



## **North Peace Housing Foundation**

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To: Board of Directors

From: Tammy Menssa, Acting CAO, Director of Human Resources and Housing Operations

Re: Annual Resident Survey

Date: May 30, 2019

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With regards to the annual resident survey it has been proposed that North Peace Housing Foundation streamline the data collection and reporting process. In consideration of achieving this goal, Insightlink was sought out for recommendations on how to proceed:

1. In conjunction with NPHF, Insightlink will design a new online Resident survey that is based on NPHF's regulatory requirements, but also reflects the Foundation's information needs, accounts for the cognitive abilities of the residents (such as using Yes/No for behavior questions and a three-point "smiley face" scale for agreement questions) and provides plenty of opportunity for the interviewer to enter verbatim comments;
2. A NPHF employee will continue to administer the surveys in person (with up to 260 completes), while accessing the survey online using a tablet/laptop/etc.;
3. Insightlink will tabulate all results and provide a summary in PowerPoint format (similar to the employee survey report). After the first "benchmark" study, we will include up to two years of prior survey comparisons in the PowerPoint report.

The proposed cost for the Resident Survey will be as follows:

- Initial one-time cost to design the survey: \$850 Canadian
- Annual cost for data collection & reporting: \$3,600 Canadian

### **Recommendation**

After much consideration and discussion, Administration recommends that we not enter into an agreement with Insightlink for the Resident Survey, but continue with the Annual Meal and Recreation surveys for the current year.

Administration feels that, while we have made significant progress in addressing issues, concerns, and suggestions that were brought forward at the Resident/Tenant meetings, a survey held at this time may achieve false positives based solely on recent activities that have achieved positive outcomes.

Additionally, the existing surveys fully comply with Accommodation Standards and are adequate for the purpose of meeting our regulatory commitments. While an outside survey may be useful for establishing a baseline, a more comprehensive survey held at a later date will more accurately reflect the results expected from changes that this board and administration have only recently implemented .

Thank you for your consideration,

A handwritten signature in blue ink, appearing to read "Tammy Menssa".

Tammy Menssa  
Acting CAO, Director of Human Resources and Housing Operations