



York ASD Partnership Parent Survey

June 2015

Introduction

On April 2, 2013, based on the work of the York ASD Partnership, service providers in the Region launched a new coordinated access system that identified the four gateway agencies for individuals and their families making their first contact with the service system and that committed to a “no wrong door” response by ensuring a warm transfer process to the appropriate service provider. Intake workers across the Region received training to enhance their knowledge and understanding of ASD and the new coordinated system. Based on recommendations from Dr. Jonathon Weiss at York University, it was determined that this new system needed to be in place for at least one year to ensure sufficient data to draw valid conclusions. In the spring of 2015, the York ASD Partnership conducted an on-line survey of parents asking several questions related to their experiences when first accessing services for their child with ASD. Parents were asked to identify on the survey whether or not they first accessed services prior to April 2013 or after April 2013 to allow a comparison of the results. Parents were contacted and given information about the survey by the gateway agencies (children’s services) including Children’s Treatment Network, Kerry’s Place Autism Services, and Early Intervention Services of York Region. Additionally, the York Chapter of Autism Ontario informed parents of the survey through their newsletter and the survey was available directly from the York ASD Partnership website.

Results

A complete summary of the questions and the results is attached to this report. Key responses are highlighted in blue. A total of 118 surveys were available for analysis. The number of responses from parents accessing services prior to April 2013 (72 responses) and after April 2013 (48 responses) is different so totals have been converted to a percentage of responses to allow comparison and the percentage change is shown to illustrate the magnitude of the change. It should be noted that not all respondents completed all questions (14%) so not all questions had the same number of responses.

The magnitude of the changes ranges up to 24% but the trend of the responses is in the desired direction, ie. positive changes where it suggests parent satisfaction has increased since 2013 and negative changes that also suggest an improvement in the system’s responses. Key changes include:

- Did you get a response in a timely manner? 25% more parents responded yes or somewhat (less than 48 hours) after April 2013.
- Did you feel welcomed and supported on your initial call? 14% more parents responded yes.
- Did you feel the intake worker had an understanding of ASD? 21% more parents responded yes.
- Did the intake worker answer your questions to your satisfaction? 9% more parents responded yes.
- Did the worker contact the service provider to make the referral for you? 10% more parents responded yes
- Did the worker use terms you understood? 21% more parents responded yes
- Overall, how satisfied were you with your experience during the intake process? 18% more parents responded Very Satisfied.

The only question without a specific positive result was “Did the experience lead you to helpful next steps”. Equal (10%) percentages of parents responded “yes” and “no” to that question. This is an area that may benefit from further investigation.

Parents also had the opportunity to make comments at the end of the survey. Positive comments tended to identify specific individuals who were found to be supportive or helpful. Negative comments tended to focus on waiting for responses, wait lists for services, the need to repeat the story multiple times, and a feeling that valuable intervention time was lost. A few parents made lengthy comments detailing their frustration about being given incorrect information and being misdirected, not being able to contact the right service and not getting support through that process. There were suggestions that more live and face-to-face contact would be beneficial. As well, most highlighted the need for more resources and more services.

Summary

Overall, the results of the survey suggest that the Co-ordinated Access System adopted in April 2013 has improved the intake process for significant number of parents and increased parent satisfaction with their first contact with the service system. However, the numbers also suggest that there is room for ongoing improvement. As well, the issues of maintenance and sustainability of the change still need to be addressed. Next steps might include follow-up with intake workers and more direct and intense discussion with parents through focus groups or personalized contact.

APPENDIX

SUMMARY OF SURVEY RESULTS

Question		Accessed service prior to April 2013	Accessed services after April 2013	Percentage Change
1. When did you make your initial contact?		72	46	
2. When you first contact the service provider, did you get a live person or voicemail?	Live person	42 (58%)	23 (50%)	- 8%
	Voicemail	30 (42%)	23 (50%)	+ 8%
3. Did you get a response back in a timely manner?	Yes (less than 24 hours)	1 (1%)	3 (6%)	+ 5%
	Somewhat (24-48 hours)	11 (15%)	16 (35%)	+20%
	No (over 48 hours)	11 (15%)	2 (4%)	-11%

Question		Accessed service prior to April 2013	Accessed services after April 2013	Percentage Change
4. Did you feel welcomed and supported on your initial call?	Yes	46 (64%)	36 (78%)	+14%
	Somewhat	14 (19%)	7 (15%)	- 4%
	No	4 (5%)	1 (2%)	- 3%
5. Did you feel the intake worker had an understanding of ASD?	Yes	45 (62%)	38 (83%)	+21%
	Somewhat	15 (21%)	4 (9%)	-12%
	No	6 (8%)	2 (2%)	- 6%
6. Did the intake worker answer your questions to your satisfaction?	Yes, very well	42 (58%)	31 (67%)	+ 9%
	Somewhat	19 (26%)	12 (26%)	0
	Not very well	5 (7%)	1 (1%)	- 6%

Question		Accessed service prior to April 2013	Accessed services after April 2013	Percentage Change
7. During the initial call did the worker ask you these questions: a. How old is the person?	Yes	51 (71%)	37 (80%)	+ 9%
	No	3 (4%)	2 (2%)	- 2%
	Don't remember	6 (8%)	3 (6%)	- 2%
b. Does the person have a diagnosis?	Yes	44 (61%)	33 (72%)	+11%
	No	4 (5%)	5 (11%)	+ 6%
	Don't remember	11 (15%)	1 (2%)	-13%
c. Does the person have a CTN electronic file?	Yes	14 (19%)	20 (43%)	+24%
	No	22 (30%)	9 (19%)	-11%
	Don't remember	23 (32%)	12 (26%)	- 6%

Question		Accessed service prior to April 2013	Accessed services after April 2013	Percentage Change
d. May I check the electronic file?	Yes	13 (18%)	17 (37%)	+19%
	No	23 (32%)	13 (28%)	- 4%
	Don't remember	23 (32%)	11 (24%)	- 12%
8. Did the intake worker connect you with one or more of the following service providers?	CTN	22 (30%)	14 (30%)	0
	DSO	5 (7%)	3 (6%)	- 1%
	KPAS	24 (33%)	21 (46%)	+13%
	York EI	15 (21%)	7 (15%)	- 6%
	None of the above	15 (21%)	6 (13%)	- 8%
9. Did the worker contact the service provider to make the referral for you?	Yes	32 (44%)	25 (54%)	+10%
	No	26 (36%)	14 (30%)	- 6%

Question		Accessed service prior to April 2013	Accessed services after April 2013	Percentage Change
10. Did the worker use terms you understood?	Yes	37 (51%)	33 (72%)	+21%
	Some	18 (25%)	5 (11%)	-14%
	No	2 (3%)	1 (2%)	-1%
11. Did the experience lead you to helpful next steps?	Yes	30 (42%)	24 (52%)	+10%
	Somewhat	23 (32%)	10 (22%)	-10%
	No	5 (7%)	4 (9%)	+2%
12. Overall, how satisfied were you with your experience during the intake process?	Very satisfied	23 (32%)	23 (50%)	+18%
	Somewhat satisfied	27 (37%)	13 (28%)	-9%
	Not satisfied	7 (10%)	3 (6%)	-4%

Question		Accessed service prior to April 2013	Accessed services after April 2013	Percentage Change
13. Which York Region Service Provider did you initially call?	AO York Region	7 (10%)	3 (6%)	- 4%
	Blue Hills	2 (3%)	1 (2%)	- 1%
	Catulpa			
	Children's Case Mgmt			
	CTN	6 (8%)	5 (11%)	+ 3%
	CL York South			
	EI	19 (26%)	4 (9%)	-15%
	KPAS	20 (28%)	22(48%)	+20%
	Kinark	8 (11%)	3 (6%)	- 5%
	Mackenzie Health	2 (3%)	1 (2%)	- 1%
	Reena			
	YCDSB			
	YRDSB	2 (3%)	2 (4%)	+ 1%
	YRPSL	5 (7%)	5 (11%)	+ 4%
	YSSN	2 (3%)	1 (2%)	- 1%

Note: Not all respondents completed all questions so numbers will not add up equally. 17 surveys were marked as incomplete – these may have been participants who stopped part way or participants who stopped and then re-entered.

Submitted by Janette Seymour, December 2015