

SOCIAL SERVICE PROVIDERS SURVEY TABLES, AMSSA, 2005

Table 1. Survey Respondents by Community, BC, 2005

Community	# of Res.
Abbotsford	3
Chilliwack	1
Burnaby	1
Surrey	5
Vancouver	13
North Vancouver	5
Squamish	2
Victoria	5
Duncan	1
Campbell River	1
Cranbrook	4
Trail	2
Penticton	1
Kelowna	2
Terrace	1
Prince George	4
Fort St John	1
Total	52

Table 2. Responses by Area of Service Provision (Multiple Responses)

Services	# of Res.	Percentage (%)
Addictions	14	26.9
Education	31	60.8
Employment	22	43.1
Health Promotion	28	54.9
Legal Aid	16	31.4
Housing	18	35.3
Parenting Skills	26	51.0
Settlement	23	45.1
Other	34	66.7

Table 3. Number of Clients Served by Month (N=50)

# of Clients (Monthly)	# of Res.	Percentage (%)
Up to 10 Clients	2	4.0
11-25 Clients	11	22.0
26-50 Clients	12	24.0
More than 51 Clients	25	50.0
Total	50	100.0

Table 4. Percentage of Clients from Different World Regions (Multiple Responses) (N=50)

% Clients	Africa	East Asia	Europe	Latin America	North America	S & SE Asia	Middle East	Other	# of Respondents
Up to 5%	15 (43%)	10 (29%)	19 (54%)	15 (43%)	10 (29%)	16 (46%)	15 (43%)	3 (9%)	35
6-10%	2 (13%)	2 (13%)	10 (63%)	7 (44%)	0 (0%)	4 (25%)	3 (19%)	1 (6%)	16
11-20%	4 (22%)	8 (44%)	4 (22%)	3 (17%)	4 (22%)	6 (33%)	4 (22%)	1 (6%)	18
21%+	2 (6%)	7 (20%)	1 (3%)	8 (23%)	16 (46%)	12 (34%)	5 (14%)	1 (3%)	35
Do not know	9 (75%)	9 (75%)	8 (67%)	9 (75%)	8 (67%)	8 (67%)	9 (75%)	3 (25%)	12

Table 5. Most Important Health Related Issues Affecting Ethnic Clients (Multiple Responses) (N=51)

Issues	# of Res.	Percentage (%)
Poverty	45	88.2
Limited English Proficiency	42	82.4
Lack of Knowledge of Services	38	74.5
Low Educational Level	22	43.1
Personal Health Practices & Beliefs	20	39.2
Other	23	51.0

Table 6. Type of Resources Available to Ensure Effective Communication with Clients with Limited English Proficiency (LEP) (Multiple Responses) (N=48)

Resources	# of Res.	Percentage (%)
Bilingual Staff	38	79.2
Outside Paid Interpreters	13	27.1
Clients' Relatives and/or Friends	35	72.9
Volunteer Interpreters	26	54.2
Other	18	37.5

Table 7. Use of Translated Materials from Other Agencies (N=51)

Use of Others' Materials	# of Res.	Percentage (%)
Yes	24	47.1
No	23	45.1
Do Not Know	4	7.8
Total	51	100

Table 8. Number of Respondents Whose Agencies Regularly Produce Printed Materials Translated into Languages Other Than English (N=50)

Produce Own Translated Materials	# of Res.	Percentage (%)
Yes	22	44.0
No	26	52.0
Do Not Know	2	4.0
Total	50	100.0

Table 9. Type of Materials and Languages of Translated Printed Materials by Community in which Agencies are Located (N= 21)

(1: Program Brochure; 2: Application Form; 3: Other)

Community	Materials Translated	Languages	# Res.
Vancouver	1, 2	Arabic, Chinese, French, Korean, Persian (Farsi), Punjabi, Spanish, Vietnamese	6
North Vancouver	1,2,3	Chinese, Korean, Punjabi, Persian (Farsi), Spanish, Vietnamese, Other	4
Squamish	1,2	Punjabi	2
Abbotsford	1	Chinese, Punjabi, Spanish, Vietnamese, Other	1
Surrey	1, 2	Chinese, Korean, Punjabi, Spanish	2
Penticton	1,2	French, Punjabi, Spanish	1
Trail	1	French	1
Victoria	1,2,3	Arabic, Chinese, French Korean, Persian (Farsi) Punjabi, Spanish	1
Campbell River	1,2	Punjabi, Spanish, Vietnamese	1
Prince George	1	Chinese, Punjabi	2
Total			21