

2025 Person Served Survey Results

Based on feedback from 106 respondents, this survey highlights the impact of services and persons served experience in 2025.

83% would
ALWAYS
recommend
Catulpa



Participant Comment



“Our worker(s) go the extra mile to ensure that we are more than just a client.”

Program Impact...

**Rated “always”*

- Supports me to reach goals:
- Helps me learn something new:
- Helps ask for what’s needed:
- Helps find support for self/family:



Top Respondents...



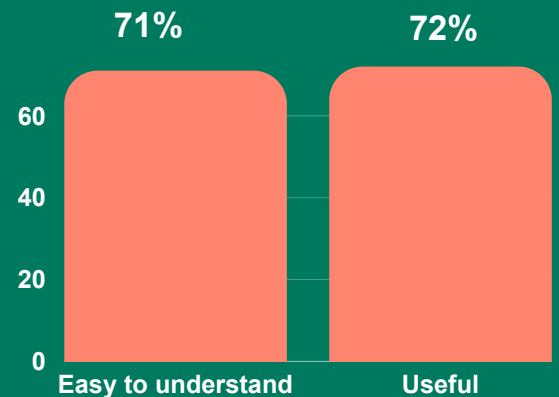
My Worker...

**Rated “always”*

- Listens to me:
- Respects my opinions:
- Skillfully delivers program/service:
- Helps me find services:



Information Provided...



2025 Person Served Survey Results

Key Trends and Feedback: What We've Heard

Waiting for Services

- **You said:** Faster and easier access to help
- **What we'll do:**
 - Confirm service offerings while waiting (e.g. Resource Days)
 - Advocate with planning tables to work jointly on service access and reducing the waitlist

More in-person and small-group connections

- **You said:** More opportunities to connect (parent cafes, social groups, peer support)
- **What we'll do:**
 - Increase coffee chats (OAP FFS), offer an adult cooking program

Reduce administrative burden (especially Passport)

- **You said:** Simpler paperwork, clearer instructions; less time on logging, claims
- **What we'll do:**
 - help you connect with a Broker to provide 1:1 support
 - offer group sessions to help with paperwork

Consistent and clear follow-ups with workers

- **You said:** Confirm minimum contact (e.g. monthly), warm handoffs between workers, strategies for appointment reminders
- **What we'll do:**
 - discuss options for automated reminders with the Best Practices Committee

Stronger caregiver and family involvement

- **You said:** Include families (including parents of adults) more fully in planning and decisions
- **What we'll do:**
 - Offer person served advisory groups
 - Conduct an annual Person Served Feedback Survey
 - Highlight our Feedback and Complaints process: catulpa.on.ca/contact
 - Recruit a Family Representative to join our Board of Directors

Help with cost-of-living pressures

- **You said:** Financial help or advocacy, recognizing rising costs
- **What we'll do:**
 - Confirm sources of financial assistance available; support referrals and warm transfers to community resources (e.g. subsidy programs, transportation services, pet care, food resources, housing retention)

More practical, life-skills programs

- **You said:** Hands-on help with everyday skills
- **What we'll do:**
 - Offer a cooking program for adults
 - Provide information about programs that deliver life-skills options
 - Offering workshops to promote skills through the Self-Advocacy Committee