

# We Asked, You Answered!

## The Corner 2022 Service Evaluation

The Corner 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 community. The Corner@240 is a share and reuse space which focuses on waste diversion and skill building. It works on the principals of 3Rs- Repair, Reduce and Reuse, offering fixing and mending services at no cost.

Services and programs at The Corner 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 and primary care. 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 2022 to Feb 2023

### No. of participants:

50 (The evaluation period was extended to 2023 because of realignments and pressures necessitated by the pandemic)

### Method:

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

### 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

### Two different ways of survey participation:

In person – on site – both locations

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	34%
Female	50%
No answer	16%
Other	0%

### Age range

Youth	14%
30 to 39	12%
40 to 49	12%
50 to 59	10%
60 and above	40%
No answer	12%

### Social Media Followers

Facebook	27%
Instagram	14%
YouTube	0%
Newsletter	14%
None	0%
Twitter	5%
No answer	40%

### Social Media Feedback

All good; more posts; posts with program details

### Location of Respondents

St. James Town	76%
Beyond St. James Town	6%
Not answered	18%

### Overall Rating

	Yes	No	No Answer
Feel Welcome at The Corner	94%	5%	1%
Know the services at The Corner@200	64%	35%	1%
Know the services at The Corner@240	46%	42%	31%

### Rating of services received

	Bad	Fair	Good	Very Good	No Answer
Ambassador Program	0%	4%	36%	26%	34%
Intake and referral process	0%	6%	40%	52%	2%
One on One services	0%	8%	40%	44%	8%
Group Programs	0%	6%	40%	32%	22%

## PROGRAMING

### Programs known at The Corner@200:

- Front area services, Case worker, seniors' program, Kids program, Housing, Employment, Photocopy, Print, Prenatal Program, Newcomers Support, Wellness Clinic, LGBTQ2S+ services, Cooking classes, computer classes, counselling

### Programs known at The Corner@240:

- Daily repair, repair workshop, gardening, sewing, knitting, bike repair, green market, green café, clothing, diorama workshop

### New / other program suggestions:

- On site Programs: Computer training, Coding class, weekly program schedule
- Health related Programs: Harm reduction

### How to improve programs?

- Be more inclusive, courteous and publish weekly/monthly program schedule

## CONCLUSION

Overall people were satisfied with the programs offered, there is a slight decrease in awareness of the various activities of the Corner @200 and @240. Female respondents made up 50% of total participation. Facebook is the social media of choice,

however, is it worth noting that 40% of our respondents did not indicate any kind of social media usage. Having a weekly schedule of programs offered at both locations could increase awareness of the services and programs available.