

Draft Categories and Process Collection of Service Statistics

One of the aims of ALSM is to discover what records are kept and arrive at a set of bare-bones basic categories that funders can require minimally reported. We already know that there is no uniform recording of service and user statistics even where these are collected. We know that services will offer varied statistics kept in different ways.

It is therefore necessary to first identify the key numbers for services to record and begin a statistics template with these categories. Preferably the template form should be simple and straightforward so that services can fill it out themselves if they have confidentiality concerns about us viewing their database or print outs from it (these may associate client names and thus be problematic to share in that form (although a good data program easily allows the pulling of specific categories)).

The next step is to ask services participating in the ALSM if they have these statistics and if they can share aggregate numbers with us. The topic of collecting statistical information can be broached in our initial phone call to tell services about the project and schedule an interview. Possibly the first few exploratory questions can be asked at that time?

The method of keeping the stats is less important than the comparability of the basic categories (e.g. it doesn't matter if the service keeps user records by the day, week or month – they can be added up; but to judge usage we need to be able to calculate by month and year at the least; a figure for an entire year is better than nothing, but not as useful as monthly data would be).

A draft of the approach, with categories reviewed and agreed by the Research Directors and Advisory Committee follows. This must be finalized into a usable format.

b. If **DK**, Is there someone I could call to find out?

c. If **YES**, what would be the best way to do this?

[This will vary and require discussion. Services will probably ask what we want to know and then the interviewer could send our basic request list; Some services will be able to provide a print out; others will prefer to fill out our form; yet others may want us to work through our form on the phone or in person; make necessary arrangements in connection with the interviewing appointments]

Basic Statistic categories that we would want to collect

SERVICE CAPACITY

5. Maximum number of users/clients that can be served: _____

Capacity by service component

6. If the service has components list capacity by component if possible.

Number of staff by position

7. How many staff members are working for this service:

- a. Paid _____
 - i. Full-time _____
 - ii. Part-time _____
- b. Volunteer _____
 - i. Full-time _____
 - ii. Part-time _____

Staff to client ratio

8. What is the staff to client ratio (capacity ratio and actual ratio if possible):

9. List any vacant positions by number and type:

NUMBER OF USERS/CLIENTS

10. Total number served (day/week/ month/year as available):

11. If the service has components (e.g. brief information, legal assistance, advice, advocacy, counselling, etc.) also list user numbers by component:

12. If the service is provided in a variety of ways (in-person, phone, interactive web, web), list users numbers by service type:

WEBSITE TRAFFIC

(The following are all analyses that the CFCJ can do on our site. These allow a good picture of how the site is being used)

13. Provide any of the following numbers that are being tracked:

- a. Number of page views (every time a page is loaded *(i.e., if I'm on the CFCJ site and load 10 of those site pages 10 time, each it records 100)* _____
- b. Visits *(the above activity would count as one visit)* _____
- c. Pages per visit *(i.e., in one visit I loaded 10 pages)* _____
- d. Unique visitors *(closer to counting different users although what is counted is different computers)* _____
- e. Visits per specific page _____
- f. Average time on site _____
- g. Bounce rate *(leaving immediately)* _____
- h. How people find the site *(how they come to it by on-line route)* _____
- i. City/town computer located _____

CLIENT CHARACTERISTICS

14. **Sex/gender** (usually just male or female, but ideally services should include a category for transsexual if this is relevant or the client wishes it so recorded)

15. **Age** (preferable in actual years as non-standardized ranges are impossible to compare) _____

16. **Primary language** (preferable to 'first' language spoken as this may not be the primary language now understood and spoken; some services may just record 'other' than French or English; easier to collect than ethnicity)

17. **Geographic Location** (name of city/town/hamlet preferable, but categories such as city, town, rural, remote are also useful)

18. **Income** (easy to collect for services that have income criteria – less so for those that do not; how is it collected by family, household, or individual? Doesn't matter if weekly, monthly or annual is collected it can be added.)

19. **Education** (this may not be frequently collected, but it is actually a stronger indicator of information and help seeking than is income)

20. **Ethnic background** (some services will record this: some may simply record 'visible minority'; it is tricky to collect – StatsCan struggles with it)

STATUS IN CANADA

21. Enter statistical information for all applicable (Y if they do collect or %, if known):

- a. First Nation, status _____
- b. First Nation, non-status _____
- c. Métis _____
- d. Inuit _____
- e. Canadian citizen _____ (*please note all the above are probably official citizens, but they may not recognize themselves as 'Canadian' and they have differing legal status. We are interested in how the service collects this information on Aboriginal peoples*)
- f. Permanent Resident _____
- g. Refugee applicant _____
- h. Temporary foreign worker _____
- i. Foreign student _____
- j. Illegal/undocumented _____
- k. Unknown _____

22. Disability or special need

- a. Hearing impaired _____
- b. Vision impaired _____
- c. Restricted mobility _____
- d. Mental illness _____
- e. Physical illness _____

- f. Cognitive disability _____
- g. Addiction challenges _____
- h. Illiterate in English _____
- i. Illiterate in primary language _____

HOW SERVICE USERS/CLIENTS FIND OUT ABOUT THE SERVICE

23. Organizations referred **TO** and number of clients referred to them:

24. Organizations that clients are referred to this service **FROM** and number of clients referred from each:

25. Information on how the user found out about this service:

CLIENT/USER PROBLEMS/REQUESTS

26. Presenting issues/problems that clients report:

27. Associated issues/needs that clients have:

OTHER THINGS IT WOULD BE NICE TO KNOW

28. Legal problem by area of law:

29. Whether clients have legal counsel (legal aid or private):

30. Use of paralegals (or other partial advice or representation assistance):

31. List any other statistics the service keeps:

32. How does the service currently use the statistics that are collected:
