

Results Report:
LEDUC LINX CONNECT CENTRE
January 2015



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Key Highlights: Leduc LINX Connect Centre

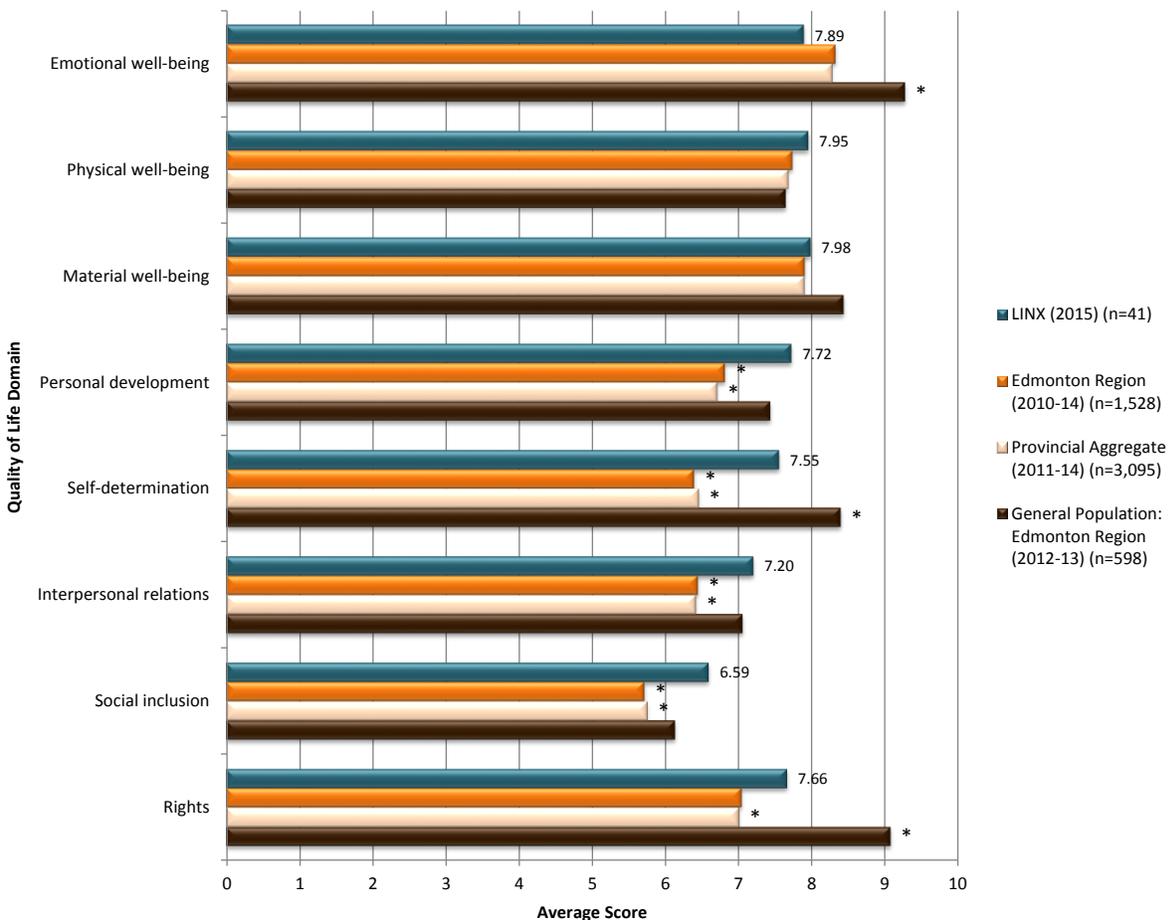
Survey Response Details

The most recent round of survey administration of the *My Life: Personal Outcomes Index™* for Leduc LINX Connect Centre (LINX), located in the Edmonton Region, occurred between October 29 and November 5, 2014.

Sample	Sample Size	Self-Report Rate	Proxy Rate
Leduc LINX Connect Centre (2015)	41	100%	0%
Leduc LINX Connect Centre (2010-11)	24	96%	4%
Edmonton Region sample (2010-14)	1,532	67%	32%
Provincial sample (2011-14)	3,102	71%	29%

My Life: Personal Outcomes Index™ Results

The following figure presents the 2015 average domain scores for adults served by LINX along with the previous year's results, average domain scores for all individuals included in the Edmonton Region sample, the provincial aggregate sample and the general population sample for the Edmonton Region.¹ Statistically significant differences between LINX 2015 scores and those of other samples, including 2010-11 results, are marked with an asterisk (*).



¹ In order to measure the quality of life of adults in the community, an independent telephone survey of the general population was conducted using the same instrument used to assess quality of life of individuals with developmental disabilities. Note that the survey instrument and process were slightly different than those used with adults with developmental disabilities so some caution should be exercised when comparing results.

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Introduction and Conceptualization of Quality of Life

From October 29 to November 5, 2014,² Leduc LINX Connect Centre (hereafter referred to as LINX) partnered with Persons with Developmental Disabilities Edmonton Region (PDD Edmonton) to assess the quality of life of persons with developmental disabilities receiving services and supports from service providers in the Edmonton region. This report provides a summary of project findings for adults who received services and supports from LINX.

Understanding Quality of Life

When considering My Life: Personal Outcomes Index™ results, it is important to understand how to interpret the information that is presented. Thus, this section provides a brief discussion of the conceptualization of quality of life that informed the development of the My Life survey instrument.

This approach to quality of life is based on assessing how an individual feels about his or her own life (i.e., the personal experiences of an individual) across eight domains (see Table 1 for a description of each domain):

- ✓ Emotional well-being
- ✓ Interpersonal relations
- ✓ Material well-being
- ✓ Personal development
- ✓ Physical well-being
- ✓ Rights
- ✓ Self-determination
- ✓ Social inclusion

Table 1. Description of quality of life domains

Quality of Life Domain	Primary Focus of Domain	Sample Question from the My Life: Personal Outcomes Index™
Emotional well-being	<ul style="list-style-type: none"> • The presence of positive experiences in an individual’s life and his/her life satisfaction. • Contentment, self-concept, identify, self-worth, self-esteem and lack of stress in an individual’s life. 	Do you feel good about yourself?
Interpersonal relations	<ul style="list-style-type: none"> • Individual’s experience of the quality and strength of relationships in his/her life. • Individual’s experience of trust, satisfaction with family relations, being valued by others, development of friendships, availability of help and support from others within his/her network and opportunities to provide help and support to others. 	Do you feel you have enough close friends?
Material well-being	<ul style="list-style-type: none"> • Individual’s financial status, employment status, living arrangements and personal possessions. • Individual’s experience of his/her ability to meet basic needs as well as make extra purchases if desired. • Individual’s satisfaction with his/her household income and housing situation. 	Do you have money to spend on what you want?

² While survey administration for LINX occurred in 2014, demographic data were not received until January 2015. As such, LINX data will become part of the 2015 provincial cycle and thus this data set will be referred to as LINX’s 2015 data.

Quality of Life Domain	Primary Focus of Domain	Sample Question from the My Life: Personal Outcomes Index™
Personal development	<ul style="list-style-type: none"> Individual's education (including lifelong learning) and personal competence (including learning and demonstrating skills). Whether an individual has support to take part in a variety of activities to increase/enhance knowledge, skills and experience. Availability of opportunities for an individual to experience and perform different roles in communities (i.e., leadership, advocacy). 	Do you feel you are learning new skills?
Physical well-being	<ul style="list-style-type: none"> Individual's health and health care, nutrition, self-care skills, mobility, wellness, rest and recreation. Includes an individual's satisfaction with his/her food choices and level of physical activity. 	How often are you physically active, like going for a walk, exercising, or playing sports?
Rights	<ul style="list-style-type: none"> Human rights (respect, dignity and equality) and legal rights (citizenship, access and fair treatment). 	Can you make your own choices?
Self-determination	<ul style="list-style-type: none"> Individual's ability to control his/her own life, make his/or own choices and express his/her views. Individual's personal goals, personal control, desires and expectations. 	Do you get to choose your activities?
Social inclusion	<ul style="list-style-type: none"> Individual's community integration and participation, community roles (community contributor), ability to participate in desired social and community activities and social supports received. 	Do you feel you are part of your community, like belonging to clubs, teams, or church groups?

Context for the My Life Survey: Personal Outcomes Index™

Since 2011, the Persons with Developmental Disabilities (PDD) program has been using the Personal Outcomes Index (POI) to measure the personal outcomes of PDD services for adults with developmental disabilities who receive those services. The results are used for implementing continuous improvement strategies at the individual, agency, PDD Region and PDD program levels.³ The measurement of personal outcomes is part of the PDD program’s focus on achieving greater positive outcomes for individuals – a transformation informed by both the Social Policy Framework and Results-Based Budgeting that fits within a broader government context. Alignment between the POI and broader government strategies is illustrated in Table 2 below.⁴

Table 2. Alignment between the POI and government-wide strategies

Government Strategy	Strategy Focus	Alignment of the POI
Social Policy Framework (SPF)	<ul style="list-style-type: none"> • <i>Vision:</i> In Alberta, everyone contributes to making our communities inclusive and welcoming. Everyone has opportunities to fulfill their potential and to benefit from our thriving social, economic, and cultural life.⁵ • <i>Purpose:</i> To have social policies, programs, and systems that produce better results (outcomes).⁶ 	<ul style="list-style-type: none"> • Use of the POI to assess quality of life supports the SPF’s focus on outcomes. • Areas in which personal outcomes are measured through the POI (personal well-being (emotional, material and physical), interpersonal relations, personal development, rights, self-determination and social inclusion) support the SPF’s vision.
Results-based Budgeting (RBB)	<ul style="list-style-type: none"> • Identified outcomes for Albertans with disabilities:⁷ <ul style="list-style-type: none"> ✓ Maximize individuals’ health and well-being ✓ Individuals have a safe and stable living environment that is appropriate for their needs ✓ Individuals are actively engaged and included in their communities ✓ Maximize individuals’ independence and achieve their full potential 	<ul style="list-style-type: none"> • RBB outcomes for Albertans with disabilities correspond closely with the personal outcomes assessed through the My Life survey.

Measuring outcomes supports government-wide direction and priorities, and the focus of the My Life survey is in close alignment with the overall objectives of key initiatives (e.g., Social Policy Framework and RBB). Moreover, the measurement of personal outcomes is part of creating a system to measure the overall effectiveness of the PDD program through a performance management framework to facilitate the monitoring of program effectiveness and support continuous improvement processes.⁸

³ Alberta Human Services. (June 25, 2014). *My Life Survey: the Personal Outcomes Index*. Retrieved October 6, 2014 from <http://humanservices.alberta.ca/disability-services/pdd-poi.html>.

⁴ Government of Alberta. (August 2014). *Transforming the PDD Program within the Context of Disability Services*. Retrieved October 6, 2014 from <http://humanservices.alberta.ca/newsroom/16668.html>.

⁵ Government of Alberta. (February 2013). *Albert’s Social Policy Framework*, p. 10. Retrieved October 6, 2014 from <http://www.socialpolicy.alberta.ca/>.

⁶ Ibid.

⁷ Government of Alberta, August 2014, *Transforming the PDD Program within the Context of Disability Services*, p. 6.

⁸ Alberta Human Services, June 25, 2014, *My Life Survey: the Personal Outcomes Index*.

Survey Administration Details and Service Provider Profile

Survey Process

The My Life: Personal Outcomes Index™ survey gathers information on quality of life for adults who are served by approved service providers within the Edmonton Region, of which LINX is one. All data were collected via surveys administered to the individuals receiving services or, in cases where individuals were not able to understand survey questions on their own or were unable to communicate their responses, through proxy respondents who answered survey questions on behalf of the individual.⁹

Data Reliability & Validity

The results presented in this report are based on individuals' responses to the survey instrument. The process used to develop the instrument and select the survey sample was methodologically rigorous. Some key points related to reliability and validity of the My Life survey instrument and results include:

- ✓ A multi-stage process consisting of four key phases was used to develop the survey instrument, conforming to standard processes used for instrument development and validation (phases included literature review, stakeholder consultation (including engagement of an international expert), development and testing of a draft instrument and instrument revision and re-testing).
- ✓ Individuals with developmental disabilities were involved throughout the instrument development process, providing feedback and guidance, thus ensuring the questions and response scales captured areas of life important to individuals with developmental disabilities and could be understood by the target audience.
- ✓ Analysis showed the data collection process was reliable (e.g., based on examining differences between type of surveyor team¹⁰ as well as inter-rater reliability¹¹).
- ✓ After completion of several years of survey instrument implementation, reliability analysis demonstrated that all domains have consistently yielded reliability scores in the “acceptable” or “good” range.

Overall, data gathered through the My Life: Personal Outcomes Index™ can be considered good and will provide a useful starting point, or baseline measure, from which to work.

⁹ A proxy respondent is someone who responds to the survey on behalf of an individual who is unable to understand the survey questions him/herself or who is unable to communicate his/her responses. In such instances a family member or guardian of the individual, with input from the individual if possible, was asked to provide the names of two people who had known the individual well for at least the past three months and had an understanding of the individual's current life experiences and circumstances. These people were then contacted and asked to complete the My Life survey on behalf of the individual (as proxies for that individual). The responses of the two proxies were then averaged for all survey questions.

¹⁰ There were two types of surveyor teams used throughout data collection during the tool development stage: teams where both individuals (interviewer and recorder) had an intellectual disability and teams where neither individual did.

¹¹ Inter-rater reliability refers to the extent to which different raters or observers provide the same score for different respondents – in this case PDD observed surveyor teams administering the survey during the tool development stage for a number of cases. Responses marked down by the observer were then compared with those marked down by the surveyor team to obtain a measure of inter-rater reliability.

Number of Adults Served

At the time of survey administration, LINX provided supports to approximately 57 adults with developmental disabilities in the Edmonton Region.

Survey Sample

Of the 57 eligible adults¹² served by LINX, 41 were surveyed. Of these 41 adults, all (100%) answered the survey via self-report (there were no surveys completed by proxy respondents). To achieve completed surveys for 41 individuals, 57 were invited to participate, resulting in a response rate of 72%. This response rate represents very little change from the last round of My Life surveying completed for LINX in 2010-11 (where the response rate was 71%).

Based on this sample size, results reported in this document are accurate $\pm 8.18\%$ at a confidence level of 95%. That is, we are 95% confident the results reported here are accurate $\pm 8.18\%$.

For example, if 50% of respondents reported they have paid employment, we could say we are 95% confident that between 41.82% and 58.18% of the population of interest has paid employment.

Note: The $\pm 8.18\%$ rule only applies to percentages. The confidence intervals for each domain score are provided in Appendix A.

Proxy Respondents

No surveys (0%) were completed by proxy respondents (i.e., all were self-reports).

This proxy rate represents a very slight decrease of 4% from the last round of My Life surveying completed for LINX in 2010-11 (where the proxy rate was 4%).

¹² Individuals who had completed the Supports Intensity Scale (SIS) within the past six months, who completed the My Life: Personal Outcomes™ survey within the past 12 months, or who refused to complete the My Life survey within the past 12 months were not eligible to participate in the My Life survey. In the case of LINX, no individuals were excluded from the population of eligible adults for any of these reasons.

Location of Survey Administration

Of the 41 surveys that were completed (all by self-report respondents), data on survey location were provided for all 41 of those surveys. These 41 surveys were administered in the following locations:

- Centralized:¹³ 100%
- Individual’s home: 0%
- Telephone administration: 0%
- Other: 0%

Profile of Adults Served¹⁴

Based on the survey sample (n=41), the breakdown of adults served by LINX in terms of gender, age and guardianship status, compared to regional and provincial proportions, is as follows:

Demographic characteristics	LINX sample (n=41)	Edmonton Region sample (n=1,528)	Provincial sample (n=3,102)
Gender			
Male	59%	55%	57%
Female	41%	45%	43%
Age			
Average age ¹⁵	32 years	36 years	38 years
Guardianship status			
Independent adult	58%	30%	30%
Private guardian	37%	58%	55%
Office of the Public Guardian	5%	12%	15%

¹³ “Centralized” refers to a central location for the provider, such as an office or a day program.

¹⁴ Data used to create the demographic profile of adults included in the survey sample served by LINX were provided by PDD (Edmonton Region).

¹⁵ The median age is reported (the middle number in a list of numbers sorted from lowest to highest).

Type of supports received: Adults receive the following types of supports:¹⁶

- Employment placement (2020): 54%
- Support homes (1020): 46%
- Out of home respite (1050): 44%
- Employment preparation (2010): 39%
- Supported Independent living (1030): 17%
- Community access (3000): 17%
- Overnight staffed residence (1010): 0%
- In-home respite (1040): 0%

Direct client costs: Direct client costs¹⁷ for adults are most commonly in the range of \$1,000 to \$2,999 (for 42% of adults). The specific breakdown of monthly support costs is as follows:

- \$0 - \$999: 24%
- \$1,000 - \$2,999: 42%
- \$3,000 - \$4,999: 24%
- \$5,000 - \$6,999: 10%
- \$7,000 - \$8,999: 0%
- \$9,000 and over: 0%

Overall, direct client costs have decreased since the last round of My Life surveying completed for LINX in 2010-11 where costs were most commonly in the range of \$5,000 to \$6,999 (for 38% of adults), followed by \$1,000 to \$2,999 (for 29% of adults).

¹⁶ Supports identified represent those received at LINX only. If individuals receive support from another service provider, those supports are not included. In addition, some individuals may receive more than one type of support from LINX and thus the sum of percentages may exceed 100%.

¹⁷ Dollars identified represent the direct client costs for supports received at LINX only. If individuals receive support from another service provider those direct client costs are not included.

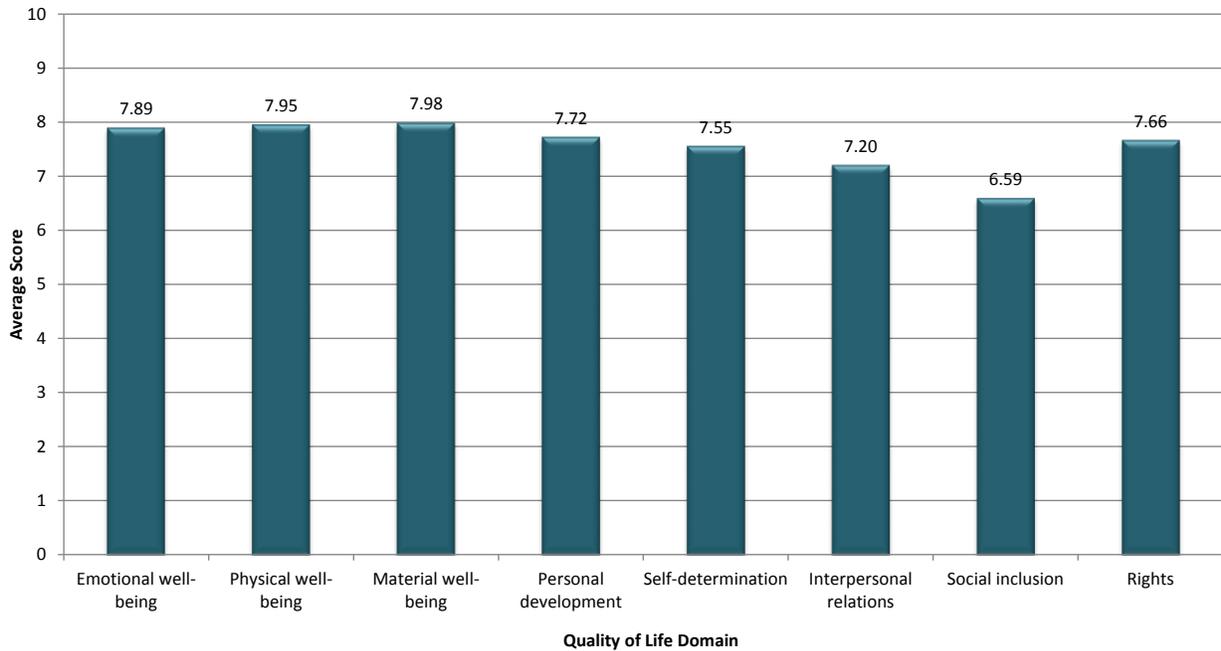
My Life: Personal Outcome Index™ Results

This section presents results obtained through administration of the My Life: Personal Outcomes Index™ survey. Results represent the perspectives of individuals who receive supports and thus provide insight into individuals' personal experiences across the eight quality of life domains. (Refer to Table 3 on page 18 for examples of activities and questions for consideration related to each domain.)

Presentation of LINX Quality of Life Results

The average domain scores for adults served by LINX (n=41) are presented in the following figure. Scores are presented on a scale from 0 to 10, where 0 represents low quality of life and 10 represents high quality of life. Confidence intervals for each domain score are provided in Appendix A.

Figure 1. Average LINX scores across My Life: Personal Outcomes Index™ quality of life domains (2015)



Quality of life scores for adults served by LINX ranged from 7.98 for the domain material well-being to 6.59 for the domain social inclusion. Specific scores for each domain, presented in descending order, are as follows:

Domain	Average score
Material well-being	7.98
Physical well-being	7.95
Emotional well-being	7.89
Personal development	7.72
Rights	7.66
Self-determination	7.55
Interpersonal relations	7.20
Social inclusion	6.59

Comparison of 2015 Quality of Life Results with Previous Results

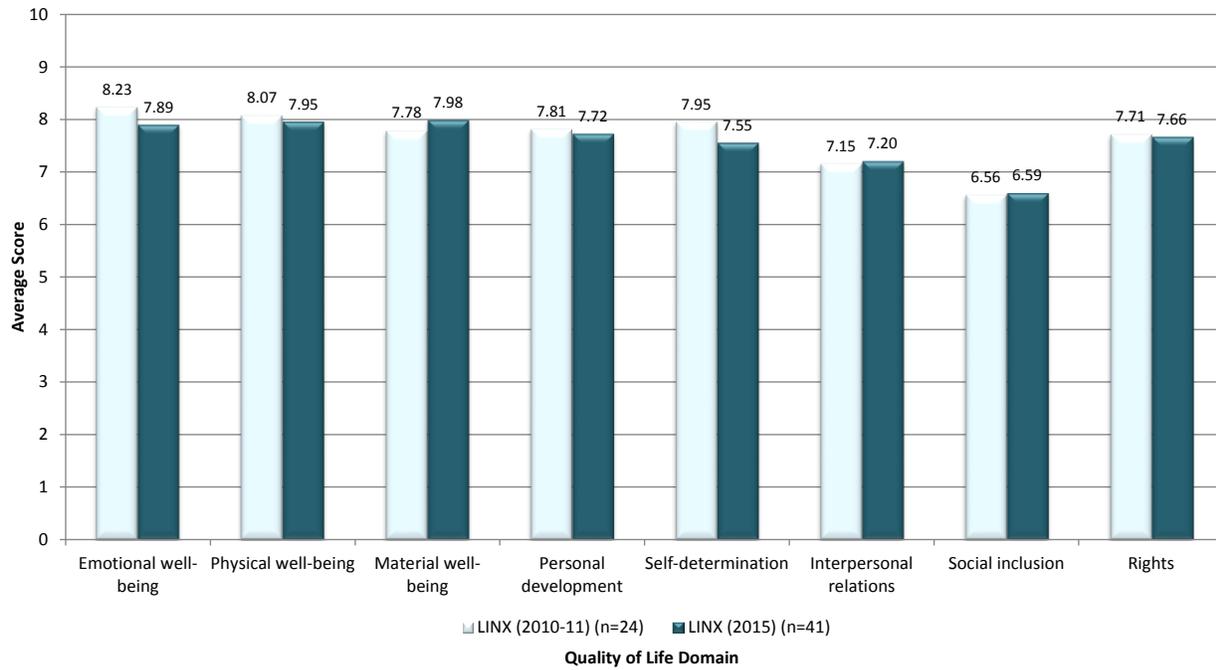
These data represent the second round of quality of life surveying for LINX. Baseline data were collected in 2010-11. In order to determine whether there have been any statistically significant^{18,19} changes in the quality of life of individuals supported by LINX, data collected during 2010-11 were compared to 2015 data. Results of this comparison are presented in the following chart. When reviewing the chart it is important to keep in mind several important points:

- Changes in a population’s quality of life may take some time to be observed at a level that is statistically significant, particularly if changes are in response to programming which typically takes some time to implement and for resulting changes to occur.
- Domain scores where changes from 2010-11 to 2015 are statistically significant are marked with an asterisk (*) and highlighted in orange in the following chart (there were no statistically significant differences observed in this instance).

¹⁸ Statistical significance was determined through the use of t-tests ($p \leq .05$).

¹⁹ Note about statistically significant differences: When a difference between groups is statistically significant, it is unlikely to have occurred by chance. The possibility that the difference could have occurred by chance is referred to as the level of probability, typically denoted by the letter “p” (referred to as the p-value). Probability in this report is considered at the level of 5% or less ($\leq .05$), meaning that when a result is indicated as being statistically significant there is no more than a 5% probability that it occurred due to chance alone (hence the notation “ $p \leq .05$ ”). It is important to note that the determination of whether a difference is statistically significant takes into account not only the scores observed but also the sample size and the standard deviation (the spread of the scores). Thus, even though the difference between two scores may seem to be large, in some cases this difference may not be statistically significant (unlikely to have occurred by chance) due to other properties of the sample.

Figure 2. Comparison of average LINX scores across My Life: Personal Outcomes Index™ quality of life domains over time: 2010-11 versus 2015



When comparing with quality of life data collected in 2010-11, there were no statistically significant differences ($p \leq .05$) observed.

Comparison of Quality of Life Results with Provincial and Regional Results

In the following figure the average domain scores for adults served by LINX are presented along with average domain scores for all individuals included in the Edmonton Region sample as well as the provincial aggregate sample.²⁰ Viewing results in relation to those for the larger region and province as a whole provide some context to LINX's scores. Statistically significant differences (that is, differences that are not likely due to chance alone) are marked with an asterisk and highlighted in light orange.^{21,22,23} Some important considerations regarding the provincial and regional data are as follows:

- **Provincial data:** Beginning October 2011, My Life: Personal Outcomes Index™ surveying was expanded from initial pilot work in the Edmonton Region to include all other PDD regions across the province: Calgary, Central, Edmonton, Northeast, Northwest and South. Between October 2011 and March 2014, a total of 80 service providers participated in the surveying along with clients served through Family Managed Supports. The aggregate results (n=3,095²⁴) are presented in the figure below.
- **Regional data:** Regular surveying (beyond pilot testing) through use of the My Life: Personal Outcomes Index™ has taken place in the Edmonton Region since 2010. Over the course of a four-year period (2010-11, 2011-12, 2012-13 and 2013-14), 47 service providers from the Edmonton Region, as well as clients served through Family Managed Supports, have participated in the surveying. The aggregate results (n=1,528) for the Edmonton region are presented in the figure below.

²⁰ The Edmonton Region sample includes results for 48 service providers (including Family Managed Supports) surveyed between January 2010 and March 2014. The provincial sample includes results for 81 service providers surveyed between October 2011 and March 2014. LINX is not included in either of these samples.

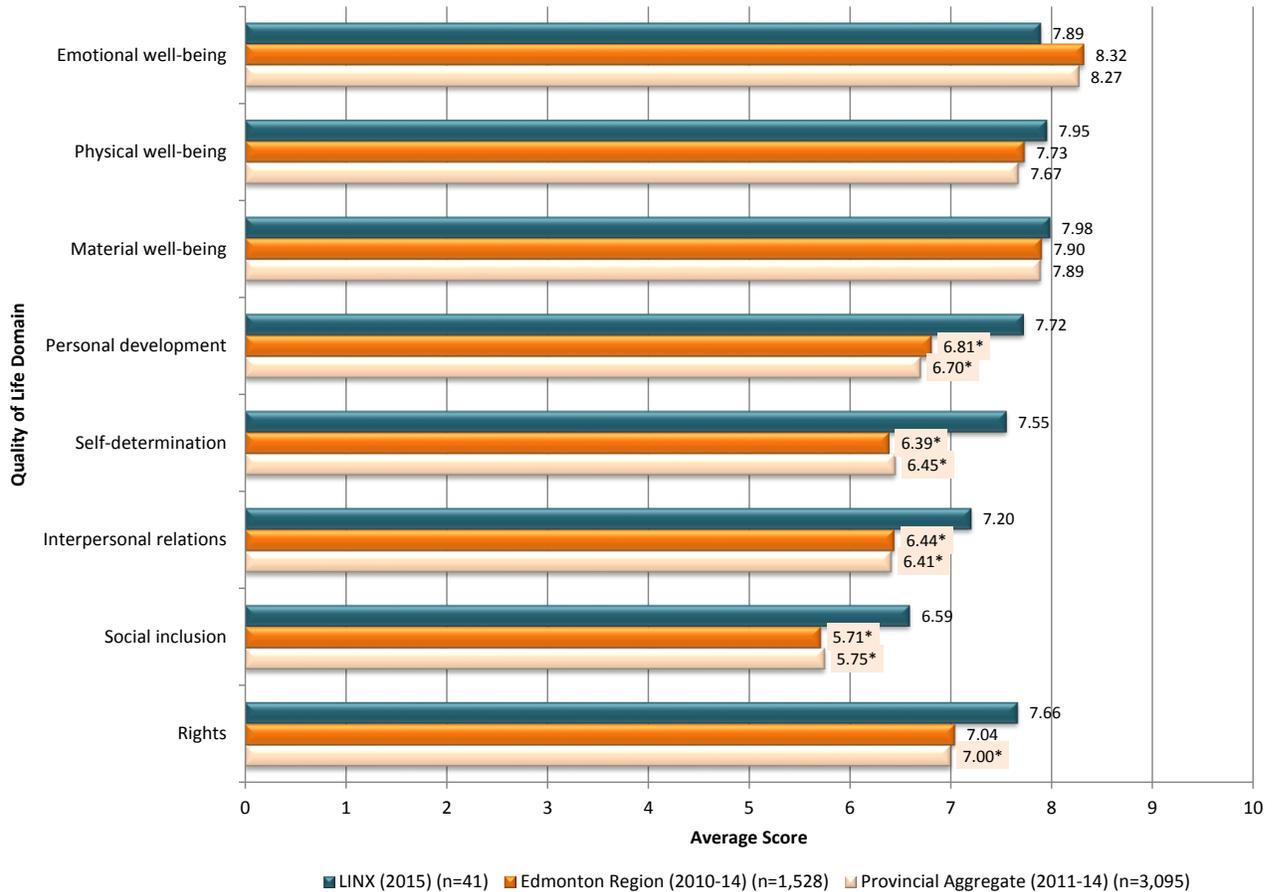
²¹ Note that LINX was not a part of the 2011-14 cycle of survey administration and thus is not included in either the regional or provincial aggregate samples for which results are presented. However, due to the large samples sizes and relative stability of results some comparison between LINX and regional and provincial results can be made.

²² Statistical significance was determined through the use of t-tests ($p \leq .05$).

²³ **Note about statistically significant differences:** When a difference between groups is statistically significant, it is unlikely to have occurred by chance. The possibility that the difference could have occurred by chance is referred to as the level of probability, typically denoted by the letter "p" (referred to as the p-value). Probability in this report is considered at the level of 5% or less ($\leq .05$), meaning that when a result is indicated as being statistically significant there is no more than a 5% probability that it occurred due to chance alone (hence the notation " $p \leq .05$ "). It is important to note that the determination of whether a difference is statistically significant takes into account not only the scores observed but also the sample size and the standard deviation (the spread of the scores). Thus, even though the difference between two scores may seem to be large, in some cases this difference may not be statistically significant (unlikely to have occurred by chance) due to other properties of the sample.

²⁴ The survey sample included 70 individuals receiving supports through Family Managed Services previously surveyed in 2010-11.

Figure 3. Average LINX scores across My Life: Personal Outcomes Index™ quality of life domains (2015) compared with regional and provincial aggregate scores



* Difference between service provider and regional or provincial score is statistically significant ($p \leq .05$)

As illustrated in the above figure:

- Compared to the Edmonton Region as a whole, LINX tended to achieve higher scores in the areas of personal development, self-determination, interpersonal relations, and social inclusion.
- Compared to the provincial aggregate sample, LINX tended to achieve higher scores in the areas of personal development, self-determination, interpersonal relations, social inclusion, and rights.
- There were no statistically significant differences between LINX and the Edmonton region as a whole or the provincial aggregate sample in the areas related to well-being (emotional, physical, or material).

Comparison of Quality of Life Results with General Population Results

The emphasis on measuring quality of life for people with developmental disabilities is to work towards achieving a quality of life that is comparable to that of people without disabilities. The purpose of the PDD program is:

PDD funds programs and services to help adult Albertans with developmental disabilities to be a part of their communities and live as independently as they can.

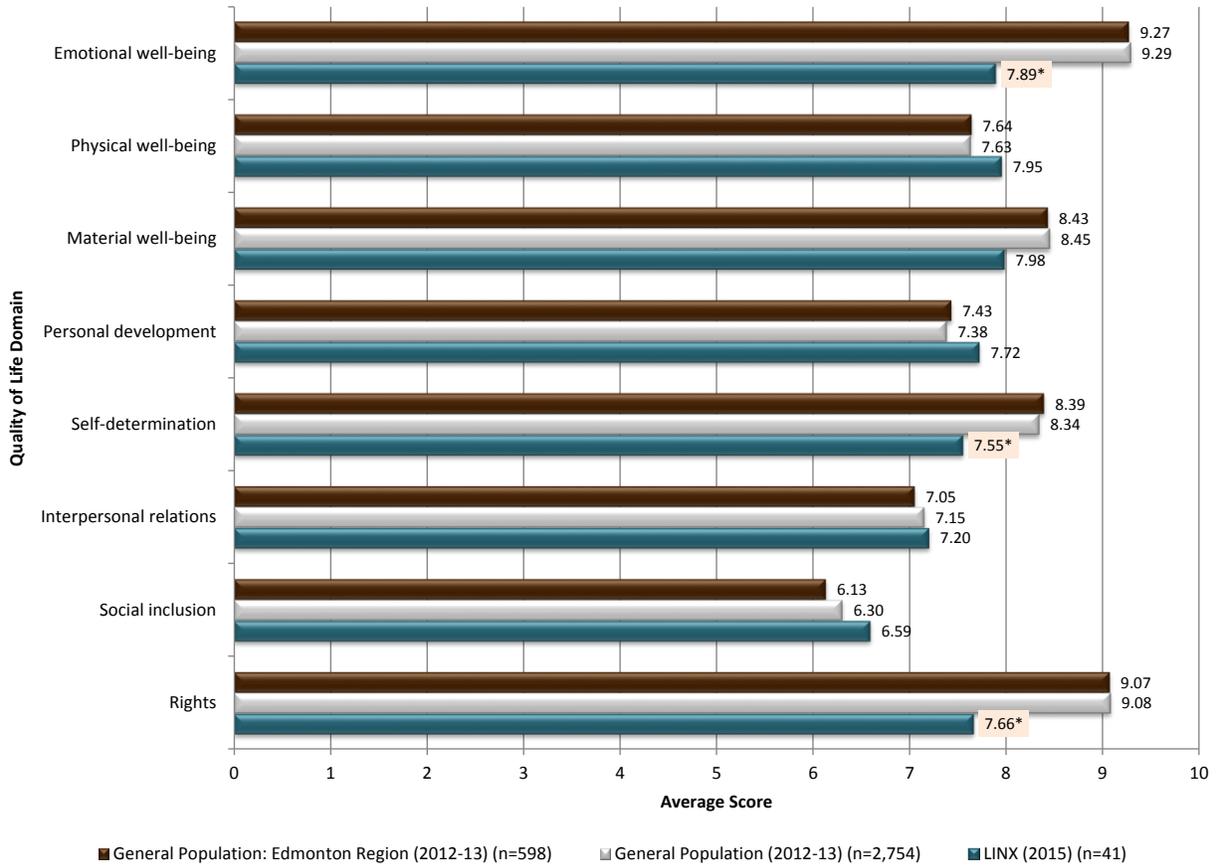
In order to measure the quality of life of adults in the community, an independent survey of the general population was conducted using the same instrument used to assess quality of life of individuals with developmental disabilities.²⁵ The survey was administered via telephone to a random sample of 2,754 Albertans over the age of 18 years between December 2012 and April 2013.²⁶

The following figure presents the average domain scores for adults served by LINX along with general population results for (a) the complete provincial sample (n=2,754) and (b) only those respondents who resided in the Edmonton Region (n=598). Where differences between the general population Edmonton Region domain score and (a) LINX's score and (b) the general population aggregate domain score are statistically significant, associated domain scores are marked with an asterisk (*) and highlighted in orange (there were no statistically significant differences observed between provincial and regional domain scores for the general population in this instance).

²⁵ One survey item included in the instrument administered to adults with developmental disabilities (related to paid staff) was not included for the general population, and other related to respondent employment was revised to increase relevance for the general population. Members of the general population were also asked additional questions related to respondent demographic characteristics. In addition, the survey instrument and process were slightly different than those used with adults with developmental disabilities so some caution should be exercised when comparing results.

²⁶ Data collection for the general population survey occurred in three time blocks: from December 14th to 19th, 2012; January 13th to February 19th, 2013; and April 16th to April 27th, 2013.

Figure 4. Average general population regional scores across My Life: Personal Outcomes Index™ quality of life domains compared with LINX 2015 scores and general population provincial scores



* Difference between general population regional score and service provider or provincial general population score is statistically significant ($p \leq .05$)

As illustrated in the above figure:

- There were no statistically significant differences observed between average domain scores for the general population residing in the Edmonton region compared to general population results for the province as a whole.
- Compared to general population results for respondents residing in the Edmonton Region, LINX tended to achieve lower scores in the areas of emotional well-being, self-determination and rights.

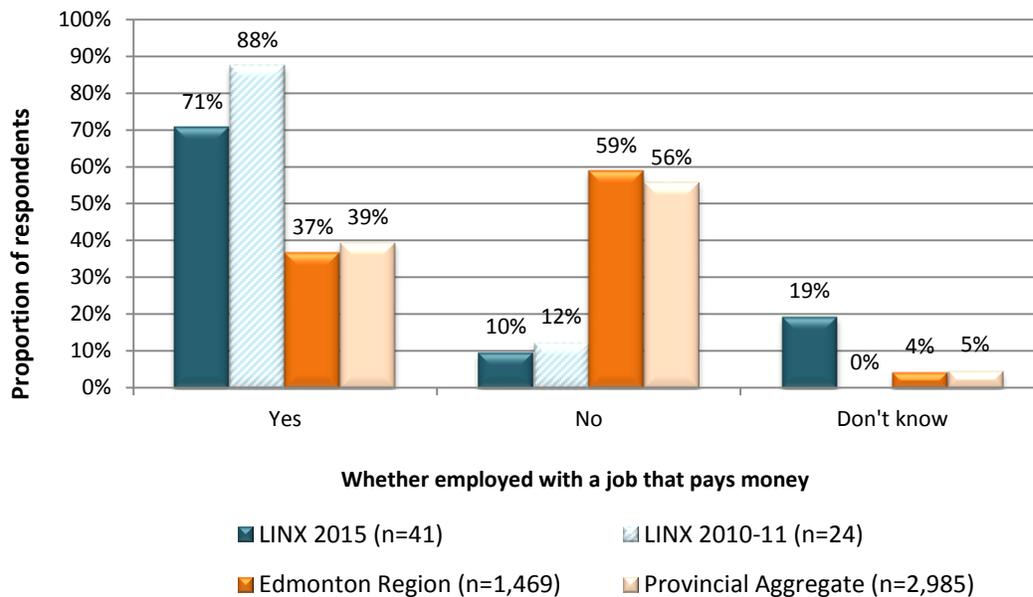
Employment Status of Adults Served

Past research has shown employment to be a predictor of quality of life, that is, a variable that potentially influences one’s quality of life. Analysis of the provincial My Life data (2011-14) has demonstrated that employment status is significantly related to seven of the eight quality of life domains (excluding physical well-being). Having paid employment is associated with higher scores in six domains (material well-being, personal development, self-determination, interpersonal relations, social inclusion and rights) and a lower score in one domain (emotional well-being).

Based on response to a survey question, 71% of individuals supported by LINX indicated they had paid employment. Additional details are provided in the following figure, which also presents results for the Edmonton Region and the provincial aggregate samples.²⁷

The employment rate represents a decrease of 17% from the last round of My Life surveying completed for LINX in 2010-11 (where 88% of individuals reported paid employment).

Figure 5. Employment status of individuals supported by LINX in 2015 along with earlier results (2010-11) and regional and provincial results



As indicated in the above figure, individuals supported by LINX were more likely to report having paid employment in both 2010-11 and 2015 when compared to the Edmonton region sample and the provincial aggregate sample.²⁸

²⁷ Note that LINX 2015 was not a part of the 2011-14 cycle of survey administration and thus is not included in either the regional or provincial aggregate samples for which results are presented. However, due to the large samples sizes and relative stability of results some comparison between LINX 2015 and regional and provincial results can be made.

²⁸ Note: Tests for statistically significant differences were not completed in this instance.

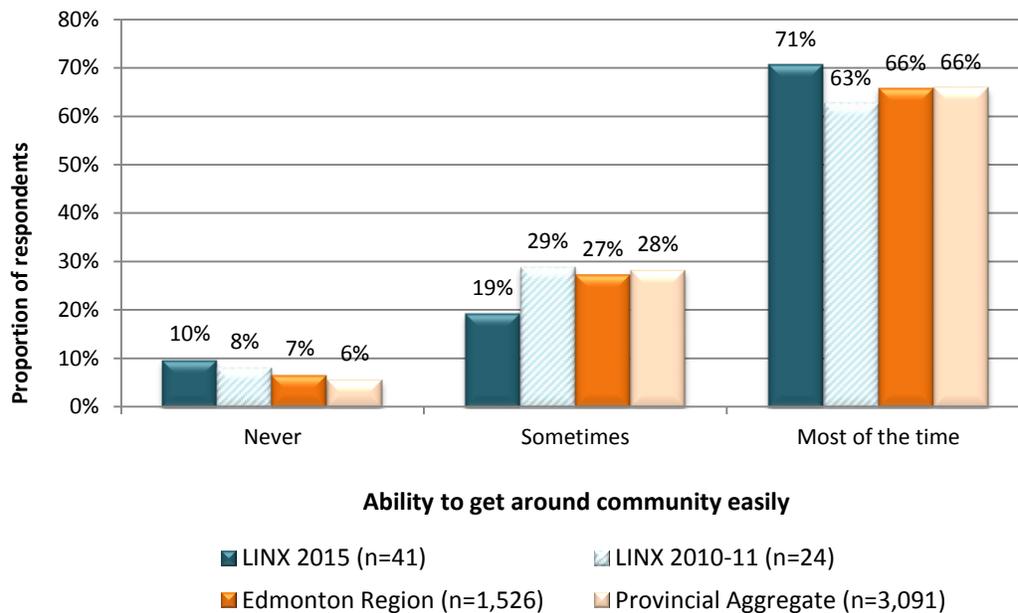
Ease of Transportation for Adults Served

Past research has also shown transportation to be a predictor of quality of life, that is, a variable that potentially influences one’s quality of life. Analysis of the provincial My Life data (2011-14) has demonstrated that transportation is significantly related to all eight quality of life domains, with being able to get around the community more easily related to a higher score in each of the domains.

Based on response to a survey question 71% of individuals supported by LINX indicated that they were able to get around their community easily most of the time. Additional details are provided in the following figure, which also presents results for the Edmonton Region and the provincial aggregate samples.²⁹

The proportion of individuals indicating they are able to get around their community easily most of the time represents a slight increase of 8% from the last round of My Life surveying completed for LINX in 2010-11 (where 63% of individuals reported the ability to get around their community easily most of the time).

Figure 6. Ease of transportation of individuals supported by LINX in 2015 along with earlier results (2010-11) and regional and provincial results



As the above figure suggests, the proportion of individuals indicating that they were able to get around their community easily “most of the time” ranged from 63% for LINX in 2010-11 to 71% for LINX in 2015, with the Edmonton region and provincial aggregate samples falling in between these two values (66% each).³⁰

²⁹ Note that LINX 2015 was not a part of the 2011-14 cycle of survey administration and thus is not included in either the regional or provincial aggregate samples for which results are presented. However, due to the large samples sizes and relative stability of results some comparison between LINX 2015 and regional and provincial results can be made.

³⁰ Note: Tests for statistically significant differences were not completed in this instance.

Discussion of Results

The results presented in the previous sections of this report provide insight into areas of strength for LINX along with possible areas for improvement. Some key findings include:

- Domain scores LINX in 2015 were highest in the domains related to personal well-being (material, physical and emotional well-being).
- Domain scores LINX in 2015 were lowest in the areas of social inclusion and interpersonal relations.
- Compared to administration of the My Life survey for LINX in 2010-11, there were no statistically significant differences observed in average domain scores. The employment rate decreased from 2010-11 to 2015 (from 88% to 71%), while ease of transportation seemed to improve slightly (the proportion of individuals indicating they are able to get around their community easily most of the time increased from 63% to 71%). Overall, direct client costs have decreased since the last round of My Life surveying completed for LINX in 2010-11 where costs were most commonly in the range of \$5,000 to \$6,999 (for 38% of adults), compared to most commonly being in the range of \$1,000 to \$2,999 (for 42% of adults) in 2015.
- Individuals supported by LINX were more likely to report having paid employment in both 2010-11 (88%) and 2015 (71%) when compared to the Edmonton region sample (37%) and the provincial aggregate sample (39%).
- Compared to the Edmonton region as a whole, LINX tended to achieve higher scores in the areas of personal development, self-determination, interpersonal relations, and social inclusion.
- Compared to the provincial aggregate sample, LINX tended to achieve higher scores in the areas of personal development, self-determination, interpersonal relations, social inclusion, and rights.
- Compared to general population results for respondents residing in the Edmonton Region, LINX tended to achieve lower scores in the areas of emotional well-being, self-determination and rights.

Next Steps

These results may provide some direction about areas on which to focus to realize improvements in the quality of life of individuals supported by LINX. While LINX's My Life results are presented at the aggregate (i.e., group) level in this report (individual level results are not currently provided in order to preserve respondent anonymity and integrity of the survey process), these results can nonetheless inform service provider activity at the individual level. Table 2 provides some suggestions of activities and questions to consider at both the individual and organizational level for each of the eight quality of life domains. Note that the information provided in Table 3 is meant to serve as a starting point for idea generation and discussion rather than as a definitive list of areas for consideration. Engaging in discussion with PDD may help to clarify the areas in which your organization wishes to focus quality improvement efforts.

Overall, results are intended to provide your organization with data on areas of relative strength and weakness that can subsequently be used to inform quality improvement processes at the organizational level as well as at the level of individual support planning.

Table 3. Example activities and questions for consideration related to the eight quality of life domains

Quality of Life Domain	Activities and Questions for Consideration at the Individual Level	Organizational Quality Improvement Strategies for Consideration
Emotional well-being	<ul style="list-style-type: none"> • Do individuals have opportunities to express their feelings? Do they express that they feel safe? • Are there elements of danger in the environment where individuals spend most of their time? • Do individuals worry or have serious concerns in some matters? Are actions taken based on what individuals have expressed? • How stable and predictable are individuals' environments? What role do individuals have in staff recruitment? • Individuals are free from abuse and neglect. • Individuals are not limited in what they do because of environmental, policy or regulatory barriers. Modification and adaptations increase independence. 	<ul style="list-style-type: none"> • Review service provider hiring practices and include individuals in recruitment and evaluation of staff. • Review human resources (HR) recruitment policies and practices – What are the required skill sets of staff to support individuals to achieve outcomes and reach their full potential?
Interpersonal relations	<ul style="list-style-type: none"> • Do individuals have friendships that are voluntary, reciprocal relationships? • Do individuals define their own requirements for personal relationships and types of intimacy? • Individuals have involvement with family if they choose. • Service providers are supporting individuals to form and maintain friendships with neighbours, co-workers and peers. • Service providers are assisting people to explore feelings and desires, evaluate experiences and make choices about friendships and intimate relationships. 	<ul style="list-style-type: none"> • Increase the use of social media techniques and devices. • Support individuals to develop and be a part of self-advocacy organizations. • Implement individual peer counseling and teaching programs. • Develop 'bridges to the community' to enhance the development of friends and social networks. • Empower and support staff to facilitate outcomes for individuals. • Review existing policies and procedures to ensure they are not barriers to the achievement of outcomes for individuals. • What is the role of family, guardians and friends in planning processes – as recipients of information or as part of the support team?

Quality of Life Domain	Activities and Questions for Consideration at the Individual Level	Organizational Quality Improvement Strategies for Consideration
<p>Material well-being</p>	<ul style="list-style-type: none"> • Do individuals know what their monthly income and expenses are? • Do individuals have personal possessions that are important to them? • Do individuals have paid jobs? • Do individuals choose where they work? • Are there items or goods that individuals cannot afford to buy because of lack of money? • Has assistive technology been explored to enhance individuals' employment potential? • Do individuals have economic security? • Service providers assist individuals to gather the economic resources to support basic life activities. • Service providers assist individuals to explore home ownership to increase their economic resources. 	<ul style="list-style-type: none"> • Expand understanding of assistive technology and explore how technology could benefit the organization and staff to improve organization efficiency and supports to individuals. • Build/increase networks and relationships with potential employers and employment support providers. • What is the role of the service provider in supporting the employer to successfully employ an individual?
<p>Personal development</p>	<ul style="list-style-type: none"> • Do individuals have opportunity to explore activities/topics to determine what interests them? • Do individuals have the support needed to learn additional skills and behaviours necessary for filling a variety of social roles? • Are individuals able to follow their own interests? • Are individuals learning new skills that will assist them to meet desired goals and increase their independence? • Do the individuals have opportunities to use their new skills? • Service providers, family and friends ensure a broad array of role options is available to individuals. • Service providers, family and friends provide individuals with access to the materials and supports that will assist them in gaining competencies and participating fully in preferred activities. 	<ul style="list-style-type: none"> • Implement staff training in person directed practice. • Implement staff training to increase staff understanding of how to support individuals in self-management and goal setting. • Examine the use of assistive technology including communication devices, memory aides, problem-solving apps and medical monitoring devices. • Develop 'bridges to the community' to provide personal development opportunities. • Sensitize staff to the importance of building on individuals' personal strengths and maximizing incentives that will encourage individuals to try new things.

Quality of Life Domain	Activities and Questions for Consideration at the Individual Level	Organizational Quality Improvement Strategies for Consideration
<p>Physical well-being</p>	<ul style="list-style-type: none"> • Best possible health is individually defined given individuals’ unique characteristics. • Do individuals have the energy to participate in daily activities? • Do individuals understand the benefits of maintaining a healthy diet? • Do individuals understand the benefit of participating in recreation and leisure activities and/or sports? • Individuals decide the extent and type of their participation in physical activity based on their preferences and interest. • Service providers support individuals to manage and direct their own health care. • Service providers support individuals to obtain education on health and wellness and the range of health services. 	<ul style="list-style-type: none"> • Review service provider hiring practices and include individuals in recruitment and evaluation of staff. • Review HR recruitment policies and practices – What is the needed skill set of staff to support individuals to achieve outcomes and reach their full potential? • Provide training to staff on how to interact with health professionals to ensure staff are providing health professionals with the right information to inform good practice.
<p>Rights</p>	<ul style="list-style-type: none"> • Individuals have the same rights as everyone else. • Individuals have access to their records and know what information is included. • Individuals have the right to be heard, informed and give consent. How is this right maintained when individuals have a guardian? • Are individuals’ rights to privacy and a private life respected? • Do individuals understand their right to vote and are they provided the opportunity to vote if they wish to do so? • Can individuals have a pet if they choose to? • If individuals are employed do they have the same rights as per employment standards as their co-workers? • Service providers provide individuals with access to a fair and impartial hearing of concerns. • Service providers continually review limitations to individuals’ personal freedoms and provide individuals with training and support to reverse or remove the limitations. 	<ul style="list-style-type: none"> • Service providers have mechanisms in place to facilitate knowledge of what is available in the community and a mechanism to keep knowledge/information current. • Do policies and procedures provide flexibility to assist staff in supporting outcomes?

Quality of Life Domain	Activities and Questions for Consideration at the Individual Level	Organizational Quality Improvement Strategies for Consideration
<p>Self-determination</p>	<ul style="list-style-type: none"> • Do individuals have a role in deciding who participates in meetings where personal information is discussed? • Do individuals, with support when needed, act on their own personal goals and aspirations? • Are individuals' desires and goals the focus of supports and services provided or obtained? • Do individuals have the support needed to experience a variety of options to help them make choices about the future? • Service providers ensure that planning is centered on the person and is an ongoing activity. 	<ul style="list-style-type: none"> • Implement staff training that focuses on assisting individuals in choice making, decision making and self-control. • Expand the use of smart technology that increases individuals' personal control and independence. • Include individuals in service provider strategic direction activities.
<p>Social inclusion</p>	<ul style="list-style-type: none"> • Individuals are supported to 'earn' social capital in reciprocal (give and take) relationships. • Individuals have opportunities to meet and spend time with others outside the service or support organizations. • Individuals decide when, with whom and what the nature of their participation in community is based on their preferences and interests. • Individuals have opportunities to be members of community organizations based on their interests. • Through services and supports service providers facilitate contact with others in the community. • Do individuals get help from people living in the community? • Do service providers provide tangible supports for individuals to participate in the community of their choice? 	<ul style="list-style-type: none"> • Increase use of social media. • Review policies and procedures to ensure they provide flexibility to assist staff in supporting outcomes for individuals. • Explore transportation options. • Explore ability to influence transportation availability and access within the community. • Build connections within the community, with peers within the service sector and outside of the service sector.

The My Life: Personal Outcomes Index™ survey marks the first step in creating a valid, reliable instrument to assess quality of life of individuals receiving PDD funded services. PDD will work with the partnering agencies to make the most of the learning. To assist with this process, your agency will have the opportunity to discuss your results with your PDD contract specialist. Your contract specialist will continue as a resource to support your organization's exploration of how to incorporate the learning into your continuous improvement strategies. We value your participation and would welcome recommendations about how PDD might improve its processes to better support personal outcomes for adults with developmental disabilities.

Appendix A: Confidence Intervals for Domain Scores (LINX)

At a confidence level of 95%, confidence intervals for each of the domain scores are as follows:

LINX 2015 sample (n=41)	Mean	Lower limit	Upper limit
Emotional well-being	7.89	7.28	8.49
Interpersonal relations	7.20	6.71	7.68
Material well-being	7.98	7.51	8.45
Personal development	7.72	7.14	8.31
Physical well-being	7.95	7.46	8.43
Rights	7.66	7.12	8.20
Self-determination	7.55	7.07	8.03
Social inclusion	6.59	5.95	7.22

Interpretation of Confidence Interval

Confidence intervals can be interpreted as, for example:

We are 95% confident that the overall score for emotional well-being is between 7.28 and 8.49 for the population of interest.