

AOP Baseline Survey for Custody Staff

1. Introduction

Thank you for taking the time to complete this survey for BC Corrections. The Performance, Research and Evaluation (PREv) Unit is conducting a survey among Corrections custody staff to find out about their knowledge, opinions, and practices with regards to offender rehabilitation. This study will provide information about ways to improve the information and training provided to custody staff.

Your participation in this study is important and completely *voluntary* and you may withdraw at anytime by clicking on the [Exit] button on top of each page. There are 25 questions, and the entire survey will take approximately 10-15 minutes of your time. Some of the information presented in this survey may be unfamiliar to you or the questions might seem a little odd. We only want to get an idea of how familiar you are with this information. So, please read each question carefully and answer all of them to the best of your ability.

Some points to remember:

- Questions marked with an asterisk (*) require a response. As you will notice, that means you must answer all the questions.
- If a question is missed, the survey will prompt you to answer the question before you may proceed to the next page.
- You may move back to a previous page and modify your responses at any time by clicking the [Prev] button.
- Once you have answered all the questions please click the [Done] button at the end of the survey.
- Once you exit or submit the survey you will no longer be able to re-enter and modify your responses.
- All surveys should be completed by **Friday October 9th, 2009**.

It is important that you be honest and truthful in answering these questions, as the information will be used to help enhance programs and training resources for effective offender rehabilitation within BC Corrections. Remember, your responses are completely **anonymous** and **confidential**. The information provided in the study will not reveal and will not be linked to your identity in any way.

If you have any questions or concerns about this survey, you can contact Sherylyn Arabsky, Sherylyn.Arabsky@gov.bc.ca, OR Mary Santarcangelo, Mary.Santarcangelo@gov.bc.ca.

Click on the [Next] button below to begin the survey.

2. Opinions

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*** 1. Please indicate your level of agreement with the following statements.
(Select one for each)**

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know/ NA
a. The Corrections Branch should not devote a lot of resources to programming for offenders because there is very little hope of offenders successfully changing their behaviour.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I try not to talk with offenders about their personal problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I don't care what the offender has done outside the custody centre, for me he/ she is first of all a human being like any other and I treat them as such.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. In my work, I would like to be more involved in helping offenders increase their pro-social behaviours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Offenders go to jail as punishment, not FOR punishment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The programs currently available in custody encourage offenders to take responsibility for their actions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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*** 2. Please indicate your level of agreement with the following statements. (Select one for each)**

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know/ NA
a. It is essential that the Corrections Branch continue to develop <u>institutional</u> programs to help offenders with problems related to their lives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. It is essential that the Corrections Branch continue to develop <u>community</u> programs to help offenders with problems related to their lives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Custody staff hold offenders accountable for their actions in a respectful manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I feel that our custody centres adequately address literacy problems among offenders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 3. How important do you feel it is for you to be aware of techniques like pro-social modelling and motivational interviewing as they relate to your job? (Select one)**

- ☐ Very important
- ☐ Somewhat important
- ☐ Neutral
- ☐ Not very important
- ☐ Not important at all
- ☐ Don't know/ NA

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*** 4. Please indicate your level of agreement with the following statements.
(Select one for each)**

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know/ NA
a. Providing programs for offenders is just as important as making offenders pay for their crimes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Cognitive behavioural programs should be left to mental health professionals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Interventions in custody challenge offending behaviours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Listening to offenders is a job for counsellors, not correctional officers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Very little can be done in the custody centre to change offending behaviour.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. It is important that the correctional officer listens to the offender about his or her problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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* 5. Please indicate your level of agreement with the following statements. (Select one for each)

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know/ NA
a. Programs and amenities in the custody centre give offenders an incentive to come back.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Most offenders we supervise are not interested in putting an end to their criminality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Programs let offenders who deserve to be punished get off easier.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The programs currently available in custody can increase offenders' chances for successful crime-free living.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I feel that it is important to challenge offenders' discriminatory attitudes and behaviours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I feel that it is important to take offenders' cultural differences into account.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. The only way to reduce crime in our society is to punish criminals, not provide programs for them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. I would support expanding the offender programs in our custody centres.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Knowledge

We would like to get an idea of how familiar these concepts are to you. Please answer the following multiple choice questions to the best of your ability. Remember, the survey is completely **anonymous** and **confidential**. Your responses will not reveal and will not be linked to your identity in any way.

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*** 6. RNR is the acronym for which of the following? (Select one)**

- ☐ a) Rehabilitation-Needs-Risk
- ☐ b) Risk-Needs-Responsivity
- ☐ c) Rehabilitation-Not-Recrimination
- ☐ d) Rest-N-Relax
- ☐ e) Don't Know

*** 7. Which of the following is not one of the "Big 8 Criminogenic Factors"? (Select one)**

- ☐ a) Attitude
- ☐ b) Companion/Significant Others
- ☐ c) Financial Management
- ☐ d) Behavioural/Emotional Stability
- ☐ e) Ethnicity
- ☐ f) Don't Know

*** 8. Which of the following terms implies a definable and measurable outcome defined by research and practical realities (e.g. recidivism, victim satisfaction)? (Select one)**

- ☐ a) Best practices
- ☐ b) What works
- ☐ c) Evidence-based practice
- ☐ d) Don't Know

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*** 9. Motivation for offenders to improve their pro-social skills is _____. The probability that positive change may occur is strongly influenced by interpersonal _____, such as those with custody staff. (Select one to fill in the blanks)**

- ☐ a) static; skills
- ☐ b) dynamic; interactions
- ☐ c) unlikely; conflict
- ☐ d) likely; psychotherapy
- ☐ e) Don't Know

*** 10. One of the following is not a principle of RNR? (Select one)**

- ☐ a) Rehabilitation principle
- ☐ b) Risk principle
- ☐ c) Criminogenic need principle
- ☐ d) General responsivity principle
- ☐ e) Don't Know

*** 11. Which of the following terms is a method of communication used to increase an offender's internal desire to change? (Select one)**

- ☐ a) Motivational interviewing
- ☐ b) Cognitive behavioural techniques
- ☐ c) Fact finding
- ☐ d) Interrogation techniques
- ☐ e) Don't Know

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*** 12. To successfully deliver cognitive-behavioural programs to offenders, staff must understand which of the following? (Select one)**

- ☐ a) Antisocial thinking
- ☐ b) Social learning
- ☐ c) Communication techniques
- ☐ d) All the above
- ☐ e) None of the above
- ☐ f) Don't Know

*** 13. In order to sustain positive changes in offenders, it's more effective to use _____ reinforcements than _____ reinforcements. (Select one to fill in the blanks)**

- ☐ a) positive; negative
- ☐ b) negative; positive
- ☐ c) steel; wooden
- ☐ d) horizontal; vertical
- ☐ e) Don't Know

*** 14. Providing feedback to offenders regarding their progress is associated with which of the following? (Select one).**

- ☐ a) Enhanced motivation for change
- ☐ b) Enhanced program engagement
- ☐ c) Improved goal achievements
- ☐ d) All of the above
- ☐ e) a and c only
- ☐ f) Don't Know

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*** 15. Which of the following is not a characteristic of a positive role model?
(Select one)**

- ☐ a) Punctuality
- ☐ b) Reliability
- ☐ c) Fairness
- ☐ d) Perfection
- ☐ e) Assertiveness
- ☐ f) Don't Know

*** 16. RNR is a method used to _____ and _____ offenders to services that address criminogenic risk and reduce their involvement in criminal activities. (Select one to fill in the blanks)**

- ☐ a) detect; treat
- ☐ b) examine; prescribe
- ☐ d) calculate; compare
- ☐ e) classify; assign
- ☐ f) Don't Know

4. Practice

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*** 17. Now we would like to get an idea about your use of techniques. Please indicate how often you have used these techniques in your work with offenders. (Select one for each)**

	Never (0%)	Some of the time (1-50%)	Most of the time (51-80%)	Nearly all of the time (>80%)	All of the time (100%)	Don't know/ NA
a. I use motivational interviewing techniques with offenders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I show optimism that an offender can learn and change.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I use positive and solution-focused language with offenders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. When dealing with offenders, I am clear about rules and consequences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I am consistent in how I treat offenders and apply the rules.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I use constructive feedback to challenge anti-social behaviour and attitudes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. I seek out opportunities to reinforce offenders' positive behaviours, however small the scale.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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*** 18. As in the previous questions, please indicate how often you have used these techniques in your work with offenders up until now. (Select one for each)**

	Never (0%)	Some of the time (1-50%)	Most of the time (51-80%)	Nearly all of the time (>80%)	All of the time (100%)	Don't know/ NA
a. I seek out and use opportunities to reinforce offenders' efforts to change even if the actual achievement is small.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I use constructive feedback to reinforce pro-social behaviours and attitudes among offenders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I use motivational techniques with offenders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I help offenders learn to problem-solve.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I actively help offenders to learn interpersonal skills by modelling and coaching.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I challenge offenders' discriminatory attitudes and behaviours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. General Background Questions

We'd now like to gather some background information about you for statistical purposes only. Remember, the survey is completely **anonymous** and **confidential**. Your responses will not reveal and will not be linked to your identity in any way.

*** 19. Are you ... (Select one)**

- ☐ Male
- ☐ Female

*** 20. What is your age? (Indicate in the space below)**

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*** 21. What is the highest level of education you have completed? (Select one)**

- ☐ Some High School
- ☐ High School Graduate
- ☐ Some University/ College
- ☐ University/ College Graduate
- ☐ Post-graduate work (Master's program)
- ☐ Post-Graduate Degree (Master's or PhD)

*** 22. What is your current custodial position? (Select one)**

- ☐ Manager
- ☐ Correctional Supervisor (CS)
- ☐ Correctional Officer (CO)
- ☐ Security Officer (SO)

*** 23. How long have you held a position with BC Corrections? (Indicate number of years and months in the space below)**

*** 24. Are you currently or have you facilitated any programs in the past 5 years? (Select one)**

- ☐ Yes
- ☐ No

*** 25. At which centre do you hold your current position? (Select one)**

- ☐ FRCC/ FMCC
- ☐ KRCC
- ☐ NCC
- ☐ NFPC
- ☐ PGRCC
- ☐ SPSC
- ☐ VIRCC
- ☐ ACCW

26. Please feel free to provide any anonymous feedback or comments.

6. Thank You for Completing this Survey!

Please be sure you have answered all the questions to the best of your ability. You may use the [Prev] button to go back and modify your responses before you submit your survey. Once you submit the survey you cannot modify your responses.

If you are ready to submit your answers please click the [Done] button below.

BC Community Corrections Client Survey Research Client Satisfaction - Community Corrections Services-

November 17, 2008

Prepared for:
BC Ministry of Public Safety and Solicitor General

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EXECUTIVE SUMMARY

Introduction

Highlighted in this report are the key findings of the *BC Community Corrections Client Survey Research, Client Satisfaction –Community Corrections Services-*, conducted from January through March 2008. The purpose of this research was to provide insight into the success of BC Community Corrections in terms of meeting service standards, as well as to gain a better understanding of the perceptions that clients in communities have of the services provided by BC Community Corrections. A random sample of 1,121 clients were surveyed across British Columbia and, although the sampling error obtained system-wide ($\pm 2.8\%$) suggests that results can be viewed with confidence at this level, higher sampling errors by regions¹ suggest that caution should be used when interpreting results at the regional level.

The following sections in this summary highlight key information from each section of this report.

Research Methodology

The potential total population of BC Community Corrections' clients was estimated at 18,656 clients and the proposed number of completions was set at 2,200. BC Community Corrections provided contact information for a random sample of 5,000 clients for survey administration of the *BC Community Corrections Client Research, Client Satisfaction –Community Corrections Services-*. Potential survey clients with no contact information were dropped leaving 4,837 remaining contacts. Survey administration ended March 4, 2008 with 1,121 completions. The Consultant achieved relatively equivalent response rates and sample errors across the five regions, with valid response rates ranging between 29.9% and 35%.

The survey consisted primarily of close-ended questions, although clients were provided with the opportunity to provide additional comments throughout the survey.

Recognizing that not all clients had a telephone number (approximately 28%) or a valid address (approximately 10%), the initial survey administration methodologies encompassed two administration modes: telephone and on-site survey administration at selected BC Community Corrections Offices. While the Ministry and Consultant adopted a mixed mode approach to maximize the probability of individuals without telephones to participate in the study, the very limited response to the on-site survey administration mode suggested that a portion of community clients (i.e. those with no telephone number on file) were not adequately represented in the final obtained sample.

Client Characteristics

Client characteristics were established to determine the general demographic breakdown of clients as well as current status and history with BC Community Corrections.

- Survey results revealed that the majority of clients in this survey were males between the ages of 18 to 44. More than one-third reported having less than high school diploma as their highest level of education. Further, approximately 20.0% of the clients identified themselves as Aboriginal.

¹ Regions included Vancouver, Fraser Metro, Interior/Fraser, Island/Coastal, and Northern/Interior.

- The majority (74.7%) of clients have been serving their current order for twelve months or less, and almost one-half (45.4%) began serving their current order less than six months ago. Almost one-half of the clients in this survey were reporting for a probation order in the community.

Intake

Clients were asked about the ease of finding the BC Community Corrections Office, whether their Probation Officer assisted in their understanding of their Court order, whether they were given information about how to file a complaint, whether they were given information as to their rights under the *Freedom of Information and Protection of Privacy Act*, and whether they were told how to make an “Application to a Judge”. Clients reporting that they were on probation or conditional sentence were also asked if they were given information about how to apply for a pardon.

- When asked about the extent to which they were provided with sufficient information regarding the requirements associated with their order, a high proportion of clients reported receiving appropriate information as to their order (96.6%) and consequences for non-compliance (95.7%).

Services in the Community Corrections Office

Clients were asked to rate their experience with staff and services at the BC Community Corrections Office where they report.

- The majority of clients were satisfied with the services provided by staff members in the Community Corrections Office and did not identify any major barriers to reporting. In terms of safety, 88% of clients reported no concerns over attending the BC Community Corrections Office to report.

Clients’ Relationship with Probation Officers

Clients were asked to provide information regarding the method they used to report and how often they report to their Probation Officer.

- Clients reported on average to two Probation Officers in the course of their sentence/supervision. In addition, the majority of clients usually reported to their Probation Officer face-to-face, and over one-half of clients indicated that they reported once per month.
- Clients had a positive relationship with their Probation Officer. For example, the majority of clients reported that their Probation Officer treated them fairly (90.5%), was clear in letting them know what was expected from them (89.9%), and respected their privacy (82.8%).
- Approximately one-half (54.1%) of clients reported being provided with information about the complaint process, and less than two-thirds (64.1%) felt they could access the complaint process without consequences.

Programs and Services

Clients were asked about their access to various programs and services offered by BC Community Corrections and their levels of satisfaction with these programs and services.

- Access to programs offered by BC Community Corrections was not a concern for clients. In fact, only a minority (8.7%) experienced difficulty accessing a program². When they experienced difficulty, it was mainly in terms of program availability. Approximately one-third of the clients reported not being able to access a program because it was not available.
- One-third or fewer clients reported receiving help from their Probation Officer targeting specific criminogenic needs such as their financial situation or living arrangements, however, the survey did not assess the degree to which clients felt that help was required in these areas. Although the survey asked clients about their employment status, only 13.6% of unemployed clients indicated that their Probation Officer had helped them with their employment situation.
- Approximately 20.4% of the clients reported that their Probation Officers referred them to another organization or agency to be provided with additional help or assistance. Almost three-quarters of the clients who were referred to another agency or organization found that the referral made by their Probation Officer was useful.

Overall Client Satisfaction

The survey indicates that clients have a very high level of client satisfaction with their supervision experience with 81% reporting that they are satisfied or very satisfied with their supervision experience. Client satisfaction was high across all sub-groups and did not vary significantly on the basis of region, Aboriginal status or gender.

² Excludes those who were on bail.

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APPENDICES

APPENDIX A: LETTER TO CLIENT

APPENDIX B: COMMUNITY CLIENT SURVEY

SECTION ONE: INTRODUCTION

The *BC Community Corrections Client Survey Research, Client Satisfaction –Community Corrections Services-* was commissioned by the BC Ministry of Public Safety and Solicitor General in November 2007. The intent of this research was to provide insight as to the success of BC Community Corrections in terms of meeting defined service standards, and to evaluate service standards from the perspective of the clients. R.A. Malatest & Associates Ltd., a program evaluation and market research company, was contracted by the Ministry to complete performance measurement research with respect to programs and services provided to two key clients groups: inmates in institutions and clients receiving services at Community Corrections offices. This BC Community Corrections Client research was centred on service standards that included:

- Client rights
- Quality of service, interaction with Probation Officers
- Provision of information
- Fairness, dignity, respect
- Competence, performance
- Administrative and service environment
- Level of access to services
- Case management
- Health and safety

This report addresses clients perceptions associated with BC Community Corrections services. *BC Community Corrections Client Research, Client Satisfaction –Community Corrections Services-* presents the top line results of the research conducted between January 21, 2008 and March 4, 2008 with clients throughout British Columbia.

A second report addresses client perceptions associated with clients in BC Correctional facilities.

SECTION TWO: RESEARCH METHODOLOGY

2.1 Sample Selection

Most survey research projects collect information from a representative sample of the "target population" (i.e., the group of people in whom the researchers are interested), rather than talking to the entire target group. When properly administered, the responses from a "representative sample" will be statistically similar to the responses of the target group.

The sample of clients selected for inclusion in the community survey was obtained from BC Community Corrections. The potential total population was estimated at 18,656 clients and the proposed number of completions was set at 2,200. Based on a random sampling method, it was possible to say with 95% certainty that the results would be within $\pm 2\%$ of what they would have been had all clients been surveyed. BC Community Corrections provided contact information for a random sample of 5,000 clients for survey administration of the *BC Community Corrections Client Research, Client Satisfaction –Community Corrections Services*. Potential survey clients with no contact information were dropped leaving 4,837³ remaining contacts.

2.2 Survey Design

The survey instrument was designed by R.A. Malatest & Associates Ltd., in consultation with BC Community Corrections. The questionnaire went through several revisions, as it was important to create an instrument which captured all the information important to BC Community Corrections, but which was also concise enough to be administered in a short period of time. The survey consisted primarily of close-ended questions, although clients were given the opportunity to provide additional comments throughout the survey. A lengthy survey would have been likely to increase the refusal rate of Community Corrections' clients. The average length of time to complete the survey was 20 minutes.

2.3 Survey Administration

Recognizing that not all clients had a telephone number (approximately 28%) or a valid address (approximately 10%), the initial survey administration methodologies encompassed two administration modes: telephone and on-site survey administration at selected Community Corrections Offices. Clients who had a telephone number on file were selected as part of the telephone sample, whereas researchers conducted the on-site surveys⁴ in-person with clients who were visiting the office to meet with their Probation Officers in an attempt to target community clients without valid contact information⁵.

³ This total includes surveys of clients from intercept sites.

⁴ These Community Corrections Offices are located in Victoria, Vancouver South, Surrey North, and Prince George.

⁵ Invalid contact information includes missing address and/or phone number.

2.3.1 Telephone Survey

The questionnaire was programmed into CallWeb, the Consultant's online data collection software program, to administer and monitor phone surveys. The CallWeb system has complex question handling capabilities that facilitates survey administration and reduces the chances of data entry error associated with the manual entry of surveys completed via paper and pencil methods.

Each client in the sample provided by BC Community Corrections was given an individual identification number, and each client with an address on file was sent a letter introducing the survey. The letter provided the client with the option to call the Consultant directly, using the toll-free number provided, to complete the questionnaire. Clients with no address on file and clients with incorrect addresses did not receive this letter. When a phone number was available for clients without address information a cold calling method was used to obtain survey completions. The survey was pre-tested on January 21, 2008, and the findings from the pre-test resulted in minor revisions to the wording of questions. Full survey administration began on January 28, 2008. Telephone surveying was conducted between 8:30 am to 9:00 pm Monday through Thursday, from 8:30 am until 5:00 pm on Friday, and between 10:00 am to 6:00 pm on Saturday and Sunday.

Approximately 10% of the letters sent to the clients were returned to the sender, indicating a high quantity of invalid addresses. Survey administration revealed that only 62.3% of the individuals who completed the questionnaire had received a letter. Hence, receiving a letter from BC Community Corrections was not an overly influential element in completing the survey. In fact, it was found that the majority of individuals contacted were cooperative and eager to share their experience whether or not they received a letter. Individuals who were no longer under community supervision when contacted by Malatest, but nevertheless willing to participate in the research project, were also included (n=10).

2.3.2 Intercept Survey

Six offices⁶ were selected for their proximity to a Custody Centre⁷ to conduct in-person interviews with clients. This group included both clients who were part of the original sample (and thus may have already received a letter from BC Community Corrections), and clients who were not a part of the random sample. The questionnaire used for intercept survey was similar to the instrument used for phone surveys. Names of clients interviewed on-site (n=43) were recorded to be added to the Consultant's database later. Surveys were usually completed after the client's appointment with his/her Probation Officer, and researchers offered donuts and coffee to clients as a form of appreciation for their participation.

⁶ These Community Corrections Offices are located in Victoria, Vancouver South, Surrey North, Prince George, Kamloops and Nanaimo.

⁷ Survey administration in Custody Centres was conducted concurrently.

All Community Corrections Office coordinators⁸ received a copy of the logistics survey⁹ for Community Corrections offices, which detailed the nature of the research, the methods of approach (e.g., telephone, in-person), and requested information specific to each office. Specifically, the logistics survey asked the coordinators to provide information regarding hours of operation, the availability of the point people, the availability of private rooms, Probation Officer ability to encourage survey participation (to facilitate this, the site community office coordinator was provided a list of clients without phone numbers) and the availability of clients (this was asked in order to determine high traffic times for research activities). However, many logistical challenges occurred during the intercept site research, despite the logistics survey that was used to coordinate the site visit research approach.

A number of unexpected factors, such as bad weather/heavy snow, or factors with unforeseen impacts such as researchers' visit scheduled at the end of the week when generally fewer clients attended, interfered negatively with this process. Further, it was generally difficult to predict when clients would be present in the office: even appointments clients made with Probation Officers were not a good indicator of the number of clients who would be present at the office at the time of the researchers' visit. It should be noted that Community Corrections' staff members' involvement was a crucial element in encouraging clients to participate in the survey, and had a positive impact on the number of completions obtained at the intercept sites.

The primary influence research staff had on completion rates was through communication practices. Research staff noted that many of the Probation Officers were unaware of the research being conducted at locations that experienced low completion rates. Alternatively, the Northern Interior Region, which experienced the highest completion rates, incorporated extra efforts¹⁰ to obtain completions. It should also be noted that many locations scheduled the research activities for low traffic times in order to facilitate the research, however, the research would have been more appropriately conducted on more active days in order to obtain a maximum rate of completions.

As a result of the relatively few completions obtained using the on-site administration approach (n=43) at 4 of the 6 intercept sites, on-site resources were re-allocated to telephone survey administration, which was deemed to be a more efficient method to conduct the survey to maximize the total number of completions.

⁸ Community Corrections Office coordinators were Community Corrections' staff members who were responsible for overseeing the research process at each site.

⁹ A logistics survey is a concise worksheet, which provides the logistical details of the research being conducted (i.e., time-frame(s), research activities and processes, and research facility and logistical needs). Generally, the information gathering aspect of a logistics survey may include the following: hours of operation, staff availability, space availability, equipment and materials availability, survey respondent availability and access, etc.

¹⁰ Extra efforts included special attention on the part of Community Corrections staff to obtain survey completions.

2.3.3 Project Team Training

All of the Consultant's staff members involved in this project (including phone surveyors) attended a training session led by R.A. Malatest & Associates Ltd., and were provided with a training manual. This training session/manual outlined the objectives of this project, the survey administration process and the protocols associated with communicating with Community Corrections' clients.

2.4 Research Limitations

This study was intended to provide BC Community Corrections with insight as to client perceptions of the strengths and weaknesses of the Community Corrections Client Services, but was not intended to serve as an evaluation of Community Corrections.

While the Ministry and Consultant adopted a mixed mode approach to maximize the probability of individuals without telephones to participate in the study, the very limited response to the on-site survey administration mode suggested that a portion of community clients (i.e. those with no telephone number on file) were not adequately represented in the final obtained sample.

As corroborated by members of the Advisory Committee¹¹, many community clients are recognised to be highly mobile. Consequently, for this project, there was an inability to contact over one-quarter of the clients listed in the database¹². The chance of reaching the target completion numbers determined prior to survey administration was reduced. Despite the sensitive nature of the information collected, only a minority of clients (12.4%¹³) refused to participate in the survey. Furthermore, it should be noted that, although the survey was consistently introduced as being confidential and anonymous, clients may have been reluctant to answer truthfully to all questions.

2.5 Response Rate and Sampling Error by Region

As shown in Table 2.5, the sample provided was subdivided on the basis of the five administrative regions. The Consultant's goal during this research was to ensure an equivalent response rate from all five regions, within the project's time frame. This was achieved by constantly monitoring the overall and regional response rates. Survey administration ended March 4, 2008 with 1,121 completions.

As highlighted in Table 2.5, the Consultant achieved relatively equivalent response rates and sample errors across the five regions, with valid response rate ranging between 29.9% and 35%. The Vancouver Region had the lowest response rate and this may be due to the ease of mobility and difficulty for Probation Officers to track changes in client contact information as opposed to smaller communities where this is less likely. In terms of reliability of the data, the

¹¹ The Advisory Committee was made up from Community Corrections staff from each region.

¹² The contact information for these clients yielded phone numbers that were not in service, fax numbers, wrong numbers, etc.

¹³ Based on valid sample, i.e., excludes not in service, wrong number, fax, and client otherwise unavailable (n=3,481).

sample errors (at the 95% confidence interval) ranged from +/-5.9% to +/-7.3%. These sample levels at the regional level suggest that caution should be used when interpreting the results at the regional level, although the overall sample error of +/-2.8 % suggests that system wide results can be viewed with considerable confidence.

Table 2.5
Valid Response Rate and Sampling Error by Region

Region	Initial Sample	Valid ³ Sample	On-Site Completion	Phone Completion	Total Completion	% of Total Completions	Valid Response Rate	Sample Error (95% CI)
Fraser Metro	932	721	6	218	224	20.0%	31.1%	+/- 6.3%
Interior/ Fraser	1006	744	0	241	241	21.5%	32.4%	+/- 6.3%
Island Coastal	1009	743	8	246	254	22.7%	34.2%	+/- 5.9%
Vancouver	857	578	4	169	173	15.4%	29.9%	+/- 7.3%
Northern Interior	933	652	25	204	229	20.4%	35.1%	+/- 6.3%
TOTAL	4,737¹	3,481	43	1,078	1,121	100%	32.2%²	+/- 2.8%

Source: Community Corrections Performance Measurement Research, Client Satisfaction –Community Corrections Services – (2008)

¹This number does not include 100 cases that were designated 'intercept surveys' as no telephone or address was available for these individuals.

²This includes 35 on-site completions. Of the 43 on-site completions 8 were not part of the valid sample (3,481).

³Excludes not in service, wrong number, fax, and client otherwise unavailable.

Table 2.6
Case Status Coding

Case Status Code	Count	%
Completion	1,121	32.2%
Refusal	430	12.4%
Appointment	69	2.0%
No Answer	65	1.9%
Busy/Left Message	1,654	47.5%
Other ¹	52	1.5%
Language Case - Problem Communicating with Respondent	82	2.4%
Survey Completed by Intercept	8	0.2%
Total - Valid Sample	3,481	72.0%
Ineligible Sample ²	1,356	28.0%
Total	4,837	100.0%

¹Other includes serious illness/incapable, and in prison/shelter

²Ineligible sample includes not in service and wrong numbers, fax/modem lines, and unaccessed cases.

2.6 Reporting of Results

Results are reported by total number of clients who answered each question, and this number is identified for each result reported. Those who did not provide a response are not included in percentages. Those who were unable to provide an answer ("Don't Know") are included in the percentage but reported only if their number is significant enough.

SECTION THREE: CLIENT CHARACTERISTICS

The survey instrument included questions pertaining to basic demographic information, such as the client's age, highest level of education completed to date, marital status, Aboriginal status, previous and current history with BC Community Corrections, etc. In order to provide context for the analysis that is presented in the remainder of this report, clients' characteristics are provided below.

3.1 Demographic Characteristics

As shown in Table 3.1A below, the majority of clients who completed the survey were males between the ages of 18 and 44. When asked about their marital status, 46.7% of the clients answered that they were single, and 33.8% were married or living common-law.

Table 3.1A
Client Age Groups by Gender

Age Group	Male	%	Female	%	% Total
18-24	226	20.2%	40	3.6%	23.8%
25-34	268	23.9%	47	4.2%	28.1%
35-44	229	20.5%	47	4.2%	24.7%
45-54	157	14.0%	30	2.7%	16.7%
55-65	53	4.7%	5	0.4%	5.1%
65+	16	1.4%	2	0.2%	1.6%
TOTAL	949	84.7%	171	15.3%	100.0%

n=1,120

Source: QG1

As reported in Table 3.1B, more than one-third of clients reported having less than a high school diploma as their highest level of education. In contrast, more than one-fifth of community clients reported having post-secondary education credentials, either as trade certificates, college diplomas (13.9%) or as university undergraduates/graduates (7.0%).

Table 3.1B
Client Education Level

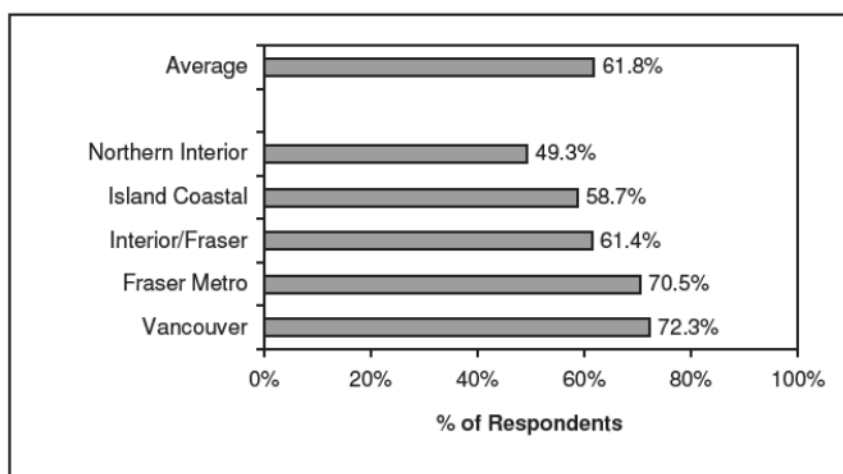
Education	%
Less than Grade 12 ¹⁴	37.7%
High School Graduation	28.5%
High school and/or partial trade/vocational school, apprenticeship, college/university programs	12.0%
Trade certificates or diploma from a vocational school, apprenticeship training, community college, etc.	13.9%
University undergraduate and graduate	7.0%
Other ¹⁵	0.9%
TOTAL	100.0%

n = 1,116

Source: QG2

At the time of the survey, a considerable proportion (61.8%) of the clients reported being employed. As highlighted in Chart 3.1C, employment rates were highest among clients residing in the Vancouver region, and lowest among clients who lived in the Northern/Interior region.

Chart 3.1C
Proportion of Clients Reporting Being Employed by Region



n = 1,121

Source: QG3 by Region

¹⁴ Of those who were identified as not having completed Grade 12 (*n* = 425), 91.8% completed Grade 8 to 12 (but did not graduate) and 8.2% completed Grade 7 or lower.

¹⁵ Other primarily includes individuals indicating having completed educational requirements outside of Canada, and includes a few individuals who have incomplete educational requirements or a non-traditional mix of educational requirements.

3.2 Aboriginal Status by Region

As highlighted in Table 3.2, approximately 20.0% of clients self-identified as Aboriginal; of these individuals, 76% identified as First Nations, 19% as Metis, and less than 1% as Inuit. However, as detailed in the table, there are marked differences in the proportion of clients who identified themselves as Aboriginal across the various regions of B.C. For example, whereas only 7.5% of clients in the Vancouver region identified themselves as Aboriginal, the proportion of clients who indicated that they were of Aboriginal descent in the Island/Coastal (24%) and Northern/Interior (43.2%) regions was markedly higher.

Table 3.2
Proportion of Clients who Identified Themselves as Aboriginals by Region

Region	% of Clients who Reported Being Aboriginal ¹⁶
Vancouver	7.5%
Fraser Metro	8.0%
Interior/Fraser	13.3%
Island/Coastal	24.0%
Northern/Interior	43.2%
Average	19.9%

n=1121

Source: QG5 by Region

3.3 Past History and Current Status with BC Community Corrections

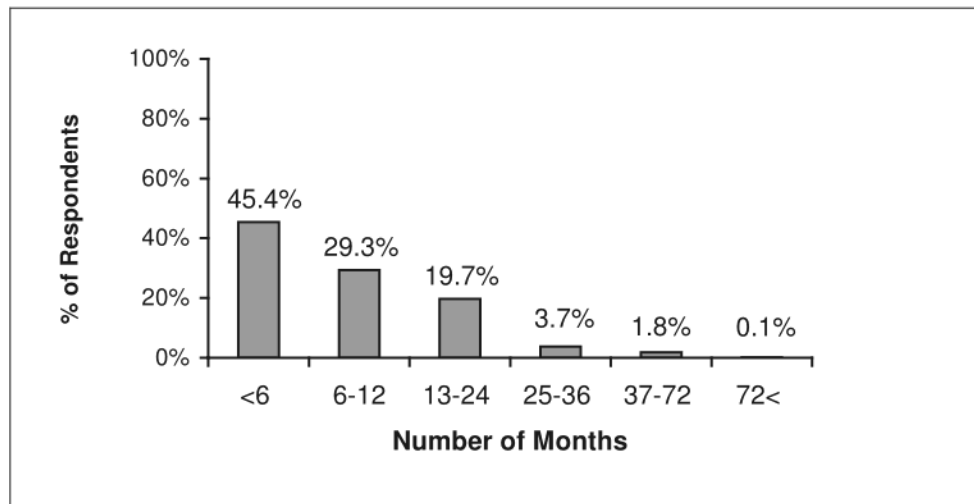
Clients were asked details of their history with BC Community Corrections. Data analysis revealed that:

Most clients who are currently on community supervision have been serving their sentence for one year or less.

The majority (74.7%) of clients have been serving their current order for twelve months or less, and almost one-half (45.4%) started to serve their current order less than six months ago. Chart 3.3A below details the length of time elapsed since the beginning of the clients' order.

¹⁶ Includes First Nations, Métis and Inuit

Chart 3.3A
Proportion of Clients by Length of Time¹⁷ since the Beginning of their Order



n= 1,012
Source: QA1

Approximately one-half of clients are reporting for a probation order in the community.

When asked for the order type under which they were being supervised, almost one-half of the clients (47.2%) answered that they were reporting for a probation order. In fact, probation was the most likely sentence for both male (46.6%) and female (50.3%) clients. Conditional sentence (21.9%) and bail (19.4%) were also common answers for both genders. Most clients (80.2%) were serving a supervision/sentence for more than six months. A minority¹⁸ were able to provide an exact length of supervision/sentence. Answers ranged from one month to approximately twelve years, and the average length of supervision/sentence was two and half years. The clients indicating a length of supervision/sentence of 72 months or more were under a probation order. The majority of clients with peace bond orders (78.9%) indicated supervisions lengths of more than 6 months.

In addition, for more than one-half of the clients (60.8%), this current term of supervision/sentence was the first contact they had with BC Community Corrections. Those who had previous contacts with BC Community Corrections (n=439) listed jail time (38.3%), bail (36.9%), remand (27.6%) and community supervision (44.2%) as being their previous experience. The majority of clients reported not to have a previous conviction outside of BC. Table 3.3B below presents clients' past and current history with BC Community Corrections by gender.

¹⁷ As of March 1, 2008

¹⁸ I.e. 18.2% of the total number of clients. Their answers were further categorized (less/more than six months) and aggregated with the rest of the responses.

Table 3.3B
Client Characteristics by Gender

Characteristics		Male (%)	Female (%)	Total
A2. Why are you reporting to a probation officer or PO? What type of order? (n=1,121)	Bail	20.4%	13.5%	19.4%
	Conditional Sentence	21.4%	24.6%	21.9%
	Probation (includes suspended sentence and conditional discharge)	46.6%	50.3%	47.2%
	Peace Bond	6.8%	3.5%	6.3%
	Alternative Measures	1.8%	4.7%	2.2%
	Don't Know	2.9%	3.5%	3.0%
	Total	100%	100%	100%
A3. How long is your current supervision sentence for? (n=896)	Less than six months	15.8%	13.6%	15.4%
	More than six months	80.0%	80.3%	80.0 %
	Don' Know (bail)	0.4%	0.7%	0.4%
	Don't Know	3.9%	5.5%	4.1%
	Total	100%	100%	100%
A4. Is this the first time that you have had contact with a Community Corrections Office in BC? (n=1121)	Yes	59.5%	68.4%	60.8%
	No	40.1%	31.6%	38.8%
	Don't Know	0.4%		0.4%
	Total	100%	100%	100%
A5. What prior contact have you had with the criminal justice system in BC? (Select all that apply ¹⁹) (n=439)	Prior jail time	39.0%	33.3%	38.3%
	Prior bail	36.9%	37.0%	36.9%
	Prior remand	29.4%	14.8%	27.6%
	Prior community supervision	44.2%	44.4%	44.2%
	Other	22.6%	22.2%	22.6%
	Don't Know	5.2%	3.7%	5.0%
A6. Have you been convicted for any other offence outside of BC? (n=1117)	Yes	14.4%	7.0%	13.3%
	No	85.1%	92.4%	86.2%
	Don't Know	0.5%	0.6%	0.6%
	Total	100%	100%	100%

¹⁹ Percentages will not add up to 100% as this question allows for multiple answers.

SECTION FOUR: INTAKE

4.1 Opinion on Initial Intake

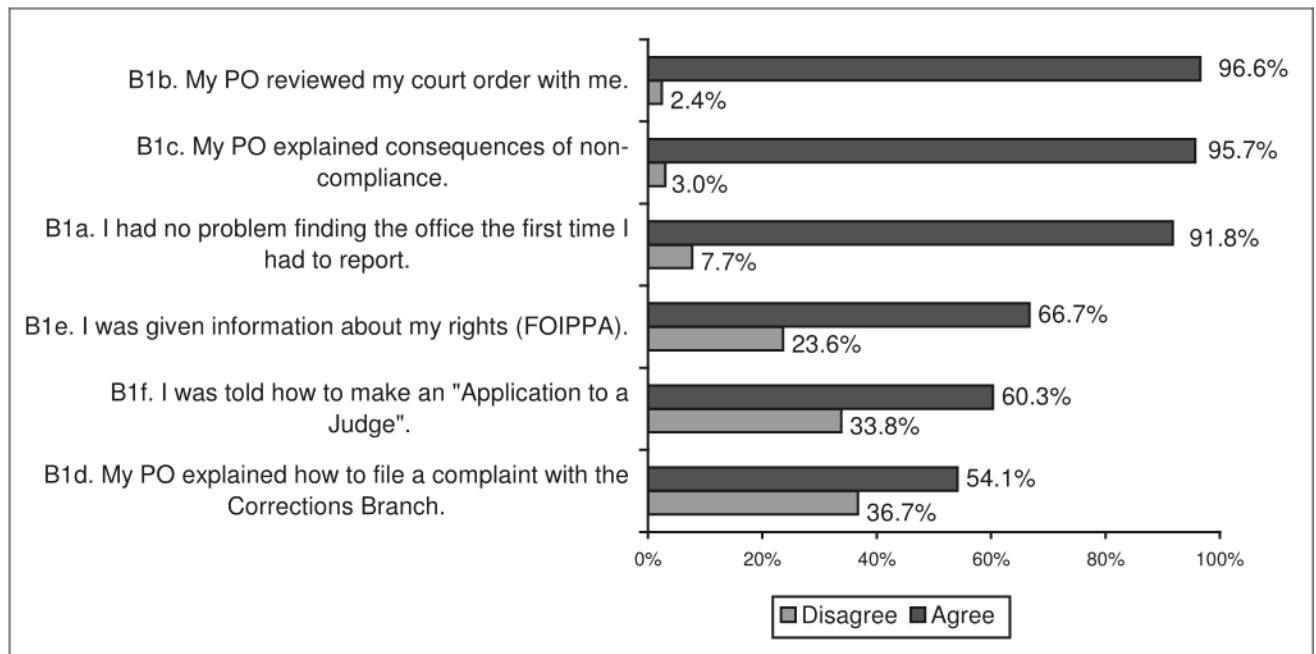
Several questions were included in the survey to ascertain the extent to which clients felt that they were appropriately directed to their Community Corrections Office and provided with sufficient information in terms of the responsibilities and requirements associated with their order.

The key findings are highlighted below.

On average, almost all clients reported receiving an appropriate introduction as to their orders and consequences for non-compliance.

As shown in Chart 4.2A almost all clients indicated that their Probation Officer explained the conditions of their court order (indicated by 96.6% of clients), and a similar high proportion (95.7%) indicated that their Probation Officer had explained the consequences of failure to comply with their order. A low proportion (54.1%) of clients indicated that they were given adequate information by their Probation Officer in terms of how they could file a complaint within the Community Corrections Branch. Of those clients who were on sentenced orders (n=774), only 45.6% reported being given information about how to apply for a pardon.

Chart 4.2A
Client Perceptions as to Intake Processes



n=1,121

Source: QB1a. to QB1f.

4.2 Experience with Intake by Regions

As detailed in Table 3.2B, clients' perceptions as to the intake process was similar across all regions.

Table 3.2B
Experience with Intake by Regions

		Vancouver Region	Fraser Metro	Interior/ Fraser	Island Coastal	Northern/ Interior
B1a. I had no problems finding the office the first time I had to report.	Agree	88.4%	90.6%	93.8%	94.9%	90.0%
	Disagree	11.0%	9.4%	6.2%	4.7%	8.3%
	Don't Know	0.6%			0.4%	1.8%
B1b. My PO reviewed my Court order with me so that I understood all the conditions.	Agree	96.5%	96.0%	96.7%	98.0%	95.6%
	Disagree	2.3%	2.7%	2.5%	1.2%	3.5%
	Don't Know	1.2%	0.8%	0.4%	0.8%	0.8%
B1c. My PO explained the consequences for failing to comply with the conditions of my order.	Agree	95.4%	94.6%	96.7%	95.7%	96.1%
	Disagree	3.5%	3.1%	2.5%	2.8%	3.5%
	Don't Know	1.2%	2.2%	0.8%	1.6%	0.4%
B1d. My PO explained how to file a complaint within the Community Corrections Branch.	Agree	49.1%	44.6%	54.4%	56.7%	63.8%
	Disagree	42.2%	46.9%	34.0%	33.5%	28.8%
	Don't Know	8.7%	8.5%	11.6%	9.8%	7.4%
B1e. I was given information about my rights under the Freedom of Information and Protection of Privacy Act.	Agree	60.1%	62.9%	63.1%	71.3%	74.2%
	Disagree	27.7%	27.2%	26.6%	19.3%	18.8%
	Don't Know	12.1%	9.8%	10.3%	9.5%	7.0%
B1f. I was told how to make an "Application to a Judge" (to change a condition on my order).	Agree	60.1%	55.8%	60.6%	63.8%	60.7%
	Disagree	34.7%	38.4%	32.8%	30.3%	33.6%
	Don't Know	5.2%	5.8%	6.6%	1.6%	5.7%
B1g. I was given information on how to apply for a pardon. (n=774)	Agree	47.1%	45.2%	48.0%	43.5%	45.2%
	Disagree	48.7%	50.0%	41.1%	48.7%	45.8%
	Don't Know	4.2%	4.8%	10.7%	7.9%	9.0%

n=(1121), unless otherwise noted

SECTION FIVE: SERVICES IN THE COMMUNITY CORRECTIONS OFFICE

Several questions were included to establish the extent to which clients are satisfied with the services provided at the Community Corrections Office as well as to ascertain the extent to which clients felt that they had difficulties in terms of reporting to the Community Corrections Office.

5.1 Experience of Clients in Community Corrections Offices

Clients were asked several questions pertaining to the accessibility and safety associated with the services provided. Analysis of the data indicates that:

Overall, clients were satisfied with the service provided by staff members in the Community Corrections Offices.

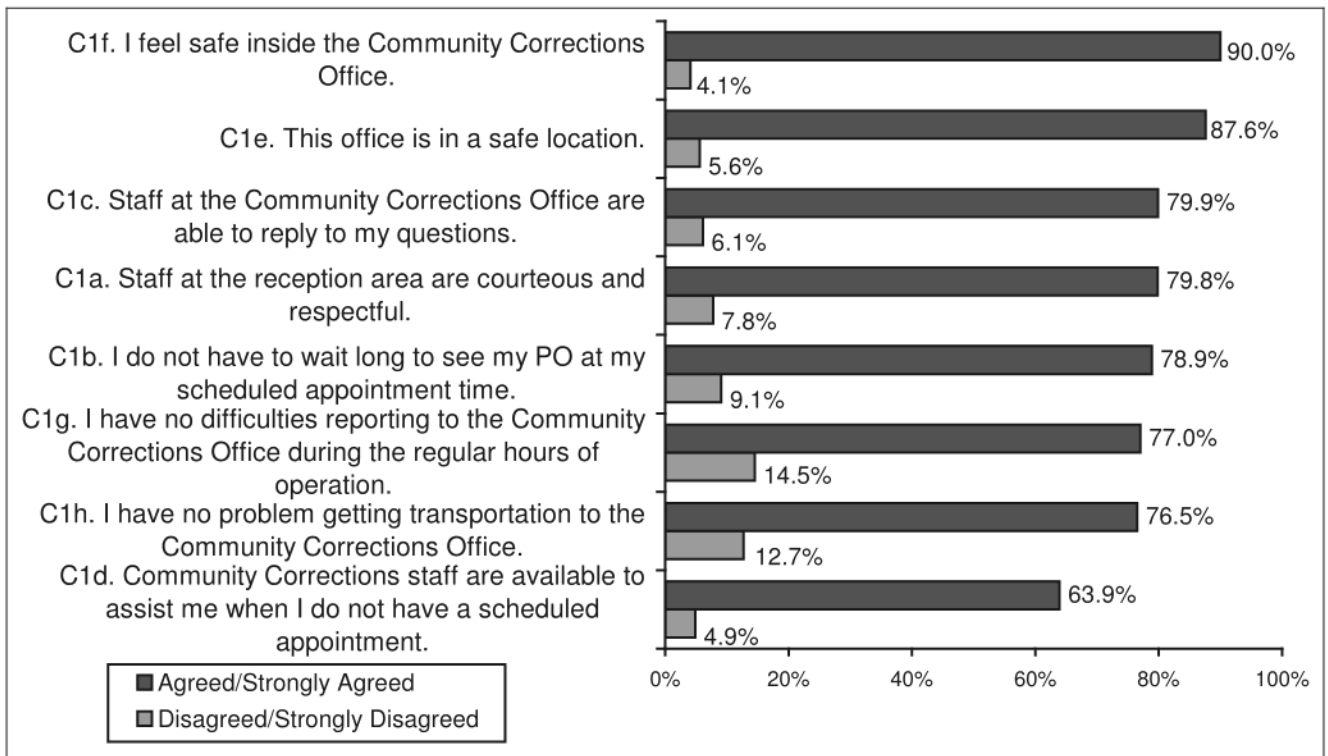
Most of the clients (79.8 %) agreed/strongly agreed that staff members at the reception area were courteous and respectful. They also agreed/strongly agreed that staff members were able to reply to their questions in a timely way (79.9%), and helped them when they did not have a scheduled appointment (63.9%). For this last statement, 19.9% of the clients were not able to provide a rating as they had not required a Probation Officer without an appointment. In addition, clients reported that they were able to see their Probation Officers on time for their appointment (78.9%).

The majority of clients had no concerns regarding coming to the Community Corrections Office to report.

When asked about arranging for transportation to the office, 76.5% of clients agreed/strongly agreed that they had no difficulties. More than three-quarters (77.0%) of the clients also agreed/strongly agreed that they had no difficulties reporting to the Community Corrections Office during the regular hours of operation. This was supported by 87.6% of clients agreeing/strongly agreeing that the office they were reporting to was in a safe location, and further agreeing/strongly agreeing that they also felt safe inside the office (90%). Both of these statements were supported by a low average percentage of clients providing a neutral answer (5.4%). No regional differences were noted.

Chart 5.1 illustrates the experience of clients in the Community Corrections Office.

Chart 5.1
Experience of Clients in Community Corrections Office



n=1,121

Source: QC1a to QC1h

5.2 Barriers to Reporting

Clients were asked to identify any problems (other than the problems cited in Paragraph 5.1) that could act as a barrier to their reporting to the Community Corrections Office. The majority (82.2%) did not have any difficulties reporting across any of the regions. However, those who did (n=194) mainly had conflicts with work hours (39.7%), but program hours (2.1%) did not cause much concern for clients. Amongst other problems (n= 113) were the location of the office in terms of distance from their house/work (26.5%), communication with the probation officer (14.2%) and health issues (11.5%). Transportation was a recurrent concern for 26.5% of clients who answered this question.

SECTION SIX: CLIENTS' RELATIONSHIP WITH PROBATION OFFICERS

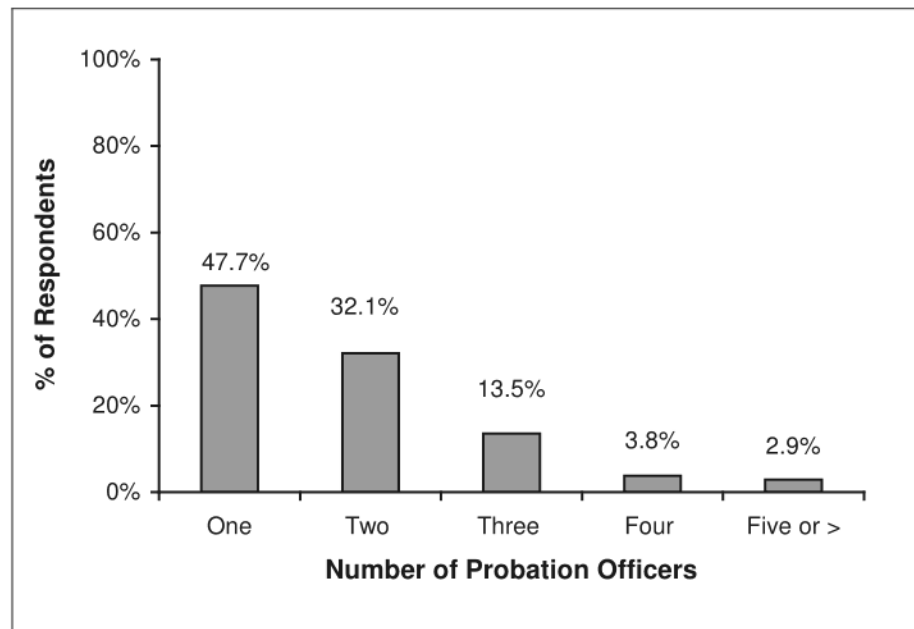
6.1 Reporting to a Probation Officer

Several questions in the survey examined the clients' interaction and communication with their current Probation Officers. The duration of the clients' relationship with their Probation Officer will be discussed in this section, followed by the other aspects of clients' interaction with Probations Officers in the subsequent sections. Survey results revealed that:

Clients reported on average to one to two Probation Officers in the course of their sentence/supervision.

Almost one-half of clients (47.7%) reported to one Probation Officer, and approximately one-third (32.1%) reported to two Probation Officers. The number of Probation Officers seen by clients during the course of their supervision/sentence ranged from one to twelve. Chart 6.1A shows the number of Probation Officers seen by clients who participated to this survey.

Chart 6.1A
Proportion of Clients by the Number of Different Probation Officers Seen in the Course of their Sentence/Supervision



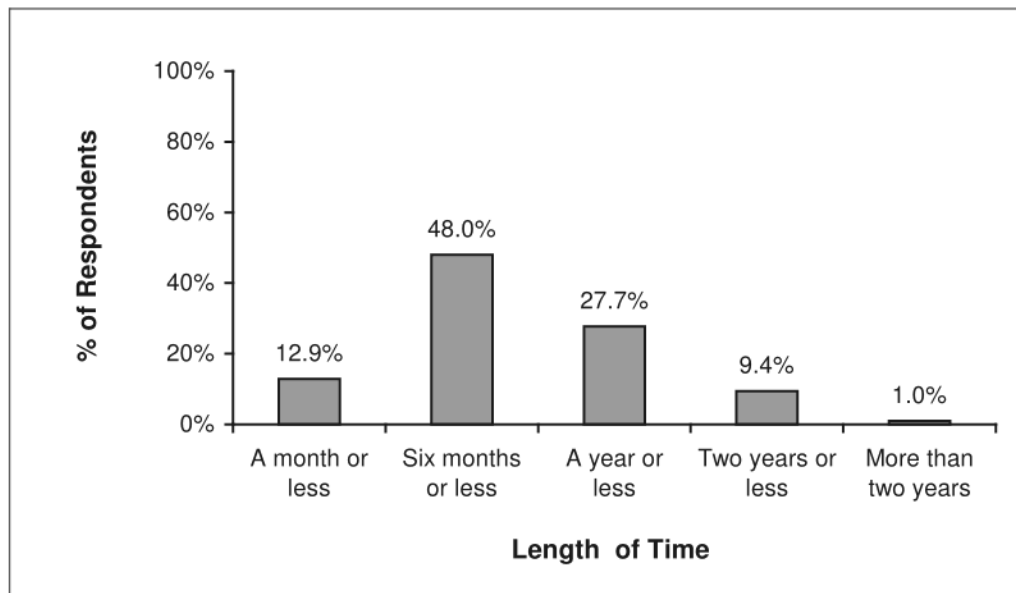
n= 1,121

Source: QD1

Almost one-half of the clients have been reporting to their current Probation Officer for less than six months.

Not surprisingly, clients who have been reporting to their current Probation Officers for less than six months (48.0%) were also the most likely to have had only one Probation Officer in the course of their supervision/sentence. Additionally, more than one-quarter of the clients (27.7%) have been reporting to their current Probation Officer for less than a year, and another 9.4% for less than 2 years. Chart 6.1B details how long clients have been reporting to their Probation Officer.

Chart 6.1B
Proportion of Clients by Sentence/Supervision Time with their Current Probation Officer



n = 1,121

Source: QD2

The majority of clients reported to their Probation Officer face-to-face at the Community Corrections Office.

Although clients offered a variety of answers, most clients (81.7%) usually report to their Probation Officer face-to-face at the Community Corrections Office. In addition, 2.5% of the clients answered that they usually only sign-in at the front-desk, with the majority of these clients being on bail.

When asked how often they report to their Probation Officers, over one-half (55.9%) of clients answered that they reported once per month. Approximately one-quarter (23.5%) report twice per month, and 15.7% report twice per week. Cross-tabulation shows that the length of time clients have been reporting to their Probation Officer does not appear to correlate with the mode of reporting to their Probation Officer.

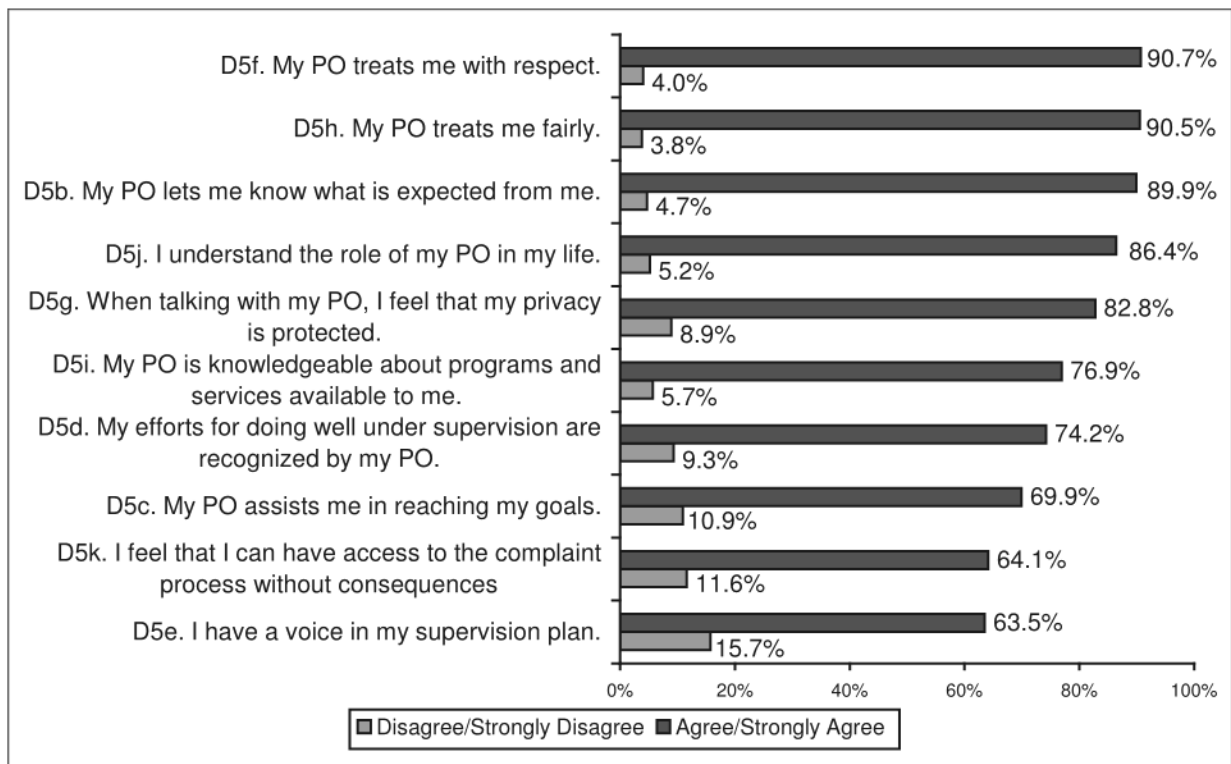
6.2 Relationship between the client and Probation Officer

Clients were asked to recall their most recent meeting(s) with their Probation Officer, and to agree or disagree with statements describing their usual relationship with their Probation Officer. Data analysis suggested that:

Overall, clients had a positive relationship with their Probation Officer.

The majority of clients agreed/strongly agreed that their Probation Officer had a positive role in their supervision by treating them with respect (90.7%) and fairly (90.5%), as well as respecting their privacy (82.8%). They agreed/strongly agreed to understanding the role of their Probation Officer in their life (86.4%), and that their Probation Officer was clear in letting them know what is expected from them (89.9%) and was successful in recognizing their efforts for doing well (74.2%). Further, they also agreed/strongly agreed that their Probation Officer assisted them in reaching their goals (69.9%), and 63.5 % of the clients felt that they had a voice in their supervision plan. In addition, 76.9% of clients agreed/strongly agreed that their Probation Officer was knowledgeable about programs and services available to them (81% of sentenced clients). Chart 6.2 below shows clients' relationship with their Probation Officer

Chart 6.2
Clients' Relationship with their Probation Officer



n=1,121

Source: QD5a to QD5k

Given the relatively lower levels of satisfaction with their opportunity to have input into their supervision plan, as well as lower levels of satisfaction with their ability to utilize the complaint process without consequences, additional analysis was included to identify client characteristics associated with these issues. Analysis indicates that:

- In terms of having input into their supervision plan, Aboriginal clients and female clients were more likely to report that they had a “voice” in the design of their supervision plan than did non-Aboriginal or male clients. For example, where 72.6% of Aboriginals clients reported having a voice in their supervision plan, a lower proportion of non-Aboriginal clients (61.0%) were of the same opinion. Female clients (73.1%) were more satisfied than males (61.7%) with respect to their input into their supervision plan.
- Aboriginal clients (71.3%) were also more likely to express that they could access the complaint process without consequence than did non-Aboriginal clients (62.2%). In contrast, an almost equal proportion of male (63.9%) and female (67.8%) clients felt they could access the complaint process without consequence.

SECTION SEVEN: PROGRAMS AND SERVICES

Clients were also asked to indicate their perspective on the level of availability and accessibility of programs and services offered by BC Community Corrections in communities across British Columbia²⁰.

7.1 Access to Programs and Services

Results are presented by gender in the sections below:

7.1.1 Male Programs

As highlighted in Table 7.1A, below, Substance Abuse Management (SAM), Respectful Relationships Program and Violence Prevention Program are the programs most frequently cited as taken or scheduled by clients who participated in this survey. A high proportion of clients²¹ reported benefiting from the programs ranging from 77% for SAM to 91% of those enrolled in the Sex Offender Maintenance Program. Very few clients acknowledged having taken or been scheduled for any of the sex-offender programs listed, however, this is to be expected given that sex offenders represent a very small proportion of the community caseload.

The majority of clients (70.6%) did not have difficulty accessing these programs. Although 20.4% of the clients answered that they did not know if they would have difficulty accessing a program, it is possible that many of these clients had not made an attempt to access any programs. All but one of these clients had indicated they had not taken any of these programs with only a few indicating they were scheduled to take one of the programs. Table 7.1A describes the accessibility and availability of programs for male clients in the community.

²⁰ Questions regarding program access and availability were asked of all clients (bail, conditional sentence, probation, peace bond, and alternative measures). "Not taken" percentages are relatively high due to responses from clients on bail.

²¹ This includes only clients who had taken programs.

Table 7.1A
Access and Availability of Programs for Male Clients

Program	E1. Have you taken or are you scheduled to take this program?				E2. Do you think that you would (or did) benefit from this program?			
	Taken	Scheduled	Not Taken	Don't Know/No Response	Total Taken	Yes	No	Don't Know/No Response
a. Violence Prevention Program (VPP)	14.1%	2.9%	79.9%	3.0%	n=134	79.9%	19.4%	0.7%
b. Substance Abuse Management (SAM)	20.1%	2.7%	74.5%	3.0%	n=191	77.0%	20.4%	2.6%
c. Respectful Relationship Program (RR)	17.8%	2.8%	76.3%	3.0%	n=169	85.8%	8.9%	5.3%
d. Sex Offender Maintenance Program (SOM)	5.8%	1.2%	90.3%	2.7%	n=55	90.9%	7.3%	1.8%
e. Relationship Violence Treatment Program (RVTP)	7.3%	1.1%	88.5%	3.1%	n=69	89.9%	5.8%	4.3%
f. Sex Offender Treatment Program (SOT)	4.3%	0.8%	90.9%	3.9%	n=41	87.8%	7.3%	4.9%
g. Other Program	15.3%	2.6%	56.4%	25.7%	n=17	82.7%	15.3%	2.0%

n=769 for QE1, n for QE2 is shown in column 'Total Taken'.

Source: QE1a to QE2f

7.2.2 Female Programs

Of the programs available to women the Substance Abuse Management program is the program taken the most by female clients, and, along with the Community Program for Women, is the program clients believe they will benefit the most from.

The majority of female clients also reported not having any difficulties accessing any of these programs. Although, 19.9% of the clients did not know if they had difficulty accessing programs, this was largely due to the majority not having attempted to access programs. Table 7.1B describes the accessibility and availability of programs for female clients in the community.

Table 7.1B
Access and Availability of Programs for Female Clients

Program	E1. Have you taken or are you scheduled to take this program?				E2. Do you think that you would (or did) benefit from this program?			
	Taken	Scheduled	Not Taken	Don't Know/No Response	Total Taken	Yes	No	Don't Know/No Response
a. Community Program for Women (CPWO)	7.6%	5.3%	83.0%	4.1%	n=13	76.9%	15.4%	7.7%
b. Violence Prevention Program (VPP)	3.5%	5.3%	88.3%	2.9%	n=6	100.0%	0.0%	0.0%
c. Substance Abuse Management (SAM)	12.0%	5.3%	80.1%	2.3%	n=21	85.7%	14.3%	0.0%

n=67 for QE1, n for QE2 is shown in 'Total Taken' column.

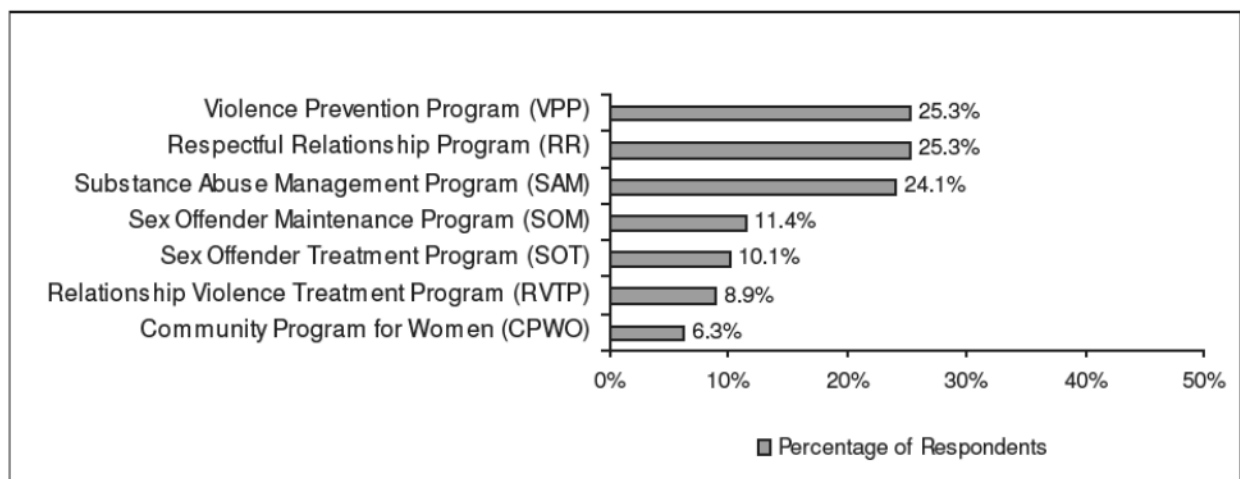
Source: QE1a to QE2f

7.2 Barriers to Access of Programs and Services

Slightly less than one-third of the clients reported not being able to access the Violence Prevention Program.

Only 8.7% of the clients participating in this survey who were not on bail reported having difficulty accessing a program in the course of their community supervision order. Violence Prevention Program, Respectful Relationship and Substance Abuse Management were the programs cited most often. This is not surprising since they are also the programs most often taken/scheduled or requested. Sex Offender Treatment Program and Sex Offender Maintenance Program were also cited even though a small minority of clients reported having taken or were scheduled to take them. Chart 7.2A below details which programs were difficult to access for clients.

Chart 7.2A
Program by Difficulty of Access Excluding Clients on Bail²²



n=79

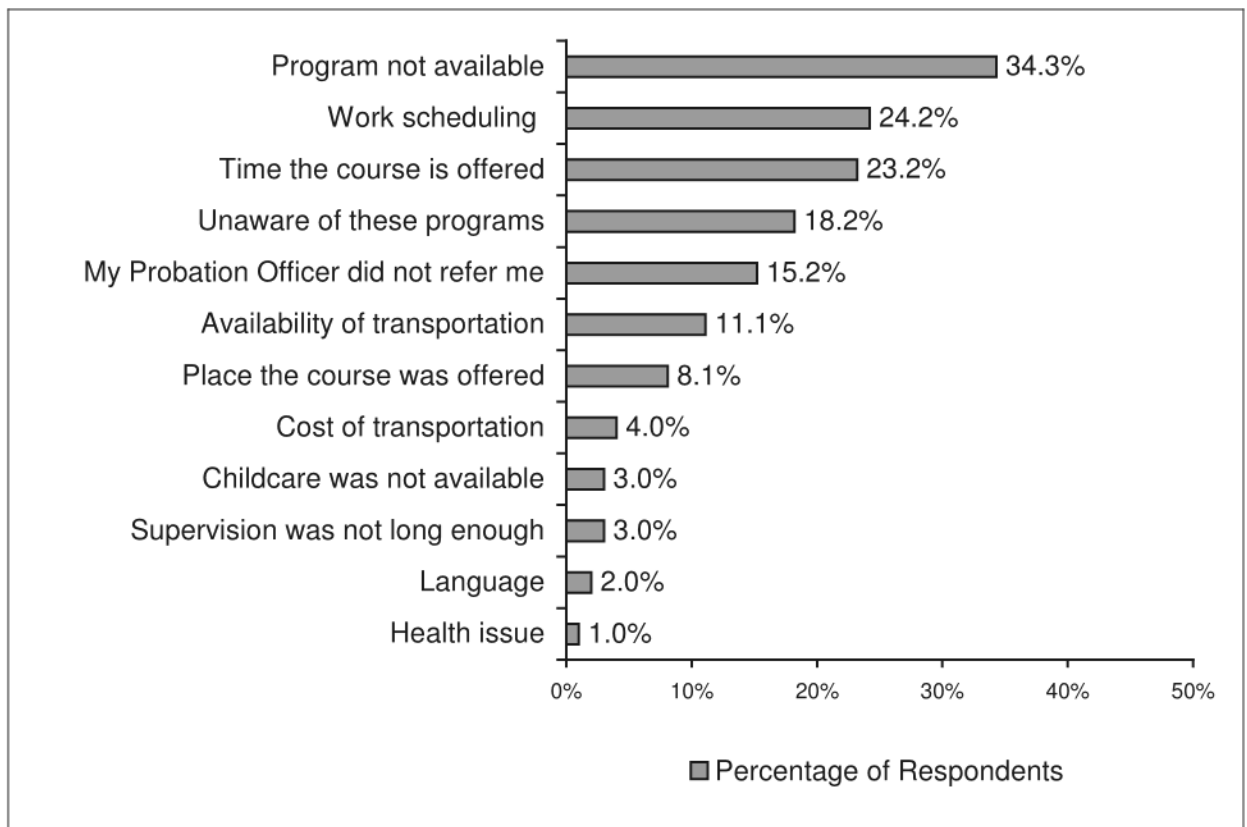
Source: QE8

²² For those clients indicating difficulty in accessing a program.

Approximately one-third of the clients reported not being able to access a program because it was not available.

Unavailability of a program is the main reason why 34.3% of clients who answered this question (n=99) reported not being able to access a program. They also reported having difficulty with the time the course is offered (23.2%), which may result in conflicts with work scheduling (24.2%). Others cited not being aware of the programs (18.2%) and not being referred by their probation officer (15.2%) as other reasons why they could not access a program. Chart 7.2B details the barriers to access reported by clients in this survey.

Chart 7.2B
Proportion of Clients who Reported Barriers to Accessing Programs



*n= 99 – This total includes 14 clients who reported being on bail.
Source: QE9*

7.3 Case Management

Case managers balance their responsibility to supervise and enforce orders with the commitment to assist offenders in bringing about positive change in their lives. Identification of needs, which are deficits in personal characteristics or circumstances, helps to determine what should be changed in an offender's life to reduce the potential to

reoffend. Clients were asked if their PO helped them in a variety of areas that may be contributing to their offending behaviours. As illustrated in Table 7.3A, one-third of clients reported that their Probation Officer had helped them with their mental well-being (cited by 30.1% of the clients), just over one quarter reported receiving help with their relationships with family/significant others (27%) or issues associated with drugs or alcohol use (25.7%). Relatively few clients reported their Probation Officer helping them with issues related to their employment situation (12.2%) or their financial situation (6.2%). However, it should be noted that the survey did not include a question to clients about whether they felt they needed any help in these areas which would be needed to determine if there are any gaps in meeting clients needs in these areas.

Table 7.3A
Percentage of Clients who Reported Receiving Assistance by their Probation Officer

	Yes	No	Not Applicable/ No Response
Mental well-being	30.1%	63.2%	6.8%
Relationship with family/significant others	27.0%	65.6%	7.4%
Drug and alcohol use	25.7%	64.8%	9.5%
Living arrangements	12.8%	79.7%	7.5%
Employment situation	12.2%	78.4%	9.4%
Financial situation	6.2%	86.4%	7.4%

n=1,121

Source: QE10

However, the survey did ask clients about their current employment status enabling us to look at whether individuals who were unemployed were more likely to have received help from their Probation Officer with their employment situation, although these differences were relatively minor when comparing the responses of unemployed and employed clients (see table 7.3B).

Table 7.3B
Client Perceptions as to the Assistance Provided by their Probation Officer -Selected Issues by Employment Status-

	% Employed Clients who Received Assistance from PO	% Unemployed Clients who Received Assistance from PO	Average
Mental well-being	27.1%	35.0%	30.1%
Employment situation	11.4%	13.6%	12.2%
Financial situation	5.3%	7.5%	6.2%
Living arrangements	11.3%	15.3%	12.8%

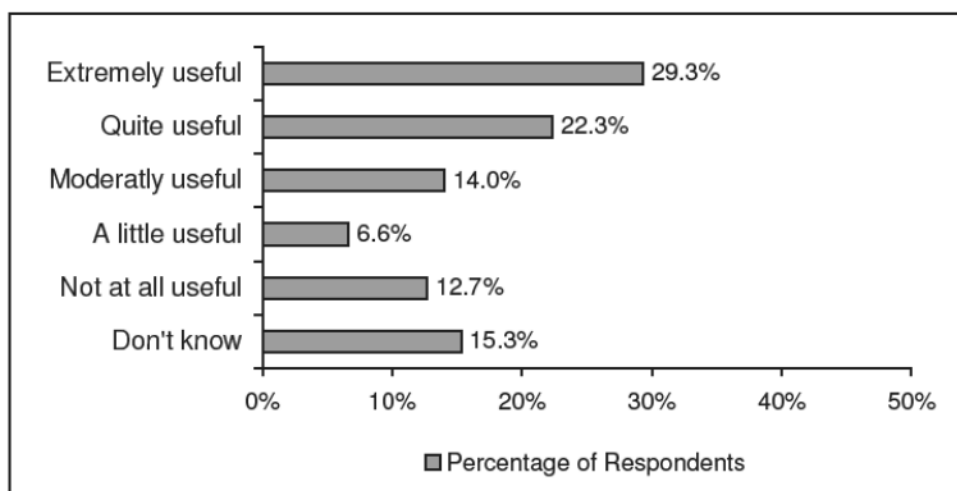
n=1,121

Source: QE10 by QG3

When necessary and possible, offenders are referred and/or guided to services that stabilize them sufficiently to benefit from correctional interventions. Clients found that the referral made by their Probation officer was useful.

Approximately 20.4% of the clients reported that their Probation Officers referred them to another organization or agency to be provided with additional help or assistance. Almost three-quarters of the clients who were referred to another agency or organization (n= 229) found that the referral made by their Probation Officer was useful. Chart 7.3C below details their responses.

Chart 7.3C
Client Perception as to the Usefulness of their Probation Officer' Referral



n= 229

Source: QF2

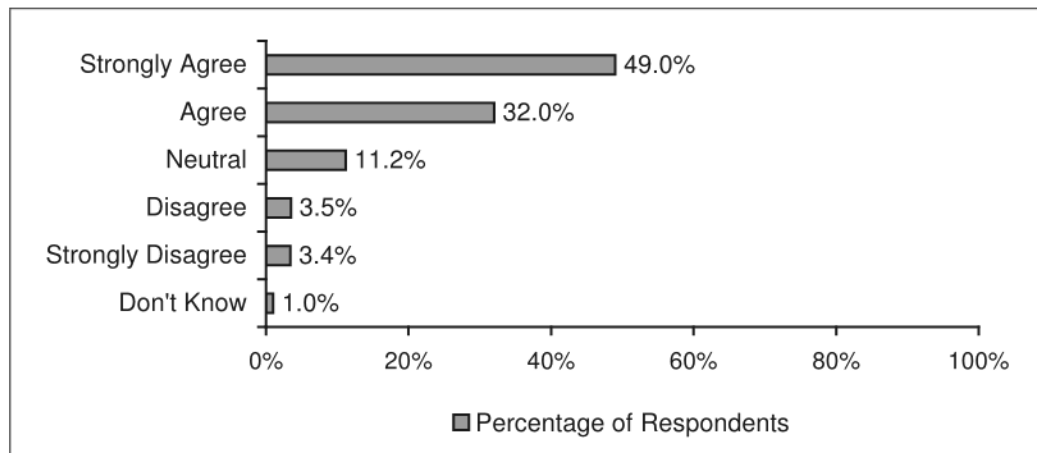
SECTION EIGHT: OVERALL CLIENT SATISFACTION

To conclude this survey, clients were asked to report their overall satisfaction with their supervision experience.

Overall, more than three-quarters of clients indicated that they were satisfied/very satisfied with their supervision experience.

As highlighted in Chart 8-1A, more than three-quarters of clients agreed that they were satisfied (32.0%) or very satisfied (49.0%) with their supervision experience. Less than 10% of the clients indicated that they were dissatisfied (3.5%) or very dissatisfied (3.4%) with their supervision experience. Approximately 11% of clients provided a neutral answer, and 1% did not provide an answer.

Chart 8.1A
Clients' Level of Agreement
"Overall, I am satisfied with my supervision experience"



n= 1,121
Source: QH1

Analysis was further undertaken on the basis of several variables to establish the extent to which client satisfaction was influenced by other characteristics, such as region, gender, Aboriginal status or previous contact with BC Corrections services²³. The key findings, detailed in Table 8.1B, include:

- There was a high level of satisfaction across all regions, although there was a 10.8% difference between client satisfaction in the Island/Coastal region (85.8%) and the Fraser Metro region (75.0%). There was no significant difference in client satisfaction among Aboriginal clients (83.4% satisfaction) as compared to non-Aboriginal clients (80.6%). Similarly, there were only minor differences on the basis of gender (females 85.4%, males 80.2%).

²³ This includes both Community and Custody Corrections services.

- Clients who utilized a sign-in sheet or met with their Probation Officer face-to-face at the Community Corrections Office were more satisfied with their supervision experience than those who reported by phone.
- Individuals who indicated that this was their first time with a BC Community Corrections Office tended to be more satisfied than those who had multiple experiences with BC Community Corrections services (first time 83.6% satisfaction, multiple times 77.0% satisfaction)

Table 8.1
Client Satisfaction by Selected Characteristics

Characteristics	Sample Size	Satisfaction			
		Dissatisfied/Very Dissatisfied	Neutra	Satisfied/Very Satisfied	Don't Know/No Response
REGION					
Island/Coastal	254	5.5%	8.3%	85.8%	0.4%
Vancouver	173	4.0%	11.6%	83.2%	1.2%
Interior/Fraser	241	8.3%	9.1%	81.7%	0.8%
Northern/Interior	229	7.0%	12.7%	79.0%	1.3%
Fraser Metro	224	8.9%	14.7%	75.0%	1.3%
ABORIGINAL STATUS					
Aboriginal	223	4.9%	11.2%	83.4%	0.4%
Non-Aboriginal	887	7.2%	11.0%	80.6%	1.1%
GENDER					
Male	950	7.1%	11.6%	80.2%	1.2%
Female	171	5.8%	8.8%	85.4%	
REPORTING MODE					
Sign-in sheet	28	10.7%	3.6%	85.7%	
Face-to-face	916	6.6%	10.5%	82.1%	0.9%
By phone	66	10.6%	16.7%	69.7%	3.0%
PRIOR CONTACT WITH BC COMMUNITY CORRECTIONS SERVICES					
First time	682	6.5%	8.7%	83.6%	1.3%
Previous contact	435	7.6%	14.9%	77.0%	0.5%
OVERALL AVERAGE	1,121	6.9%	11.2%	81.0%	1.0%

**APPENDIX A:
LETTER TO CLIENT**

338-30

January XX, 2008

«FIRSTNAME» «LASTNAME»
«STREETADDRESS»
«CITYTOWN», BC «POSTALCODE»

Dear «FIRSTNAME» «LASTNAME»:

The Community Corrections Branch has hired a research firm, R.A. Malatest & Associates Ltd. to complete a client survey. The purpose of this survey is to find out about your views on the services the Community Corrections Office provides.

An interviewer from R.A. Malatest & Associates Ltd. will call you within the next two weeks to conduct the survey over the telephone. The survey should only take about 15 minutes to complete. You will be asked questions about services you may have used. There are no right or wrong answers to the questions; it is your opinion that matters.

If you do not have a telephone and want to complete the survey, call R.A. Malatest & Associates Ltd. at this toll free number **1-888-274-1700**. When you phone, please quote your access code: <<**AGXX**>>.

Hours to call:

8:30 am to 9:00 pm Monday through Thursday
8:30 am until 5:00 pm on Friday
10:00 am to 6:00 pm on Saturday and Sunday

Participation in the survey is voluntary. Whether you participate or not will in no way affect the services you receive from probation. **The Correction Branch, including your Probation Officer, will never see your individual responses.**

If you have questions about the survey, please call: 1-888-274-1700.

Yours truly,



Robert Watts
Provincial Director

APPENDIX B:
COMMUNITY CLIENT SURVEY

COMMUNITY CLIENT SURVEY TELEPHONE SURVEY

INTRODUCTION BY PHONE

Hi, May I please speak with (name from sample file)?

1. Yes **[Proceed]**

2. No **[Probe; GO TO call-back page]**

My name is (interviewer name) from R.A. Malatest & Associates Ltd., a professional research company. I am calling on behalf of the BC Community Corrections Branch.

We are completing this survey to gather information about your experience with the BC Community Corrections Branch. You should have received a letter in the mail or been contacted about the survey. Did you receive a letter?

1. Yes **[Proceed]**

2. No **[Provide information from cover letter]**

I'd like to remind you that your participation in this survey is **voluntary**. The information that you provide will be treated as highly confidential and your individual responses will not be seen by anyone working at the BC Community Corrections Branch. This includes your Probation Officer.

The survey may take up to 20 minutes to complete. Are you ready to complete the survey now?

1. Yes **[Proceed]**

2. No **[Terminate and/or schedule appointment for later]**

SECTION A: BACKGROUND

- A1. When did you start reporting on your current order(s)?
Month _____ Year _____
☐ Don't know
- A2. Why are you reporting to a probation officer or PO? What type of order?
☐ Bail **[Go to A4]**
☐ Conditional Sentence
☐ Probation (includes suspended sentence and conditional discharge)
☐ Peace Bond
☐ Alternative Measures
☐ Don't know
- A3. How long is your current supervision/sentence for?
Months _____ Years _____ OR
☐ Less than six months
☐ More than six months
☐ Don't know because I am on bail
☐ Don't know
- A4. Is this the first time that you have had contact with a Probation Office in BC? (e.g., first bail or community sentence)
☐ Yes **[Go to A6]**
☐ No **[Go to A5]**
☐ Don't know
- A5. What prior contact have you had with the criminal justice system in BC? (Select all that apply)
☐ Prior jail time
☐ Prior bail
☐ Prior remand
☐ Prior community supervision
☐ Other (e.g., Alternative measures)
☐ Don't know

A6. Have you been convicted for any other offence outside of BC?

- ☐ Yes
☐ No
☐ Don't know

SECTION B: INITIAL INTAKE

We want to ask you a few questions about the information that you were provided with when you were first ordered to report to a Probation Officer (PO).

B1. Please indicate whether you agree or disagree with the following statements:

	Agree	Disagree	Don't Know	No Response	Not Applicable
B1a. I had no problem finding the office the first time I had to report.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B1b. My PO reviewed my Court order with me so that I understood all the conditions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B1c. My PO explained the consequences for failing to comply with the conditions of my orders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B1d. My PO explained how to file a complaint within the Community Corrections Branch.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B1e. I was given information about my rights under the <i>Freedom of Information and Protection of Privacy Act</i> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B1f. I was told how to make an "Application to a Judge" (to change a condition on my order).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answer B1g only if A2=Probation or Conditional Sentence					
B1g. <i>[If sentenced]</i> I was given information about how to apply for a pardon.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION C: SERVICES IN THE COMMUNITY CORRECTIONS OFFICE

We would like to ask you questions about the recent services that you received at the Community Corrections Office for the current term of supervision.

C1. Using a 5-point scale, where 1 is “strongly disagree” and 5 is “strongly agree”; please indicate your level of agreement with the following statements.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know	No Response
a. Staff at the reception area are courteous and respectful.	1	2	3	4	5	8	9
b. In general, I do not have to wait long to see my PO at my scheduled appointment time	1	2	3	4	5	8	9
c. Staff at the Community Corrections Office are able to reply to my questions (in-person or by phone) in a timely way.	1	2	3	4	5	8	9
d. Staff at the Community Corrections Office are available to assist me when I do not have a scheduled appointment.	1	2	3	4	5	8	9
e. The office is in a safe location	1	2	3	4	5	8	9
f. I feel safe inside the Community Corrections Office.	1	2	3	4	5	8	9
g. I have no difficulties reporting to the Community Corrections Office during the regular hours of operation.	1	2	3	4	5	8	9
h. I have no problem getting transportation to the Community Corrections Office	1	2	3	4	5	8	9

C2. Do you have any problem(s) reporting to the Community Corrections Office other than those identified in the previous question?

- ☐ Yes **[Go to C2a]**
- ☐ No **[Go to Section D]**
- ☐ Don't Know **[Go to Section D]**

C2a. What kind of problem(s) do you have reporting to the Community Corrections Office?

- ☐ Conflicts with work hours
- ☐ Conflicts with program hours
- ☐ Other → Please specify: _____

SECTION D: OPINION AS TO COMMUNICATION / INTERACTION WITH THE PROBATION OFFICER

We would like you to think about your interaction with POs during this current term of reporting.

D1. How many different POs have you reported to regularly in this office?

of POs: _____

D2. How long have you been reporting to your current PO?

- ☐ Less than a month
- ☐ Less than six months
- ☐ Less than a year
- ☐ Other → Please specify: _____
- ☐ Don't know

D3. How often do you report to your PO?

- ☐ Once a week
- ☐ Twice a month
- ☐ Once a month
- ☐ Other → Please specify: _____

D4. How do you usually report to your Probation Officer?

- ☐ Face to Face at the Community Corrections Office
- ☐ Face to Face at a location OTHER than the Probation Office
- ☐ By phone
- ☐ Other → Please specify: _____

D5. We would like you to think about your most recent meeting(s) with your current PO. Using the same 5-point scale, where 1 is “strongly disagree” and 5 is “strongly agree”, please indicate your level of agreement with the following statements.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know	No Response
a. I feel that I have input on how I can report.	1	2	3	4	5	8	9
b. My PO lets me know what is expected of me.	1	2	3	4	5	8	9
c. My PO assists me in reaching my goals.	1	2	3	4	5	8	9
d. My efforts for doing well under supervision are recognized by my PO.	1	2	3	4	5	8	9
e. I have a voice in my supervision plan.	1	2	3	4	5	8	9
f. My PO treats me with respect.	1	2	3	4	5	8	9
g. When talking with my PO, I feel that my privacy is protected.	1	2	3	4	5	8	9
h. My PO treats me fairly.	1	2	3	4	5	8	9
i. My PO is knowledgeable about programs and services available to me.	1	2	3	4	5	8	9
j. I understand the role of my PO in my life.	1	2	3	4	5	8	9
k. I feel that I can have access to the complaint process without consequences.	1	2	3	4	5	8	9

SECTION E: PROGRAMS AND SERVICES

We would like to ask you about programs and services offered by the Community Corrections Branch.

[Ask only if you are not sure]

E1. First, please confirm your gender. Are you?

- ☐ Male
☐ Female

If the informant answers no to both male or female then ask:

- ☐ Transgendered / Transsexual **[Go to E1a]**

E1a. Which programs are you eligible for?

- ☐ Male programs
☐ Female programs

For each program and service, please indicate whether you have taken or are scheduled to take the program and service and whether or not you feel you would benefit from the program or service if it were available. Questions are asked about all core programs and services offered by BC Community Corrections, whether they may be relevant to you or not so please do not be offended.

[Male Clients]

	E2. Have you taken or are you scheduled to take this program?				E3. Do you think that you would (or did) benefit from this program?		
	Taken	Scheduled	Not taken	Don't know	Yes	No	Don't know
a. Violence Prevention Program (VPP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Substance Abuse Management (SAM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Respectful Relationship Program (RR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Sex Offender Maintenance Program (SOM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	E2. Have you taken or are you scheduled to take this program?				E3. Do you think that you would (or did) benefit from this program?		
	Taken	Scheduled	Not taken	Don't know	Yes	No	Don't know
e. Relationship Violence Treatment Program (RVTP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Sex Offender Treatment Program (SOT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Other→ Please specify: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Other→ Please specify: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E4. Did you have difficulty accessing any of these programs?

☐ Yes **[Go to E8 and E9]**

☐ No **[Go to E10]**

☐ Don't know **[Go to E10]**

[Female Clients]

	E5. Have you taken or are you scheduled to take this program?				E6. Do you think that you would (or did) benefit from this program?		
	Taken	Scheduled	Not taken	Don't know	Yes	No	Don't know
a. Community Program for Women (CPWO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Violence Prevention Program (VPP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Substance Abuse Management (SAM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Other→ Please specify: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E7. Did you have difficulty accessing any of these programs?

- ☐ Yes **[Go to E8 and E9]**
- ☐ No **[Go to E10]**

[If E4/E7 = Yes]

E8. Which program (s) did you have difficulties accessing?

- ☐ Violence Prevention Program (VPP)
- ☐ Substance Abuse Management (SAM)
- ☐ Respectful Relationship Program (RR)
- ☐ Relationship Violence Treatment Program (RVTP)
- ☐ Sex Offender Treatment Program (SOT)
- ☐ Sex Offender Maintenance Program (SOM)
- ☐ Community Program for Women (CPWO)
- ☐ Additional programs or services → Please specify:
-

E9. What difficulty did you have accessing these programs? Please check all that apply.

- ☐ Program not available
- ☐ Health issue
- ☐ Unaware of these programs
- ☐ My probation officer did not refer me
- ☐ Childcare was not available
- ☐ Work scheduling
- ☐ Time the course offered
- ☐ Place the course was offered
- ☐ Availability of transportation
- ☐ Cost of transportation
- ☐ Supervision wasn't long enough
- ☐ Other → Please specify: _____

E10. Has your PO ever helped you with the following?

	Yes	No	Not Applicable
a. Your relationships with your family and/or significant others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Your living arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Your employment situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Your financial situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Your mental well-being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Drug and alcohol use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Other → Please specify: _____			

SECTION F REFERRALS TO PROGRAMS AND SERVICES

We would like to ask you about the information given to you by your PO.

F1. Has your PO referred you to another organization or agency to provide you with additional help or assistance (e.g., Ministry of Employment and Income Assistance - MEIA, John Howard Society Residential Treatment for A & D, Elizabeth Fry Society, etc.)?

- ☐ Yes **[Go to F1a]**
- ☐ No **[Go to Section G]**
- ☐ Don't Know **[Go to Section G]**
- ☐ No Response **[Go to Section G]**

F2 How useful was the referral to this agency?

Extremely useful	Quite useful	Moderately useful	A little useful	Not at all useful	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION G: DEMOGRAPHICS

The next few questions ask for important basic information about you.

G1. How old are you? What is your age group?

- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65 years of age or older

G2. What is the highest level of education you have completed?

- ☐ Less than Grade 12. Please list highest grade: _____
- ☐ High School Graduation (G.E.D., Dogwood, other equivalency)
- ☐ Partial trades/vocational school/partial apprenticeship training
- ☐ Partial college or university program
- ☐ Trade certificate or diploma from a vocational school or apprenticeship training
- ☐ Diploma or certificate from a community college, school of nursing, dental hygienist school, etc.
- ☐ Other professional designation (e.g., CA, CGA, CMA, etc.)
- ☐ University undergraduate/graduate (Bachelors/BA/BSc/MA/PhD)
- ☐ Other → Please specify: _____

G3. Are you currently employed?

- ☐ Yes **[Go to G3a]**
- ☐ No

G3a. Is your employment?

- ☐ Part-time
- ☐ Full-time

G4. What is your marital status?

- ☐ Married
- ☐ Living common-law
- ☐ Widowed
- ☐ Separated
- ☐ Divorced
- ☐ Single, never married
- ☐ No Response

G5. Do you identify yourself as an Aboriginal person?

- ☐ Yes – First Nations → If yes, are you: ☐ Status
☐ Non-Status
- ☐ Yes – Métis
- ☐ Yes – Inuit
- ☐ No
- ☐ Don't Know
- ☐ No Response

SECTION H: GENERAL COMMENTS

H1. In conclusion, using the same 5-point scale, where 1 is “strongly disagree” and 5 is “strongly agree”, please indicate your level of agreement with the following statement.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know	No Response
Overall, I am satisfied with my supervision experience.	1	2	3	4	5	8	9

This concludes the survey.

Thank you very much for participating in the survey!

All information provided by you will be administered in accordance with the applicable privacy laws and only be used for research purposes.