

# We Asked, You Answered!

## The Corner 2021 Service Evaluation

The Corner@200 is a fully accessible set of offices, meeting spaces, program rooms and community kitchen dedicated to local initiatives and services to benefit the St. James Town neighborhood. The Corner@240 is a share and reuse hub which also repairs items at no cost. It works on the 3Rs – Repair, Reduce and Refurbish

Services and programs are provided by several partner organizations as well as resident volunteers and ambassadors from the community. The services provided at The Corner include one-on-one services, group programs and activities, internet, printing, phone and fax services. Due to

the COVID-19 pandemic regular services are provided to public with prior appointments and many programs have been moved online. From the previous recommendations, on site Primary Health Care and Housing support were introduced in 2021

### Ongoing Evaluation:

The evaluation process will be repeated every 12 months. Before the next evaluation, The Corner will try to implement some recommendations from the current evaluation.

### PURPOSE

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

**Evaluation Period: Nov 2021 – Feb 2022** (The evaluation period was extended to 2022 because of realignments and pressures necessitated by the pandemic)

**No. of participants: 74**

### Method:

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

### Two different ways of survey participation:

- Random clients called over the phone
- In person – on site – both locations

### Survey consists of Ten (10) questions:

Questions focus on aspects such as:

- a) awareness of services,
- b) feeling welcome,
- c) Overall rating of services at The Corner,
- d) satisfaction with the services,
- e) suggestions for improvement,
- f) demographic information and
- g) willingness to volunteer at The Corner.

A diverse group of clients responded to the evaluation questionnaire. This ensured that the data is representative of the client population at The Corner.

### RESULTS

#### Demographics

Male	35%
Female	60%
No Answer	5%
Other	0%

#### Age range

Youth	7%
30 to 39	22%
40 to 49	15%
50 to 59	18%
60 and above	28%
No answer	11%

#### Social Media Followers

Facebook	15%
Instagram	3%
YouTube	1%
Newsletter	6%
None	15%
Twitter	1%
No Answer	78%

#### Feedback on Social Media:

All good; more posts; posts with program details

#### Do you feel welcome at The Corner?

Yes	94%
Not sure	5%
No Answer	1%

#### Know the services at The Corner @ 200

Yes	85%
Not sure	12%
No Answer	3%

#### Know the services at The Corner @ 240

Yes	69%
Not sure	20%
No Answer	11%

#### Location of Respondents

St. James Town	73%
Beyond St. James Town	7%
Not answered	20%

#### Rating of services received

	Bad	Fair	Good	Very Good	No Answer
Group Programs	1%	1%	28%	66%	4%
Intake and Referral Process	1%	1%	29%	62%	7%
One on One services	0%	1%	27%	66%	6%

#### Programs known at The Corner@200:

Front area services, Case worker, seniors program, Kids program, Housing, Employment

#### Programs known at The Corner@240:

Daily repair, repair workshop, gardening, sewing, knitting, bike repair

#### New / other program suggestions:

##### On site Programs:

Computer training, New comer information sessions, Meditation, kids program, knitting, yoga, seniors program, Aerobic, dancing class, Skill building

#### Health related Programs:

Substance use, Diabetes program, Blood pressure and blood sugar measurement

#### Online programs:

Health related programs, youth programs, Parenting program

#### Services:

Job services, TTC tokens, more housing staff, Animal service, animal food bank

#### How to improve programs?

Do more marketing and outreach; more programs on weekend; Sewing program; all good; reduce wait times – call back time; youth programs; more programs in general

### CONCLUSION

The majority of clients found the programs and services available to be very good. More than half of the clients were found to be women. Most of the respondents knew the front area services, case workers,

housing, primary health, sewing, clothing and fixing services at The Corner. Three of the respondents showed interest in volunteering at The Corner