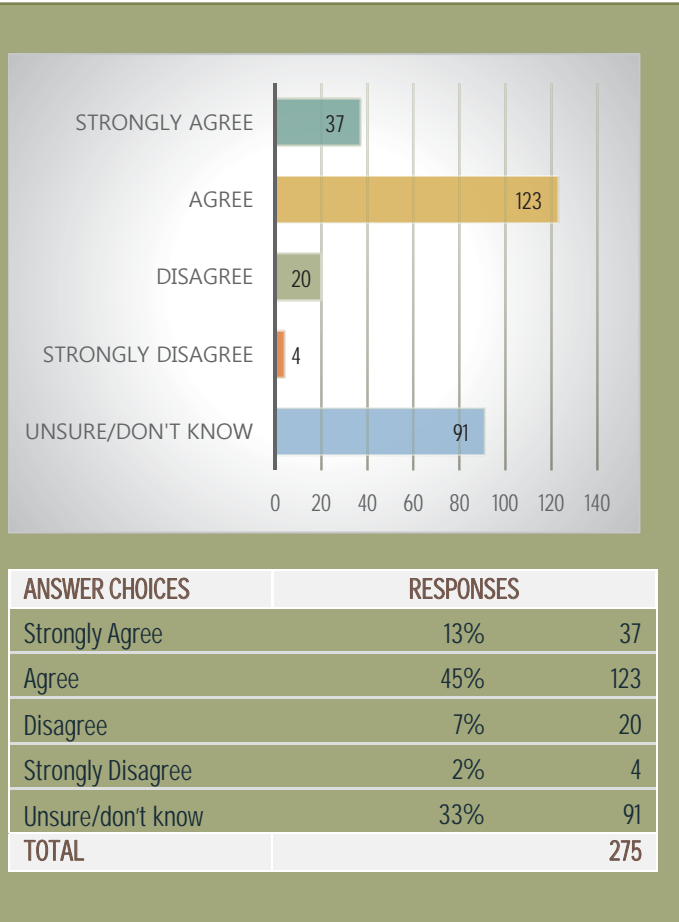
- A few mentioned that that it would be important to continue using older outdated methods such as posters, grapevines, radio, cable and newsletters for those that do not use social media.
- It's important to include in the messages the reason or purpose why the activity is being offered, by whom and how the activity supports and encourages community health.
- Messages geared to all community members and need to be positive - get away from giving impression that activities being offered are just for unhealthy persons.

"Newsletters are old technology. Not much of a Facebook presence. Not many videos online, etc. Otherwise, things like that Halloween trunk or treat/lip sync are great. I think KSCS has great ideas and good people working there. They just need to use modern forms of technology and use all avenues."



Q9: KSCS is effective at creating partnerships with other community groups and organizations.

Answered 275, Skipped 49



-36 respondents provided a suggestion/comment(s)

33% (91) respondents answered with Unsure/Don't Know. This was the second highest % of Unsure/Don't Know response to the statements.

Suggestions for improvements at creating partnerships with other community groups and organizations were categorized under three themes, Communications (in general), Organizationally and Partners.

Communications

- More information about current services and activities & events that can be attended by community
- Meet with other programs and organizations to discuss partnership opportunities. Sharing with the community what, when and how partnership opportunities could be created
- Share who the organization partners with currently



(Continued on next page)

(Q9 Continued)**Organizationally**

- Evaluate current partnerships to observe what is working and what is not working
- Review confidentiality practices with partners to better meet the needs of the community
- As a practice, have regular scheduled meetings with partners
- Have management work frontline every so often
- Fund and/or offer support and resources to grassroots initiatives
- Change top down approach
- Change that mentality as being the ONE health agency
- Change mentality that organization is not the expert in wellness-think more traditionally and culturally
- Ensure there is no duplication of services

Partners

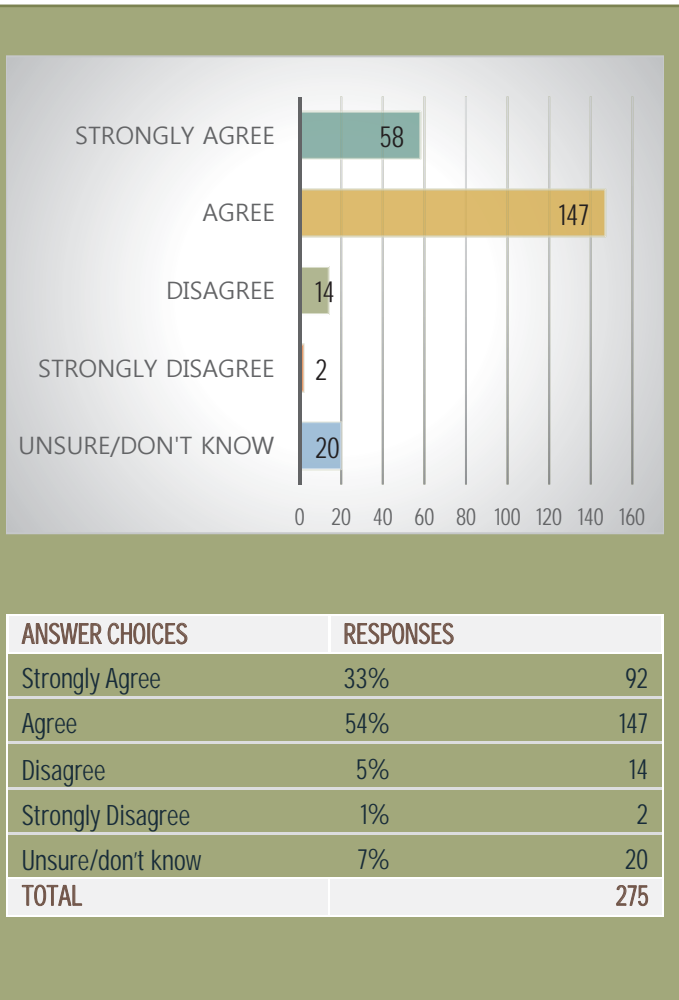
- Work more closely with the education system to find the common and the differences that exist in the manner and processes of supporting the individuals and families in the education system. That system may be the only way a person or family is recognized as needing support
- Consult with other organizations and community members when looking at expanding any program services or facilities for the services
- Better use of professionals with various skills i.e. occupational therapists within the community
- Partner with groups and others more than just the larger organizations that exist

"Need to collaborate more with all organizations not just a couple of times a year. Real long-term partnerships need to be established."



Q10: I am aware of KSCS’ commitment to promote healthier lifestyles.

Answered 275, Skipped 49



-22 respondents provided a suggestion/comment(s)

Of the five statements with the highest combined Strongly Agree/Agree % totals, this statement has the second highest agreement score (87%). There were not many comments or suggestions for how to improve in this area however it was mentioned that there is “always room for improvement”.

Suggestions on how KSCS can improve in its commitment to promote healthier lifestyles.

- Connect and partner with organizations to develop mandatory mental health workshops
- Greater openness on what "healthier lifestyles" may mean
- Staff should also lead healthier lifestyles as promotion
- Consider a Calendar of Events for all of the branches of KSCS so that everyone can see what is going on at a glance
- Show your commitment by serving or offering healthy food options at events and meetings that are also diabetic friendly; Limit sweets
- Sponsor your target group through membership packages
- Do not focus on diseases. Focus on health as a resource to be protected and supported in all aspects of daily living
- Promote and educate on all types of what constitutes a healthy lifestyle i.e. being gluten free, nut free
- Provide more land-based activities that connect people to the land as a form of promoting healthier lifestyles
- Do more radio talk shows on mental health promotion and addictions, enlist community members who have or are recovering from addictions
- Deal with the problem of drugs head on

Q11: KSCS is open and honest (transparent) with the community.

Answered 273, Skipped 51

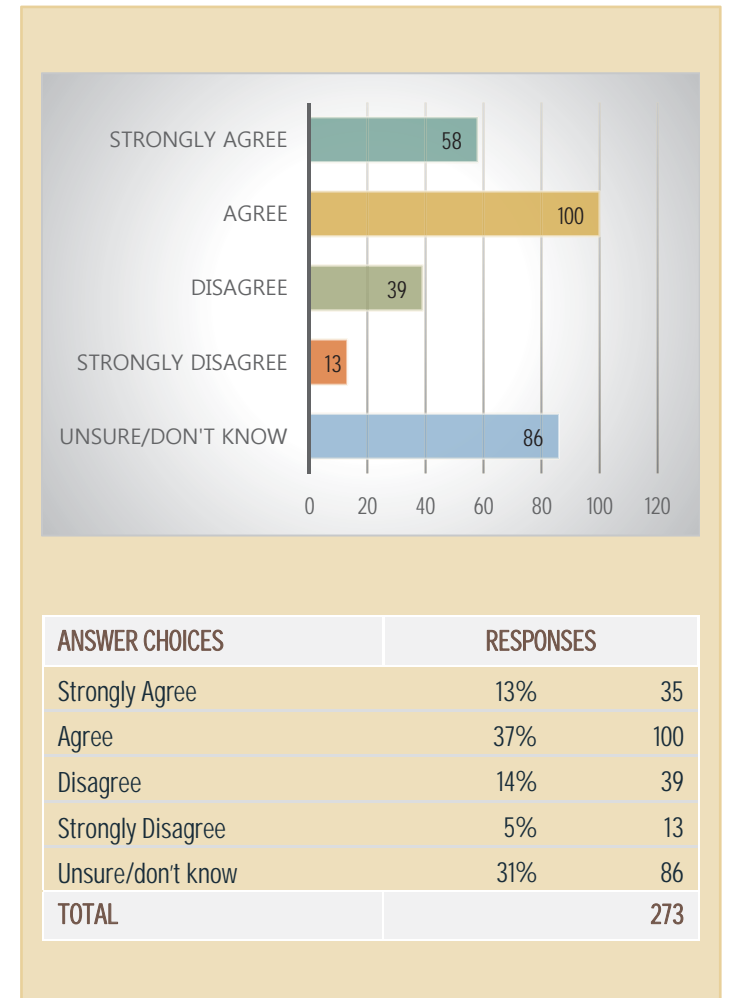
-30 respondents provided a suggestion/comment(s)

50% of respondents Strongly Agree/Agree combined that KSCS is open & honest.

Many respondents associated transparency with more communication and information on or about KSCS services. Some shared that the organization could improve in this area by sharing its struggles as well as its successes.

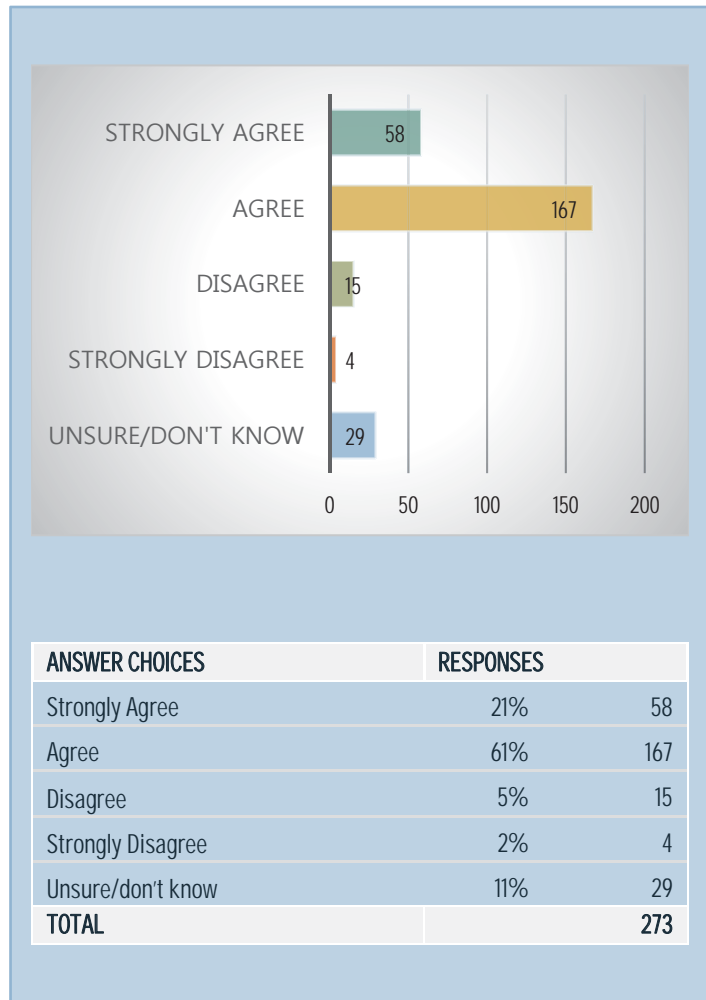
Suggestions on how KSCS can improve in being open and honest (transparent) with the community:

- Provide community access to documents
- Clients should be included in their review meetings and decisions shouldn't be made for them without their input
- Provide facts through detailed statistics with the community i.e. 50% of youth aged 10-17 are receiving mental health care, because it reflects a problem in the community. If statistics are not made available, the community will rely on rumour and misinformation
- While people's privacy must be respected, the methods and reasons behind them need to be more transparent



Q12: Overall KSCS services are designed to address community needs.

Answered 273, Skipped 51



-31 respondents provided a suggestion/comment(s)

Even though the combined result of Strongly Agree/Agree is one of the top highest rated (82%), 31 respondents did make suggestions for how KSCS can make improvements, they are categorized under two themes, Evaluation and Unmet Needs.

Suggestions on how KSCS can improve in providing services designed to address community needs:

Evaluate

- Use non-western approaches to assess community needs
- Use more than just government statistics to design a program
- Engage with community through natural dialogue forums - coffee settings; kitchen table settings to check if you are meeting the needs
- It is important to gauge/identify emerging issues in Kahnawake and surrounding communities to ensure services are available when the needs/issues arise

Unmet Needs

- Share information on what the needs are and what services are available to respond to those needs. Including names and pictures of staff members to reach and steps needed to access services
- Do not dismiss non-resident parents and offer support especially when it comes to child safety
- Need another elders lodge, one for those who can manage on their own and one for those who need attendance
- Need follow up and aftercare for those fighting addictions it is such a difficult journey, provide work opportunities to help get them on their feet
- What to do and where to go when you just need to talk, drop in, feeling confident to talk about anything
- More services for families with special needs members
- More family-oriented activities
- More information and services regarding mental and mood disorders

Q13: KSCS has a positive image in the community.

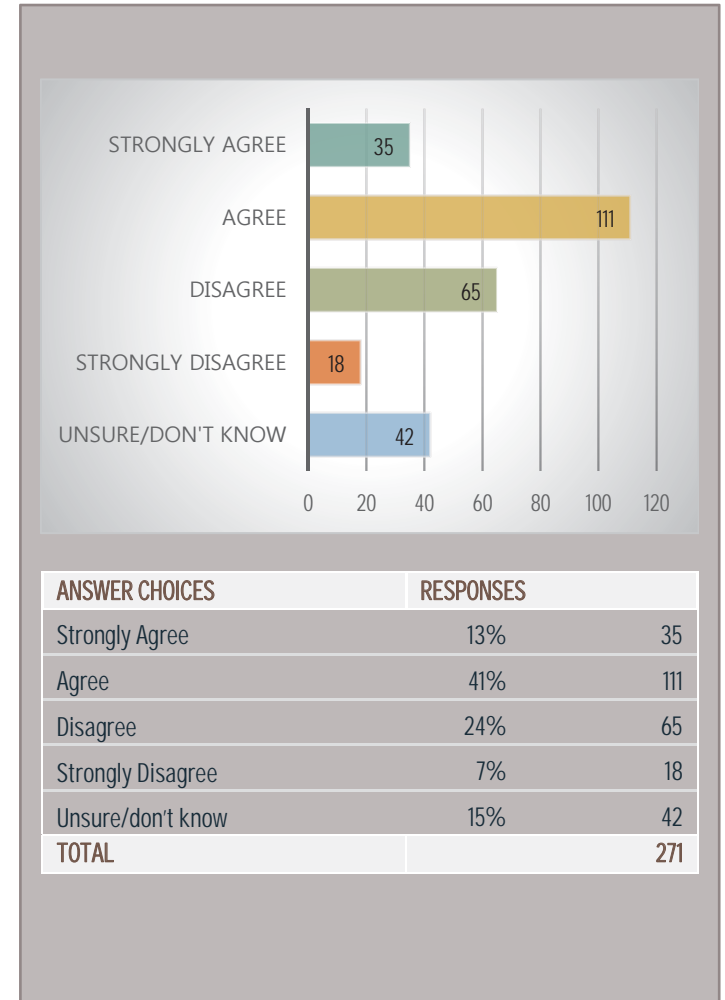
Answered 271, Skipped 53

-62 respondents provided a suggestion/comment(s)

Many of the respondents commented rather than provided suggestions on how KSCS could improve its image. Most gave a 50/50 comment, usually stating they felt KSCS has a good image but heard many others felt otherwise due to a bad experience or vice versa. The negative comments were often associated to the work that Youth Protections does. There were a few respondents that felt that the negative image that KSCS has is improving.

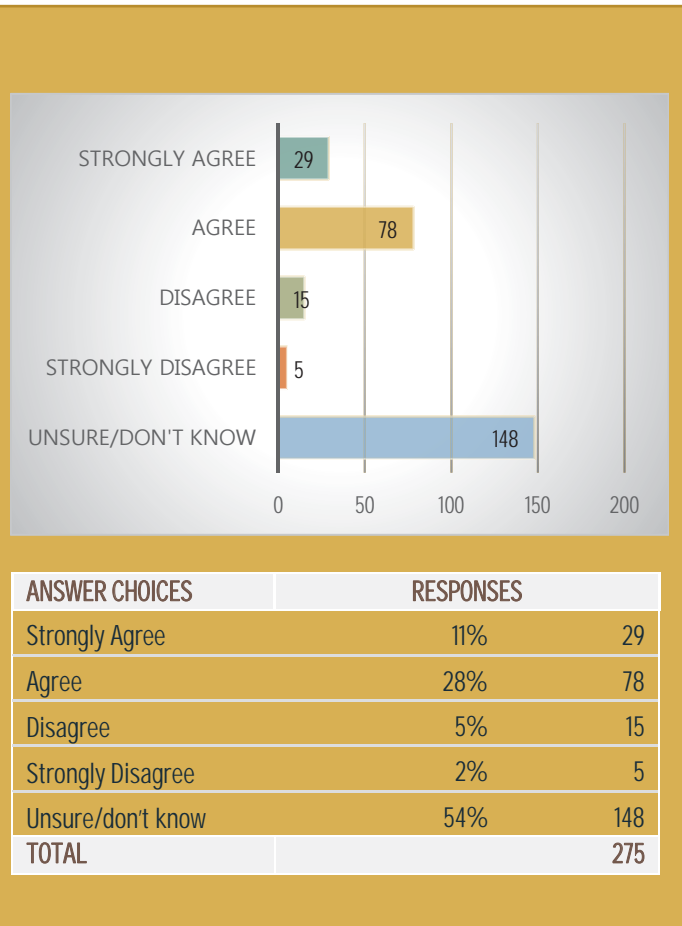
Suggestions provided were:

- Be more creative, more dialogue and visibility within the community
- Awareness campaigns about youth protection, what it entails and demonstrate not child takers but supporters to health and wellness
- Use testimonials from partners and community members who see the good work that will help demonstrate the good work being done
- Transparency of hiring practices to show there is no nepotism
- New Staff being hired as well as seasoned staff need to know that the community sees KSCS staff as the organization and that they should try their best to walk the talk
- Educate and inform community the differences between what is offered from KSCS and how this differs from other First Nations and off reserve social services



Q14: The KSCS Board of Directors is setting appropriate direction for the organization.

Answered 275, Skipped 49



-39 out of 275 respondents commented.

Many (almost half of those that commented 54%) reported that they did not know enough about the board to comment however those that have, suggested the following for improvement for the KSCS Board in setting appropriate direction.

- The KSCS board needs to communicate its plan, members and their seats, and how it generally operates
- The board needs to host an Annual General Assembly (AGA)
- Have a seat that allows for a past client or a community member from another organization that is in the "trenches"
- Put in place an "ombudsman" to handle complaints and concerns
- Board members need board training
- That the board ensures the organization provides youth protection services that are transparent and offered in an independent manner



Q15: What do you like most about KSCS?

Answered 275, Skipped 49

This was an open-ended question. The “word cloud” below shows the most often used terms/words from all of the comments provided. The size of the term or word relates to the number of times that term/word came up in the comments. According to the “word cloud”, the top three things that respondents like about KSCS that were stated in their comments is “Community”, “Help” and “Programs”. This is very close to the results of the analysis of the comments and the top 5 themes that respondents liked about KSCS are listed to the left.



EMPLOYEES:

- Respondents identified that they liked that employees were friendly, caring and positive
- That the organization employees many from the community
- Often mentioned was the dedication shown by the employees

SERVICES:

- The variety of services offered
- The services are offered here in the community
- The services meet the needs

COMMUNITY:

- the organization focuses on the community
- active and engage with the community
- the organizations aim to help make the community healthy-wellness for all
- that the organization is here just for the community

ACCESSIBILITY:

- location and accessible to all
- flexible in their schedules
- 24-hour availability-access almost at any time

ASSISTANCE/HELP:

- they are always there to help and provide guidance

Q16: What would you like to see improved at KSCS?

Answered 157, Skipped 167

This was an open-ended question. The chart to the right is a “word cloud” which depicts the most often used terms/words in the comments provided. The size of the term or word relates to the number of times that term/word came up in the comments.

The following are the top 5 themes that emerged from the all of the responses and are listed below from most responses within a theme to least.

COMMUNICATIONS: The largest number of comments could be categorised under the theme of Communications. The following points are what respondents would like to see improved in this area:



- More information on what services are offered, how to access these services and what do they entail
- Regular and consistent updates to the community on programs activities, stats, staff who work with KSCS
- Promotion of activities in a timely manner
- The organization needs to access and use up to date technology available to get information out
- Use testimonials to promote the good work done by KSCS
- That the staff and management of the organization engage with the community more, be visible and take every opportunity to create awareness about KSCS and the services offered.

(Continued on next page)

(Q16 Continued)**PERSONNEL:**

- Transparency about hiring practices
- Training for staff to ensure they continually hone their skills
- Hiring of more staff especially Onkwehón:we people who are qualified and able to work in Social Services area

CONFIDENTIALITY:

- The current physical set up for clients to enter the building and the traffic at reception area is not conducive to the privacy of the clients seeking help.
- Offer other private intake locations
- Case conferences-too many involved

FAMILY SERVICES/ACTIVITIES:

- More family activities offered
- More resources and support for families in need

PREVENTION:

- More programs similar to Drama and Creek group
- More trauma education for all community
- Tool, resources, awareness and education of mental health issues

INCORPORATION OF CULTURE AND LANGUAGE IN SERVICES:

- More traditional services and cultural activities offered
- Collaboration and access to traditional healing methods

"The Intake process. I don't like several people knowing my business. The hardest thing about going for help is going for help. I'm never sure who is doing what at KSCS and what are their titles. Maybe a consistently updated directory could be put on your website."

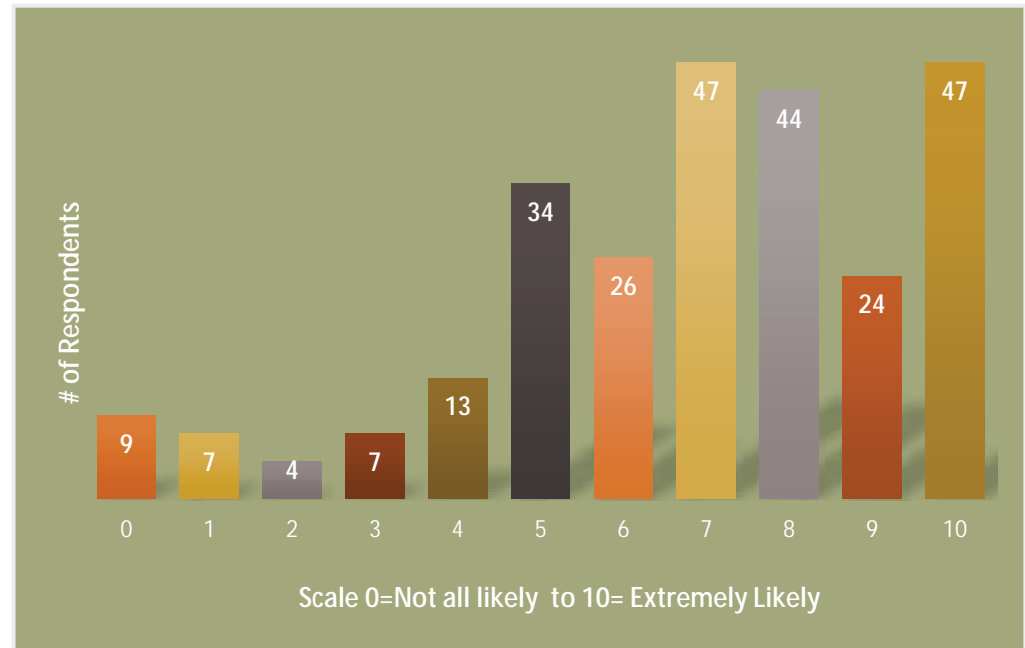


Q17: How likely is it that you would recommend KSCS to a friend or family member?

Answered: 262, Skipped: 62

Participants were asked on a scale from 0 (not at all likely) to 10 (extremely likely) if they would recommend KSCS to a friend or family member.

This question was used to measure the loyalty that exists between KSCS and clients. It measures how effective KSCS is at providing services to their clients and to understand how likely their clients would refer them to other potential clients.

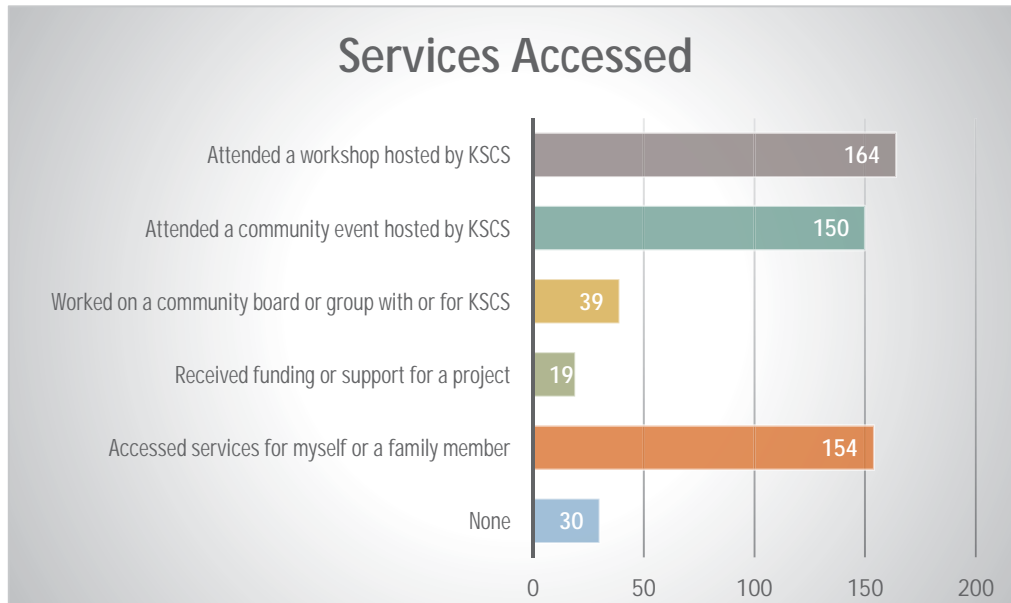


The above chart shows that of the 262 participants who answered, there are many more that would promote and encourage others to use KSCS services (Scale 6-10, combined total is 188) in comparison to those who would not (Scale 0-4, combined total is 40).

Survey Results

Client Satisfaction Section (Q1-6)

Q1: What services have you used at KSCS? (Select all that apply)



- Attendance to workshops that were hosted by KSCS had the highest percentage (62%) with regards to services accessed by respondents, followed by those respondents who attended a community event (57%)
- Of the respondents (58%) shared that they had accessed for themselves or for a family member

ANSWER CHOICES	PERCENTAGE	RESPONSES
Attended workshop hosted by KSCS	62%	164
Attended a community event hosted by KSCS	57%	150
Worked on a community board or group with or for KSCS	15%	39
Received funding or support for a project	7%	19
Accessed services for myself or a family member	58%	154
None	11%	30
TOTAL		264



Q2: When was your last experience with KSCS?

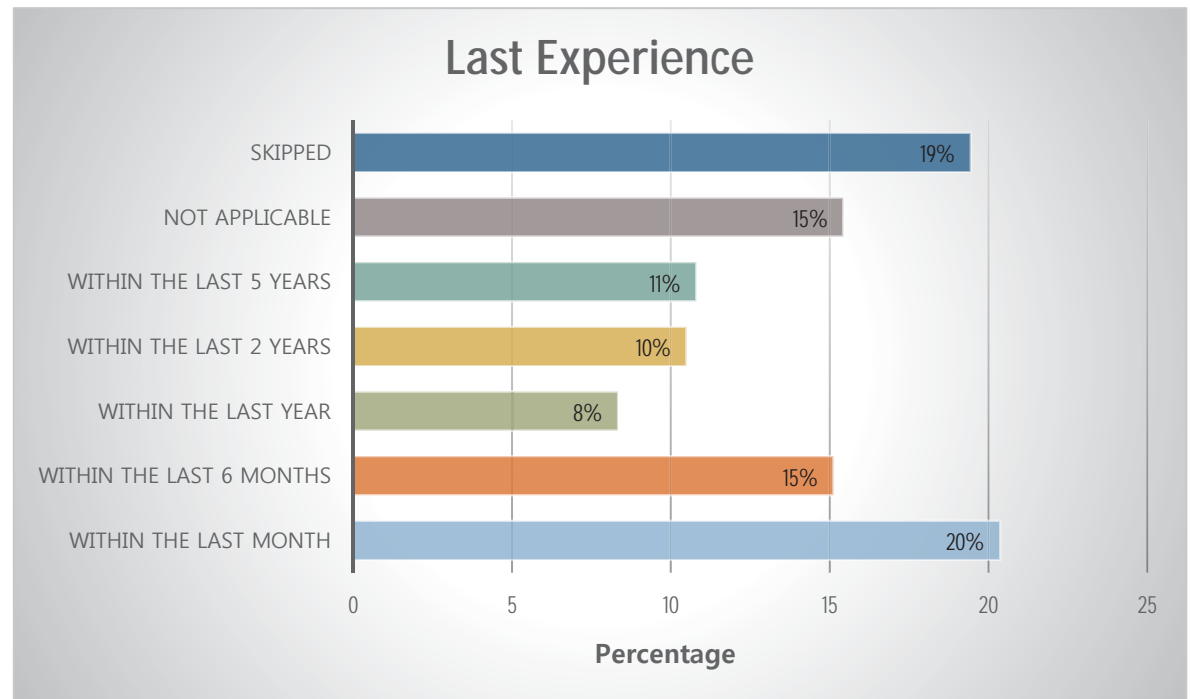
Answered 261, Skipped 63



In Q2, respondents were given an option to choose more than one answer with regards to their last experience.

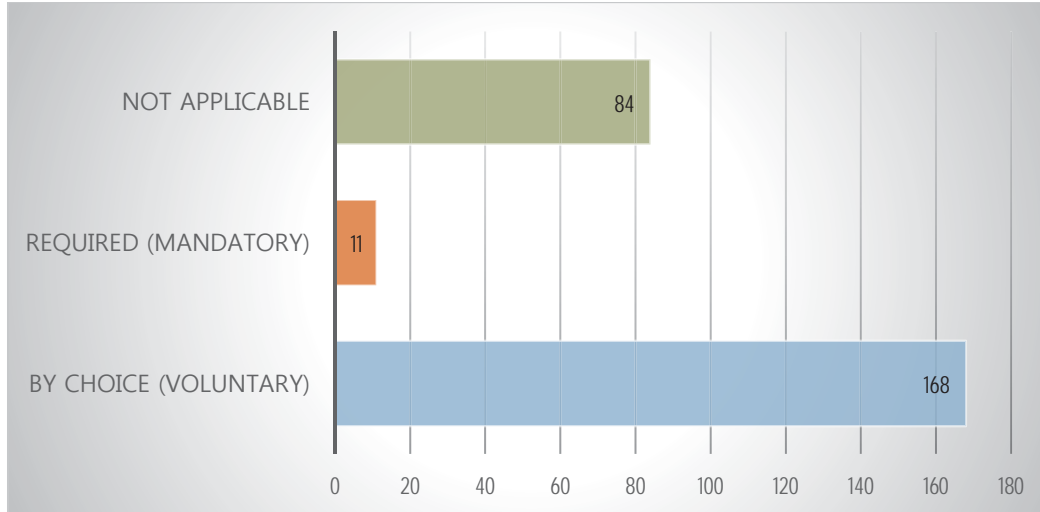
Data in the chart is reflective of the most recent of their choices, for example if respondent selected within last year, last six months, and within last month the latter was counted and not the other two choices.

43% (combined % total) of respondents who answered have had some experience with KSCS within the last year whereas less recent experiences (2-5 years combined % total) was 21 %.



Q3: If you came for service was it: By choice (voluntary), Required (mandatory) or Not applicable?

Answered 263 Skipped: 61



ANSWER CHOICES	RESPONSES	
By choice (voluntary)	64%	168
Required (mandatory)	4%	11
Not applicable	32%	84
TOTAL		263

In this question, respondents were not given a definition of "Not applicable," so therefore it is not possible to know why respondents chose that option in the survey.

Of the respondents who came to KSCS to access services 64% did so voluntarily and 4% came so because they were mandated to.

"I think KSCS needs its own building. Better designed to give clients more discretion."

Q4: Have you considered other options before accessing KSCS?

Answered: 260, Skipped: 64

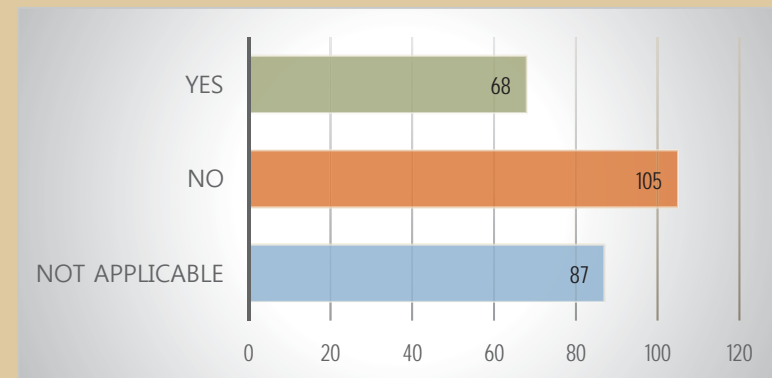


40% of respondents indicated they did not consider other options

26% did go, or considered other options for services.

Common options reported on by 46 respondents who commented (listed most to least):

- Private counselling services
- Private psychologist
- Employee Assistance Programs
- Other Traditional methods
- Therapy elsewhere

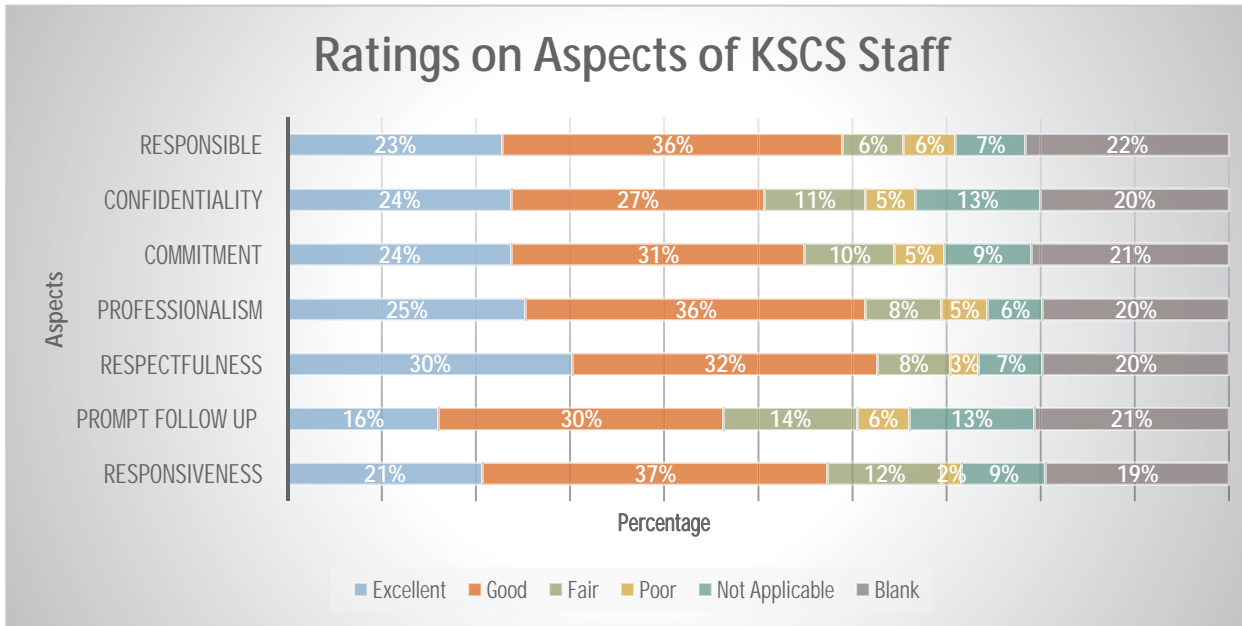


ANSWER CHOICES	PERCENTAGE	RESPONSES
Yes	26%	68
No	40%	105
Not applicable	33%	87
TOTAL		260

Q5: Overall, how would you rate the following aspects of KSCS staff?

Answered: 261, Skipped: 63

The following chart displays the overall % for each Aspect, from Excellent to Poor, including N/A or left blank.



Comments:

A total of 15 respondents made a comment on this question. Nearly half of respondents reported that not all staff could be rated similarly. Other comments were qualifiers to their low ratings.

ASPECTS	Excellent	Good	Fair	Poor	N/A	(blank)
Responsible	74	117	21	18	24	70
Confidentiality	77	87	35	17	43	65
Commitment	77	101	31	17	30	68
Professionalism	82	117	26	16	19	64
Respectfulness	98	105	25	10	22	64
Prompt follow up	52	98	46	18	43	67
Responsiveness	67	119	39	7	29	63

Q6: Any other comments you would like to share?

Answered: 50, Skipped: 274

The comments made by the respondents were put under three general categories and have remained verbatim. 1) Service Delivery Comments 2) Survey Related Comments 3) Appreciative Comments

Service Delivery Comments:

1. The system is overburdened which makes it hard to work with you. It makes you less reliable because the wait times can be outrageous.
2. Process to gain help/service takes too long. When someone reaches out for help, they need it right away. Repeating yourself over and over to different people every time a new KSCS person joins in.
3. I went for counselling, and I kept getting switched to another person. I didn't like that. That you can improve in.
4. Native workers need to value their Kanien'kehá:ka ways. Confidentiality can be a hindrance to the preservation of the family. Native workers should dialogue with each other on 'living and working in a native community', it can be difficult.
5. Please make improvements to confidentiality of clients of KSCS.
6. I would love to share my experience as I believe it would prove that KSCS priorities are lacking when it comes to youth protection (YP).
7. It's more directed at the case worker, but the workers are a reflection of the organization. I haven't dealt with more than one worker, but the one I did was slow, hard to reach and slightly unwilling to help the overall situation without being convinced.
8. I'm sure most of the time, responsiveness and follow up are great. What I find troublesome is the concept of flagging a house. I know it's KSCS' mandate to investigate possible situations when alerted to them. But what about false alarms or flags raised out of spite? Imagine you yourself had the optimal home and family but someone doesn't like you; so they flag you and then social services is knocking at your door asking ridiculous questions. Even if the accusation is proven false, that stigma will always be there and the rumors in this town can run rampant. I don't have a solution for this issue but the idea that one phone call can screw your life up like that is unsettling.
9. Make sure all employees native and non-native are on board with traditional style healing and not offer any resistance to traditional style healing. Some of your current native and non-native employees are resisting and ridiculing traditional healing, they don't believe in it, they need to be educated on it.
10. It has happened where I had to look elsewhere to other communities for my needs and feel I should have access to the same things within my own community.

11. The leadership starting with Executive Director needs to become more in tune with the community needs, cultural direction. There needs to be improvement. With the leadership across the board to improve the overall system. There are only a few strong managers working hard for the system. KSCS needs to put stronger managers in several departments to improve its overall community perception and meet its vision.
12. More focus on clients. Too many perks for employees. Hire more qualified employees. Improve intake process.
13. Staff in certain services need to treat the client and family with consideration and with respect as they are human with feelings.
14. I think all elders should have (an) emergency necklace.
15. The kitchen workers have drama amongst themselves and we, the residents feel it and hear about it during meal time.
16. Under staffing at Elders Lodge in the activity department.
17. I would like to see some changes with the staff in the elders lodge kitchen. We hear too much of the conflicts going on in the kitchen and it is not healthy for us.
18. Perhaps just to elaborate on Q#5 (rating aspects of KSCS staff): Standardized operating procedures need to be developed and enforced. It is frustrating to have inconsistencies in service delivery, with no way of knowing if the staff member is actually what they are supposed to be. Staff have reports to write and certain objectives/requirements to meet/follow. Clients should be made aware of KSCS Management's expectations of KSCS employees to ensure consistent and honest service delivery.
19. Would not suggest to others for services.
20. Some of the employees are addicts themselves, once an alcoholic/drug user always one they have a chance of reusing again like anybody else. They should not be a social worker just because they have lived similar lives as the client they are not an expert in the field just because they were on the other end at some point.
21. To be a true community service, then finding a way to understand what is causing addiction, violence, parenting is the way to go. Colonialism teachings coupled with creation story and roots connection, I think. It works - I have used it with younger family members. Surpassed what your service is trying to do.
22. In terms of recommending the services of KSCS, I rated a 5 (0=not at all likely-10=extremely likely). If it's for youth programs, I'd certainly send them that way. However, if someone needs help or counseling, I'd direct them elsewhere.
23. As a partner org. some case workers/liaisons were not pleasant to work with. When attending meetings regarding partnerships or activities, comments made by certain KSCS staff not respectful at all.

Survey Related Comments

1. Nia:wen for taking the time to reach out to community and giving us the opportunity to share our thoughts. We can only grow and learn together. Sken:nen akenhak.
2. You needed an option between agree and disagree.
3. Nia-wen for asking for community input.
4. Glad you're taking a survey of the community. Now don't ignore the results.
5. A general independent audit is necessary. (reinsert?) MCK to their role in ensuring improvements, funding and new activities based on urgent community needs.
6. Good luck...!

Appreciative Comments

1. Thank you for your dedication to making Kahnawake Healthier - one step at a time.
2. It is a great service that could always use improvement.
3. I love what you do and offer for the community. Much appreciated!
4. I thank you that your organization exists.
5. Keep up the challenging, necessary work.
6. KSCS is doing a great job. Kahnawake is NOT an easy place to live or work in, there are so many challenges. The issues are increasing and KSCS is still looked at as the bad guys by a lot of community members. It's just the nature of the work and I don't think that's going to ever really change.
7. Just keep doing what you're doing and leave room for improvement. Nia:wen!
8. Very Impressed with the service.
9. I was very impressed with intake and they made the process comfortable. *{text removed}* was great and *{text removed}* connected me with *{text removed}* in Ahkwesahsne which was very helpful for me and was what I wanted/needed.
10. Went to counselling for post-partum concerns. The environment was very respectful and understanding.
11. My last experience has been good. Comments based on prior experiences in the last 2 years.
12. The services are used by my daughter. She is a foster parent.