



2016 Parent Satisfaction Survey - Ranch Ehrlo Society, Residential Programs

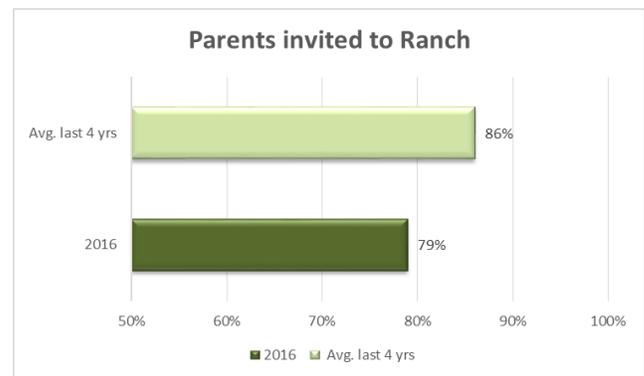
As part of Ranch Ehrlo Society’s ongoing commitment to quality improvement, the annual *Parent Satisfaction Survey* was completed in the summer and fall of 2016. Parent and caregiver feedback provides the agency with an opportunity to understand parents’ satisfaction with a range of services their children receive while living at Ranch Ehrlo. Parent feedback is critical for identifying areas of strength and good practice, as well as areas for improvement.

Survey Results

This year 70 parents participated in the telephone interviews and shared their thoughts about their child’s stay at Ranch Ehrlo. This is an 8% increase in parent responses from the previous parent survey in 2014. The 2016 Parent Survey results are presented by area of inquiry.

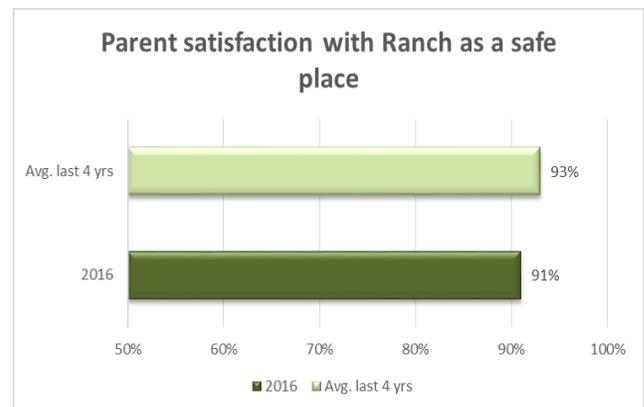
Parent participation

79% of the parents surveyed reported being invited to participate in planning meetings and visits at Ranch Ehrlo. This is a 7% decrease from the 4 year average, but similar to the results seen in the 2014 survey. Since there is a downward trend for this item over the last 2 surveys, there is a need to analyze the issues and factors here and plan for improvement.



Safety

91% of parents are satisfied their child is safe at Ranch Ehrlo. This is similar to our historical results in this area. Only 1 parent felt their child was not safe. Parent comments regarding their child’s safety are shared below.



Some comments

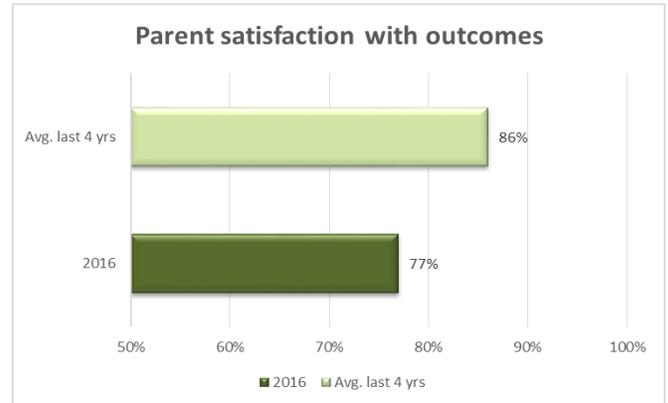
Safe Absolutely! Impressed with staff. Picking up bad behaviors from other youth.

Well being taken care of. Conflicts with other residents which makes it unsafe. Very safe.

Not always, depending on who is there, AWOLs often then not safe house.

Parent satisfaction with treatment outcomes

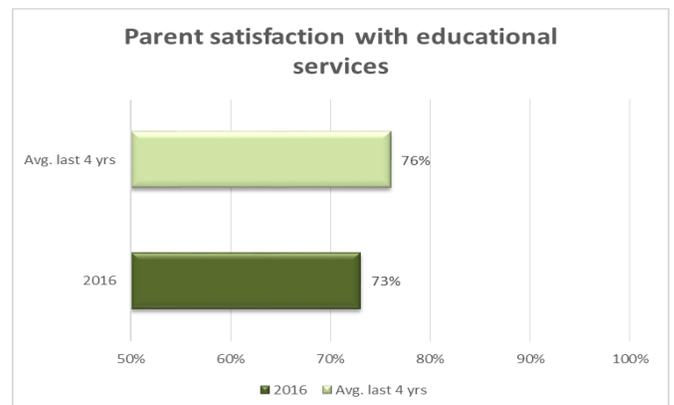
77% of parents are satisfied or very satisfied with the outcomes for their child during his/her stay at Ranch Ehrlo. This is a decrease of 9% from the 4 year average. The percentage of parents reporting dissatisfaction increased by only 1% so the drop in satisfaction is more related to a 7% increase in parents who are uncertain if their child is being helped (16%). The higher number of parents reporting they haven't been invited to participate in meetings is likely related to the increased uncertainty among parents regarding how well their child is doing.



| Some comments | |
|--|---|
| 8/10: 9/10. A lot of attempt and effort to feel. | Come a long way. Miss him , but happy for him . |
| Appreciate all the programming. Excellent! | Happy she is at RES, feels she is safe and visits are |
| Behaviors escalating since being at the Ranch. Started running away. | |
| Best place he could possibly be. Feel son would benefit from anger management. | |
| Parent would rather have child home. | |
| Staff doing the best they can. | |
| Summer seems to have brought treatments to a "lull" and less communication is happening. | |
| Take him on outings. Gets along with staff. | |
| Think he is being helped. | |
| Thinks they are doing what they can for him. | |
| Trust RES | |
| Very happy with camp trips. | |

Satisfaction with educational services

73% of parents are satisfied their child is receiving quality education services and/or vocational training. 3 parents (4%) report dissatisfaction, while 17% are uncertain.



| Comments |
|--|
| 8.5/10 |
| Parent said child is moving into high school so believes school is going well. |
| Child doesn't help situation by skipping school etc. but, parent does not know a lot about school |
| Child has communication disorder , feels school is helpful. He is going to school and doing well. |
| Child only attended two weeks of school. |
| Doing really good. Would like more information on school progress, feels out of loop. Youth enjoys school. |
| Feels doing a great job in this area. |
| Given his limitations. Attempt made but child unresponsive to program . |
| Good program , know ##### is well |
| Has not heard any problems, grandson going to school. |

Working relationship with unit manager

65% of parents are satisfied or very satisfied with the relationship and assistance they receive from the Unit Manager. 10% (7) of parents reported dissatisfaction with the amount of cooperation and assistance they receive from the unit manager. This is a 7% increase in dissatisfaction from the 4 year average. A number of parents commented they had never spoken to the unit manager or had contact with the unit manager. 21% of parents reported they were uncertain about their relationship with the unit manager.

| Some comments |
|--|
| Helpful. new to group home so relationship is new. Go to awards night supper. |
| Communication could be improved; wants to be more involved. 4.5/10 Never spoken with UM. |
| Cooperation great, assistance limited, although UM has tried. |
| Good and accommodating. More communication and discussion would be welcomed by parent. |
| Good communication, ask for parents input. |

Working relationship with caseworkers

77% of parents surveyed are satisfied or very satisfied with the relationship and assistance they receive from the caseworker or clinical support leader. This is an increase of 12% from 2014, but consistent with the 4 year average of 78%. 4% (3) of parents reported dissatisfaction with the amount of cooperation and assistance they receive from the case worker. Once again, a number of parents commented they had very little to no contact with caseworkers. 14% of parents reported they were unsure about their relationship with caseworkers.

| Some comments |
|---|
| Been really great. Wonderful. Acting proactively. |
| Best in all the year. Highest rating. Feel they listen. |
| Feels they are very good people and very honest. They are awesome, give good information. |
| Caseworker was a bit out of look of information (ie around school etc) but nice. |
| Good communication, keep parents informed of meetings. |

Working relationships with youth care workers

69% of parents are satisfied the Youth Care Workers are doing an effective job in helping their child. Only 4% reported being dissatisfied, while 21% reported they were uncertain how effective they were.

Comments

Absolutely outstanding and easy to get along with.

Staff was amazing. At ##### some staff very nice and helpful than others.

Do a good job. Would like more staff at night; concerned about running away. Doesn't know any staff.

Feels all staff are great and he appreciates their willingness to accommodate his visits. Feels staff are doing a good job. Expressed gratitude for staff.

Daughter has not accepted help not staff fault.

Good communication.

Don't know any of the staff.

Don't know enough to speak to it.

Gone out of their way to allow #####'s voice to be heard and for him to be involved. Staff recognizes #####s voice on the phone which he appreciates. Communication is excellent , treated respectfully by staff.

Formed good relationship with her son and speak positively, respectfully to parent when they call. Friendly, caring and nephew is in good hands.

Funny.

Conclusion

In conclusion, the 2016 parent survey results are very encouraging and indicate the vast majority of parents are pleased with the services we are providing. The results also indicate there is room for improvement. The information gathered from the survey process provides agency staff with valuable insight and understanding into parents' perceptions about what is and isn't going well. This in turn provides opportunities to acknowledge areas of success and plan around areas for improvement.

***We appreciate you taking the time to complete our survey and
thank you for sharing your comments and suggestions.***

If you would like further information pertaining to the *Parent Survey* process or any of the above information, please contact: David Rivers, Senior Director of Quality Improvement, Phone: (306) 781-1802, Email: david.rivers@ranchehrlo.ca