



include Me!

Quality of Life Initiative

Summary Report
Nanaimo Association for Community Living
May 2020

Prepared for:
Community Living British Columbia
Prepared By:
R.A. Malatest & Associates Ltd.





Contact:

R.A. Malatest & Associates Ltd.

Phone: (250) 384-2770

Web: www.malatest.com





Nanaimo Association for Community Living
Survey Period: October 2019 to January 2020

Overall
Survey Period: September 2019 to January 2020

Self-Report Completions: 89
Report of Other Completions: 2 (2.2%)
Participation Rate: 53.5%
Response Rate: 87.5%
Refusal Rate: 4.7%

Self-Report Completions: 957
Report of Other Completions: 174 (15.4%)
Participation Rate: 62.9%
Response Rate: 85.9%
Refusal Rate: 13.9%

Completions: 91
Total Valid Sample: 170
Margin of Error: ±7.0%

Completions: 1,131
Total Valid Sample: 1,798
Margin of Error: ±1.8%

INTRODUCTION

During the 2019-20 year, 1,131 individuals who access CLBC-funded services through 15 agencies in the Vancouver-Coastal, South Fraser, Southern Interior, North / Thompson-Cariboo and Vancouver Island regions participated in a survey process in which they were asked to provide information about their quality of life in the areas of well-being (emotional well-being, physical well-being, material well-being), independence (personal development, self-determination), and social participation (rights, interpersonal relations, social inclusion). The survey used to collect this information is based on a framework that was developed, extensively researched, and internationally validated by Dr. Robert Schalock over a period of approximately 25 years. It is a framework that applies to all people whether they have a disability or not. It gives us a universal language to talk with the individuals we serve about the things that are important to everyone and how we can collectively work together to improve the quality of life of those we serve.

The survey and the implementation process have been designed to ensure that the voices of individuals with developmental disabilities are truly heard. The survey was developed over a 2-year period and included focus groups with individuals, family members, service providers, funders, and other stakeholders so the questions had relevance and were understood by the majority of those who would be taking the survey. Dr. Schalock was consulted throughout and the final product is one that has been assessed as valid and reliable. CLBC conducted a demonstration project during the 2010-11 year and confirmed that the survey was appropriate for use within this province. Not only were the results reliable and valid, but those involved felt the experience of participating was positive, impactful, and informative.

Unlike many surveys that are used within community living and other social service sectors, this survey does not ask about service quality or service satisfaction. Instead, it asks individuals about their quality of life from their own perspective. The survey is relevant whether services are a large part of an individual's life or a small part. The questions asked and the ensuing conversations are more holistic than those we have often had with individuals and with one another in the past. For those who are not able to or who prefer not to answer on their own, two people who know the individual well are invited to answer on the individual's behalf (the two "report of others" scores are averaged and counted as the individual's score). This means we get to hear from everyone... even those who are not generally able to participate in survey research. Additionally, the surveys are typically administered in person by individuals with a developmental disability who are hired, trained, supported, and paid to do this work. Individuals have appreciated this very personal approach and report that they feel more comfortable



speaking with peers than they do when speaking with someone who does not share that lived experience.

During the 2019-20 year, CLBC contracted with R.A. Malatest & Associates Ltd. to manage the survey administration process and analyze the results. The data collected will be used at the aggregate level to help service providers make decisions about how to further improve the quality of life of the individuals they serve and to support CLBC to make policy and program decisions that promote improved outcomes. It will also allow us to strategically engage in partnerships outside the community living sector that are required to improve the overall quality of life of individuals with developmental disabilities within this province. Furthermore, for the second time, a slightly modified version of the survey was administered to members of the general population in British Columbia. This allowed for the comparison of domain scores between persons with developmental disabilities and members of the general population. This year, members of the general population across all five CLBC regions were surveyed, improving the representativeness of the general population scores and strengthening the comparison with your results¹.

The Quality of Life (QoL) index that is measured by the survey had an excellent reliability of responses (0.930 for the overall valid total sample), and we have already learned a great deal from *include Me!* survey results. We have learned that:

- Satisfaction with one's personal space / housing positively correlates with all but one QoL domain (considering correlations of 0.2 or higher)- this emphasizes the importance of housing to people and supports the importance placed on housing in CLBC's updated strategic plan and in the collaborative work that CLBC has undertaken with Inclusion BC to increase access to inclusive housing.
- Perceived ease of getting around in one's community positively correlates with all QoL domains (considering correlations of 0.2 or higher) – this suggests that we should attend to this and broaden our range of community partnerships to better address this area;
- Having a paid job positively correlates with self-determination, social inclusion, personal development, and rights (considering correlations of 0.2 or higher) – this supports the direction we are heading with our “employment first” mandate;
- Individuals rated the questions related to well-being higher than questions that relate to independence and social participation – this indicates that individuals are feeling positive about their emotional, physical, and material well-being; and
- The questions related to independence and social participation had the fewest positive ratings from respondents – these are areas on which we will need to focus in the years ahead.

New this year, a Gender-based Analysis was conducted looking at the impact of gender on Quality of Life. Detailed results are included in the summary report for each region. Based on the 2019-20 *include Me!* and general population data, so far, we've seen that:

- At the overall provincial and regional levels, women reported higher scores than men on most quality of life domains, suggesting that female participants' perception of quality of life may be higher than their male counterparts;

¹ Please refer to regional summary reports for a breakout of general population scores by region. Overall provincial general population scores are used as the point of comparison within service provider summary reports.



- Men supported by CLBC rated their quality of life across the majority of domains somewhat lower than men did from the general population; and
- Women supported by CLBC rated their quality of life across most domains as similar to as or somewhat higher than women did in the general population.

Since CLBC initiated the *include Me!* project, based on what we have learned so far, CLBC and participating service providers are:

- Having conversations with individuals, families, and other stakeholders about the results and about next steps;
- Connecting with one another to establish a collaborative and co-mentorship relationship that will strengthen the overall service delivery system in this province (through informal conversations, structured meetings/presentations, learning forums, etc.);
- Aligning the delivery of services to further the achievement of personal outcomes for the individuals we collectively serve; and
- Expanding the dialogue with individuals and families about the kinds of things that matter most to individuals and where we need to focus our attention: independence and social participation.

It is important to note that the information being collected through *include Me!* over these past years should be viewed as baseline data. It is a new, rich and powerful data set. For five out of fifteen of the 2019-20 service providers, this year's data will provide a comparison for their involvement in previous years and will allow them to compare how the quality of life has changed for the individuals they serve. This will provide an understanding of strengths and areas where improvement can still occur.

Service providers and CLBC will need time to absorb the information, consult with stakeholders, and begin to make decisions about how to respond. As the data set grows across the province, we will have the ability to do deeper levels of analysis that will support individuals and families to choose services that align with their own quality of life priorities, support service providers to target continuous quality improvement efforts in a manner that will have the most positive impact on the quality of life of the individuals they serve, and support CLBC to align policies and target funding that benefits the sector as a whole. Additionally, the information collected through the survey process will allow those at the individual, agency, and system levels to have informed conversations with those outside the traditional service provision sector. The results will help us work with new partners by addressing issues from a common point of focus that benefits our communities as a whole. It will allow us to highlight common areas of concern, seek strategic partnerships, and identify areas of focus that will be most impactful.

This Report

Survey results are summarized for each of the participating service providers and are compared to the **overall British Columbia (BC)** results for all participants in the 2019-20 year, **high scores** results, and **general population scores** gathered in 2019-20. In addition to presenting the average scores for each domain, "Percent Positive Scores" for housing and employment questions are also included to facilitate the interpretation of results. Introduced in 2017-18, a **Quality of Life Composite Score** was developed to reflect quality of life in a single score. This score was calculated by averaging all eight domain scores.



The report is structured as follows:

- Domain Scores and Quality of Life Composite Score comparisons;
- Correlation with the Quality of Life Domains;
- Survey responses on Housing and Employment; and
- Responding to your results.

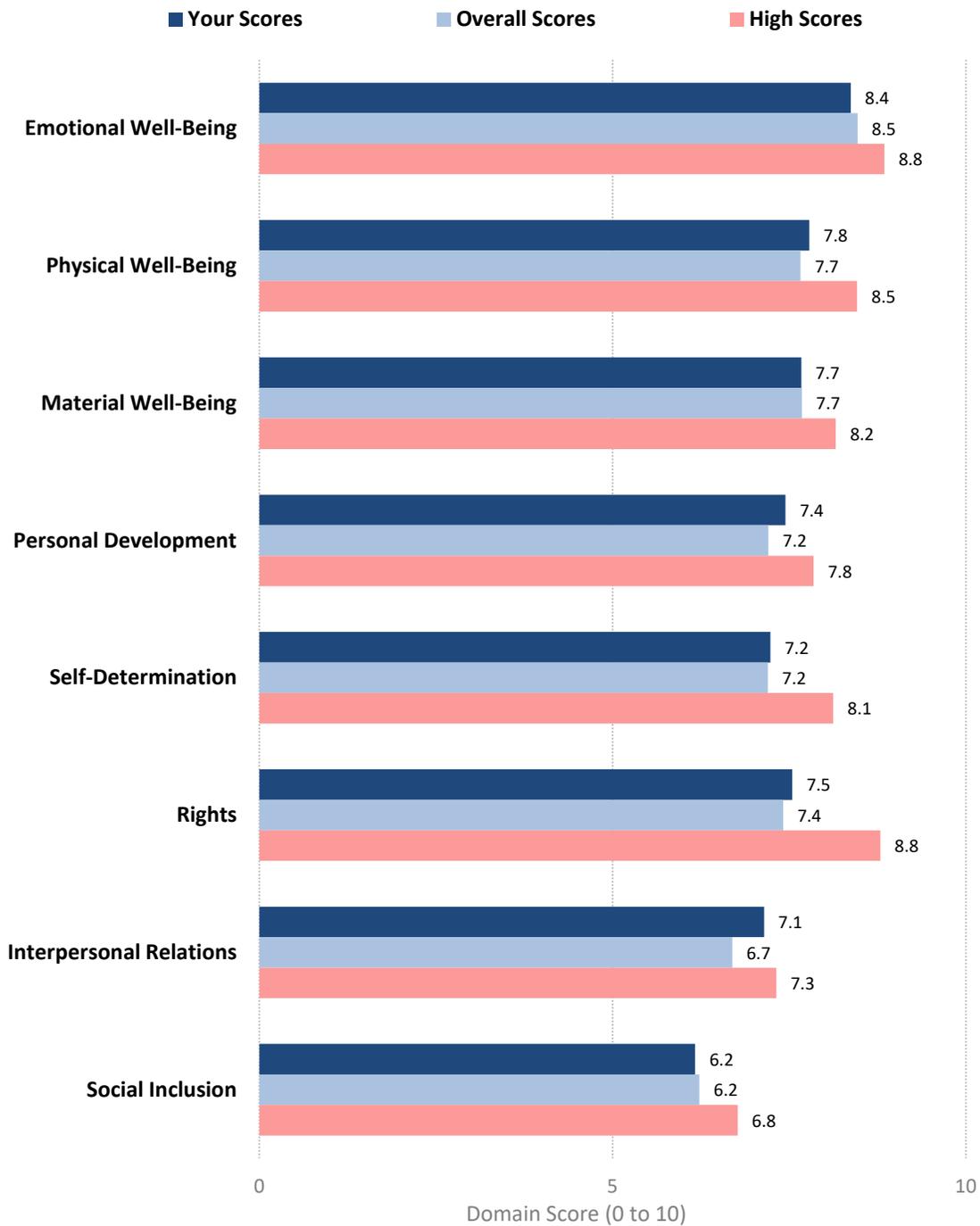
Appendices included:

- Appendix A: Glossary of Terms
- Appendix B: Quality of Life Domains and Indicators
- Appendix C: Key Survey Metrics Summary
- Appendix D: Supplementary Tables

DOMAIN SCORES AND COMPOSITE SCORE SUMMARY

Figure 1 shows the comparison of your 2019-20 service provider level domain scores with the overall BC *include Me!* participants' results and high score results.

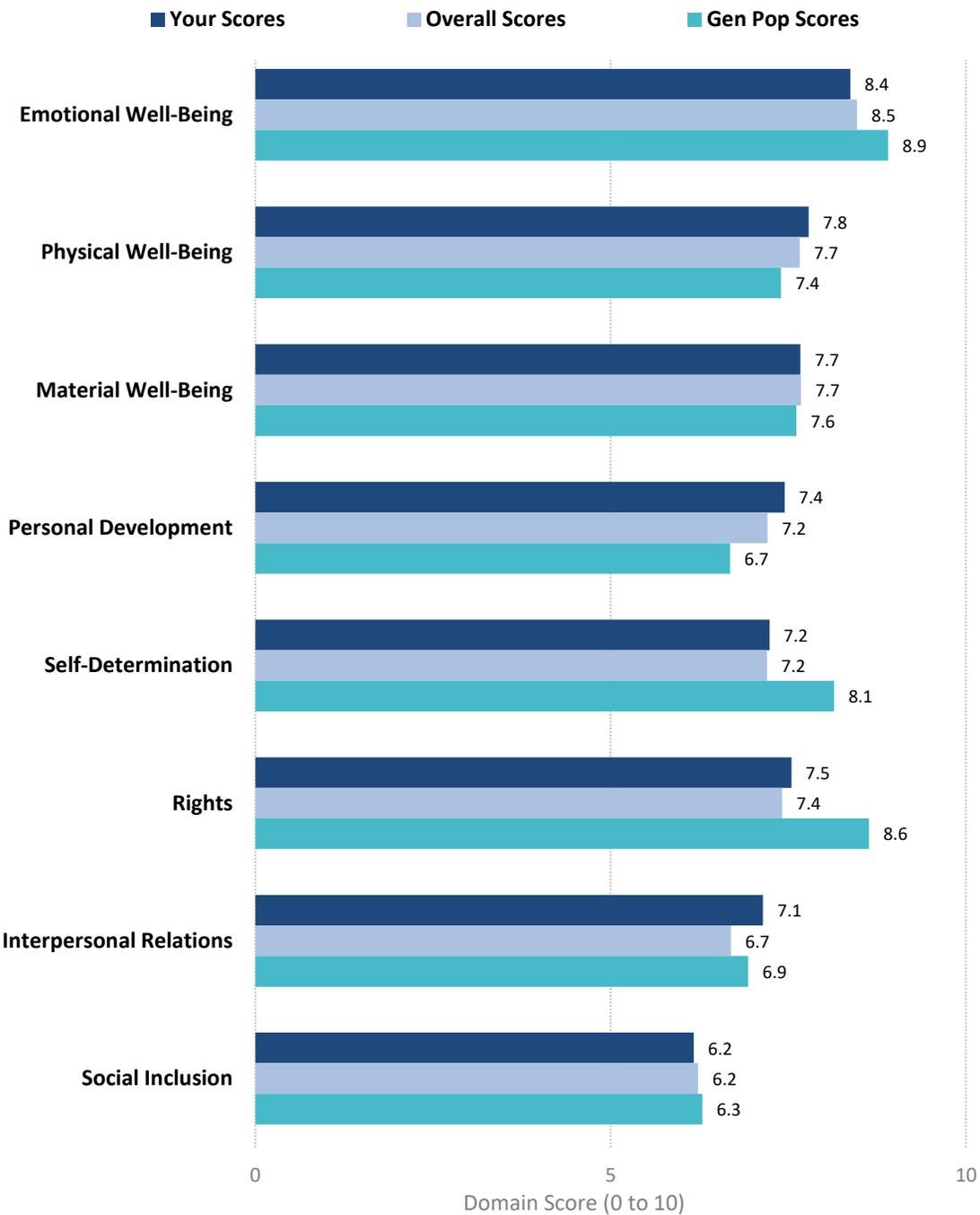
Figure 1: Quality of Life Framework Domain Scores



Source: *include Me!* Survey 2019-20

The general population was re-surveyed this round (2019-20). Figure 2 shows a comparison between your service provider level scores, the overall BC *include Me!* participants (including your service provider, among other service providers) and the overall general population respondents.

Figure 2: Comparison of Service Provider Scores, Overall Scores, and General Population Domain Scores

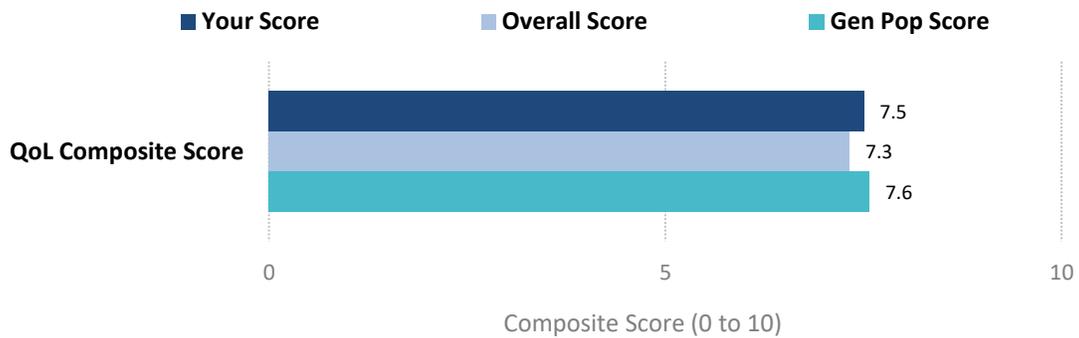


Sources: *include Me!* Survey 2019-20; General Population Survey 2019-20



A **Quality of Life Composite Score** was developed to reflect all aspects of quality of life in a single score. This score was calculated by averaging all eight domain scores. Figure 3 shows a comparison between your service provider Quality of Life Composite Score, the overall BC *include Me!* Quality of Life Composite Score and the general population Quality of Life Composite Score.

Figure 3: Comparison of Your Service Provider, Overall, and General Population Quality of Life Composite Scores



Sources: *include Me!* Survey 2019-20; General Population Survey 2019-20

CORRELATION WITH OVERALL QUALITY OF LIFE, HOUSING, AND EMPLOYMENT QUESTIONS

A correlation measures the strength of a relationship between two items. These items can be whole domains (questions that represent the domain) or single questions. The strength of the relationship can reach a maximum of 1 or -1 depending on the direction of the relationship, and a correlation of 0 is an indication of no association. When there is a positive correlation between two items, it means that, overall, the responses are similar for each item. For example, if the Rights domain and the Employment question have a correlation of 0.2 or higher, the individual’s perception of their Rights and whether they have paid work is considered to be associated. If two items have a correlation of 0.2 or higher, they will have a tendency to vary together, meaning an increase in one item will most likely result in an increase in the other item. In Table 1:

- A correlation less than .2 is considered weak (labeled ‘weak’);
- A correlation between .2 and .5 is considered a moderate association (shaded light green ■); and
- A correlation greater or equal to .5 is considered a large association (shaded darker green ■).

The correlation coefficients were computed using a single overall Quality of Life question “Q54. Do you feel good about your life?”. The relative importance of each domain can be gauged by examining the magnitude of the correlation coefficient. The greater the correlation between Q54 and other domains, the more important these domains are to the individual’s perceived overall quality of life.

In Table 1, domains that are highly correlated with Q54 (shaded in darker green) can be targeted to drive efforts to improve individuals’ overall quality of life. Improving scores in these domains would most likely have the greatest impact in terms of improving the quality of life measure for individuals served by your organization.

Additionally, Table 1 includes the correlations of the housing satisfaction question (likes the room in the home where they live) and the employment questions with each of the eight domains.

Table 1: Correlation with the Quality of Life, Housing, and Employment Questions

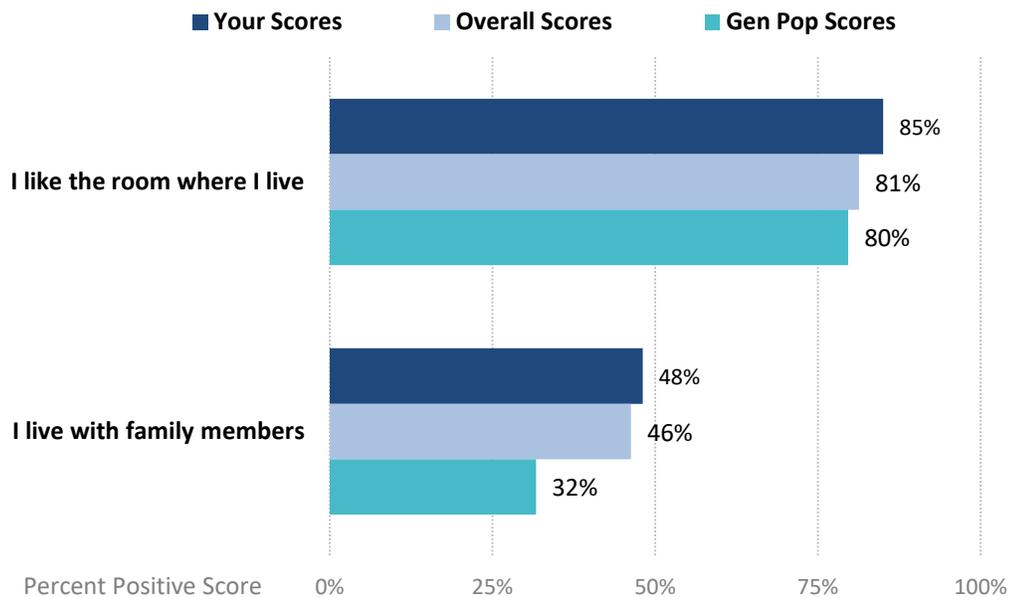
Domain	Domain Score Correlation with:			
	Feels good about their life n=86	Likes the room where they live n=87	Has paid work (Yes / No) n=79	Life is better (those employed) n=33
Emotional Well-Being	0.379	0.505	weak	0.676
Physical Well-Being	0.617	0.471	0.262	0.571
Material Well-Being	0.402	0.420	0.211	0.507
Personal Development	0.514	0.508	0.339	0.631
Self-Determination	0.457	0.372	0.400	0.560
Rights	0.418	0.385	0.309	0.395
Interpersonal Relations	0.611	0.364	0.335	0.377
Social Inclusion	0.512	0.420	0.407	0.562
	Moderate Association $.2 \leq r < .5$		Large Association $r \geq .5$	

Sources: include Me! Survey 2019-20

HOUSING AND EMPLOYMENT SUMMARY

Due to the different scales used for some questions within the Housing and Employment questions, comparisons are made using percent positive scores. Figure 4 and Figure 5 show individuals' positive responses to the Housing and Employment² questions that are not part of the eight Quality of Life domains. The Housing Satisfaction Percent Positive Score is based on only those who answered "Most of the time" to question "Q50. Do you like your room in the home where you live?". For the other housing question ("Q49. Do you live with family members?³"), the Percent Positive Score is based on the proportions of individuals who answered "Yes" to this question. For the Employment question "Q53. Does your job make your life better?", the Percent Positive Score is based on only those who answered "Yes" to "Q51. Do you have a job that pays you money?". On the other hand, for the additional Employment question "Q52. Do you have support to help you get a paid job?", the Percent Positive Score is based on only those who answered "No" to Q51.

Figure 4: Comparison of Your Service Provider, Overall, and General Population Housing Percent Positive Scores

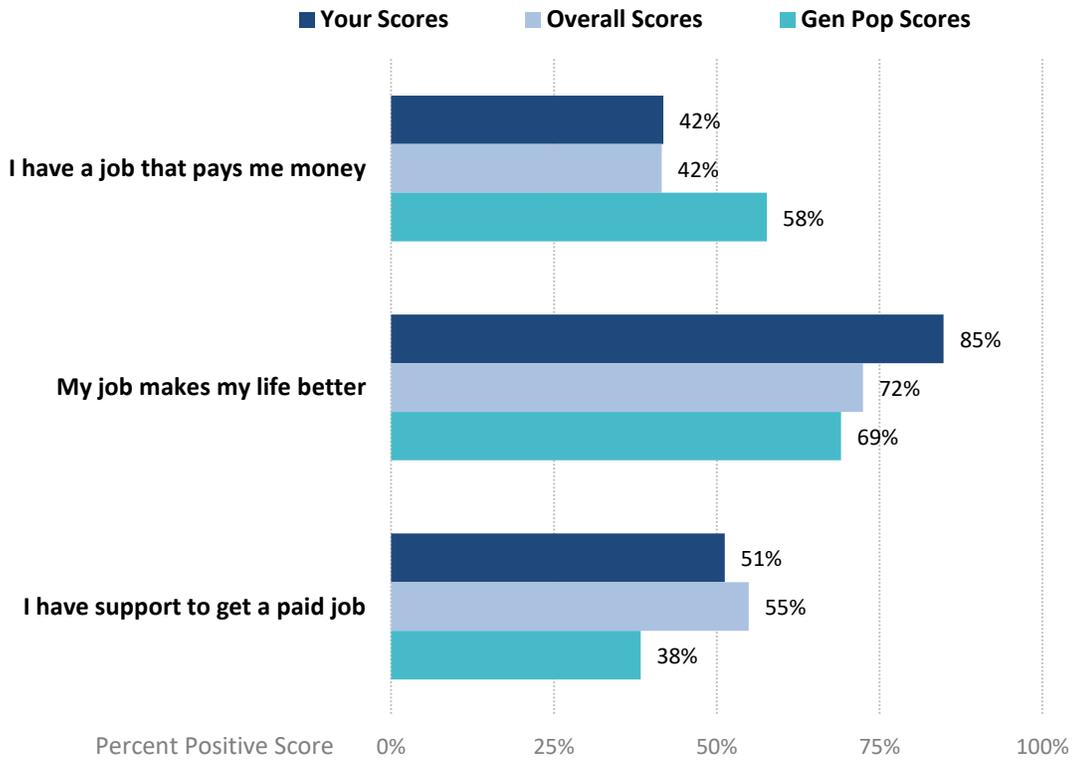


Sources: include Me! Survey 2019-20; General Population Survey 2019-20

² Responses of "Don't Know" are excluded from the percent positive calculation.

³ The full housing question was "Do you live with family members? Family can mean your parents, grandparents, aunts and uncles, or brother(s) or sister(s). Family does not mean your husband or wife."

Figure 5: Comparison of Your Service Provider, Overall, and General Population Employment Percent Positive Scores



Sources: include Me! Survey 2019-20; General Population Survey 2019-20



RESPONDING TO YOUR RESULTS

Deciding on how to respond to your survey results is a journey of dialogue and discovery. Your plans will evolve as you have conversations with people, integrate this information with what you already know, and gain greater insight on how to align your organization to promote quality of life across all eight domains. The results do not come with a roadmap and do not tell you exactly how to respond. Instead, they present an opportunity for rich conversation about what the survey results mean and how you can use the information to improve the quality of life of the individuals you serve (and trend your Quality of Life scores upward) over time.

As you begin to think about your survey results, it is normal to feel a bit overwhelmed and uncertain about next steps. Based on what we have heard from service providers during *include Me!*, we know that it is important to reflect on what the results mean for your organization and to include your stakeholders in the decisions you are making. We encourage you to take your time and to actively seek input when putting your results in context, deciding on priorities, and developing a response plan. Listed below are some strategies that you might find useful as you begin to think about how to respond to your survey data.

- Establish a steering committee that includes representatives of your key stakeholder groups to guide how your organization will respond to the data. This group could be responsible for creating a response plan, developing required communication and training material, monitoring progress, etc.
- Facilitate focus groups with individuals, families, staff, and other stakeholders to help you think about what the survey data might be telling you about your organization. Take time to ensure that everyone is familiar with the Quality of Life framework and concept of personal outcome measurement.
- Convene a learning table and invite organizations that are similar to yours to share ideas and strategies.
- Use the eight domains as a guide to help you determine your organization's priorities. As you go through this process, identify with whether there are other data sources that you should consider. While there will likely be a strong desire to do as much as you can to respond to your results, it is critical to acknowledge that you can't respond to everything given your available staff time and financial resources.
- In the context of your priorities, decide what your organization has control over (e.g., policy and practice) and what investments you can make that will result in the most significant change.
- Identify what is working well but, at the same time, think strategically about the things you could do differently moving forward.
- Map out an action plan that has measureable goals, implementation strategies, and indicators of success. As part of this, you will need to identify necessary resources and enroll external partners as appropriate.
- Create an implementation and monitoring plan and revisit it on a regular basis.

We also encourage you to tap into the support that is available. There are many people who can help you move forward. Members of CLBC's *include Me!* team are available to provide advice and support. The Malatest project team is a great resource to help you make sense of the data. Other service providers are going through the same process as you or have gone through this process in the past so reach out to them and learn from one another. Remember that getting the results back is not the end of a process. It is the beginning of a process.

**Appendix A:
Glossary of Terms**



Average Domain Score – The average domain score is the arithmetic mean of the sum of the re-scaled survey responses (0, 5, 10) divided by the count of all valid responses. Higher scores represent a more positive outcome for that domain.

Domain Scoring – Domain scores were calculated in accordance with the scoring method used in previous studies that used the My Life: Personal Outcomes Index™. Responses to each question were first re-scaled to have a score of 0, 5 and 10 before computing the mean scores across questions that comprise that domain. For example, for the question “Q50. Do you like your room in the home where you live?”, a response of “most of the time” would be assigned a score of 10, “sometimes” a score of 5, and “rarely or never” a score of 0. A higher score represents a more positive answer for that question.

High Scores – The highest domain score achieved in each domain across all service providers with more than 20 valid completes.

Margin of Error – The margin of error indicates the imprecision inherent in survey data. A smaller margin of error means the survey results were more precisely measured. A margin of error of $\pm 5\%$ or $\pm 8\%$ is considered good and acceptable respectively. For example, if the reported percent positive score is 50%, with a margin of error of $\pm 5\%$, the true score is captured within the range of 45% and 55% 19 out of 20 times.

Participation Rate – Participation rate is calculated as the ratio of valid completed surveys over the valid total sample.

Percent Positive Score – The presentation of survey results in a standardized way as percentage of the “positive” answers to survey questions. “Positive” answers are defined as the most positive response category to a survey question (i.e., Top-box) regardless of the response categories. Results are easier to compare when they are all scored the same way, such as when reporting a percent positive score, since there is less variation in interpretation of what constitutes a “good score”.

Quality of Life Composite Score – A Quality of Life composite score is a single score which reflects all eight of the quality of life domains. The Quality of Life composite score is calculated by averaging the scores for all eight domains at the level of the individual (i.e., case level). Composite scores can be calculated for only those individuals who had a score for all eight domains. Composite scores at the Service Provider level are simply an average of the composite scores for all individuals who completed the survey at that Service Provider.

Refusal Rate – Refusal rate is calculated as the ratio of individuals or proxies who explicitly refused to complete the survey either prior to scheduling or after they consented to participate, over the valid total sample.

Region – The geographical area into which each service provider falls (i.e., Vancouver Coastal, South Fraser, Southern Interior, North / Thompson-Cariboo, or Vancouver Island).

Report of Others – For individuals who are unable to complete the survey on their own, two respondents have been identified to answer on their behalf. These people provide “report of others” responses. To fill this role, people must have known the supported individual for at least one year and they should have an understanding of the respondent’s current life experiences. For the purpose of this report, supported individual’s quality of life scores are based on the average of answers provided by two reports of others.

Response Rate – Response rate is calculated as the ratio of valid completed surveys over those who agreed to participate.



Valid Response – The number of individuals who provided a sufficient number of responses to calculate a domain score. For this report, sufficient number is defined by answering at least four out of six questions for each quality of life domain.

Valid Sample – The sample of individuals served by each service provider or region(s).

Appendix B:
Quality of Life Domains and Indicators



Quality of Life Related Personal Outcome Domains and Exemplary Indicators

Domain*	Exemplary Indicators**
<p>Emotional Well-Being Asks about how you feel about things in your life. Think about:</p> <ul style="list-style-type: none"> Your happiness and safety; and How the people around you make you feel 	<ul style="list-style-type: none"> Contentment (satisfaction, moods, enjoyment) Self-concept (identity, self-worth, self-esteem) Physical activities including recreation Lack of stress (predictability and control)
<p>Physical Well-Being Asks about your overall health and your lifestyle. Think about:</p> <ul style="list-style-type: none"> Your activity level; How you are able to eat healthy food; Your level of energy; and Your ability to get medical help if you need it. 	<ul style="list-style-type: none"> Health (functioning, symptoms, fitness, nutrition) Activities of daily living (self-care, mobility)
<p>Material Well-Being Asks about things related to money and things you own that are important to you. Think about:</p> <ul style="list-style-type: none"> How much money you have to spend each month; Personal stuff you have that is important to you; and How much you can use money for things you like to do. 	<ul style="list-style-type: none"> Financial status (income, benefits) Employment (work status, work environment) Housing (type of residence, ownership)
<p>Rights Asks about your rights as an adult, like how other people respect you and your right to do the same things as all adults. Think about:</p> <ul style="list-style-type: none"> Your right to privacy; How people around you treat you; How much you can say what you think, and be listened to. 	<ul style="list-style-type: none"> Human (respect, dignity, equality) Legal (citizenship, access, due process)
<p>Personal Development Asks about learning and doing different and new things that matter to you. Think about how much you are able to:</p> <ul style="list-style-type: none"> Learn about the things you are interested in; Learn new skills to become more independent; Do the things you enjoy; and Do things that are important to you 	<ul style="list-style-type: none"> Education (achievements, education status) Personal competence (cognitive, social, practical) Performance (success, achievements, productivity)
<p>Self-Determination Asks about goals, decisions, and choices. Think about how much you can:</p> <ul style="list-style-type: none"> Make your own choices; and Do things you have dreamed about doing in your life, and make your own decisions. 	<ul style="list-style-type: none"> Autonomy, personal control Goals and personal values (desires, expectations) Choices (opportunities, options, preferences)
<p>Interpersonal Relationships Asks about the relationships you have with other people and the time you spend with your family and your friends. Think about:</p> <ul style="list-style-type: none"> Help and support that you can get from others; Your relationships with family and friends; and The things you do with family and friends. 	<ul style="list-style-type: none"> Interactions (social networks, social contacts) Relationships (family, friends, peers) Supports (emotional, physical, financial) Recreation
<p>Social Inclusion Asks about the kinds of things you do in your community and who you do them with. Think about:</p> <ul style="list-style-type: none"> Activities and fun things you do in the community; Things you would like to do in your community; and People you know in your neighbourhood and places that you go in your community. 	<ul style="list-style-type: none"> Community integration and participation Community roles Social supports (support networks, services)

* Adapted from *My Life Personal Outcomes Index™*

** Adapted from *A leadership guide for today's disability organizations: Overcoming challenges and making change happen*, by Schalock, R.L., & Verdugo, M.A., 2012, Baltimore, MD: Brookes

**Appendix C:
Key Survey Metrics Summary**



**2019-20 CLBC include Me! Survey
Key Survey Metrics Summary**

	OVERALL	NACL
VALID TOTAL SAMPLE ^a	1,798	170
VALID SELF-REPORT SAMPLE ^a	1,557	166
Refused ^b	260	8
No response to SPs ^b	221	58
Number Who Agreed to Participate <i>Have consented to SPs</i>	1,076	100
Completed (Valid Self-Report)	957	89
Self-Report Participation Rate <i>Valid self-report completes / valid self-report sample</i>	61.5%	53.6%
Self-Report Response Rate <i>Valid self-report completes / number who agreed to participate</i>	88.9%	89.0%
VALID REPORT OF OTHER SAMPLE ^a <i>'Report of Other' cases identified by SPs</i>	241	4
Report of Other - Two Surveys Completed	174	2
Report of Other - One Survey Completed ^c	54	0
Report of Other individuals who refused during interview or did not respond to Malatest's phone calls or emails	80	4
Report of Other Response Rate <i>Two surveys completed / number who agreed to participate</i>	72.2%	50.0%
VALID COMPLETES		
Completed self-report + cases in which two report of other surveys were completed	1,131	91
Self-report Rate <i>Self-report surveys completed / valid completes</i>	84.6%	97.8%
Report of Other Rate <i>Two report of other surveys completed / valid completes</i>	15.4%	2.2%
Overall Participation Rate <i>Valid completes / valid total sample</i>	62.9%	53.5%
Overall Response Rate <i>Valid completes / number who agreed to participate</i>	85.9%	87.5%

^a The valid total sample for all respondents (overall); excludes duplicate respondents who are receiving services from multiple service providers and respondents who are no longer receiving CLBC-supported services through service providers. On the other hand, the valid total sample at the service provider level includes these duplicate respondents.

^b Some service providers may have coded "No Response" cases (i.e., those who did not respond after multiple follow-up attempts) as "Refused" cases.

^c The other person in the 'report of other' case either refused or did not respond to Malatest's phone calls or emails.

**Appendix D:
Supplementary Tables**



include Me!
Composite Score - Overall Quality of Life

	Composite Score
Overall	7.3
Nanaimo Association for Community Living	7.5
SERVICES ACCESSED	
Residential	7.5
Community Inclusion	7.6
Respite	-
Support for Individuals and Families	-
REPORTING	
Self-report	7.5
Report of Other	-
AGE GROUP	
Age 18-34	7.9
Age 35-54	7.3
Age 55 and over	7.5

Note: Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown. Scores fall on a scale from 0 to 10. A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").



include Me!
Emotional Well-Being Domain

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	☺️ 10*
Overall	6759	330	2	1321	158	4948
	100.0%	4.9%	0.0%	19.5%	2.3%	73.2%
Nanaimo Association for Community Living	540	46	0	82	2	410
	100.0%	8.5%	0.0%	15.2%	0.4%	75.9%
SERVICES ACCESSED						
Residential	393	22	0	65	2	304
	100.0%	5.6%	0.0%	16.5%	0.5%	77.4%
Community Inclusion	373	37	0	59	2	275
	100.0%	9.9%	0.0%	15.8%	0.5%	73.7%
Respite	12	3	0	0	0	9
	100.0%	25.0%	0.0%	0.0%	0.0%	75.0%
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
REPORTING						
Self-report	528	46	0	82	0	400
	100.0%	8.7%	0.0%	15.5%	0.0%	75.8%
Report of Other	12	0	0	0	2	10
	100.0%	0.0%	0.0%	0.0%	16.7%	83.3%
AGE GROUP						
Age 18-34	125	9	0	18	0	98
	100.0%	7.2%	0.0%	14.4%	0.0%	78.4%
Age 35-54	283	35	0	48	2	198
	100.0%	12.4%	0.0%	17.0%	0.7%	70.0%
Age 55 and over	132	2	0	16	0	114
	100.0%	1.5%	0.0%	12.1%	0.0%	86.4%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 10 are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response "e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

include Me!
Interpersonal Relations Domain

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	☺️ 10*
Overall	6688	1118	122	1899	195	3354
	100.0%	16.7%	1.8%	28.4%	2.9%	50.1%
Nanaimo Association for Community Living	536	93	1	114	2	326
	100.0%	17.4%	0.2%	21.3%	0.4%	60.8%
SERVICES ACCESSED						
Residential	391	68	1	97	2	223
	100.0%	17.4%	0.3%	24.8%	0.5%	57.0%
Community Inclusion	369	54	1	84	2	228
	100.0%	14.6%	0.3%	22.8%	0.5%	61.8%
Respite	12	4	0	4	0	4
	100.0%	33.3%	0.0%	33.3%	0.0%	33.3%
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
REPORTING						
Self-report	524	93	0	110	0	321
	100.0%	17.7%	0.0%	21.0%	0.0%	61.3%
Report of Other	12	0	1	4	2	5
	100.0%	0.0%	8.3%	33.3%	16.7%	41.7%
AGE GROUP						
Age 18-34	126	17	0	26	0	83
	100.0%	13.5%	0.0%	20.6%	0.0%	65.9%
Age 35-54	283	55	1	63	2	162
	100.0%	19.4%	0.4%	22.3%	0.7%	57.2%
Age 55 and over	127	21	0	25	0	81
	100.0%	16.5%	0.0%	19.7%	0.0%	63.8%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 10 are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.



include Me!
Social Inclusion Domain

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	☺️ 10*
Overall	6728	1393	154	1949	206	3026
	100.0%	20.7%	2.3%	29.0%	3.1%	45.0%
Nanaimo Association for Community Living	541	137	0	135	1	268
	100.0%	25.3%	0.0%	25.0%	0.2%	49.5%
SERVICES ACCESSED						
Residential	395	91	0	113	1	190
	100.0%	23.0%	0.0%	28.6%	0.3%	48.1%
Community Inclusion	373	98	0	87	1	187
	100.0%	26.3%	0.0%	23.3%	0.3%	50.1%
Respite	12	7	0	1	0	4
	100.0%	58.3%	0.0%	8.3%	0.0%	33.3%
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
REPORTING						
Self-report	529	132	0	132	0	265
	100.0%	25.0%	0.0%	25.0%	0.0%	50.1%
Report of Other	12	5	0	3	1	3
	100.0%	41.7%	0.0%	25.0%	8.3%	25.0%
AGE GROUP						
Age 18-34	126	17	0	34	0	75
	100.0%	13.5%	0.0%	27.0%	0.0%	59.5%
Age 35-54	284	86	0	71	1	126
	100.0%	30.3%	0.0%	25.0%	0.4%	44.4%
Age 55 and over	131	34	0	30	0	67
	100.0%	26.0%	0.0%	22.9%	0.0%	51.1%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 10 are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response "e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

include Me!
Personal Development Domain

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	☺️ 10*
Overall	6700	702	92	2051	287	3568
	100.0%	10.5%	1.4%	30.6%	4.3%	53.3%
Nanaimo Association for Community Living	534	82	0	107	3	342
	100.0%	15.4%	0.0%	20.0%	0.6%	64.0%
SERVICES ACCESSED						
Residential	391	47	0	88	3	253
	100.0%	12.0%	0.0%	22.5%	0.8%	64.7%
Community Inclusion	367	58	0	66	3	240
	100.0%	15.8%	0.0%	18.0%	0.8%	65.4%
Respite	12	7	0	0	0	5
	100.0%	58.3%	0.0%	0.0%	0.0%	41.7%
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
REPORTING						
Self-report	523	81	0	104	0	338
	100.0%	15.5%	0.0%	19.9%	0.0%	64.6%
Report of Other	11	1	0	3	3	4
	100.0%	9.1%	0.0%	27.3%	27.3%	36.4%
AGE GROUP						
Age 18-34	126	11	0	20	0	95
	100.0%	8.7%	0.0%	15.9%	0.0%	75.4%
Age 35-54	281	50	0	62	3	166
	100.0%	17.8%	0.0%	22.1%	1.1%	59.1%
Age 55 and over	127	21	0	25	0	81
	100.0%	16.5%	0.0%	19.7%	0.0%	63.8%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 10 are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.



include Me!
Self-Determination Domain

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
Overall	6665	864	126	1701	223	3751
	100.0%	13.0%	1.9%	25.5%	3.3%	56.3%
Nanaimo Association for Community Living	537	84	1	122	0	330
	100.0%	15.6%	0.2%	22.7%	0.0%	61.5%
SERVICES ACCESSED						
Residential	391	47	1	100	0	243
	100.0%	12.0%	0.3%	25.6%	0.0%	62.1%
Community Inclusion	373	67	1	84	0	221
	100.0%	18.0%	0.3%	22.5%	0.0%	59.2%
Respite	12	6	0	2	0	4
	100.0%	50.0%	0.0%	16.7%	0.0%	33.3%
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
REPORTING						
Self-report	525	82	0	119	0	324
	100.0%	15.6%	0.0%	22.7%	0.0%	61.7%
Report of Other	12	2	1	3	0	6
	100.0%	16.7%	8.3%	25.0%	0.0%	50.0%
AGE GROUP						
Age 18-34	125	11	0	26	0	88
	100.0%	8.8%	0.0%	20.8%	0.0%	70.4%
Age 35-54	281	55	1	66	0	159
	100.0%	19.6%	0.4%	23.5%	0.0%	56.6%
Age 55 and over	131	18	0	30	0	83
	100.0%	13.7%	0.0%	22.9%	0.0%	63.4%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥10 are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.



include Me!
Physical Well-Being Domain

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
Overall	6689	523	25	1945	192	4004
	100.0%	7.8%	0.4%	29.1%	2.9%	59.9%
Nanaimo Association for Community Living	534	61	0	113	1	359
	100.0%	11.4%	0.0%	21.2%	0.2%	67.2%
SERVICES ACCESSED						
Residential	389	33	0	93	1	262
	100.0%	8.5%	0.0%	23.9%	0.3%	67.4%
Community Inclusion	366	45	0	71	1	249
	100.0%	12.3%	0.0%	19.4%	0.3%	68.0%
Respite	12	4	0	4	0	4
	100.0%	33.3%	0.0%	33.3%	0.0%	33.3%
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
REPORTING						
Self-report	522	61	0	113	0	348
	100.0%	11.7%	0.0%	21.6%	0.0%	66.7%
Report of Other	12	0	0	0	1	11
	100.0%	0.0%	0.0%	0.0%	8.3%	91.7%
AGE GROUP						
Age 18-34	124	12	0	24	0	88
	100.0%	9.7%	0.0%	19.4%	0.0%	71.0%
Age 35-54	280	33	0	69	1	177
	100.0%	11.8%	0.0%	24.6%	0.4%	63.2%
Age 55 and over	130	16	0	20	0	94
	100.0%	12.3%	0.0%	15.4%	0.0%	72.3%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 10 are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response "e.g., "Sometimes", and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.



include Me!
Material Well-Being Domain

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	☺️ 10*
Overall	6625	696	37	1542	167	4183
	100.0%	10.5%	0.6%	23.3%	2.5%	63.1%
Nanaimo Association for Community Living	529	70	0	104	0	355
	100.0%	13.2%	0.0%	19.7%	0.0%	67.1%
SERVICES ACCESSED						
Residential	383	42	0	78	0	263
	100.0%	11.0%	0.0%	20.4%	0.0%	68.7%
Community Inclusion	361	44	0	68	0	249
	100.0%	12.2%	0.0%	18.8%	0.0%	69.0%
Respite	12	3	0	6	0	3
	100.0%	25.0%	0.0%	50.0%	0.0%	25.0%
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
REPORTING						
Self-report	517	70	0	101	0	346
	100.0%	13.5%	0.0%	19.5%	0.0%	66.9%
Report of Other	12	0	0	3	0	9
	100.0%	0.0%	0.0%	25.0%	0.0%	75.0%
AGE GROUP						
Age 18-34	120	14	0	19	0	87
	100.0%	11.7%	0.0%	15.8%	0.0%	72.5%
Age 35-54	280	43	0	61	0	176
	100.0%	15.4%	0.0%	21.8%	0.0%	62.9%
Age 55 and over	129	13	0	24	0	92
	100.0%	10.1%	0.0%	18.6%	0.0%	71.3%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥10 are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response "e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

include Me!
Rights Domain

	TOTAL	☹ 0*	2.5*	☺ 5*	7.5*	☺ 10*
Overall	6630	877	72	1457	206	4018
	100.0%	13.2%	1.1%	22.0%	3.1%	60.6%
Nanaimo Association for Community Living	515	83	0	83	1	348
	100.0%	16.1%	0.0%	16.1%	0.2%	67.6%
SERVICES ACCESSED						
Residential	376	56	0	63	1	256
	100.0%	14.9%	0.0%	16.8%	0.3%	68.1%
Community Inclusion	353	61	0	50	1	241
	100.0%	17.3%	0.0%	14.2%	0.3%	68.3%
Respite	12	5	0	3	0	4
	100.0%	41.7%	0.0%	25.0%	0.0%	33.3%
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
REPORTING						
Self-report	503	82	0	81	0	340
	100.0%	16.3%	0.0%	16.1%	0.0%	67.6%
Report of Other	12	1	0	2	1	8
	100.0%	8.3%	0.0%	16.7%	8.3%	66.7%
AGE GROUP						
Age 18-34	119	13	0	20	0	86
	100.0%	10.9%	0.0%	16.8%	0.0%	72.3%
Age 35-54	274	48	0	48	1	177
	100.0%	17.5%	0.0%	17.5%	0.4%	64.6%
Age 55 and over	122	22	0	15	0	85
	100.0%	18.0%	0.0%	12.3%	0.0%	69.7%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 10 are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response "e.g., "Sometimes", and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

include Me!

Housing: Do you live with family[†]?

	TOTAL	"No" 0*	"Yes" 10*
Overall	1028	552	476
	100.0%	53.7%	46.3%
Nanaimo Association for Community Living	79	41	38
	100.0%	51.9%	48.1%
SERVICES ACCESSED			
Residential	56	39	17
	100.0%	69.6%	30.4%
Community Inclusion	54	23	31
	100.0%	42.6%	57.4%
Respite	-	-	-
	-	-	-
Support for Individuals and Families	-	-	-
	-	-	-
REPORTING			
Self-report	77	40	37
	100.0%	51.9%	48.1%
Report of Other	-	-	-
	-	-	-
AGE GROUP			
Age 18-34	20	5	15
	100.0%	25.0%	75.0%
Age 35-54	38	21	17
	100.0%	55.3%	44.7%
Age 55 and over	21	15	6
	100.0%	71.4%	28.6%

[†] Family can mean parents, grandparents, aunts and uncles, or brother(s) or sister(s). Family does not mean an individual's husband or wife.

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥10 are shown.

* The three response categories for this question were "Yes", "No", and "Don't Know". Responses of "Don't Know" are excluded from the percent positive calculation.

include Me!

Housing Satisfaction: Do you like your room in the home where you live?

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
Overall	1082	49	0	140	13	880
	100.0%	4.5%	0.0%	12.9%	1.2%	81.3%
Nanaimo Association for Community Living	87	3	0	10	0	74
	100.0%	3.4%	0.0%	11.5%	0.0%	85.1%
SERVICES ACCESSED						
Residential	63	2	0	7	0	54
	100.0%	3.2%	0.0%	11.1%	0.0%	85.7%
Community Inclusion	60	2	0	6	0	52
	100.0%	3.3%	0.0%	10.0%	0.0%	86.7%
Respite	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
REPORTING						
Self-report	85	3	0	10	0	72
	100.0%	3.5%	0.0%	11.8%	0.0%	84.7%
Report of Other	-	-	-	-	-	-
	-	-	-	-	-	-
AGE GROUP						
Age 18-34	20	0	0	2	0	18
	100.0%	0.0%	0.0%	10.0%	0.0%	90.0%
Age 35-54	46	3	0	6	0	37
	100.0%	6.5%	0.0%	13.0%	0.0%	80.4%
Age 55 and over	21	0	0	2	0	19
	100.0%	0.0%	0.0%	9.5%	0.0%	90.5%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 10 are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

include Me!

Employment Question: Do you have a paid job?

	TOTAL	"Yes" 10*	"No" 0*
Overall	1035	430	605
	100.0%	41.5%	58.5%
Nanaimo Association for Community Living	79	33	46
	100.0%	41.8%	58.2%
SERVICES ACCESSED			
Residential	59	20	39
	100.0%	33.9%	66.1%
Community Inclusion	53	24	29
	100.0%	45.3%	54.7%
Respite	-	-	-
	-	-	-
Support for Individuals and Families	-	-	-
	-	-	-
REPORTING			
Self-report	77	32	45
	100.0%	41.6%	58.4%
Report of Other	-	-	-
	-	-	-
AGE GROUP			
Age 18-34	18	10	8
	100.0%	55.6%	44.4%
Age 35-54	41	16	25
	100.0%	39.0%	61.0%
Age 55 and over	20	7	13
	100.0%	35.0%	65.0%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥10 are shown.

* The three response categories for this question were "Yes", "No", and "Don't Know". Responses of "Don't Know" are excluded from the percent positive calculation.

include Me!

Do you have support to help you get a paid job?

	TOTAL	"Yes" 10*	"No" 0*
Overall	528 100.0%	290 54.9%	238 45.1%
Nanaimo Association for Community Living	41 100.0%	21 51.2%	20 48.8%
SERVICES ACCESSED			
Residential	34 100.0%	19 55.9%	15 44.1%
Community Inclusion	24 100.0%	10 41.7%	14 58.3%
Respite	- -	- -	- -
Support for Individuals and Families	- -	- -	- -
REPORTING			
Self-report	41 100.0%	21 51.2%	20 48.8%
Report of Other	- -	- -	- -
AGE GROUP			
Age 18-34	- -	- -	- -
Age 35-54	22 100.0%	11 50.0%	11 50.0%
Age 55 and over	12 100.0%	6 50.0%	6 50.0%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥10 are shown.

* The three response categories for this question were "Yes", "No", and "Don't Know". Responses of "Don't Know" are excluded from the percent positive calculation.



include Me!

Does your job make your life better?

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
Overall	428	21	0	95	2	310
	100.0%	4.9%	0.0%	22.2%	0.5%	72.4%
Nanaimo Association for Community Living	33	4	0	1	0	28
	100.0%	12.1%	0.0%	3.0%	0.0%	84.8%
SERVICES ACCESSED						
Residential	20	2	0	1	0	17
	100.0%	10.0%	0.0%	5.0%	0.0%	85.0%
Community Inclusion	24	3	0	0	0	21
	100.0%	12.5%	0.0%	0.0%	0.0%	87.5%
Respite	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
REPORTING						
Self-report	32	4	0	1	0	27
	100.0%	12.5%	0.0%	3.1%	0.0%	84.4%
Report of Other	-	-	-	-	-	-
	-	-	-	-	-	-
AGE GROUP						
Age 18-34	-	-	-	-	-	-
	-	-	-	-	-	-
Age 35-54	16	3	0	1	0	12
	100.0%	18.8%	0.0%	6.3%	0.0%	75.0%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥10 are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

include Me!
Do you feel good about your life?

	TOTAL	☹️ 0*	2.5*	😊 5*	7.5*	😊 10*
Overall	1101	56	2	253	38	752
	100.0%	5.1%	0.2%	23.0%	3.5%	68.3%
Nanaimo Association for Community Living	86	8	0	15	0	63
	100.0%	9.3%	0.0%	17.4%	0.0%	73.3%
SERVICES ACCESSED						
Residential	62	4	0	12	0	46
	100.0%	6.5%	0.0%	19.4%	0.0%	74.2%
Community Inclusion	59	5	0	10	0	44
	100.0%	8.5%	0.0%	16.9%	0.0%	74.6%
Respite	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
REPORTING						
Self-report	84	8	0	15	0	61
	100.0%	9.5%	0.0%	17.9%	0.0%	72.6%
Report of Other	-	-	-	-	-	-
	-	-	-	-	-	-
AGE GROUP						
Age 18-34	20	2	0	3	0	15
	100.0%	10.0%	0.0%	15.0%	0.0%	75.0%
Age 35-54	46	4	0	10	0	32
	100.0%	8.7%	0.0%	21.7%	0.0%	69.6%
Age 55 and over	20	2	0	2	0	16
	100.0%	10.0%	0.0%	10.0%	0.0%	80.0%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 10 are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.



include Me!
Average Domain Scores

	Emotional Well-Being	Interpersonal Relations	Social Inclusion	Personal Development	Self- Determination	Physical Well- Being	Material Well- Being	Rights
Overall	8.5	6.7	6.2	7.2	7.2	7.7	7.7	7.4
Nanaimo Association for Community Living	8.4	7.1	6.2	7.4	7.2	7.8	7.7	7.5
SERVICES ACCESSED								
Residential	8.6	7.0	6.3	7.6	7.5	7.9	7.9	7.7
Community Inclusion	8.2	7.3	6.1	7.5	7.0	7.8	7.8	7.5
Respite	-	-	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-	-	-
REPORTING								
Self-report	8.3	7.1	6.2	7.5	7.3	7.7	7.6	7.5
Report of Other	-	-	-	-	-	-	-	-
AGE GROUP								
Age 18-34	8.6	7.6	7.3	8.3	8.1	8.1	8.0	8.1
Age 35-54	7.9	6.9	5.7	7.1	6.7	7.6	7.3	7.4
Age 55 and over	9.2	7.3	6.2	7.3	7.5	8.0	8.0	7.5

Note: Due to respondent privacy considerations, only group data with a base size of n ≥10 are shown. Scores fall on a scale from 0 to 10. A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never").