

# **Social Service Roadmap Survey**

July 18, 2018

## Background

A survey to collect outcome information on the Social Service Roadmap was developed and deployed from June 18 to July 16. 3 draws for 10 punch passes for City of Lloydminster recreation facilities were conducted to encourage people to respond. 106 residents participated in the survey.

The results of this survey will assist the Social Programs and Services Department with making some adjustments to the Roadmap including:

- Revising the marketing and distribution strategy.
- Reducing the number of large print copies produced.
- Adding additional resources to the Roadmap.

## Results

The results from the survey are as follows:

54.72% of residents indicated that they were familiar with the document while 45.28% indicated they were not.

<b>I have seen the Social Service Roadmap in the community or I have a copy</b>		
Answer Choices	Responses	
I have seen the Social Service Roadmap in the community	27.36%	29
I have seen it online	14.15%	15
I have a copy	35.85%	38
This is the first time I've heard of it	45.28%	48
	<b>Answered</b>	<b>106</b>

Of those familiar with the Social Service Roadmap 77.59% (45) indicated that it had made them more aware of resources in the community.

<b>The Social Service Roadmap has made me more aware of resources in the community.</b>		
Answer Choices	Responses	
Strongly agree	37.93%	22
Agree	39.66%	23
Neither agree nor disagree	18.97%	11
Disagree	0.00%	0
Strongly disagree	3.45%	2

Of those familiar with the Social Service Roadmap 51.72% (30) of respondents said that they **have** used the document to connect someone else to social services.

Of those familiar with the Social Service Roadmap 20.69% (12) of respondents said that they **would** use the document to connect someone else to social services.

<b>I've used the Social Service Roadmap to help connect someone else to social services.</b>		
Answer Choices	Responses	
More than Once	36.21%	21
Once	15.52%	9
No	27.59%	16
No, but I would use this resource when connecting someone.	20.69%	12

Of those familiar with the Social Service Roadmap online and the small print copy were the most common means of accessing the document.

<b>How do you or would you access the Social Services Roadmap?</b>		
Answer Choices	Responses	
Online- on my phone	36.21%	21
Large print copy	13.79%	8
Small print copy	31.03%	18
Online- on a computer	18.97%	11

Comments:

Response Date	Responses
Jul 16 2018 07:58 AM	Money better spent elsewhere
Jul 13 2018 08:26 PM	We need better psychiatrist in Lloyd. Dr XXXXXXXX is useless, and none of them really seem to be about their patients.
Jul 13 2018 03:04 PM	additional resources on hearing and visual impairment
Jul 13 2018 03:03 PM	No. A1 job by the entire FCSS team, I am very proud to be a Lloydminster resident.
Jul 13 2018 11:37 AM	No
Jul 12 2018 07:44 PM	No
Jul 12 2018 05:27 PM	Keep up the great of your department
Jul 12 2018 12:57 PM	N/a
Jul 12 2018 12:31 PM	Never heard of, need more information
Jul 11 2018 08:57 PM	No
Jul 11 2018 01:41 PM	I feel that all the services that are needed are included.

Jul 09 2018 01:54 PM	i think there should be a section on organizations needing volunteers: as well as , who accepts what type of donations in the city. Every organization has a wish list and/or a list of common items they require or are always low on. For example: the men's shelters can use luggage/duffle bags to give each man that comes through so they feel better about not carrying their belongings in a garbage bag. It increases self esteem. The Lloydminster Youth Centre appreciates donations of games, craft items, etc for the youth to play and do and so on. Currently their is so much waste in the world I think it's important to reuse and recycle what we can and I feel more people would do it if they knew where to take stuff. There are child care facilities that would love donations of craft items. Staples has a recycling centre for pens, ink cartridges, batteries, etc. Together as a community there are many avenues of help available and some are more known than others as but the more we can advertise resources the more people will step up to the plate. I also think listing the business hours for the organizations/businesses in the Social Services Road Map Booklet is important.
Jul 06 2018 11:25 AM	No.
Jul 05 2018 11:07 PM	This is my first time hearing about it.
Jul 02 2018 12:17 PM	I'm an active resident in the community involved with many organizations and events and I've never heard of the social services roadmap.
Jul 02 2018 08:03 AM	No
Jul 01 2018 09:53 PM	I've never opened it to see what's inside, so I really can't say...
Jul 01 2018 07:34 AM	It could be a little quicker for the services to get started
Jul 01 2018 07:27 AM	Not aware of
Jun 30 2018 09:14 PM	What is this?
Jun 30 2018 08:38 AM	No clue, didn't know it existed
Jun 30 2018 07:11 AM	No never seen it before
Jun 30 2018 03:30 AM	Snowflake house respite foundation.  A community based resource for families of special needs children in need. We provide professional, qualified care for families with special needs children.
Jun 29 2018 09:41 PM	If I've never heard of the program in #2 then it definitely can make me more aware of the resources in the community. #3
Jun 29 2018 05:08 PM	Snowflake House Respite care - contact XXXXXXXXXXXXXXX
Jun 29 2018 04:40 PM	Snowflake House Respite Foundation is an organization that supports families with special needs through respite and Sibshops. We would love to be included in the next one. Email/call/text Lily Belland for more info: XXXXXXXXXXXXXXX
Jun 29 2018 02:55 PM	Not at this time
Jun 27 2018 06:03 PM	I never heard of this roadmap

Jun 26 2018 07:24 PM	<p>Mental health services for children and seniors - are there any?</p> <p>Cancer Patient Navigator phone number &amp; information.</p> <p>Income support is spelled wrong on the online version. :)</p>
Jun 26 2018 11:45 AM	Quit wasting tax money on this road map, put money into social programs
Jun 26 2018 11:44 AM	Under transportation it would be nice if there was an option for a transit system, but I guess that will never be an option for Lloydminster. Sad that we have a college here and no way for students to get there other than by foot or overpriced taxis which can not be the safety way of transport in Lloydminster. Would be great if we as a community could get into the 21st century and get a transport system in this town. Not everyone has a drivers licence.
Jun 26 2018 11:31 AM	no. cause i have not heard about this
Jun 26 2018 09:32 AM	We often give them to people who come into our office for help including to Newcomers that we serve but not only Newcomers
Jun 26 2018 09:01 AM	No idea what this is
Jun 25 2018 11:38 PM	I still have no idea what it is.
Jun 25 2018 09:34 PM	Personally, I work in a government office in a have never heard of this before. I frequently work with the public and this would be a great office resource (at least from the gist i'm gathering) for any GOA office.
Jun 25 2018 08:33 PM	No because I haven't heard of it.
Jun 25 2018 08:17 PM	Le leche league online information. And breastfeeding support thru public health as resources too
Jun 25 2018 05:16 PM	24hour respite care for children with disabilities and services for children who have severe behaviours are not included
Jun 25 2018 05:13 PM	Walk in clinics,
Jun 25 2018 04:00 PM	no
Jun 19 2018 09:43 AM	I would recommend Catholic Social Services, Home Care/Wellness contacts, etc for seniors. As well as the local government programs-Alberta Works, AISH, Disability Services (PDD and FSCD), Child and Family Services AB and SK, Probation and the Office of the Public Guardian and Trustee/AB Provincial Court/Family Court Counsellor contact information, Inclusion Lloydminster....
Jun 18 2018 03:27 PM	<p>Are there any Mental Health Services?</p> <p>Under 'Shelter' the Interval Home Web page is spelled incorrectly so will not take you to their page.</p>
Jun 18 2018 03:26 PM	Are there any Mental Health Services?
Jun 18 2018 01:33 PM	no
Jun 18 2018 01:33 PM	I haven't noticed any information missed in the road map.
Jun 18 2018 01:26 PM	Nothing I can think of. ??

Jun 18 2018 01:07 PM	This is a great tool to assist persons assisting persons to community resources.
Jun 18 2018 01:03 PM	More counselling resources  More programs/sports/resources for youth 12+
Jun 18 2018 01:03 PM	Add recreational facility list the many facilities (outdoor swimming pool summer and winter hours of operation, Bioaquatic Centre Servus Centre hours) families would like a resource that has all services included I would assume Seniors would like to know of all the rec supports as well available at quick glance. 1 Stop resource. Thank you I do love and use this resource a lot :)
Jun 18 2018 12:33 PM	none at this time