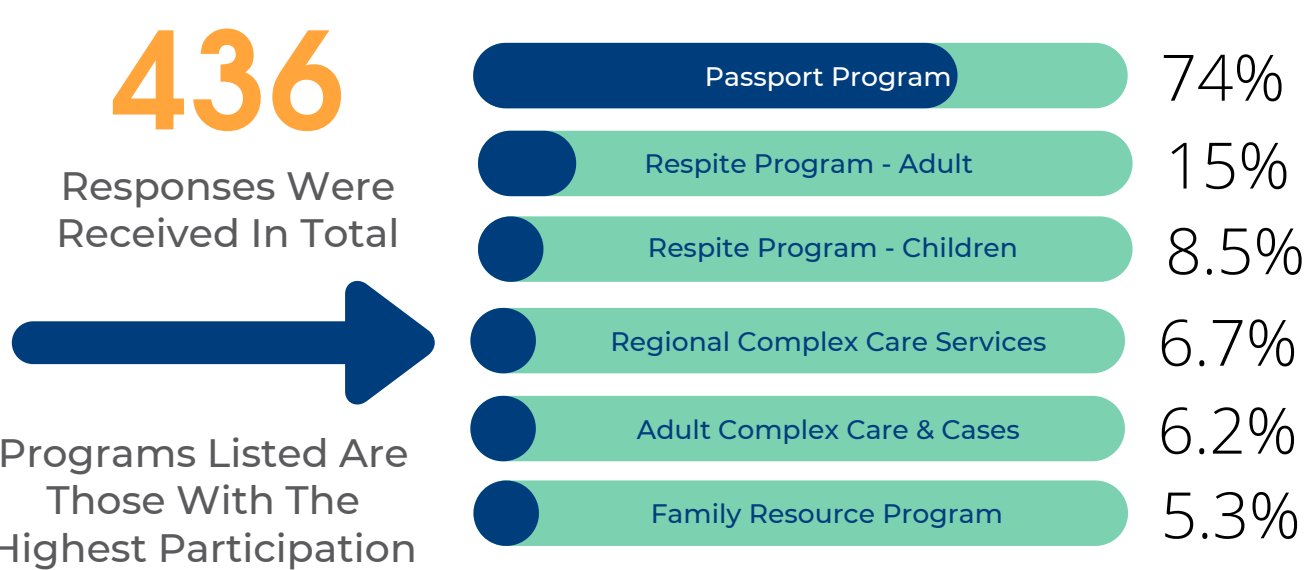


COVID-19 SURVEY

FEEDBACK & RESULTS

In an effort to better understand the efficacy of service delivery during the COVID-19 Pandemic, Catulpa Community Support Services distributed a virtual survey to the individuals and families it currently serves. The following infographic highlights the feedback and results generated by this survey.

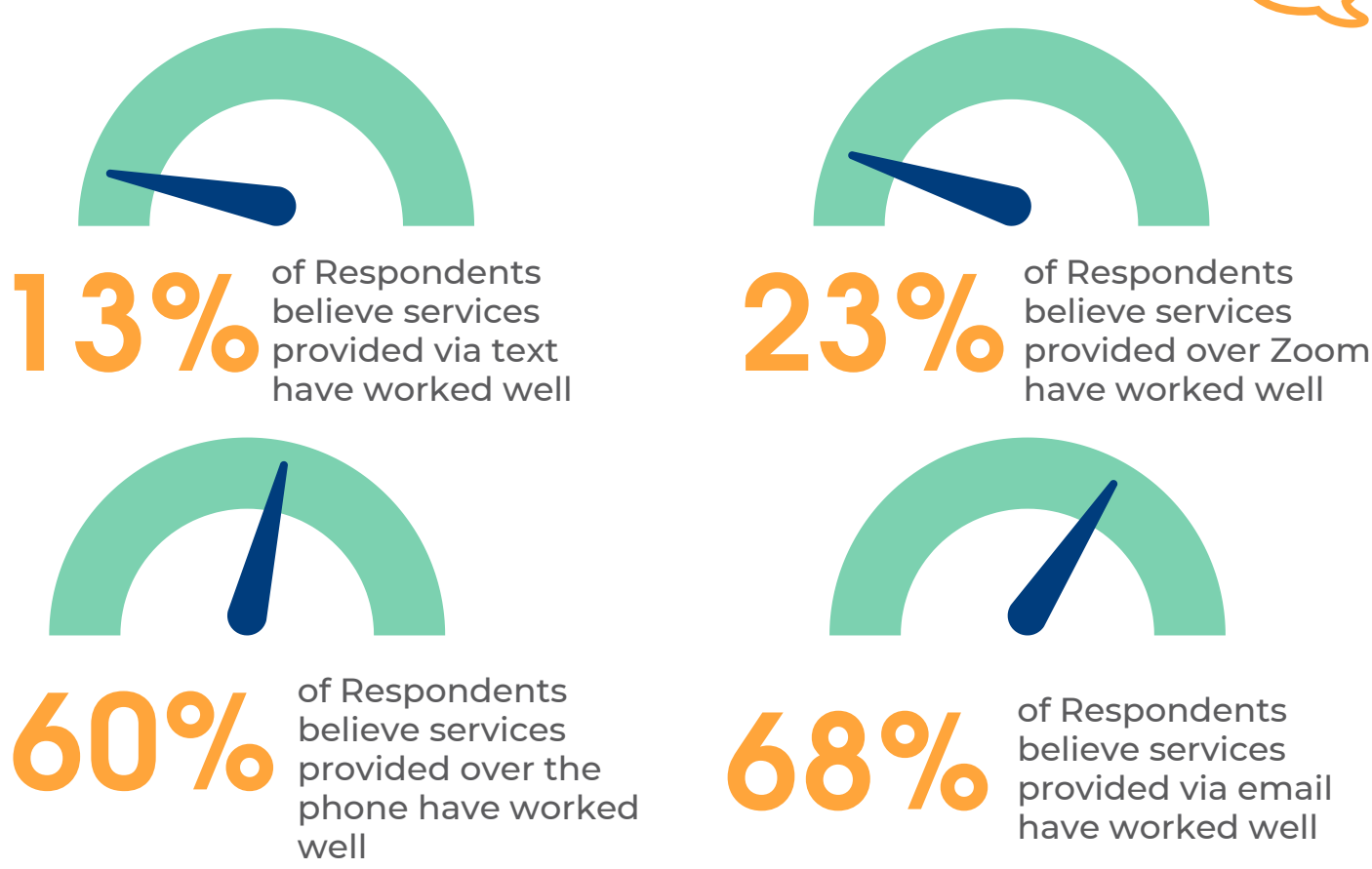
PARTICIPATION & SERVICES USED



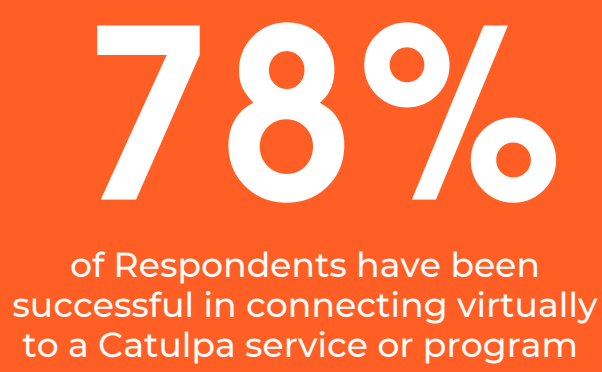
Ontario Autism Program Support Worker (5.28%), Coordinated Service Planning (5.05%), APSW (4.59%), Crisis Response Network (3.21%), Urgent Response (3.21%), Transitional Aged Youth (2.06%), Intensive Service Coordination (1.61%), WrapAround (1.15%), FASD (0.92%)

"We are very happy with Catulpa during this very difficult time. Thank you for all of your help"

COMMUNICATION & CONNECTION

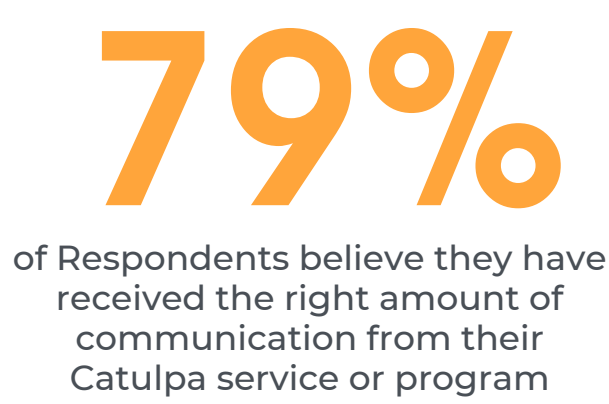
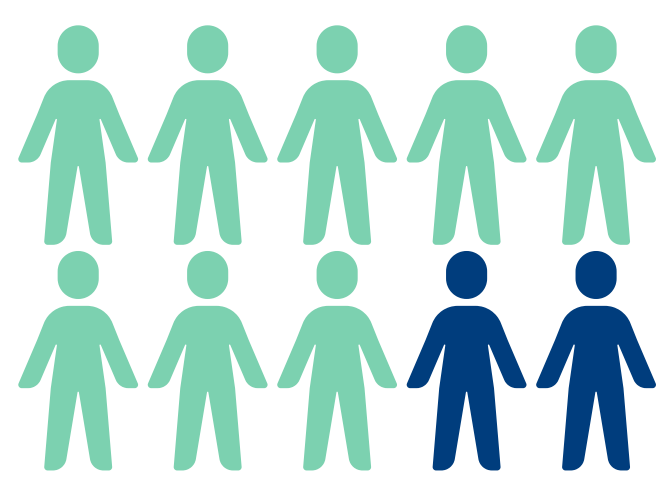


1.4% of Respondents found that services provided by social media worked well, while 8% answered "None of The Above," 5% answered "Other" and 22 Respondents skipped this question.



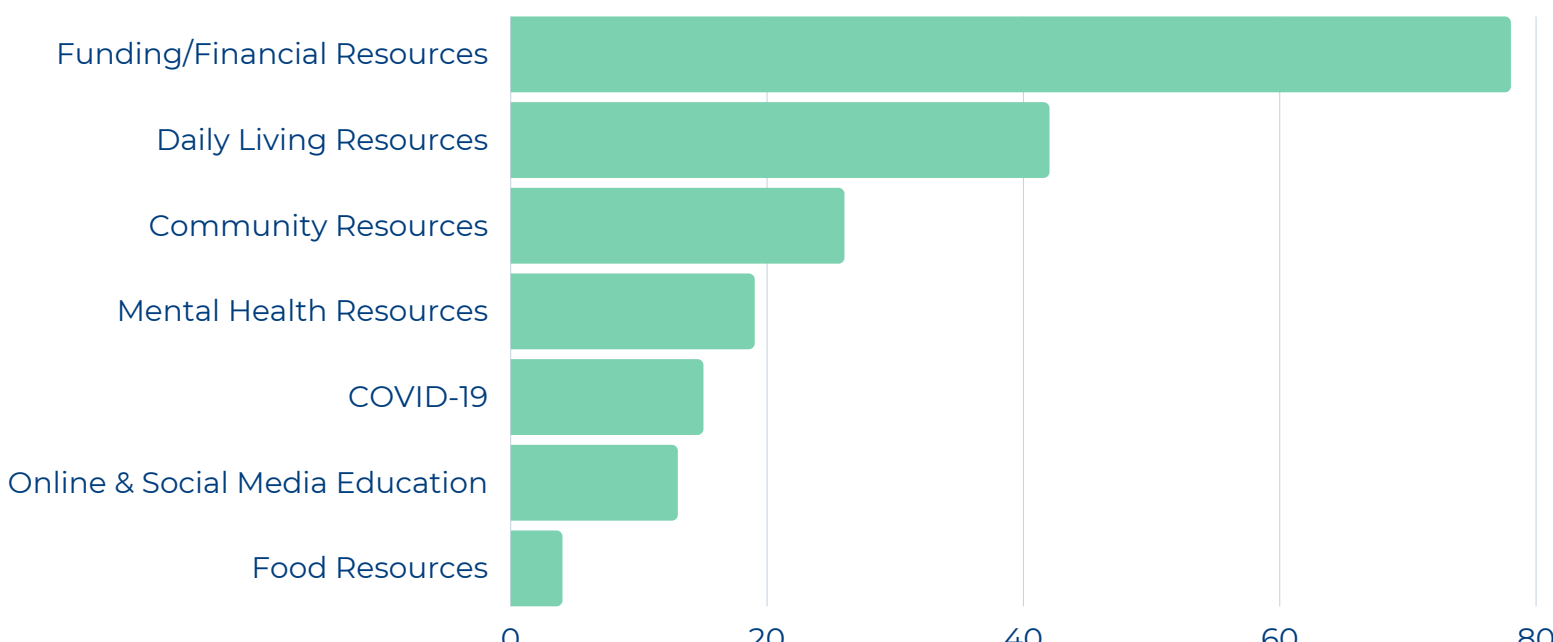
Challenges in connecting to Catulpa services or programs presented themselves as a result of:

- Lack of phone and/or computer
- Lack of data plan and/or minutes
- Lack of internet
- Difficulty understanding technology



INFORMATION SHARING & RESOURCES

Respondents believe that the following information has been most important during the COVID-9 Pandemic



More updates on Passport funding

Phone or video check-in's to see how we're doing

A monthly newsletter with updates and resources

WE'VE HEARD YOU & LOOK FORWARD TO ACTIONING NEW INITIATIVES TO BETTER MEET YOUR NEEDS. THANK YOU FOR YOUR PARTICIPATION!