

We Asked, You Answered!

St. James Town Community Corner 2017 Services Evaluation

The Corner is a community hub where people from St. James Town and the surrounding areas walk in and access services.

Services and programs are provided by several partner organisations as well resident volunteers from the community.

The services provided at The Corner include one-on-one services, group programs, and computer, printing, phone and fax services.

Purpose:

Assess and evaluate client satisfaction with regards to services at The Corner.

Evaluation Period: June – Sept 2017

No. of participants: 87

Method:

Evaluation survey questions were created by members of operations team, and reviewed and approved by management.

Survey consists of:

- Eight (8) questions
- Two (2) yes/no questions

- One (1) question to rate the service received at The Corner on the day of survey
- One (1) question to identify new or regular clients
- Two (2) questions to collect suggestions and preferences about The Corner
- Two (2) questions to rate the services provided by service providers
 - One-on-one service
 - Group program
 - Front area services

Overall rating of services received at The Corner

Response	Front Area Services	Group Program	One-on-One Services
Very Good	69%	69%	69%
Good	27%	27%	27%
Fair	4%	4%	4%

The Participants:

A Diverse group of clients responded to the evaluation questionnaire. This ensures that the data is representative of the client population at The Corner. (Clients from 40 different postal codes participated in the survey, of which majority lived in the St. James Town area.)

Results:

Demographics

- Male: 57%, Female: 40%, Other: 3%
- Seniors: 40%, Others: 60%
- Newcomer (<3 years): 25%, Others: 75%

Visit frequency:

- Repeated visitor: 56%, First-time visitor: 39%, Not Sure: 5%

Do you feel welcome at the Corner:

- Yes: 98%, Not sure: 2%

Do you know most of the services:

- Yes: 52%, Not Sure: 29%, No: 19%

Overall rating of the services received on that day:

- Very Good: 69%, Good: 26%, Fair: 5%

Service providers listened to the clients:

- Yes: 90%, No: 1%, Not Sure: 9%

Service usage by survey participants:

Front Area Services	Percentage
Print	36%
Public computer	39%
Fax	8%
Photocopy	5%
Computer and phone	4%
computer and print	2%
Other	8%

One-on-One Services	Percentage
Settlement Services	29%
Counseling	17%
Intake Process	13%
Housing Services	8%
Primary Health Care	8%
Case Worker	4%
Diabetes Clinic	4%
Employment Services	4%
Information	4%
Other	8%

Group Programs	Percentage
English Class	55%
Seniors Day Program	27%
Dance Program	9%
Other	9%

Location (Postal Code)	# Clients
St. James Town:	49
Outside of St. James Town	20
Not answered	18

What do you like about The Corner?

Responses	Number
Friendly and helpful staff	18
Friendly space	7
Computers	5
No "ism" place	3
Free services	3
Good services	2
Good environment	2
Accessibility	2

What do you think can be improved?

Responses	Percentage
None. You have good programs	15%
More Health Support	11%
More Computers with Printers	9%
More Employment Support	9%
Fitness Programs	7%
More English Language Classes	7%
Music & Dancing	6%
Relationship/ Marriage Counseling	6%
Nutrition	6%
LGBTQ Support	6%
Free Food	4%
Legal Assistance	4%
Youth and Kids Programs	4%
Children's and Senior's Programs	4%
Child Service	2%
Housing supports	2%

Conclusion:

The majority of clients found the programs and services available to be very good, with a significant number of clients finding the staff to be friendly and helpful. Many clients have suggested including more computers with printer access and more employment support services.

Future Evaluation:

The evaluation process will be repeated every 12 months. Before the next evaluation, The Corner will try to implement a few of the suggestions.