



# include Me!

## Quality of Life Initiative Summary Report

Penticton and District Society

2023

Prepared for:

Community Living British Columbia

Prepared by:

R.A. Malatest & Associates Ltd.





**MALATEST**

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Penticton and District Society for Community Living (Service Provider)

Survey Period: June to October 2023

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Self-Report Completions: 66  
Report of Other Completions: 8 (10.8%)  
Participation Rate: 69.2%  
Response Rate: 100%  
Refusal Rate: 28%

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Completions: 74  
Total Valid Sample: 107  
Margin of Error:  $\pm 7.2\%$

Overall

Survey Period: June to October, 2023

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Self-Report Completions: 546  
Report of Other Completions: 34 (5.9%)  
Participation Rate: 35.1%  
Response Rate: 97.8%  
Refusal Rate: 4.4%

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Completions: 580  
Total Valid Sample: 1,653  
Margin of Error:  $\pm 3.3\%$

## **INTRODUCTION**

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During 2023, 580 individuals who access CLBC-funded services through six agencies in the Vancouver-Coastal, South Fraser, Southern Interior, North / Thompson Cariboo and Vancouver Island regions participated in a survey process in which they were asked to provide information about their quality of life in the areas of well-being (emotional well-being, physical well-being, material well-being), independence (personal development, self-determination), and social participation (rights, interpersonal relations, social inclusion). The survey used to collect this information is based on a framework that was developed, extensively researched, and internationally validated by Dr. Robert Schalock over a period of approximately 25 years. It is a framework that applies to all people whether they have a disability or not. It gives us a universal language to talk with the individuals we serve about the things that are important to everyone and how we can collectively work together to improve the quality of life of those we serve.

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

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

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

During 2023, CLBC contracted R.A. Malatest & Associates Ltd. to manage the survey administration process and analyze the results. The data collected will be used at the aggregate level to help service providers make decisions about how to further improve the quality of life of the individuals they serve and to support CLBC to make policy and program decisions that promote improved outcomes. It will also allow us to strategically engage in partnerships outside the community living sector that are required to improve the overall quality of life of individuals with developmental disabilities within this province. Furthermore, for the third time, a slightly modified version of the survey was administered to members of the general population in British Columbia. This allows for the comparison of domain scores between persons with developmental disabilities and members of the general population.

The Quality of Life (QoL) index that is measured by the survey had excellent reliability of responses (0.93 for the overall valid total sample), and we have already learned a great deal from *include Me!* survey results. We've learned that:

- Satisfaction with one's personal space in their home is positively correlated with all QoL domains. This emphasizes the importance of housing and the impact it can have on one's perception of their life. Further, it supports CLBC's commitment to increasing access to inclusive housing.
- Having paid work is positively correlated with personal development, self-determination, rights, interpersonal relationship, and social inclusion QoL domains. The perception that one's job makes their life better is positively correlated with all but one QoL domain (interpersonal relationships). This supports CLBC's focus on employment in recent years and highlights not just the importance of having a paid job but also enjoying one's job and feeling that it positively contributes to their life.
- Emotional well-being was the highest scoring QoL domain, followed closely by material well-being. In general, individuals rated questions related to well-being higher than those related to independence or social participation.
- Social inclusion was the lowest scoring QoL domain. This may indicate that this is an area to focus on in the years ahead and/or it may reflect a decrease in opportunities for social inclusion throughout the COVID-19 pandemic.
- Overall, compared to the general population, we see that CLBC-funded individuals are reporting higher quality scores across all domains except Rights.

A Gender Based Analysis has been conducted looking at the impact of gender on Quality of Life. Detailed results are included in the overall summary report. Based on the 2023 *include Me!* and general population data, we've seen that:

- There are no significant differences in QoL domain scores between men and women. This is change from previous years where we have seen that women tend to have slightly more positive perceptions of their quality of life compared to men.
- Men supported by CLBC reported higher scores in all QoL domains except self-determination compared to men from the general population.
- Women support by CLBC reported higher scores in all QoL domains except self-determination and rights compared the women from the general population.

For the service providers participating in 2023, this year's data will serve as the second or third measurement and will allow them to compare how the quality of life has changed over time for the individuals they serve. This will provide an understanding of strengths and areas where improvement can still occur.

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

## This Report

Survey results are summarized for each of the participating service providers and are compared to the **overall British Columbia (BC)** results for all participants in the 2023 year, that service provider's **scores from the last round of include Me!** that they participated in, and **general population scores** gathered in 2023. In addition to presenting the average scores for each domain, "Percent Positive Scores" for housing and employment questions are also included, as well as a summary of the reported impact of the COVID-19 pandemic. A Quality of Life Composite Score was developed in 2017-28 to reflect overall quality of life in a single score. This score is calculated by averaging all eight domain scores.

The report is structured as follows:

- Domain Scores and Quality of Life Composite Score comparisons;
- Gender Based Analysis;
- Correlation with the Quality of Life Domains;
- Survey responses on Housing and Employment;
- Impact of the COVID-19 Pandemic; and
- Responding to your results.

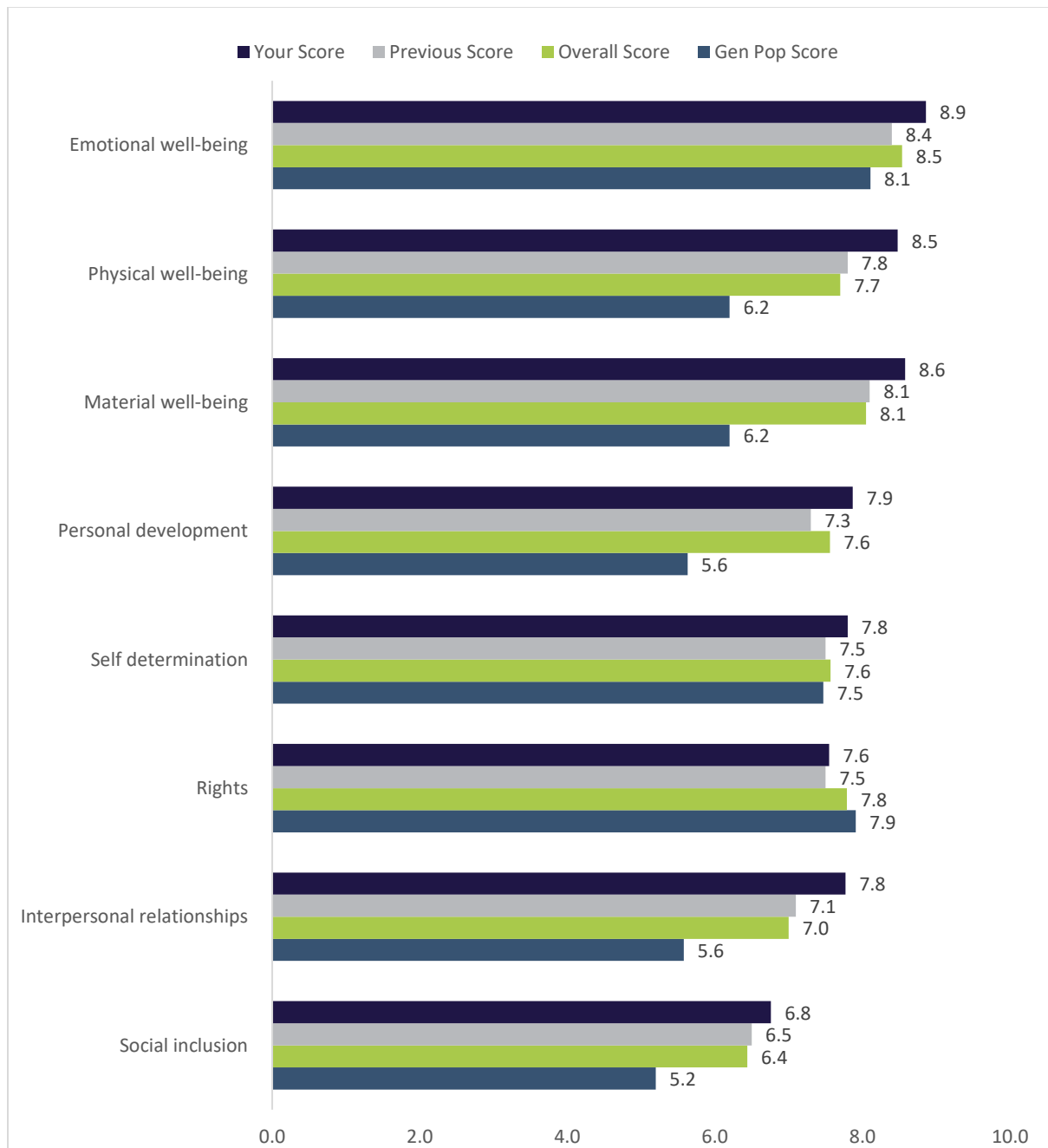
Appendices included:

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

## DOMAIN SCORES AND COMPOSITE SCORE SUMMARY

**Figure 1** shows the comparison of your service provider *include Me!* scores, the overall BC *include Me!* participants' scores, the overall general population scores, and your service provider scores from 2017-18.

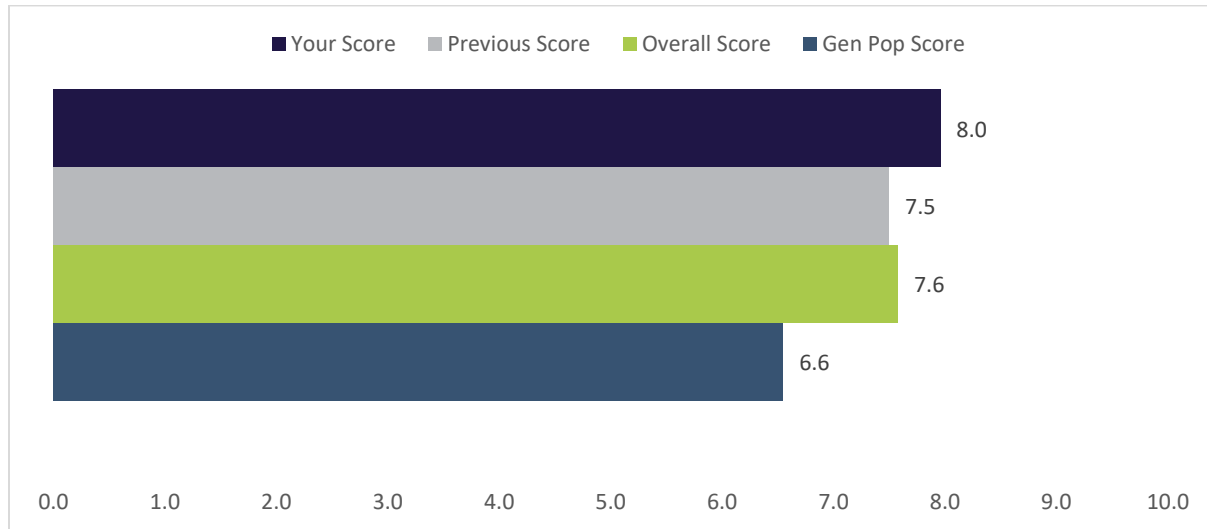
**Figure 1: Quality of Life Framework Domain Scores**



Source: *include Me!* Survey 2023

A **Quality of Life Composite Score** was developed to reflect all aspects of quality of life in a single score. This score was calculated by averaging all eight domain scores. **Figure 2** shows a comparison between your service provider Quality of Life Composite Score, your scores from 2017-18, the overall BC *include Me!* Quality of Life Composite Score, and the overall Quality of Life Composite Score for the general population.

**Figure 2: Comparison of the Service Provider, Overall and General Population Quality of Life Composite Scores**



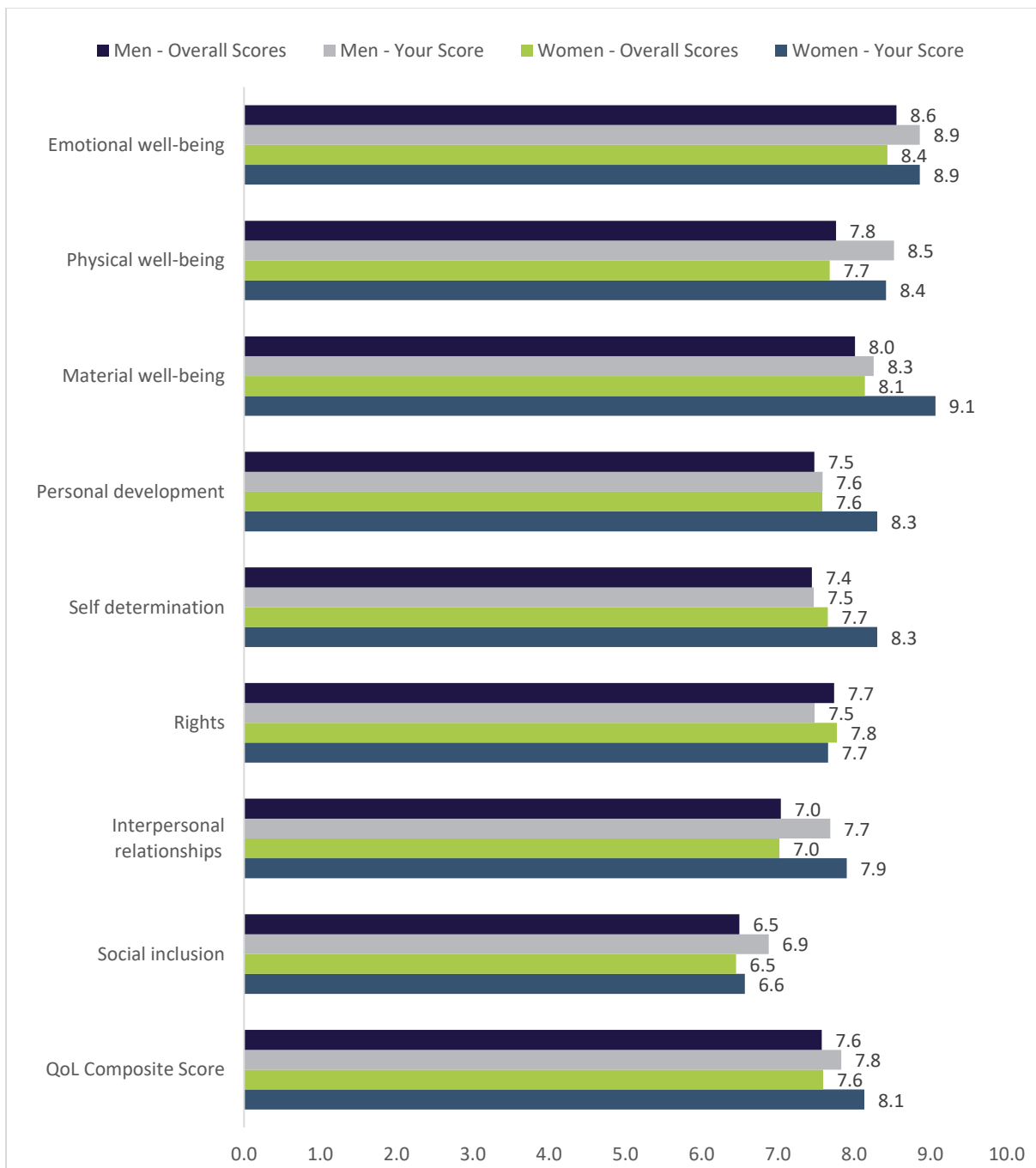
Sources: *include Me! Survey 2023; General Population Survey 2023*



## GENDER BASED ANALYSIS

As of 2019-20, *include Me!* has examined the impact of gender on individual's quality of life. **Figure 3** shows a comparison between your scores and the overall BC *include Me!* participants broken out by gender for each domain as well as the Quality of Life Composite Score.

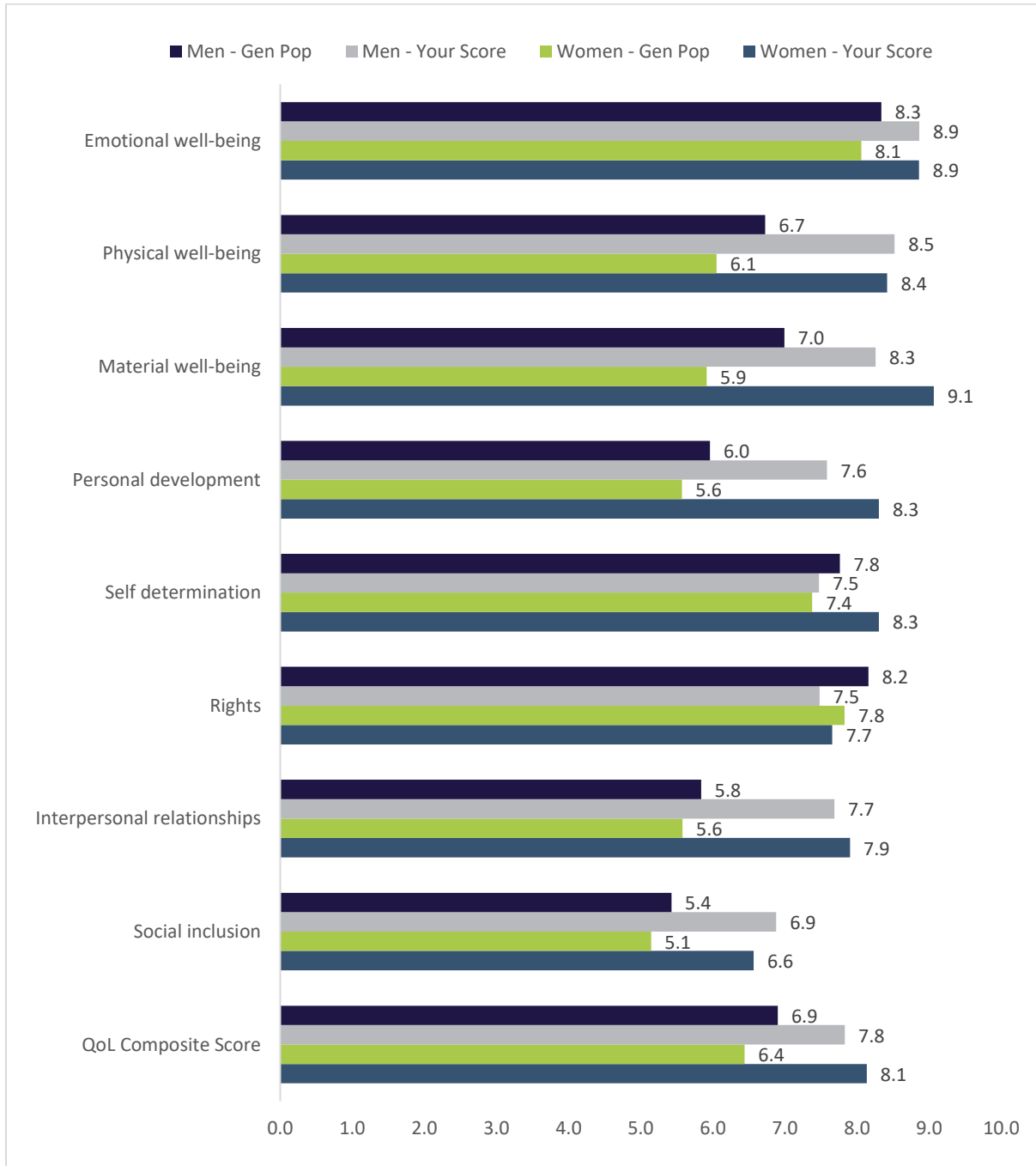
**Figure 3: Comparison of Service Provider Score to Overall Scores by Gender**



Source: *include Me!* Survey 2023

Figure 4 shows a comparison between the overall BC *include Me!* participants and the overall general population respondents broken out by gender for each domain as well as the Quality of Life Composite Score.

**Figure 4: Comparison of Service Provider Scores to Overall and General Population Quality of Life Composite Scores by Gender**



Sources: *include Me!* Survey 2023; General Population Survey 2023

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

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

- A correlation less than .2 is considered weak (not shaded/highlighted);
- A correlation between .2 and .5 is considered a moderate association (shaded light green ■); and
- A correlation greater or equal to .5 is considered a large association (shaded darker green ■).

The correlation coefficients were computed using a single question (e.g., "Q54. Do you feel good about your life?"). The relative importance of each domain (or its impact on quality of life) can be gauged by examining the magnitude of the correlation coefficient. For example, the greater the correlation between Q54 and other domains, the more important these domains are to the individual's perceived overall quality of life.

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

Additionally, Table 1 includes the correlations of the housing satisfaction question (Q50. "Do you like your room in the home where you live?") and the employment questions (Q51. "Do you have a job that pays you money?" and Q53. Does your job make your life better?") with each of the eight domains.

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

Quality of Life Framework		Domain Score Correlation with...			
Factor	Domain	Feels good about their life	Likes the room where they live	Has paid work	My job makes my life better
Well-Being	Emotional well-being	0.37	0.18	-0.01	0.51
	Physical well-being	0.44	0.44	-0.06	0.65
	Material well-being	0.16	0.18	0.01	0.41
Independence	Personal development	0.34	0.40	0.00	0.32
	Self determination	0.44	0.48	0.21	0.36
Social Participation	Rights	0.27	0.23	0.33	0.25
	Interpersonal relationships	0.45	0.47	0.21	0.26
	Social inclusion	0.29	0.21	0.27	0.40

Source: include Me! Survey 2023

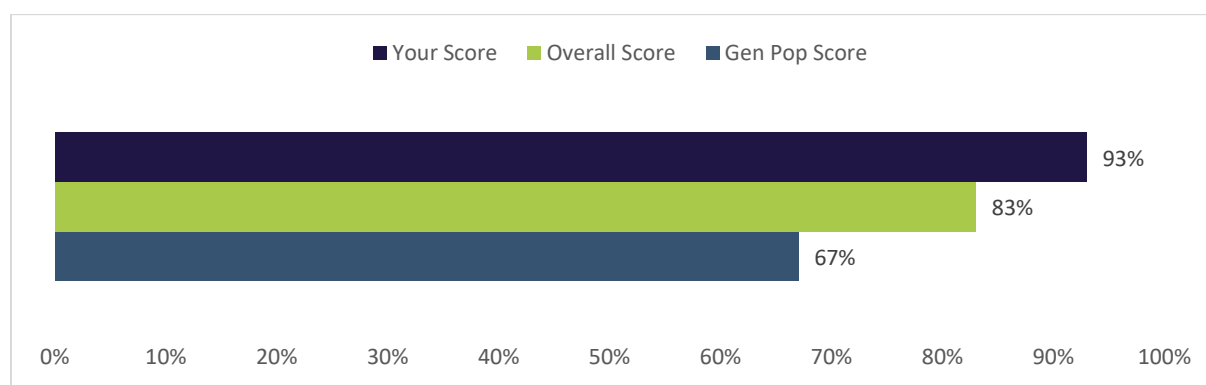
## HOUSING AND EMPLOYMENT SUMMARY

Due to the different scales used for the Housing and Employment questions, comparisons are made using percent positive scores. **Figure 5** and **Figure 6** show individuals' positive responses to the Housing and Employment<sup>1</sup> questions that are not part of the eight Quality of Life domains.

The Housing Satisfaction Percent Positive Score is based on only those who answered "Most of the time" to question "Q50. Do you like your room in the home where you live?"

For the Employment question "Q53. Does your job make your life better?", the Percent Positive Score is based on only those who answered "Yes" to "Q51. Do you have a job that pays you money?" and does not include those who responded "No", they do not have a paid job.

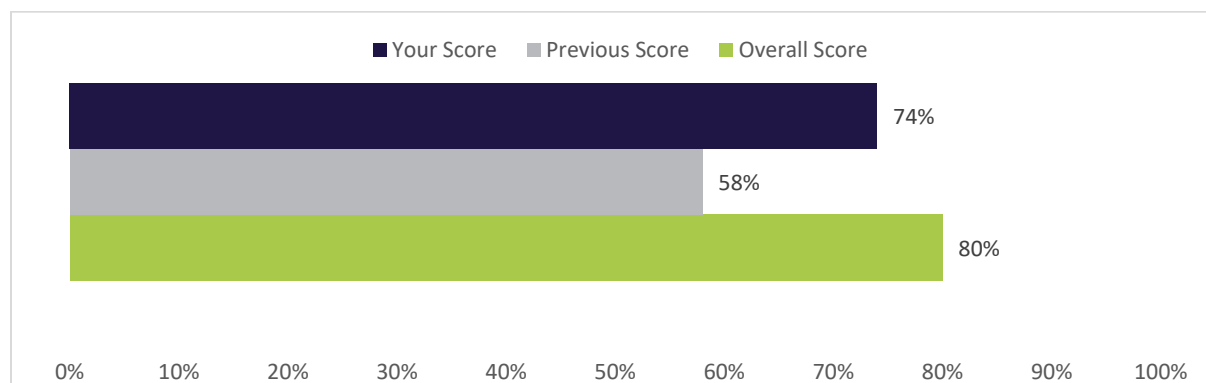
**Figure 5: Comparison of Service Provider, Overall and General Population Housing Satisfaction (Q50. "Do you like your room in the home where you live?")**



Sources: include Me! Survey 2023

Percentages reflect the proportion of participants who responded "most of the time" or "always".

**Figure 6: Comparison of Service Provider, Overall and General Population Employment Percent Positive Scores (Q53. "Does your job make your life better?")**



Sources: include Me! Survey 2023

Percentages reflect the proportion of participants who responded "most of the time" or "always".

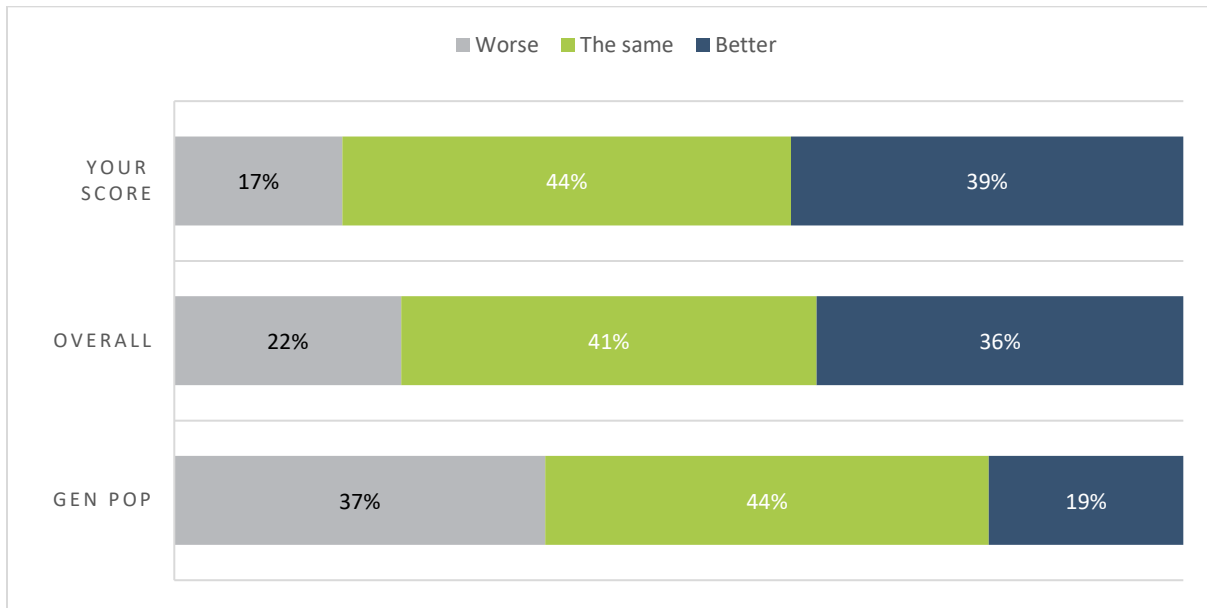
Note: The general population was not asked if their job makes their life better.

<sup>1</sup> Responses of "Don't Know" are excluded from the percent positive calculation.

## IMPACT OF THE COVID-19 PANDEMIC

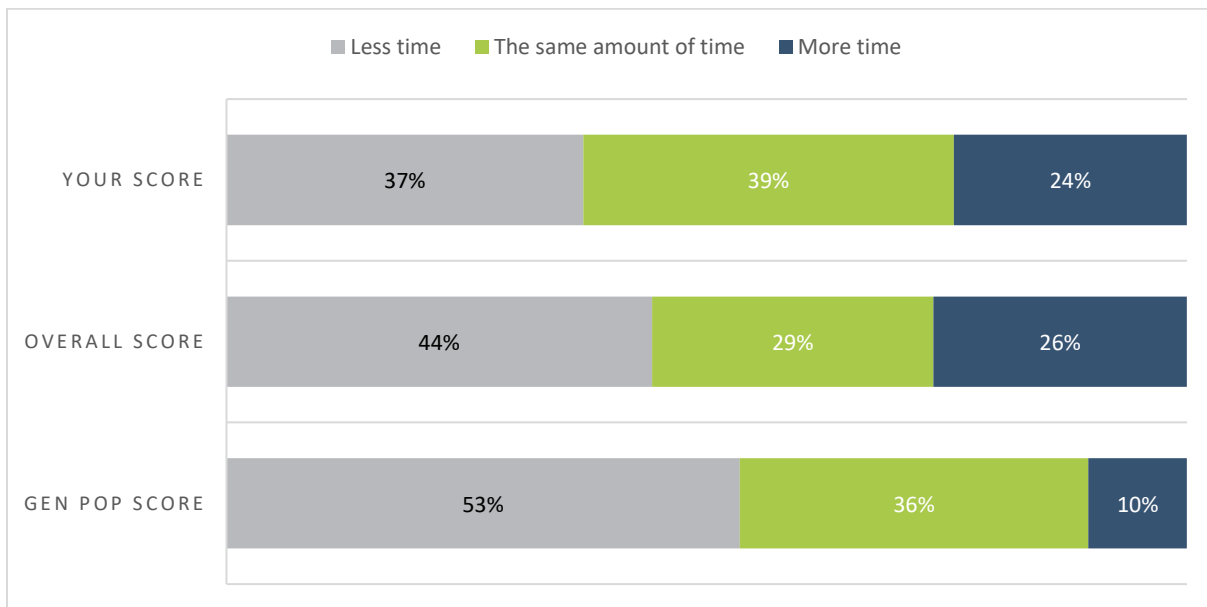
In 2023, two questions were added to the survey to assess the impact of the COVID-19 pandemic on quality of life. **Figure 7** and **Figure 8** depict individuals' responses to these questions compared to the overall *include Me!* scores and scores from the general population.

**Figure 7: How did the COVID19 Pandemic change your life?**



Sources: *include Me!* Survey 2023

**Figure 8: During the pandemic, were you able to spend as much time as you like with people?**



Sources: *include Me!* Survey 2023

## RESPONDING TO YOUR RESULTS

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

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

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

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



## **Appendix A: Glossary of Terms**

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

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

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

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

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

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

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

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

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

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

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





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

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



## **Appendix B: Quality of Life Domains and Indicators**

### Quality of Life Related Personal Outcome Domains and Exemplary Indicators

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

\* Adapted from *My Life Personal Outcomes Index™*

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



## **Appendix C: Key Survey Metrics**

**2023 CLBC *include Me!* Survey  
Key Survey Metrics Summary**

	OVERALL	PDSCL
<b>VALID TOTAL SAMPLE <sup>a</sup></b>	<b>1,653</b>	<b>122</b>
<b>VALID SELF-REPORT SAMPLE <sup>a</sup></b>	<b>1,603</b>	<b>114</b>
Refused <sup>b</sup>	72	30
No response to SPs <sup>b</sup>	972	3
<b>Number Who Agreed to Participate</b> <i>Have consented to SPs</i>	<b>559</b>	<b>66</b>
<b>Completed (Valid Self-Report)</b>	<b>546</b>	<b>66</b>
<b>Self-Report Participation Rate</b> <i>Valid self-report completes / valid self-report sample</i>	<b>34.1%</b>	<b>57.8%</b>
<b>Self-Report Response Rate</b> <i>Valid self-report completes / number who agreed to participate</i>	<b>97.8%</b>	<b>100%</b>
<b>VALID REPORT OF OTHER SAMPLE <sup>a</sup></b> <i>'Report of Other' cases identified by SPs</i>	<b>50</b>	<b>8</b>
<b>Report of Other - Two Surveys Completed</b>	<b>34</b>	<b>8</b>
Report of Other individuals who refused during interview or did not respond to Malatest's phone calls or emails	16	0
<b>Report of Other Response Rate</b> <i>Two surveys completed / number who agreed to participate</i>	<b>68.0%</b>	<b>100.0%</b>
<b>VALID COMPLETES</b> Completed self-report + cases in which two report of other surveys were completed	<b>580</b>	<b>74</b>
<b>Self-report Rate</b> <i>Self-report surveys completed / valid completes</i>	<b>94.1%</b>	<b>89.2%</b>
<b>Report of Other Rate</b> <i>Two report of other surveys completed / valid completes</i>	<b>5.9%</b>	<b>10.8%</b>
<b>Overall Participation Rate</b> <i>Valid completes / valid total sample</i>	<b>35.1%</b>	<b>69.2%</b>
<b>Overall Response Rate</b> <i>Valid completes / number who agreed to participate</i>	<b>97.8%</b>	<b>100.0%</b>

<sup>a</sup> The valid total sample for all respondents (overall); excludes duplicate respondents who are receiving services from multiple service providers and respondents who are no longer receiving CLBC-supported services through service providers.

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



**Appendix D:  
Supplemental Data Tables**

***include Me!***  
**Composite Score - Overall Quality of Life**

	Composite Score
Overall	7.58
Penticton and District Society for Community Living (PDSCL)	7.80
<hr/> <b>SERVICES ACCESSED</b>	
Residential	7.56
Community Inclusion	7.89
<hr/> <b>AGE GROUP</b>	
Age 18-34	8.08
Age 35-54	8.34
Age 55 and over	7.29

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

**include Me!**

**Emotional Well-Being Domain**

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
<b>Overall</b>	580	3	7	50	183	337
	100.0%	0.5%	1.2%	8.6%	31.6%	58.1%
<b>Penticton and District Society for Community Living (PDSCCL)</b>	74	0	0	4	24	46
	100.0%	0.0%	0.0%	5.4%	32.4%	62.2%
<b>SERVICES ACCESSED</b>						
<b>Residential</b>	26	0	0	1	6	19
	100.0%	0.0%	0.0%	3.8%	23.1%	73.1%
<b>Community Inclusion</b>	66	0	0	4	22	40
	100.0%	0.0%	0.0%	6.1%	33.3%	60.6%
<b>AGE GROUP</b>						
<b>Age 18-34</b>	26	0	0	2	8	16
	100.0%	0.0%	0.0%	7.7%	30.8%	61.5%
<b>Age 35-54</b>	27	0	0	0	10	17
	100.0%	0.0%	0.0%	0.0%	37.0%	63.0%
<b>Age 55 and over</b>	21	0	0	2	6	13
	100.0%	0.0%	0.0%	9.5%	28.6%	61.9%

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

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



**include Me!**  
**Interpersonal Relations Domain**

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
Overall	579	3	44	148	256	128
	100.0%	0.5%	7.6%	25.6%	44.2%	22.1%
Penticton and District Society for Community Living (PDSCCL)	74	0	3	11	38	22
	100.0%	0.0%	4.1%	14.9%	51.4%	29.7%
<b>SERVICES ACCESSED</b>						
Residential	26	0	2	5	11	8
	100.0%	0.0%	7.7%	19.2%	42.3%	30.8%
Community Inclusion	66	0	2	11	36	17
	100.0%	0.0%	3.0%	16.7%	54.5%	25.8%
<b>AGE GROUP</b>						
Age 18-34	26	0	0	3	17	6
	100.0%	0.0%	0.0%	11.5%	65.4%	23.1%
Age 35-54	27	0	0	4	12	11
	100.0%	0.0%	0.0%	14.8%	44.4%	40.7%
Age 55 and over	21	0	3	4	9	5
	100.0%	0.0%	14.3%	19.0%	42.9%	23.8%

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

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

**include Me!**  
**Social Inclusion Domain**

	TOTAL	☹️ 0*	2.5*	☹️ 5*	7.5*	😊 10*
Overall	576	9	64	197	198	108
	100.0%	1.6%	11.1%	34.2%	34.4%	18.8%
Penticton and District Society for Community Living (PDSCCL)	74	1	4	20	34	15
	100.0%	1.4%	5.4%	27.0%	45.9%	20.3%
<b>SERVICES ACCESSED</b>						
Residential	26	0	3	9	8	6
	100.0%	0.0%	11.5%	34.6%	30.8%	23.1%
Community Inclusion	66	1	4	17	31	13
	100.0%	1.5%	6.1%	25.8%	47.0%	19.7%
<b>AGE GROUP</b>						
Age 18-34	26	0	1	6	12	7
	100.0%	0.0%	3.8%	23.1%	46.2%	26.9%
Age 35-54	27	0	0	7	14	6
	100.0%	0.0%	0.0%	25.9%	51.9%	22.2%
Age 55 and over	21	1	3	7	8	2
	100.0%	4.8%	14.3%	33.3%	38.1%	9.5%

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

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

**include Me!**  
**Personal Development Domain**

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
Overall	572 100.0%	7 1.2%	28 4.9%	115 20.1%	218 38.1%	204 35.7%
Penticton and District Society for Community Living (PDSCCL)	73 100.0%	1 1.4%	1 1.4%	13 17.8%	29 39.7%	29 39.7%
<b>SERVICES ACCESSED</b>						
Residential	25 100.0%	1 4.0%	0 0.0%	3 12.0%	11 44.0%	10 40.0%
Community Inclusion	65 100.0%	0 0.0%	1 1.5%	12 18.5%	25 38.5%	27 41.5%
<b>AGE GROUP</b>						
Age 18-34	26 100.0%	0 0.0%	0 0.0%	4 15.4%	10 38.5%	12 46.2%
Age 35-54	27 100.0%	0 0.0%	0 0.0%	5 18.5%	8 29.6%	14 51.9%
Age 55 and over	20 100.0%	1 5.0%	1 5.0%	4 20.0%	11 55.0%	3 15.0%

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

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

**include Me!**  
**Self-Determination Domain**

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
Overall	569 100.0%	8 1.4%	23 4.0%	111 19.5%	225 39.5%	202 35.5%
Penticton and District Society for Community Living (PDSCL)	74 100.0%	1 1.4%	2 2.7%	10 13.5%	31 41.9%	30 40.5%
<b>SERVICES ACCESSED</b>						
Residential	26 100.0%	1 3.8%	1 3.8%	6 23.1%	11 42.3%	7 26.9%
Community Inclusion	66 100.0%	1 1.5%	1 1.5%	9 13.6%	27 40.9%	28 42.4%
<b>AGE GROUP</b>						
Age 18-34	26 100.0%	0 0.0%	0 0.0%	4 15.4%	11 42.3%	11 42.3%
Age 35-54	27 100.0%	0 0.0%	0 0.0%	2 7.4%	12 44.4%	13 48.1%
Age 55 and over	21 100.0%	1 4.8%	2 9.5%	4 19.0%	8 38.1%	6 28.6%

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

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

**include Me!**  
**Physical Well-Being Domain**

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	☺️ 10*
Overall	567	4	20	105	231	207
	100.0%	0.7%	3.5%	18.5%	40.7%	36.5%
Penticton and District Society for Community Living (PDSCL)	73	0	0	9	24	40
	100.0%	0.0%	0.0%	12.3%	32.9%	54.8%
<b>SERVICES ACCESSED</b>						
Residential	25	0	0	4	11	10
	100.0%	0.0%	0.0%	16.0%	44.0%	40.0%
Community Inclusion	65	0	0	8	21	36
	100.0%	0.0%	0.0%	12.3%	32.3%	55.4%
<b>AGE GROUP</b>						
Age 18-34	26	0	0	5	5	16
	100.0%	0.0%	0.0%	19.2%	19.2%	61.5%
Age 35-54	26	0	0	1	8	17
	100.0%	0.0%	0.0%	3.8%	30.8%	65.4%
Age 55 and over	21	0	0	3	11	7
	100.0%	0.0%	0.0%	14.3%	52.4%	33.3%

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

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

**include Me!**  
**Material Well-Being Domain**

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
Overall	567 100.0%	2 0.4%	15 2.6%	76 13.4%	233 41.1%	241 42.5%
Penticton and District Society for Community Living (PDSCCL)	73 100.0%	0 0.0%	0 0.0%	7 9.6%	26 35.6%	40 54.8%
<b>SERVICES ACCESSED</b>						
Residential	25 100.0%	0 0.0%	0 0.0%	2 8.0%	9 36.0%	14 56.0%
Community Inclusion	65 100.0%	0 0.0%	0 0.0%	7 10.8%	21 32.3%	37 56.9%
<b>AGE GROUP</b>						
Age 18-34	26 100.0%	0 0.0%	0 0.0%	5 19.2%	9 34.6%	12 46.2%
Age 35-54	26 100.0%	0 0.0%	0 0.0%	0 0.0%	10 38.5%	16 61.5%
Age 55 and over	21 100.0%	0 0.0%	0 0.0%	2 9.5%	7 33.3%	12 57.1%

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

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

**include Me!**  
**Rights Domain**

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
Overall	566	4	22	90	234	216
	100.0%	0.7%	3.9%	15.9%	41.3%	38.2%
Penticton and District Society for Community Living (PDSCCL)	73	1	5	13	29	25
	100.0%	1.4%	6.8%	17.8%	39.7%	34.2%
<b>SERVICES ACCESSED</b>						
Residential	25	0	2	8	8	7
	100.0%	0.0%	8.0%	32.0%	32.0%	28.0%
Community Inclusion	65	1	4	11	27	22
	100.0%	1.5%	6.2%	16.9%	41.5%	33.8%
<b>AGE GROUP</b>						
Age 18-34	26	0	1	3	11	11
	100.0%	0.0%	3.8%	11.5%	42.3%	42.3%
Age 35-54	26	0	1	7	9	9
	100.0%	0.0%	3.8%	26.9%	34.6%	34.6%
Age 55 and over	21	1	3	3	9	5
	100.0%	4.8%	14.3%	14.3%	42.9%	23.8%

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

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

**include Me!**

**Housing: Do you live with family<sup>†</sup>?**

	TOTAL	"No" 0*	"Yes" 10*
Overall	540	259	281
	100.0%	48.0%	52.0%
Penticton and District Society for Community Living (PDSCL)	70	42	28
	100.0%	60.0%	40.0%
<b>SERVICES ACCESSED</b>			
Residential	25	19	6
	100.0%	76.0%	24.0%
Community Inclusion	62	36	26
	100.0%	58.1%	41.9%
<b>AGE GROUP</b>			
Age 18-34	24	10	14
	100.0%	41.7%	58.3%
Age 35-54	25	14	11
	100.0%	56.0%	44.0%
Age 55 and over	21	18	3
	100.0%	85.7%	14.3%

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

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

\* The three response categories for this question were "Yes", "No", and "Don't Know". Responses of "Don't Know" are excluded.



**include Me!**

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

	TOTAL	☹️ 0*	2.5*	☹️ 5*	7.5*	😊 10*
Overall	565	35	0	62	1	467
	100.0%	6.2%	0.0%	11.0%	0.2%	82.7%
Penticton and District Society for Community Living (PDSCCL)	73	4	0	1	0	68
	100.0%	5.5%	0.0%	1.4%	0.0%	93.2%
<b>SERVICES ACCESSED</b>						
Residential	25	2	0	1	0	22
	100.0%	8.0%	0.0%	4.0%	0.0%	88.0%
Community Inclusion	65	3	0	1	0	61
	100.0%	4.6%	0.0%	1.5%	0.0%	93.8%
<b>AGE GROUP</b>						
Age 18-34	26	1	0	0	0	25
	100.0%	3.8%	0.0%	0.0%	0.0%	96.2%
Age 35-54	27	1	0	0	1	25
	100.0%	3.7%	0.0%	0.0%	3.7%	92.6%
Age 55 and over	21	2	0	1	0	18
	100.0%	9.5%	0.0%	4.8%	0.0%	85.7%

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

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

**include Me!**

**Employment Question: Do you have a paid job?**

	TOTAL	"Yes" 10*	"No" 0*
Overall	537 100.0%	289 53.8%	248 46.2%
Penticton and District Society for Community Living (PDSCL)	73 100.0%	46 63.0%	27 37.0%
<b>SERVICES ACCESSED</b>			
Residential	25 100.0%	12 48.0%	13 52.0%
Community Inclusion	65 100.0%	42 64.6%	23 35.4%
<b>AGE GROUP</b>			
Age 18-34	26 100.0%	19 73.1%	7 26.9%
Age 35-54	26 100.0%	17 65.4%	9 34.6%
Age 55 and over	21 100.0%	10 47.6%	11 52.4%

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

\* The three response categories for this question were "Yes", "No", and "Don't Know". Responses of "Don't Know" are excluded.

**include Me!**

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

	TOTAL	"Yes" 10*	"No" 0*
Overall	219 100.0%	128 54.9%	91 45.1%
Penticton and District Society for Community Living (PDSCCL)	26 100.0%	13 50.0%	13 50.0%
<b>SERVICES ACCESSED</b>			
Residential	12 100.0%	3 25.0%	9 75.0%
Community Inclusion	22 100.0%	13 59.1%	9 40.9%
<b>AGE GROUP</b>			
Age 18-34	- -	- -	- -
Age 35-54	- -	- -	- -
Age 55 and over	11 100.0%	3 27.3%	8 72.7%

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

\* The three response categories for this question were "Yes", "No", and "Don't Know". Responses of "Don't Know" are excluded.

**include Me!**

**Does your job make your life better?**

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
Overall	288	13	0	46	0	229
	100.0%	4.5%	0.0%	16.0%	0.0%	79.5%
Penticton and District Society for Community Living (PDSCCL)	46	1	0	11	0	34
	100.0%	2.2%	0.0%	23.9%	0.0%	73.9%
<b>SERVICES ACCESSED</b>						
Residential	12	0	0	1	0	11
	100.0%	0.0%	0.0%	8.3%	0.0%	91.7%
Community Inclusion	42	1	0	11	0	30
	100.0%	2.4%	0.0%	26.2%	0.0%	71.4%
<b>AGE GROUP</b>						
Age 18-34	19	1	0	5	0	13
	100.0%	5.3%	0.0%	26.3%	0.0%	68.4%
Age 35-54	17	0	0	4	0	13
	100.0%	0.0%	0.0%	23.5%	0.0%	76.5%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

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

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

**include Me!**  
**Do you feel good about your life?**

	TOTAL	☹️ 0*	2.5*	☺️ 5*	7.5*	😊 10*
Overall	563 100.0%	34 6.0%	0 0.0%	104 18.5%	2 0.4%	423 75.1%
Penticton and District Society for Community Living (PDSCCL)	73 100.0%	0 0.0%	2 2.7%	14 19.2%	2 2.7%	55 75.3%
<b>SERVICES ACCESSED</b>						
Residential	25 100.0%	2 8.0%	0 0.0%	4 16.0%	2 8.0%	17 68.0%
Community Inclusion	65 100.0%	1 1.5%	0 0.0%	13 20.0%	2 3.1%	49 75.4%
<b>AGE GROUP</b>						
Age 18-34	26 100.0%	0 0.0%	0 0.0%	5 19.2%	0 0.0%	21 80.8%
Age 35-54	26 100.0%	1 3.8%	0 0.0%	4 15.4%	1 3.8%	20 76.9%
Age 55 and over	21 100.0%	1 4.8%	0 0.0%	5 23.8%	1 4.8%	14 66.7%

Note: Frequency counts may not add to the Total count due to missing responses; specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of n ≥ 10 are shown.  
 \* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response "e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of other's responses are averaged, which can result in half scores such as 7.5 and 2.5; these scores are shown as neutral responses due to respondent privacy considerations.

**include Me!**  
**During COVID, has your life changed for the better, not changed, or gotten worse?**

	TOTAL	☹️ 0*	2.5*	😊 5*	7.5*	☺️ 10*
Overall	558 100.0%	125 22.4%	0 0.0%	229 41.0%	2 0.4%	202 36.2%
Penticton and District Society for Community Living (PDSCCL)	73 100.0%	12 16.4%	0 0.0%	32 43.8%	1 1.4%	28 38.4%
<b>SERVICES ACCESSED</b>						
Residential	25 100.0%	6 24.0%	0 0.0%	12 48.0%	1 4.0%	6 24.0%
Community Inclusion	65 100.0%	10 15.4%	0 0.0%	29 44.6%	1 1.5%	25 38.5%
<b>AGE GROUP</b>						
Age 18-34	26 100.0%	5 19.2%	0 0.0%	10 38.5%	0 0.0%	11 42.3%
Age 35-54	26 100.0%	2 7.7%	0 0.0%	12 46.2%	1 3.8%	11 42.3%
Age 55 and over	21 100.0%	5 23.8%	0 0.0%	10 47.6%	0 0.0%	6 28.6%

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

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

**include Me!**  
**During COVID, have you been able to spend as much time as you like with people?**

		☹️		😊		😊
	TOTAL	0*	2.5*	5*	7.5*	10*
Overall	556	245	2	162	1	146
	100.0%	44.1%	0.4%	29.1%	0.2%	26.3%
Penticton and District Society for Community Living (PDSCL)	73	26	2	27	1	17
	100.0%	35.6%	2.7%	37.0%	1.4%	23.3%
<b>SERVICES ACCESSED</b>						
Residential	25	6	2	11	1	5
	100.0%	24.0%	8.0%	44.0%	4.0%	20.0%
Community Inclusion	65	24	2	23	1	15
	100.0%	36.9%	3.1%	35.4%	1.5%	23.1%
<b>AGE GROUP</b>						
Age 18-34	26	6	0	13	0	7
	100.0%	23.1%	0.0%	50.0%	0.0%	26.9%
Age 35-54	26	12	0	7	1	6
	100.0%	46.2%	0.0%	26.9%	3.8%	23.1%
Age 55 and over	21	8	2	7	0	4
	100.0%	38.1%	9.5%	33.3%	0.0%	19.0%

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

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

***include Me!***  
**Average Domain Scores**

	Emotional Well-Being	Interpersonal Relations	Social Inclusion	Personal Development	Self-Determination	Physical Well-Being	Material Well-Being	Rights
Overall	8.5	7.0	6.4	7.6	7.6	7.7	8.1	7.8
Penticton and District Society for Community Living (PDSCL)	8.9	7.8	6.8	7.9	7.8	8.5	8.6	7.6
<b>SERVICES ACCESSED</b>								
Residential	9.1	7.7	6.4	8.1	6.9	8.3	8.7	7.2
Community Inclusion	8.8	7.7	6.7	8.0	7.9	8.5	8.6	7.6
<b>AGE GROUP</b>								
Age 18-34	8.7	7.9	7.4	8.2	8.1	8.4	8.1	7.9
Age 35-54	9.1	8.3	7.1	8.3	8.4	8.9	9.1	7.7
Age 55 and over	8.7	7.0	5.6	6.9	6.7	8.1	8.5	6.9

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