

Cornwall Public Inquiry Counselling Support Research Report

**Prepared by ARC – Allen Research Corporation
January, 2007**

Table of Contents

Background and Objectives	3
Methodology	4
Results	5
Conclusions and Recommendations	6
Detailed Findings	
SECTION A:	
EVALUATION COUNSELLING SUPPORT BY CLIENTS	17
1.0 <u>Description of Client Sample</u>	18
2.0 <u>Overall Evaluation of Counselling Support</u>	20
2.1 Overall Satisfaction with Counselling Support [Q.1]	21
2.2 Reasons for Satisfaction Rating – Unaided [Q.2]	23
2.3 Perceptions of Value [Q.3]	27
2.4 Attitudes to Counselling Support – Aided [Q.24]	28
3.0 <u>Administration and Structure of Counselling Support</u>	30
3.1 Intake Process [Q.4]	31
3.2 Form 1: Request for Counselling Support [Q.5]	32
3.3 Adequacy of Explanation of Counselling Support [Q.6] .	33
3.4 Individual vs. Group Sessions [Q.17,18]	34
3.5 Length of Individual Sessions [Q.19a]	35
3.6 Attitude to Length of Sessions and Locations [Q.19b, 22]	36
3.7 Frequency of Sessions [Q.20a, b]	37
3.8 Travel Expenses [Q.23a, b, c]	38
3.9 Ease of Completion of Form 3 [Q.10a,11,12]	39
4.0 <u>Evaluation of Counselling Support Staff</u>	40
4.1 Overall Satisfaction with CPI Staff [Q.7, 8b]	41
4.2 Perceptions of Staff Qualities [Q.8a]	42
4.3 Adequacy of Crisis Resources and Planning [Q21]	45

Table of Contents cont'd

5.0	<u>Evaluation of Counsellors</u>	46
5.1	Method of Choosing a Counsellor [Q.9]	47
5.2	Overall Evaluation of Counsellor [Q.13]	48
5.3	Reasons for Rating of Counsellor - Unaided [Q.14].....	49
5.4	Perceptions of Counsellor Qualities [Q.15]	52
5.5	Reasons for Change of Counsellor [Q.10a,b]	56
5.6	Satisfaction with Counselling Plan [Q.16]	57
6.0	<u>Planning for the Future</u>	58
6.1	Whether Counselling Support Should Continue to be Offered [Q.25]	59
6.2	Reasons for Continuing Counselling Support - Unaided [Q.26]	60
6.3	Suggestions for Improving the Model – Unaided [Q.27] .	62
 SECTION B: EVALUATION OF COUNSELLING SUPPORT BY COUNSELLORS		
		65
1.0	<u>Description of Sample and Practice</u>	66
1.1	Professional Designation	67
1.2	Association with Cornwall Public Inquiry [Q2, 6, 5]	68
1.3	Description of CPI Practice [Q.2]	69
1.4	Number of Sessions [Q.2]	70
1.5	Group vs. Individual Sessions [Q.4]	71
1.6	Length of Individual Sessions [Q.2]	72
2.0	<u>Overall Evaluation of Counselling Support</u>	73
2.1	Overall Satisfaction with Counselling Support [Q.7]	74
2.2	Reasons for Satisfaction Rating - Unaided [Q.8]	75
2.3	Value of Counselling Support to Different Client Segments [Q9]	78
2.4	Endorsement of Target Segments [Q.10]	79

3.0	<u>Administration of Counselling Support</u>	80
3.1	Initial Steps [Q.11,12,13]	82
3.2	Ongoing Support [Q.15,16]	83
3.3	Perceptions of CPI Staff [Q.14]	84
3.4	Reactions to Counsellor Forms [Q.17]	85
4.0	<u>Planning for the Future</u>	89
4.1	Whether Counselling Support Should Continue to be Offered [Q.18a]	90
4.2	Reasons for Continuing the Model - Unaided [Q.18b] ...	91
4.3	Willingness to Provide Counselling in the Future [Q19a,20]	93
4.4	Reasons Willing to Continue as a Counsellor - Unaided [Q.19b]	94
4.5	Evaluation of New Initiatives [Q.21]	95
4.6	Suggestions to Improve the Counselling Support Model for Counsellors - Unaided [Q.22]	101
4.7	Suggestions to Improve the Counselling Support Model for Clients [Q.23] - Unaided	102
	Appendix	103

Background and Objectives

The Cornwall Public Inquiry is the first Ontario public inquiry to provide Counselling Support during an inquiry. Counselling services are available to victims of abuse, their families and to others involved in the Inquiry. Counselling has been provided to some 160 clients through a network of 25 to 30 professional counselors.

Started in March 2006, the Counselling Support offered is now being reviewed to determine whether or not it should be –

1. Phased out
2. Extended for a set period of time with some modifications
3. Extended for a set period of time without any changes

An internal review is being conducted. In addition, external research was requested with clients and providers to evaluate perceptions of the value of counselling to these groups and to address any administrative or operational issues.

Methodology

A. Clients

Staff from Cornwall Public Inquiry telephoned all of those who received Counselling Support to explain the research and to ask permission for the research company to contact them to complete the survey.

Agreed to contact by telephone	101
Agreed to mail survey	<u>5</u>
Total	106

Of the 106 clients who agreed to be contacted, 11 could not be reached for a potential list of 95 clients. Of these, 3 clients refused leaving 89 clients who completed the survey. Of these 7 clients were interviewed in French. Three completed the survey by mail instead of by telephone.

The completion rate of 89 gives a very high participation rate of 94% [89/95], almost a census of the client base.

B. Counsellors

A limited number of counsellors are working with those participating in the Cornwall Public Inquiry. Within this small universe, self-completion surveys were mailed to 21 counsellors. Telephone reminders were carried out after the first week.

A total of 17 questionnaires were completed for an excellent return rate of 81%.

The client research was conducted between January 11 and January 26, 2007.

Results

Although the samples of counsellors and clients are small, at 94% of clients and 81% of counsellors, they represent almost a census of each universe ensuring considerable confidence in the results.

In the report which follows, findings which are substantially higher or lower than others are highlighted as an aid to the reader. The highlights do not necessarily indicate statistical significance.

In some cases columns may not add to 100% due to rounding or the use of multiple mentions.

Throughout the client report the total base of 89 is often reduced to 88. One client had only recently begun therapy and was unable to answer a number of questions.

Readers are reminded that on these sample sizes, a finding of 6% represents the voices of approximately 5 clients or 1 counsellor.

Conclusions and Recommendations

EVALUATION OF THE OVERALL MODEL

The Cornwall Public Inquiry Counselling Support model should be extended for a set period of time with minor modifications.

- Clients, regardless of sex, and counsellors are unanimous in recommending that Counselling Support should continue to be offered [Average rating 9.9 out of 10.0]
- Clients and counsellors argue that substantial need remains and that sexual abuse requires long-term therapy.
- Counsellors are unanimous in their willingness to continue working as part of CPI Counselling Support model and to recommend it to other professionals. In spontaneous comments, counsellors stressed their commitment to their clients as well as reporting a good working environment.
- Clients, both men and women, rate their satisfaction with the current model very highly – 9.1. Client ratings are high regardless of whether they are counselled by a psychologist or a social worker.
- Reasons given by clients to support their high ratings emphasize --
 - their sense that they are making progress
 - have a good supportive relationship with their counsellor
 - their appreciation for a model that is well administered
- Clients find Counselling Support personally very or extremely valuable [91%]. 99% would recommend it to anyone who needs it.

- Counsellors also are very satisfied with Counselling Support though somewhat less so than clients [8.2 vs. 9.1].
- Counsellors report that they rate Counselling Support highly for a variety of reasons. They appreciate –
 - The simplicity of process
 - The responsiveness of the administration
 - The respect for confidentiality
 - The openness of choice and flexibility
- Some counsellors are less happy with slow payments and failure to cover report writing and telephone calls.
- Most counsellors believe that Counselling Support is 'extremely valuable' for male [83%] and female victims [82%].
- Counsellors also regard it as valuable for family members and for others, but do not all agree that it is 'extremely valuable' for these groups. Only 60% of psychologists vs. 94% of social workers and other therapists believe it should be offered to such a wide group.
 - ✓ CPI staff may want to review the reasons behind these differences and its allocation of resources. Clients were not asked about this aspect of Counselling Support but spontaneously some asked to have more family members, etc., included.

CORE VALUES

- Clients report that Counselling Support delivers on its core values:

% Completely Agree

Yes, had right to choose to participant or not	92%
Yes, privacy was protected	86%
Yes, trust all of the staff	84%

MODEL

The organization and administration of Counselling Support as currently designed works well for the most part.

a. CPI Staff

- Some 86% of clients describe the work of the CPI staff as very good or excellent.
- Some 87% - 96% of clients report that staff are always respectful, straightforward, reliable, easily accessible, helpful, accurate, knowledgeable.
 - ✓ Some improvement may be beneficial for clients in clarity and speed of response, follow through on promises and relevance [ratings of 75% - 88%].
- Counsellors are somewhat harder to please, but still provide strong ratings of CPI staff. Seven out of ten or more believe that staff are always respectful, straightforward, helpful, easily accessible and follow through on payment issues.
 - ✓ Some improvement might be helpful to counsellors in clarity, speed, and accuracy of response, relevance, and in being knowledgeable and reliable [% rating always – 53% - 65%].
- 94% of clients report that staff provide sufficient support for them. Some 82% of counsellors also believe they receive enough support, but only 76% believe that clients receive sufficient support.
- Among those who experienced a crisis, 71% described the crisis resources and planning as adequate or more than adequate [23%]. Some 70% of counsellors also believe crisis support is adequate or more than adequate.

- ✓ Some 9% of those clients with a crisis, however, did not feel adequately supported, suggesting that some review of this area may be called for.

b. Process

- Only 2% of clients found the intake process difficult in any degree.
- Some 97% of clients and 88% of counsellors agreed that Counselling Support requirements were adequately explained to them. Some 88% of counsellors also agreed they received enough information about their clients.
- Counsellors were unanimous [100%] in endorsing the client's right to choose their counsellor, but several, especially among the psychologists added that this choice should be restricted to those qualified to provide therapy for these clients.
- Some 61% of clients reported participating in individual sessions only, while others participated in group sessions or a mix including sessions as couples.
- 81% of clients said they attend sessions weekly or more often with individual sessions lasting an hour or more.
- 80% of clients described the frequency and length of their sessions as about right.
- Counsellors' role with Counselling Support varied widely. For some, CPI clients represented less than 5% of their client base; for others, up to 80%. A further 24% report counselling one CPI client, while another counsels more than 40.
- Some 76% of counsellors do not offer group sessions to CPI clients.

- While very few clients described any of the forms [Form 1, 3, Travel expenses] as difficult to fill out, only 42% - 54% described them as very easy to complete.
 - ✓ CPI staff may want to review these forms, though the issue may be lack of functional literacy rather than the forms themselves. Men have much more difficulty than women.
- There were no issues with the counsellors' forms – Form 2, 4 and Payment Forms in terms of ease of completion or usefulness.

EVALUATION OF COUNSELLORS BY CLIENTS

- 92% of clients, both men and women, describe their counsellor as very good or excellent.
- Clients supported their high ratings by a variety of comments, including their appreciation of a good relationship with a counsellor, having someone who is understanding, is reassuring or caring or has a positive therapeutic approach.
- Counsellors are rated at 9.5 or higher out of 10.0 on all of the qualities tested – always behaved in a professional manner, treated me with respect, easy to talk to, showed concern for me, know what he or she is doing, easy to understand, understood my situation, focused on the issues important to me, provided helpful advice, flexible in setting appointments.
- While the average satisfaction with the counselling plan is high at 9.4, there still remain 10% of clients who rated their plan at 7 or less out of 10.
 - ✓ It may be useful to set a scheduled review of counselling plans for all clients to ensure that needs are met and continue to be met.

NEW INITIATIVES AND SUGGESTIONS FOR IMPROVEMENTS

- Clients offer numerous suggestions for improvement, most notably:
 - Support for long-term counselling
 - An outreach strategy through advertising to reach more of those who need counselling
 - Faster access to therapy
 - Alternative therapies – more counselling for men's issues, families, specific types of abuse
 - Some structural or physical changes – wheel chair access, more parking, a drop-in centre for victims
- ✓ Client suggestions should be reviewed individually for consistency with the goals and mandate of Counselling Support and feasibility.
- The five new initiatives to improve Counselling Support evaluated by counsellors divided psychologists sharply from social workers and other therapists.
- Social workers and other therapists were interested in training and sessions to share knowledge in order to improve their therapeutic knowledge. In marginalia, many psychologists and a few social workers argued that counsellors should already have this training and experience or they should not act as counsellors.

Q.21 How important do you think each of the following initiatives is to improve Counselling Support? Average [10 – 0]	Total (17) #	Psychologists (5) #	Social W./Therapist /Other (12) #
Training for counsellors to review most common types of client issues and best practices	8.5	5.6	9.7
Debriefing session to evaluate current experiences and problem resolution quarterly	6.7	4.8	7.5
Orientation session for counsellors to review most effective coping strategies for counsellor stress/burn out	6.2	4.0	7.2
Orientation session for counsellors to review administrative rules, regulations, issues	5.5	6.0	5.3
Limits on total caseload to address potential burn-out	5.1	3.8	6.1

- ✓ In the best interests of clients and to relieve stress among some counsellors, CPI staff may want to consider offering both training sessions and sessions in which counsellors can share experiences and best practices on a voluntary attendance basis.
- There was limited interest in limits on total caseloads.
- To improve Counselling Support for clients some counsellors suggested --
 - Training sessions for counsellors
 - Monitoring and development of standards/best practices
 - Long-term counselling
- ✓ To move forward, it may be helpful to develop a brief booklet of best practices which incorporates learning from both counsellors and clients. The spontaneous comments from clients highlight a number of relationship issues that are important to them, but may not be covered in the usual psychology textbook.

Detailed Findings

A. Evaluation of Counselling Support by Clients

1.0 Description of Client Sample

1.0 Sample

- Clients are almost evenly divided between men and women.
- As a group, they are also evenly divided by use of social workers or psychologists as choice of counsellor. However, women are more likely to work with a social worker and men with a registered psychologist.
- For 94% of clients, counselling is ongoing.
- All clients were from the Cornwall area.

Sex	Total (89) %
Male	48
Female	52

Type of Counsellor	Total (89) %	Male (43) %	Female (46) %
Social Worker	49	44	54
Registered psychologist	47	51	43
Therapist	1	2	-

- There were no differences in responses by type of counsellor used. For this reason, the following tables are examined by total and sex.

2.0 Overall Evaluation of Counselling Support

2.1. Overall Satisfaction with Counselling Support

- Clients were given a full description of the Counselling Support model [see Q.1 below] and then asked to rate it.
- Overall satisfaction with Counselling Support among clients is very high with almost three quarters [74%] rating it at 9 or 10 out of 10.
- Ratings are higher among women than among men.
- Only 5 % overall rated the model at less than 7 out of 10.

Q.1 To begin, overall, how satisfied are you with the Counselling Support you received? Use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied	Total (89) %	Male (43) %	Female (46) %
Rating 10 (Extremely Satisfied)	63	56	70
Rating 9	11	12	11
Rating 8	16	19	13
Rating 7	4	5	4
Rating 6	2	2	2
Rating 0-5	3	7	-
Average rating (0-10)	9.1	8.8	9.4

Q.1 To begin, overall, how satisfied are you with the Counselling Support you received?

Please consider all of your experiences, the initial application process, Counsellor selection, development of your counselling plan, counselling sessions, administration and communications with Inquiry staff as part of Counselling Support, privacy, and anything else you consider relevant.

Please use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied. The higher the number the more satisfied you are; the lower the number the less satisfied you are. Use any number you like except '5' which is the midpoint of the scale and does not tell us clearly how you feel.

Unaided Questions

Readers should note that the next question [Q.2] is an 'unaided' question.

Q.2 Please explain briefly why you gave that rating.

An unaided question allows respondents to spontaneously report their top-of-mind thoughts. The research records these comments as given, but does not ask if others would say the same thing if asked.

For this reason percentages report the proportion who happened to offer the comment spontaneously. It provides no data on those who disagree or just didn't happen to think of it at that time. For example, 58% of clients spontaneously reported that they were satisfied with Counselling Support because they are making progress. This is a very strong positive finding. It does not mean that 42% of clients are not making progress.

Throughout the questionnaires a number of unaided questions to allow participants to speak freely were included [Clients: Q2,10b,,14, 25, 26; counsellors Q8, 18b, 19b, 22, 23]. These questions and the data they provide is highly valuable and should be interpreted correctly.

2.2 Reasons for Satisfaction Rating - Unaided

- Clients justify their high satisfaction ratings primarily by their sense that they are making progress [58%], especially women, and the strong positive relationship they have with their counsellor [48%], again especially women.
- Good results [52% vs. 59%] and a good relationship [43% vs. 59%] are reported regardless of whether the client is seeing a psychologist or a social worker. Proportions are somewhat higher for social workers.

Q.2 Please explain briefly why you give that rating.	Total (89) %	Male (43) %	Female (46) %
Good Results [net]	58	49	67
Good counselling/getting good results/is helping/making progress	53	45	61
Leave feeling relieved/better/happier/more positive	6	9	2
Helped to allay fears/nerves/make you feel safe	3	-	7
Counsellors are positive/encourage positive thinking	2	-	5
Counselling prevented serious repercussions/death	1	-	2
Positive Relationship [net]	48	40	57
Counsellor is compassionate/shows empathy/understanding	19	23	15
Counsellor is nice/nice to you/makes you feel comfortable with them/is friendly	14	14	15
Provides support/they are supportive/"are there for me"	11	2	20
Counsellor is easy to talk to/listens well/makes the time to talk	8	9	6
Counsellor is courteous/polite/respectful	6	7	4
Counsellor is knowledgeable/knows what he is doing	5	5	4
Can trust the counsellor	5	5	4
Personalized/not institutional/treats you like a person	2	2	2
Continuity/already with this counsellor	2	2	2
Professionalism	2	2	2

Reasons for Satisfaction Rating cont'd

- 23% of clients also mention positively aspects of the administration of Counselling Support.

Q.2 Please explain briefly why you give that rating.	Total (89) %	Male (43) %	Female (46) %
Good Organization/Process [net]	23	18	28
Timely access to counselling/help	10	7	13
Respects privacy/confidentiality	6	2	8
Well organized/well directed	3	5	2
Flexibility in scheduling	2	-	4
Good staff/support staff	1	2	-
OTHER NEUTRAL COMMENTS			
Received help that was denied/not available in the past	3	-	7
Involved in other similar situations/have had same issues	1	2	-

Reasons for Lower Satisfaction Ratings

- **More critical comments focus most on a poor relationship with the counsellor.**

Q.2 Please explain briefly why you give that rating	Total (89) %	Male (43) %	Female (46) %
Negative Relationship [net]	12	9	15
Not comfortable with the counsellor/ not sure it is the right counsellor	2	2	2
Counsellor hasn't kept in touch/not return phone calls/emails	2	2	2
Counsellor showed lack of sensitivity/empathy	2	-	4
Don't feel that issues are being dealt with effectively/at all	2	2	2
Counsellor allowed interruptions/took phone calls during session	1	-	2
Counsellor talks too much/doesn't listen enough	1	-	2
Lack of support/not supportive of victim	1	2	-
Was expecting more feedback from counsellor	1	-	2
Showed lack of experience in dealing with historical victims or their abuse	1	2	-
Counselling rushed/forced	1	2	-

Reasons for Lower Satisfaction Ratings

- Other criticisms are listed below.

Q.2 Please explain briefly why you give that rating	Total (89) %	Male (43) %	Female (46) %
Lack of Counselling [net]	3	7	-
There is no long term counselling in place/counselling is not a quick fix/will take time/over time	2	5	-
Not easy to find a counsellor in some regions	1	2	-
Location [net]	3	5	2
Too far/Distance to the offices	1	2	-
Transport funds not available/costs too much to get to sessions	1	-	2
Hard to find the offices	1	2	-
OTHER NEGATIVE COMMENTS			
Confidentiality/privacy issues	3	2	4
Lack of explanation of how this Inquiry will proceed	1	2	-
Don't like to talk about abuse	1	2	-
Delays in the proceedings/Inquiry	1	2	-
Waste of time	1	2	-

2.3 Perceptions of Value

- Eight out of ten or more men [86%] and women [96%] described Counselling Support as very or extremely valuable.
- Again, ratings by women are higher than those by men – 4.6 vs. 4.2.

Q.3 .Did you personally find Counselling Support ...	Total (89) %	Male (43) %	Female (46) %
Extremely valuable	47	37	57
Very valuable	44	49	39
Somewhat valuable	4	7	2
Not very valuable	2	5	-
Not at all valuable	-	-	-
Don't know	2	2	2
Average (1 - 5)	4.4	4.2	4.6

2.4 Attitudes to Counselling Support - AIDED

- Clients are almost unanimous in their willingness to recommend Counselling Support to anyone who needs it.
- Overall some 92% also completely agree that they felt they had the right to decide whether to participate in counselling or not.

Q.24 . Now I would like to read some statements to you about Counselling Support. Please tell me if you agree or disagree with them or have no opinion. Base: Those Answering	Total (88) %	Male (43) %	Female (45) %
I would recommend this Counselling Support to anyone who needs it.			
Completely agree	99	98	100
Somewhat agree	1	2	-
Average (1 - 5)	5.0	5.0	5.0
The Cornwall Public Inquiry gave me the right to choose whether to participate in counselling or not.			
Completely agree	92	88	96
Somewhat agree	8	12	4
Average (1 - 5)	4.9	4.9	5.0

Attitudes to Counselling Support cont'd

- Agreement is also very high that clients felt their privacy was protected and that they could trust all of the staff. Some 5% or less disagree with each statement.
- Nevertheless there is some concern that 2% to 3% completely disagree with each statement.

Q.24 . Now I would like to read some statements to you about Counselling Support. Please tell me if you agree or disagree with them or have no opinion. Base: Those Answering	Total (88) %	Male (43) %	Female (45) %
I always felt my privacy was protected			
Completely agree	86	84	89
Somewhat agree	7	7	7
No opinion	2	2	2
Somewhat disagree	1	-	2
Completely disagree	3	7	-
Average (1 - 5)	4.7	4.6	4.8
I felt I could trust all of the staff			
Completely agree	84	79	89
Somewhat agree	9	9	9
No opinion	1	2	-
Somewhat disagree	3	5	2
Completely disagree	2	5	-
Average (1 - 5)	4.7	4.5	4.8

3.0 Administration and Structure of Counselling

3.1 Intake Process

- Some 73% of clients describe the intake process for Counselling Support as easier than expected with 52% finding it much easier.
- None of the men found the process somewhat or much more difficult than expected.

Q. 4. To qualify for Counselling Support, it was necessary for you to set up an appointment with a member of the staff at the Cornwall Public Inquiry, to fill out an information form and to choose a counsellor. Was this application process ...	Total (89) %	Male (43) %	Female (46) %
Much more difficult than expected	1	-	2
Somewhat more difficult	1	-	2
About what you expected	22	30	15
Somewhat easier than expected	21	14	28
Much easier than expected	52	51	52
Don't Know	2	5	-
Average (1 - 5)	1.8	1.8	1.7

3.2 Form 1: Request for Counselling Support

- Consistent with their rating of the intake process, clients described Form 1, 'Request for Counselling Support' as very easy [52%] or fairly easy [44%] to fill out.

Q. 5 As part of the application process, you or a staff member filled out an information form called 'Request for Counselling Support'. Was this form...	Total (89) %	Male (43) %	Female (46) %
Very easy to fill out	52	53	50
Fairly easy to fill out	44	37	50
Not very easy to fill out	-	-	-
Not at all easy to fill out	-	-	-
Don't Know	4	9	-
Average (1 - 4)	3.5	3.6	3.5

3.3 Adequacy of Explanation of Counselling Support

- Almost all of the clients reported that staff explained adequately how Counselling Support would work and what they had to do.

Q.6. Did staff explain to you adequately how Counselling Support would work and what you had to do?	Total (89) %	Male (43) %	Female (46) %
Yes	97	95	98
No	2	5	-
Don't Know	1	-	2

3.4 Individual vs. Group Sessions

- Clients were offered a variety of formats for counselling. Some 61% participated only in individual sessions, while 24% participated in both individual and group sessions. A substantial 12% received counselling both individually and as a member of a couple.
- Of those participating in both individual and group sessions [including couples], the majority [53%] describe the individual sessions as most helpful. 25% have no preference.

Q.17. Did you participate in... Q.18 Did you find the group or individual sessions most helpful?	Total (89) %	Male (43) %	Female (46) %
Participated			
Individual sessions only	61	63	59
Group sessions only	1	2	-
Both individual and group sessions	24	19	28
Both Individual & couples sessions	12	16	9
Couples sessions only	2	-	4
Found most helpful: Base: Those participating in both, includes couples	(32) %	(15)* %	(17)* %
Group sessions	6	13	-
Individual sessions	53	40	65
Both are helpful/ equally helpful	25	27	24
Don't Know	16	20	12
* Small base size			

3.5 Length of Individual Sessions

- Individual sessions varied in length with the majority of clients reporting sessions lasting an hour or longer.
- Women are more likely to report longer sessions than are men.

Q.19a On average how long did your individual sessions last?	Total (86) %	Male (42) %	Female (44) %
Base: Those Answering			
Thirty minutes or less	6	10	2
45 minutes	5	5	5
An hour	56	60	52
Over an hour	29	21	36
Don't Know	5	5	5
Average Number of minutes	66.0	62.0	69.8

3.6 Attitude to Length of Sessions and Locations

- 80 % of clients described the length of their individual sessions as about right, but almost a fifth said they were too short.
- 96% reported that their sessions were held in a convenient location.

Q.19b. Would you say the length of the individual sessions was ... Q.22. Were sessions held in a location convenient for you? Base: Those Answering	Total (86) %	Male (42) %	Female (44) %
Length of sessions			
Much too long	-	-	-
Somewhat too long	-	-	-
About right	80	81	80
Somewhat too short	16	14	18
Much too short	2	2	2
Don't Know	1	2	-
Convenience of location	(89) %	(43) %	(46) %
Yes	96	93	98
No	4	7	2

3.7 Frequency of Sessions

- 81% of clients' sessions were held weekly. Men were more likely than women to meet their counsellor less frequently.
- For 88% of men the frequency was about right, but for 22% of the women sessions were not held frequently enough.

Q.20a. How often were your sessions held?	Total (89) %	Male (43) %	Female (46) %
Weekly or more often	81	77	85
Twice a month	18	21	15
Once every month	-	-	-
Once every 3 months	-	-	-
Don't Know	1	2	-
Average Number of Times per Year	46.9	46.0	47.7
Q.20b. Was this ...	Total (89) %	Male (43) %	Female (46) %
Too often	1	-	2
About right	81	88	74
Not often enough	16	9	22
Don't Know	2	2	2
%Too often Minus Not enough	-15	-9	-20

3.8 Travel Expenses

- Almost all of the clients were aware that CPI will cover travel expenses to attend counselling sessions, but only 52% applied for coverage. Men were more likely to apply than women [58% vs. 46%].
- 91% of those completing the form to apply for travel expenses agreed that it was fairly or very easy to fill out.

Q.23a. The Cornwall Public Inquiry will cover travel expenses to attend counselling sessions. Were you aware of this? Q.23b. Did you apply for travel expenses?	Total (89) %	Male (43) %	Female (46) %
Yes, aware of travel coverage	97	98	96
Yes, applied	52	58	46
Did not apply	45	40	50
Not aware of travel coverage	3	2	4
Q.23c. Was the form for travel expenses ... Base: Those using form	Total (46) %	Male (25) %	Female (21) %
Very easy to fill out	54	48	62
Fairly easy to fill out	37	44	29
Not very easy to fill out	2	4	-
Not at all easy to fill out	2	-	5
Don't Know	4	4	5
Average (4 - 1)	3.5	3.5	3.6

3.9 Ease of Completion of Form 3

- 31% of clients applied to extend the number of sessions, but only 8% applied to change their counsellor.
- Of those using Form 3 to apply for these changes, 42% found the Form very easy to fill out, but a further 39% described it as only fairly easy.
- Women were more than twice as likely as men to find it very easy to complete [62% vs. 28%]. Some 22% of men were unable to answer the question and may have had the form completed for them.

Q.10a Did you change your counsellor at any time? Q.11 Did you apply to extend the number of counselling sessions you received? Q.12 Did you find the form to [change your counsellor/extend the number of sessions] ...	Total (89) %	Male (43) %	Female (46) %
Yes, applied to change counsellor	8	14	2
Yes, applied to extend sessions	31	35	28
Ease of filling out Form 3	(31)	(18)	(13)
Base: Those using	%	%	%
Very easy to fill out	42	28	62
Fairly easy to fill out	39	44	31
Not very easy to fill out	-	-	-
Not at all easy to fill out	3	6	-
Don't Know	16	22	8

4. Evaluation of Counselling Support Staff

4.1 Overall Satisfaction with CPI Staff

- Some 86% of clients describe the work of the CPI staff as very good or excellent.
- Men are more likely than women to give an excellent rating [65% vs. 54%], but in the top two ratings there is little difference [88% vs. 83%].
- Only 1% describe it as very poor, while 3% describe it as average.
- Some 94% of clients also reported that CPI staff provided sufficient support for them.

Q.7 Overall, thinking about all of the contacts you had as a participant in Counselling Support with Cornwall Public Inquiry staff, whether by phone or in writing, would you describe the work of the staff as excellent, very good, good, average, poor, or very poor.	Total (89) %	Male (43) %	Female (46) %
Excellent	60	65	54
Very good	26	23	28
Good	9	7	11
Average	3	-	7
Poor	-	-	-
Very poor	1	2	-
Don't Know	1	2	-
Average (1 - 6)	5.4	5.5	5.3
Q8b. Yes, CPI staff provided sufficient support	94	93	96

4.2 Perceptions of Staff Qualities % rating 'Always'

- CPI staff were very highly rated on every dimension, with particular appreciation for being respectful, straightforward and reliable.
- Marginally, there are somewhat weaker scores for clarity and speed of response, and for follow through.
- Women are somewhat more appreciative than men of CPI staff's reliability, helpfulness, accuracy and relevance. Detailed distributions follow.

Q.8a. Now I would like your help to evaluate the <u>Cornwall Public Inquiry staff who helped you with counselling support</u> , on a number of qualities. For any contact to do with Counselling Support were the Inquiry staff always, usually, occasionally, seldom, never...	Total (89) %	Male (43) %	Female (46) %
Respectful	96	95	96
Straightforward	92	91	94
Reliable	91	88	94
Easily accessible	89	86	91
Helpful	88	84	91
Accuracy of response	87	81	91
Knowledgeable	87	84	89
Clarity of response	81	79	83
Speed of response	80	79	80
Follow through on promises	79	79	78
Relevance	78	72	83

Perceptions of Staff Qualities cont'd

- With the exception of 'follow through on promises', only 1% to 5% of clients describe any of the staff qualities as exhibited only occasionally, seldom or never.
- Some 7%, however, apply these descriptions to CPI staff's consistency in 'follow through on promises'.

Q.8a. Now I would like your help to evaluate the <u>Cornwall Public Inquiry staff who helped you with counselling support</u> , on a number of qualities. For any contact to do with Counselling Support were the Inquiry staff always, usually, occasionally, seldom, never...	Total (89) %	Male (43) %	Female (46) %
Respectful			
Always	96	95	96
Usually	2	-	4
Occasionally/Seldom/Never	1	2	-
Straightforward			
Always	92	91	93
Usually	6	5	7
Occasionally/Seldom/Never	2	5	-
Reliable			
Always	91	88	93
Usually	7	7	7
Occasionally/Seldom/Never	2	5	-
Easily accessible			
Always	89	86	91
Usually	10	12	9
Occasionally/Seldom/Never	1	2	-
Helpful			
Always	88	84	91
Usually	11	14	9
Occasionally/Seldom/Never	1	2	-

Perceptions of Staff Qualities cont'd

Q.8a. Now I would like your help to evaluate the <u>Cornwall Public Inquiry staff who helped you with counselling support</u> , on a number of qualities. For any contact to do with Counselling Support were the Inquiry staff	Total (89) %	Male (43) %	Female (46) %
Base: Those Answering			
Accuracy of response			
Always	87	81	91
Usually	12	16	9
Occasionally/Seldom/Never	1	2	-
Knowledgeable			
Always	87	84	89
Usually	11	14	9
Occasionally/Seldom/Never	2	2	2
Clarity of response			
Always	81	79	83
Usually	17	16	17
Occasionally/Seldom/Never	2	5	-
Speed of response			
Always	80	79	80
Usually	17	16	17
Occasionally/Seldom/Never	2	5	-
Follow through on promises			
Always	79	79	78
Usually	12	9	15
Occasionally/Seldom/Never	6	7	4
Relevance			
Always	78	72	83
Usually	19	23	15
Occasionally/Seldom/Never	3	5	2

4.3 Adequacy of Crisis Resources and Planning

- Some 65% of clients were able to assess the adequacy of CPI's crisis resources and planning.
- Numbers below are based on the total sample. When adequacy is examined only within the group who had a crisis [58 clients], 71% found the crisis resources and planning adequate and a further 23% found them more than adequate.

Q.21. Were the resources and planning for crisis intervention provided by the Cornwall Public Inquiry Counselling Support	Total (89) %	Male (43) %	Female (46) %
More than adequate	13	14	13
Adequate	46	51	41
Less than adequate	6	9	2
Did not have a crisis	33	23	41
Don't Know	2	2	2

5.0 Evaluation of Counsellors

5.1 Method of Choosing a Counsellor

- Half of the respondents [49%] report seeing a social worker and half a registered psychologist [47%]. One percent see a therapist. [See p.19]
- Some 69% chose a counsellor they knew, while a 24% reported choosing a counsellor from the CPI list.
- Men were more likely than women to choose a counsellor they already knew [79% vs, 59%].

Q.9. Initially did you choose a counsellor from the Cornwall Public Inquiry list or use someone you already knew?	Total (89) %	Male (43) %	Female (46) %
Respondent chose a Counsellor they knew	69	79	59
Respondent chose Counsellor from the List	24	21	26
Recommended by a friend/ family member	3	-	7
Counsellor was appointed	1	-	2
Not stated	3	-	7

5.2 Overall Evaluation of Counsellor

- Both men [89%] and women [96%] describe their counsellor as excellent or very good.
- There was no difference in ratings by type of counsellor used – Psychologists 5.5; Social Workers 5.6*.
- Clients who changed their counsellor were asked to rate the last counsellor they used.

Q.13 Overall would you describe your [last] counsellor as excellent, very good, good, average, poor, or very poor.	Total (89) %	Male (43) %	Female (46) %
Excellent	67	63	72
Very good	25	26	24
Good	3	2	4
Average	3	7	-
Poor	1	2	-
Very poor	-	-	-
Average (1 - 5)	5.5	5.4	5.7

**Ratings of other therapists and of group vs. individual sessions are not reported because of very small base.*

5.3 Reasons for Rating of Counsellor - Unaided

Readers are reminded that this is an unaided question that records spontaneous comments by clients. Failure to report a specific reason does not mean disagreement with it.

- 51% of clients report a good relationship with their counsellor or satisfaction with the therapeutic approach taken [49%] as reasons for their high ratings.
- A good relationship is reported by 52% with their psychologist and by 64% with their social worker.* Some 50% comment positively on the therapeutic approach regardless of type of counsellor.

Q. 14 Please explain briefly why you say that.	Total (89) %	Male (43) %	Female (46) %
Good Relationship [net]	51	51	51
Counsellor is a good listener/is easy to talk to	37	33	41
Counsellor is compassionate/caring/reassuring	14	5	22
Feels safe/secure	7	7	7
Counsellor is reliable/always there for you	5	2	7
Counsellor is professional	5	9	-
Counsellor is friendly/nice	3	5	2
Has a good relationship /have had a positive past experience with counsellor	4	5	2
Therapeutic Approach [net]	49	46	51
Counsellor is knowledgeable/has experience with this type of abuse	13	12	13
Counsellor has a positive attitude/puts a positive spin on outlook	11	8	13
Counsellor gives patient coping skills/tools/resources	10	7	13
Counsellor does not press/lets the patient control how the sessions evolve/is patient with victim	9	9	9
Counsellor is calm/promotes serene/relaxed sessions	8	12	4
Counsellor explains therapy/can answer questions thoroughly	6	5	7
Counsellor uses multiple types of therapies	2	-	4
Personalized/tailors the therapy to the victim	1	2	-
Involved the family of victim in counselling	1	-	2

*Bases are too small to report by therapist or other counsellors.

Reasons for Rating of Counsellor – Unaided cont'd

- 30% of clients report having made progress while a further 12% comment positively on organizational issues.
- Good results are reported by 25% of those who see a counsellor and 32% of those who see a social worker.*

Q. 14 Please explain briefly why you say that.	Total (89) %	Male (43) %	Female (46) %
Good Results [net]	30	37	24
Counsellor is very good/best help received	23	33	13
Have make progress with this counsellor	9	5	13
Good Organization [net]	12	9	15
Flexible appointments/scheduling	3	2	4
Is accessible anytime	3	2	4
There is good follow up	2	2	2
Addresses issues in a timely manner/immediately/quickly	2	2	2
Good office setting	1	-	2
Respects confidentiality/privacy	1	2	-
OTHER			
New counsellor/ had to change	1	2	-

**Bases are too small to report by therapist or other counsellors.*

Reasons for Lower Ratings of Counsellor - Unaided

- Reasons for lower ratings focus primarily on an uncomfortable relationship with the counsellor or dissatisfaction with the therapeutic approach.

Q. 14 Please explain briefly why you say that.	Total (89) %	Male (43) %	Female (46) %
Poor Counsellor Relationship [net]	6	7	4
Not yet comfortable with counsellor	2	5	-
Counsellor is not comfortable with crying/ extreme action	1	-	2
No follow up/did not return calls/messages	2	2	2
Poor Therapeutic Approach [net]	6	7	4
Therapy did not have a positive effect	2	5	-
No feedback from counsellor	1	-	2
Therapist dominates the session/talks too much	1	-	2
Not knowledgeable about sexual abuse	1	2	-
Allows interruptions/takes calls during sessions	1	-	2

5.4 Perceptions of Counsellor Qualities Average 10 - 0

- Counsellors were very highly rated on all of the selected qualities.
- There were few differences in ratings between men and women.
- Detailed distributions are shown on the following pages.

Q. 15 How would you rate your [last] counsellor on the following qualities? Please use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied. Remember the higher the number the more satisfied you are; the lower the number the less satisfied you are. Use any number except '5' which is the midpoint of the scale and does not tell us clearly how you feel.	Total (89) #	Male (43) #	Female (46) #
Always behaved in a professional manner	9.9	9.9	9.8
Treated me with respect	9.8	9.9	9.8
Easy to talk to	9.8	9.7	9.8
Showed concern for me	9.7	9.7	9.7
Knows what he or she is doing	9.7	9.6	9.7
Easy to understand	9.6	9.5	9.7
Understood my situation	9.6	9.5	9.6
Focused on the issues important to me	9.6	9.5	9.6
Provided helpful advice	9.6	9.3	9.8
Flexible in setting appointments	9.5	9.6	9.5

Perceptions of Counsellor Qualities cont'd

- Low ratings of 0 to 7 out of 10 are given by only 1% to 3% of clients for any quality.

Q. 15 How would you rate your [last] counsellor on the following qualities? Please use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied.	Total (89) %	Male (43) %	Female (46) %
Always behaved in a professional manner			
Rating 10 (Extremely satisfied)	94	98	91
Rating 9	1	-	2
Rating 8	2	-	4
Rating 7	1	2	-
Rating 6	1	-	2
Rating 0 - 5	-	-	-
Treated me with respect			
Rating 10 (Extremely satisfied)	93	95	91
Rating 9	1	-	2
Rating 8	2	2	2
Rating 7	2	2	2
Rating 6	1	-	2
Rating 0 - 5	-	-	-
Easy to talk to			
Rating 10 (Extremely satisfied)	90	88	91
Rating 9	3	2	4
Rating 8	4	7	2
Rating 7	1	-	2
Rating 6	1	2	-
Rating 0 - 5	-	-	-

Perceptions of Counsellor Qualities cont'd

Q. 15 How would you rate your [last] counsellor on the following qualities? Please use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied.	Total (89) %	Male (43) %	Female (46) %
Showed concern for me			
Rating 10 (Extremely satisfied)	85	88	83
Rating 9	7	5	9
Rating 8	6	2	9
Rating 7	1	2	-
Rating 6	1	2	-
Rating 0 - 5	-	-	-
Focused on important issues			
Rating 10 (Extremely satisfied)	81	81	80
Rating 9	9	7	11
Rating 8	1	2	-
Rating 7	8	7	9
Rating 6	-	-	-
Rating 0 - 5	1	2	-
Provided helpful advice			
Rating 10 (Extremely satisfied)	82	74	89
Rating 9	8	9	7
Rating 8	6	9	2
Rating 7	1	2	-
Rating 6	2	2	2
Rating 0 - 5	1	2	-

Perceptions of Counsellor Qualities

Q. 15 How would you rate your [last] counsellor on the following qualities? Please use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied.	Total (89) %	Male (43) %	Female (46) %
Knows what he or she is doing			
Rating 10 (Extremely satisfied)	85	84	87
Rating 9	3	5	2
Rating 8	7	7	7
Rating 7	1	-	2
Rating 6	3	5	2
Rating 0 - 5	-	-	-
Easy to understand			
Rating 10 (Extremely satisfied)	80	74	85
Rating 9	8	9	7
Rating 8	8	12	4
Rating 7	2	-	4
Rating 6	2	5	-
Rating 0 - 5	-	-	-
Understood my situation			
Rating 10 (Extremely satisfied)	78	79	76
Rating 9	10	7	13
Rating 8	7	5	9
Rating 7	4	7	2
Rating 6	1	2	-
Rating 0 - 5	-	-	-
Flexible in setting appointments			
Rating 10 (Extremely satisfied)	74	72	76
Rating 9	12	12	13
Rating 8	10	16	4
Rating 7	1	-	2
Rating 6	1	-	2
Rating 0 - 5	1	-	2

5.5 Reasons for Change of Counsellor - Unaided

- Only 7 clients – 6 men and 1 woman -- or 8% of the total sample reported changing their counsellor.
- In most cases the counsellor was moving or ill, but 2 clients wanted a counsellor with more experience in this type of abuse.

Q.10a Did you change your Counsellor at any time? Q.10b Briefly why did you change your Counsellor?	Total (89) %	Male (43) %	Female (46) %
Changed counsellor			
Yes	8	14	2
No	92	86	98
Why changed counsellor	(7)*	(6)*	(1)*
Base: Those changing counsellor	#	#	#
Counsellor was leaving/was ill	5	4	1
Looking for a counsellor with more experience/knowledge of type of abuse	2	2	-
Don't Know	1	1	-
<i>* Small base size; data shown as numbers.</i>			

5.6 Satisfaction with Counselling Plan

- Some 81% of clients rated their counselling plan at 9 or 10 out of 10.
- Ten percent of clients, however, rated their plan at 7 or less.
- Women were more satisfied with their plan than were men.

Q.16 And overall on the same 0 to 10 scale, how satisfied were you with the counselling plan you developed with your counsellor?	Total (89) %	Male (43) %	Female (46) %
Rating 10 (Extremely satisfied)	70	60	78
Rating 9	11	14	9
Rating 8	4	5	4
Rating 7	7	7	7
Rating 6	1	2	-
Rating 0 - 5	2	5	-
Don't Know	4	7	2
Average (10 - 0)	9.4	9.1	9.6

6.0 Planning for the Future

6.1 Whether Counselling Support Should Continue to be Offered

- Clients, both men and women, are almost unanimous in the high degree of importance they ascribe to continuing to offer Counselling Support to those affected by the Cornwall Public Inquiry. Some 99% overall rated continuation at 8 or higher out of 10.

Q.25 In your opinion, how important is it that Counselling Support continues to be offered to those affected by the Cornwall Public Inquiry? <i>Please use a scale of 0 to 10 where 10 means extremely important and 0 means it is not at all important. The higher the number the more you believe it is important that Counselling Support continue; the lower the number the less you believe it is important that it continue. Again '5' is the midpoint and does not clearly indicate your opinion.</i>	Total (89) %	Male (43) %	Female (46) %
Rating 10 (Extremely important)	94	93	96
Rating 9	4	5	4
Rating 8	1	2	-
Rating 7	-	-	-
Rating 6	-	-	-
Rating 0 - 5	-	-	-
Average (10 - 0)	9.9	9.9	10.0

6.2 Reasons for Continuing Counselling Support - Unaided

- Clients strongly support continuing to offer the Counselling Support model primarily because they see such a real need for it and they see this type of abuse as requiring long-term help.

Q.26 Please explain briefly why you gave that rating.	Total (89) %	Male (43) %	Female (46) %
Need for Counselling [net]	82	77	88
Victims need to have access to help/its necessary to get the help you need/to heal	72	56	87
Victims need help in going on with their lives/get their lives back	13	16	11
Victims need a voice/to be able to be heard/to vent	9	12	7
Helps the victim's family cope/understand	3	5	2
Helps victims deal with crisis/ breakthrough crisis/problems as they occur	3	7	-
To help victims not feel alone/to know others have gone through similar experiences	2	5	-
To divert victim away from destructive behaving/self abuse/addictions	1	-	2
To help break the cycles of abuse	2	-	4
Long-term help required [net]	16	19	13
It is a long process/cannot be done overnight/may take years to resolve	16	19	14
It takes time to reach a comfortable rapport with a counsellor	1	-	2

Reasons for Continuing Counselling Support – Unaided cont'd

- There were a number of other comments.

Q.26 Please explain briefly why you gave that rating.	Total (89) %	Male (43) %	Female (46) %
OTHER COMMENTS			
There are increasing numbers of assaults/in area/in the world	2	-	4
There will always be this type of abuse	1	2	-
Need to/have trust that the authorities will prosecute/go after the abusers	2	5	-
To give the victims the same rights as the perpetrators	1	2	-
Accessibility for those who normally could not afford counselling	3	5	2
Sessions were not productive/could have got more out of sessions	1	-	2

6.3 Suggestions for Improving the Model - Unaided

- Clients provided a wide range of suggestions to improve Counselling Support. 24% asked for operational changes such as more financial support, more counsellors, more timely access. 21% wanted it to continue and 18% suggested ways to extend it to others. These were followed by ways to improve the relationship between the client and counsellor [9%].

Q.27 What suggestions can you offer for operations, administration, staff or counsellors to improve Counselling Support for people like yourself.	Total (89) %	Male (43) %	Female (46) %
Operational Improvements [net]	24	33	15
Financial support/ government resources	6	12	2
More timely help for victims/faster access to counselling	6	5	7
Better explanation of how therapy/Inquiry will proceed	3	5	2
Counsellor access in small/remote communities	2	-	4
Regulated/mandated educational upgrades/updates for counsellors	2	2	2
More timely communication/return calls/messages	2	2	2
More counsellors available	2	5	-
Longer appointment/ session	1	2	-
Flexible scheduling/appointments	1	2	-
Greater access to counsellors when victim is in dire need/crisis help	1	2	-
Elimination of duplicate services	1	-	2
Simplify the intake process/less daunting intake process	1	-	2
Continuity of counsellors/don't change counsellors in mid-therapy	1	2	-
Staff/administration/counsellors encouraged to make suggestions/input to how support should be offered	1	2	-

Suggestions for Improving the Model – Unaided cont'd

Q.27 What suggestions can you offer for operations, administration, staff or counsellors to improve Counselling Support for people like yourself.	Total (89) %	Male (43) %	Female (46) %
Extend Current Support [net]	21	22	20
Extend/continue the support/keep the counselling available long term	21	22	20
Outreach [net]	18	49	15
More information/advertising on what resources are available	12	19	7
Actively search out/encourage victims to reach out for help	2	2	2
Radio ads	1	-	2
Direct mail ads	1	-	2
Relationship [net]	9		
Counsellors should be more familiar with patient's history/should read over patient info/get to know the victim as an individual	2	2	2
Help divert victims from other self destructive behaviours	2	-	4
Counsellor who understands/knows what victim has gone through/more compassion	1	-	2
Ability to find a compatible counsellor	1	-	2
Ask questions 1st then listen	1	2	-
Eliminate session interruptions/don't take outside calls during sessions/have conversations with others	1	-	2
Be more considerate to victims/set victims more at ease	5	5	4

Suggestions for Improving the Model Unaided cont'd

- Clients also commented on expanding therapeutic techniques and some physical or structural improvements.
- 34% were happy with the model as it is.

Q.27 What suggestions can you offer for operations, administration, staff or counsellors to improve Counselling Support for people like yourself.	Total (89) %	Male (43) %	Female (46) %
Types of Therapy [net]	12		
More counselling for men/men's issues	3	2	4
More family support/help for the whole family	2	-	4
More help for specific type of abuse/abuse specific knowledge	2	-	4
More group meetings/sessions/support groups/to not feel alone	2	2	2
Counsellor available after legal proceedings/meetings with Inquiry/help diffuse stress after police sessions	1	-	2
Offer hypnotherapy	1	2	-
Offer art therapy	1	-	2
Structural improvements [net]	6	12	4
Have a central phone/info line/1-800 number	2	5	-
Better/more locations/easy to locate offices	3	2	4
Better parking	1	-	2
Wheel chair access to sessions/buildings	1	2	-
A drop in centre for victims	1	2	-
Other Comments			
Focus on victim's needs as opposed to the perpetrators	1	-	2
Make reporting abuse less stressful/initial reporting make less traumatic	1	-	2
Police protection/from retribution by perpetrators/others	1	2	-
Nothing/everything is fine/good	34	27	41

B. Evaluation of Counselling Support by Counsellors

1.0 Description of Sample and Practice

1.1 Professional Designation

- Readers are reminded that out of 21 counsellors, 17 completed the mail-out survey, for a substantial return rate of 81%. Data are usually reported only total, but important differences by segment are identified as they occur. Given the small base, both percentages and numbers are shown.
- Based on this sample, 71% Cornwall Public Inquiry Counsellors are social workers, therapists or other professionals, although clients report using each segment equally.

Type of Counsellor	Total (17) #	Psychologist (5) #	Social W. /Therapist /Other (12) #
A psychiatrist	-	-	-
Registered psychologist	5	5	-
Social Worker	8	-	8
Therapist	2	-	2
OTHER SPECIFY BELOW: RCC, naturopathic doctor	2	-	2
TOTAL	17	5	12
Proportion of Counsellor Sample	100%	29%	71%

1.2 Association with Cornwall Public Inquiry

- 59% of counsellors have worked with CPI clients for 7 months to a year.
- 94% of counsellors believe they were recommended by the clients they serve. [Some 24% of clients report choosing their counsellor from the CPI list.]
- For more than half of the counsellors [53%], CPI clients represent 5% or less of their practice, but for 29%, these clients make up 50% to 80% of their clients.

Q.2 Length of time as CPI Counsellor	Total [17] %
Less than 3 months	2 12%
3 to 6 months	5 29%
7 months to a year	10 59%
Q.6 Initially were you recommended as a Counsellor by CPI or by a client?	
- Cornwall Public Inquiry	1 6%
- Client	16 94%
Q.5 Thinking about your counselling practice as a whole, what percentage of your clients are from CPI?	
5% or less	9 53%
7% to 10%	3 18%
50% to 80%	5 29%

1.3 Description of CPI Practice

- The number of CPI clients seen by each counsellor varies so widely that no average can be given.

Q.2 As a Cornwall Public Inquiry Counsellor... - Number of Clients*	Total (17) %
One CPI client	4 24%
Two or Three CPI clients	6 35%
Six to Fifteen CPI clients	5 29%
40 or more CPI clients	1 6%
No Answer	1 6%

*Answers may include inactive as well as active clients.

1.4 Number of Sessions

- Counsellors were asked to report 'average number of sessions per client'. They understood this instruction in two different ways. The two sets of answers have been recorded below separately. No percentages are given.
- A weekly session seems to be the most preferred frequency by counsellors. Some 81% of clients also reported that they meet their counsellor weekly or more often.
- Of those reporting, the majority of counsellors report that they have completed on average 7 or more sessions per client, prior to answering the survey.

Q.2 As a Cornwall Public Inquiry Counsellor... - Average number of sessions per client	Total (6) #
One session per week	4
1.5 sessions per week	1
Two sessions per month	1
- Average number of sessions completed to date per client	(7) #
6 sessions or fewer	1
7 – 10 sessions	4
11 to 20 sessions	2
No Answer	4

1.5 Group vs. Individual Sessions

- Group sessions are not widely used with CPI clients. 76% of counsellors do not use group therapy at all. In the client survey 61% reported attending individual sessions only.
- For the most part, the remainder of counsellors limit group sessions to 2 out 10 meetings.
- One counsellor [a psychologist] reported conducting 9 out of 10 sessions as groups.

Q4. Out of 10 sessions how many were group sessions?	Total (17) %
None	13 76%
Less than one	1 6%
Two	2 12%
Nine	1 6%

1.6 Length of Individual Sessions

- The most popular individual session length is 60 minutes [47%], followed by 90 minutes [29%].
- Some counsellors gave more than one answer. Their practice may vary by client or by session.

Q.2 Average length of individual session in minutes Base: % of Those answering*	Total [17] %	Psychologists [5] #	Social W./Therapist/ Other [12] #
45 minutes	1 6%	-	1
55 minutes	1 6%	-	1
60 minutes	8 47%	3	5
75 minutes	2 12%	-	2
90 minutes	5 29%	1	4
No Answer	3	1	2
Average length in minutes	69.0	67.5	70.0

* Multiple answers accepted.

2.0 Overall Evaluation of Counselling Support

2.1 Overall Satisfaction with Counselling

- Satisfaction with Counselling Support is high among most counsellors with 82% rating the model at 8 or higher out of 10.
- Satisfaction may be somewhat greater among social workers, therapists, and others than among psychologists [8.4 vs 7.5], but with such small bases the data are not definitive.
- Similar to the client survey, counsellors were given a description of the Counselling Support model when providing a rating. See question below.

Q.7 Overall, as a Counsellor, how satisfied are you with the Cornwall Public Inquiry Counselling Support model? Base: Those Answering	Total [16] %
Rating 10	6 38%
Rating 9	2 13%
Rating 8	5 31%
Rating 7	1 6%
Rating 6	-
Rating 5	1 6%
Rating 1	1 6%
Average rating [0 – 10]	8.2
No Answer	1 6%

Q.7. Overall, as a Counsellor, how satisfied are you with the Cornwall Public Inquiry Counselling Support model? The model includes client intake, Counsellor selection, development of a counselling plan, counselling sessions, administration and communications with counsellors, payment, privacy, and any other aspects you consider relevant. Please use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied.

2.2 Reasons for Satisfaction Rating - Unaided

- Counsellors justify their satisfaction with Counselling Support most often by reference to the simplicity of the process and to the responsive and supportive administration.

Q.8 Please explain briefly why you give that rating. Base: Total – 17 [Multiple Mentions]
SIMPLICITY OF PROCESS - 41% [7]
Need clarification re: number of counsellors a client can see at one time.
Greatly appreciate administrative simplicity.
Billing process is also simple, effective and timely which is appreciated.
Referral process is simple and effective
The intake process is fast and simple. Clients report consistently that they are extremely relieved with the way their application was treated with respect and in a timely fashion and confidentially and sensitively.
I have been able to give my best energies to the actual counselling work with clients. The paperwork is simple, access to services is easy for clients, and access to additional services when needed.
The ease of paperwork
RESPONSIVE ADMINISTRATION – 29% [5]
Staff at the Cornwall Inquiry always accessible and prompt to respond.
Staff and the Inquiry are supportive and open.
First, my client was at ease and supported by the process
Secondly, I was provided with all necessary information and assistance with invoicing.
Clients are respected, not challenged to 'prove' why they need treatment.

Reasons for Satisfaction Rating – Unaided cont'd

- Counsellors are also impressed with the openness and flexibility of the model and the confidentiality.

Q.8 Please explain briefly why you give that rating. Base: Total – 17 [Multiple Mentions]
OPENNESS – 12% [2]
Wonderful access with choices for patients
Openness of scope of mandate for counselling
CONFIDENTIALITY – 24% [4]
There are good safeguards for client privacy.
Confidential.
Confidentiality is ensured.
The respect for client confidentiality.
POSITIVE COMMENTS – NON-SPECIFIC – 18% [3]
I have not experienced any problems with this model.
Excellent program – accessible, realistic administrative expectations. Patrick is very helpful to clients.
It is an excellent and comprehensive model.

Reasons for Satisfaction Rating – Unaided cont'd

- Counsellors who gave somewhat lower ratings provided a number of comments to explain their concerns. Several comments focus on payment and fees.

Q.8 Please explain briefly why you give that rating. Base: Total – 17 [Multiple Mentions]
PAYMENT AND FEES - 24% [4]
Payment is slow
I have experienced two admin errors around fees and there is a long turn around
Coverage should include telephone calls and report writing
These clients live at a distance from me, and I had to discontinue counselling when the Inquiry would not pay for telephone counselling despite my being probably the most suitable counsellor.
OTHER – 12% [2]
Improvement could be made in the in-take process possibly to determine client's level of motivation to continue services.
The reason for the low rating [1/10] is due to our concern in regards to the process for selecting a counsellor. We are also aware that other service providers have a minimum number of clients. There is a perception that there are preferred service providers when it comes to the referral from the public inquiry.
NO ANSWER – 12% [2]

2.3 Value of Counselling Support to Different Client Segments

- Bases vary because not all counsellors work with all the different client segments. Overall, counsellors seem to believe that counselling is extremely valuable for both male and female victims of abuse.
- Counselling is also seen as valuable for family members, but not as valuable for this group as for victims.
- Too few counsellors work with the remaining segments – witnesses, justice professionals, community members, and others -- to evaluate the response except directionally.

Q.9 For each group below would you say that the Cornwall Public inquiry counselling support is...[If you did not work with one of these groups, just draw a line through that column.]	For male Victims (12) %	For female victims (11) %	For family members (12) %	For others (4) %
Base: Those reporting				
Extremely valuable	10 83%	9 82%	8 67%	2 50%
Very valuable	-	-	3 25%	1 25%
Somewhat valuable	2 17%	2 18%	1 8%	1 25%
Not very valuable	-	-	-	-
Not at all valuable	-	-	-	-
Average [5 – 1]	4.7	4.6	4.6	4.3
Did not work with this group/no answer	5	6	5	13

2.4 Endorsement of Target Segments

- Consistent with the value they perceive in Counselling Support, overall some 82% of counsellors believe that Counselling Support should be offered to a wide group.
- However, psychologists and social workers differ substantially on this issue. Some 60% of psychologists support the current broad target mandate, but substantially more social workers, therapists, and others do so [94%].

Q.10 Counselling Support is offered to victims, witnesses, Counsel and Commission staff, involved community members and professionals, alleged and convicted abusers, and family members. Should Counselling Support be offered to such a wide group?	Total (17) %
Yes, should be offered to a wide group	14 82%
No, should not be offered to a wide group	3 18%

3.0 Administration of Counselling Support

Administration

Counsellors were asked:

Initial Steps

- Q.11. Were the objectives, processes, rules and regulations of Counselling Support adequately explained to you?
- Q. 12. Clients were free to choose their own counsellors. In your opinion is this the best way to match clients and counsellors?
- Q. 13. Given the value placed on privacy, did you receive enough information from the Cornwall Public Inquiry when initially meeting a new client?

Ongoing support

- Q.15. In your opinion did the Cornwall Public Inquiry Administration provide sufficient support for clients? For Counsellors?
- Q.16. Were the resources and planning for crisis intervention provided by the Cornwall Public Inquiry Counselling Support model more than adequate, adequate, less than adequate?

3.1 Initial Steps

- 88% of counsellors reported that the objectives, processes, rules and regulations of Counselling Support were adequately explained to them and they receive enough information about new clients.
- All of the counsellors [100%] were in favour of allowing clients to choose their own counsellors. However, several psychologists added a marginal note to their answers highlighting a concern about this process.
- Many agree with client choice, but want to be sure that clients can only choose from those qualified to meet their needs –
 - “Convicted abusers require specialized treatment”
 - “[Clients should be] required to choose people with good professional credentials.”
 - “Yes, choose, but must choose qualified.”

Q.11, 12, 13 Base: Total	Total (17) %
Yes, processes were adequately explained	15 88%
Yes, client choice is the best way to match clients & counsellors	17 100%
Yes, I received enough new client information	15 88%

3.2 Ongoing Support

- Counsellors are more likely to report there is enough support for them than for their clients, 82% vs 76%.
- Counsellors are also divided about whether the model provides enough planning and resources for crisis intervention. One participant noted that he does not know what is available in this area.

		Total (17) %
Q.15: Sufficient support for Counsellors	Yes	14 82%
	No	2 12%
	NA	1 6%
Q. 15: Sufficient support for Clients	Yes	13 76%
	No	3 18%
	NA	1
Q.16 Resources and planning Crisis intervention		
More than adequate		6 35%
Adequate		6 35%
Less than Adequate		3 18%
No Answer		2

3.3 Perceptions of CPI Staff

- Counsellors rate CPI staff highly on all of the qualities tested, but especially for being respectful, helpful, knowledgeable, easily accessible and follow through on payment issues.

Base: Total - 17	Always	Usually	Occasion-ally	Seldom	Never	No Answer	Average [5 – 1]
Respectful	15 88%	1 6%	-	1 6%	-	-	4.8
Straightforward	14 82%	2 12%	-	-	1 6%	-	4.6
Helpful	13 76%	2 12%	-	1 6%	-	1 6%	4.7
Easily accessible	13 76%	3 18%	1 6%	-	-	-	4.7
Follow through on payment issues	13 76%	3 18%	1 6%	-	-	-	4.7
Clarity of response	11 65%	4 24%	1 6%	-	-	1 6%	4.6
Accuracy of response	10 59%	5 29%	1 6%	-	-	1 6%	4.6
Knowledgeable	10 59%	5 29%	-	-	-	2 12%	4.7
Reliable	12 65%	3 18%	-	1 6%	-	1 6%	4.6
Speed of response	11 65%	4 24%	2 12%	-	-	-	4.5
Relevance	9 53%	5 29%	-	1 6%	-	12%	4.5

Q.14. Please evaluate the following qualities of the Cornwall Public Inquiry Administrative staff with respect to Counselling Support. Please check the one box that applies for each quality.

3.4 Reactions to Counsellor Forms

- Counsellors were asked to evaluate the CPI forms they use for ease of completion and usefulness. Bill payment forms were only rated for ease of completion.
- All of the forms were highly rated.

Q.17 Please evaluate the Counselling Support Forms used by Counsellors for ease of completion and usefulness. Again use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied. Average [10 – 0] Base: Those using each and answering	Ease of Completion	Usefulness
Form 2: Service Provider Report [Counselling Plan]	9.3	8.5
Form 4: Service Provider Report for Extension [Request for additional session or service change]	9.6	9.2
Payment Forms	9.4	NA

- Detailed tables follow.

Form 2: Service Provider Report

Form 2: Service Provider Report [Counselling Plan]	Ease of Completion (16) %	Usefulness (15) %
Base: Those using and reporting		
Rating 10	9 56%	7 47%
Rating 9	3 19%	1 6%
Rating 8	3 19%	5 33%
Rating 7	1 6%	-
Rating 6	-	-
Rating 5	-	1 6%
Rating 4	-	-
Rating 3	-	1 6%
Rating 0 – 2	-	-
Average rating	9.3	8.5
No Answer	1	2

Form 4: Service Provider Report for Extension

- Readers should note the much smaller base evaluating Form 4, since fewer counsellors used it.

Q.17 Form 4: Service Provider Report for Extension [Additional sessions or service change] Base: Those using and reporting	Ease of Completion (10) %	Usefulness (9) %
Rating 10	7 70%	5 56%
Rating 9	2 20%	1 11%
Rating 8	1 10%	3 33%
Rating 0 – 7	-	-
Average rating	9.6	9.2
No Answer	7	8

Payment Forms

- It is not clear why so few completed this question. One person noted that she provides her own forms. Others simply left blanks.
- Understandably payment forms were not evaluated for usefulness.

Q.17 Payment Forms Base: Those using and reporting	Ease of Completion (11) %
Rating 10	6 55%
Rating 9	3 27%
Rating 8	2 18%
Rating 0 - 6	-
Average rating	9.4
No Answer	6

4.0 Planning for the Future

4.1 Whether Counselling Support Should Continue to be Offered

- All of the counsellors, both psychologists and social workers, answering this question agreed that Counselling Support should continue beyond March 31, 2007.
- One psychologist did not answer.

Q.18a In your opinion should the Cornwall Public Inquiry Counselling Support continue to be offered beyond March 31, 2007?	Total (17) %
Yes	16 94%
No	-
No Answer	1 6%

4.2 Reasons for Continuing the Model - Unaided

- Counsellors primarily argue that this type of trauma requires long-term therapy and that their clients need more time.

Q.18b. Please explain briefly why you say that. Base: Total - 17
LONG-TERM THERAPY IS REQUIRED FOR SEXUAL ABUSE CLIENTS – 29% [5]
Victims of sexual abuse experience far reaching consequences. The impact is tremendous and consequently the therapy required is intense and long term. Clients can make gains, but it tends to be slow.
The nature of the trauma and the healing process often require re-engagement after a hiatus – this often requires ongoing support.
The therapy began with these clients needs to be long-term in order to adequately resolve the symptoms of childhood abuse still negatively affecting their lives and relationships.
The issues raised by the Inquiry and the trauma attached are not easily resolved. For many, particularly survivors of abuse these are long standing issues that have been integrated into their self-image and ways of being in the world.
This kind of abuse history requires long-term treatment. And current stress continues if the Inquiry continues.
CLIENTS NEED MORE TIME - 47% [8]
Counselling needs are still very evident Client continues to need the support.
Some clients have never disclosed their abuse history and require sufficient time to work through issues. Many referrals were initiated late Fall – 4 – 5 months is <u>not</u> sufficient.
Cessation of the therapeutic service is counter productive to client's mental health.
My person has yet to testify.
Important to continue the counselling support especially for those severely victimized as it's difficult to develop trust in the face of so much trauma. Ongoing support will help.
Some clients have just begun therapy this month; all have more therapy to complete.
All these clients require long-term counselling. Interrupting the process would be very damaging. The severity, complexity, duration, scope and inadequacy of existing services requires continuation of this program.
The clients who have not yet testified will continue to require support following the testimony. Painful memories and feelings have been stirred up that will not end when the Inquiry ends. It's cheaper than CICB.

Reasons for Continuing the Model – Unaided cont'd

- Some also point out that many clients have no alternative source of counselling or that it would be unethical not to continue.
- There are no differences between the psychologists and the social workers in reasons given for continuing the Counselling Support model.

Q.18b. Please explain briefly why you say that. Base: Total - 17
UNETHICAL TO STOP SUPPORT – 6% [1]
Counsellors would be <u>unethical</u> if they stopped seeing clients after this date.
LACK OF ALTERNATIVES – 6% [1]
Clients are expressing a definite need to continue counselling. In my professional opinion, this is clearly needed as there is very little option for counselling after the CPI is terminated unless the client has the financial means to pay for counselling.
NO ANSWER – 12% [2]

4.3 Willingness to Provide Counselling in the Future

- Both psychologists and social workers are unanimous in their willingness to continue working within the Counselling Support model and to recommend participation to professional colleagues.

Q.19a If Counselling Support continues to be offered as part of the Cornwall Public Inquiry, are you willing to continue working as a counsellor?	Total (17) %
Yes, willing to continue as a Counsellor	17 100%
Q.20 Are you willing to recommend working in Counselling Support to others in your profession?	
Yes, willing to recommend working in Counselling Support to others in profession	17 100%

4.4 Reasons Willing to Continue as a Counsellor - Unaided

- More than half of the counsellors mention commitment to their clients or to the job. A quarter also mention the good working environment.

19b. Again please explain your answer briefly. Base: Total - 17
COMMITMENT TO CLIENTS – 53% [9]
Having just begun with two new clients, I would not want to leave the therapeutic relationship until I see some resolution of the trauma. I believe in the work I do and know the benefits this kind of counselling can have.
I feel that I must continue to support clients whether the Inquiry approves or not. Ethically I feel professionally responsible not to abandon clients in need.
I feel committed to completing the services I have started to offer to CPI clients. To do otherwise would be unethical in my opinion.
It's my job/vocation.
I'm committed to my clients.
I am committed to ongoing therapy for clients who can benefit.
Client
I am committed to long term psychotherapeutic treatment where appropriate.
We are committed to finishing what we started. After all the time required to establish a trusting relationship and deeply understand them, we must not betray their trust.
GOOD WORKING ENVIRONMENT – 24% [4]
Challenging and rewarding work coupled with a motivated client group.
It has been great to be able to work with motivated clients who would not otherwise be able to access these services financially
Also I enjoy working with staff at the CPI. They are excellent.
Excellent program.
DIFFICULTY OF TRANSFERRING CLIENTS - 12% [2]
My client wants ongoing support and does not easily change counsellors.
Once a good therapeutic alliance has been achieved with my clients, it is best to continue with them until symptom resolution is achieved. These clients should not have to transfer to another therapist once they have begun work on very painful issues related to childhood physical and sexual abuse.
OTHER COMMENTS – 6% [1]
Because of geographic circumstances, telephone counselling should be allowed.
NO ANSWER – 18% [3]

4.5 Evaluation of New Initiatives

- Counsellors were asked to evaluate five new initiatives. Reactions by psychologists and social workers, therapists, and other professionals are shown separately. As a rule, social workers and others welcomed initiatives to provide more training in handling sexual abuse cases.
- However, psychologists and a few social workers, as their margin notes made clear, tend to believe that if this training is necessary, the person should not be acting as a counsellor to these clients:

“Instead counsellors should demonstrate this expertise.”

“But hopefully counsellors have this expertise before they begin the work.”

“Counsellors should be selected based on already having these skills.”

- Interestingly, psychologists are most interested in an orientation session to review administration, while social workers are least interested.

Q.21 If Counselling Support under the Cornwall Public Inquiry is continued, a number of new initiatives may be considered. How important do you think each of the following initiatives is to improve Counselling Support? Please use a scale of 0 to 10 where 10 means extremely important and 0 means not at all important. Average [10 – 0]	Total (17) #	Psychologists (5) #	Social W./Therapist /Other (12) #
Training for counsellors to review most common types of client issues and best practices	8.5	5.6	9.7
Debriefing session to evaluate current experiences and problem resolution quarterly	6.7	4.8	7.5
Orientation session for counsellors to review most effective coping strategies for counsellor stress/burn out	6.2	4.0	7.2
Orientation session for counsellors to review administrative rules, regulations, issues	5.5	6.0	5.3
Limits on total caseload to address potential burn-out	5.1	3.8	6.1

Evaluation of New Initiatives cont'd

- Detailed tables follow. Where pertinent, margin notes from counsellors are noted.

Q.21 Training for counsellors to review most common types of client issues and best practices	Total (17) %	Psychologists (5) #	Social W./Therapist /Other (12) #
Rating 10	8 47%	2	6
Rating 9	-	-	-
Rating 8	7 41%	1	6
Rating 1 – 7	-	-	-
Rating 0	1 6%	1	
Average rating [10 – 0]	8.5	5.6	9.7
No answer	1 6%	1	-

Evaluation of New Initiatives cont'd

Q.21 Orientation session for counsellors to review administrative rules, regulations, issues	Total (17) %	Psychologists (5) #	Social W. /Therapist /Other (12) #
Rating 10	3 18%	1	2
Rating 9	-	-	-
Rating 8	1 6%	-	1
Rating 7	1 6%	-	1
Rating 6	1 6%	1	-
Rating 5	6 35%	2	4
Rating 4	2 12%	1	1
Rating 3	-	-	-
Rating 2	2 12%	-	2
Rating 1	-	-	-
Rating 0	1 6%	-	1
Average rating [10 – 0]	5.5	6.0	5.3

Evaluation of New Initiatives cont'd

Q.21 Orientation session for counsellors to review most effective coping strategies for counsellor stress/burn out	Total (17) %	Psychologists (5) #	Social W. /Therapist /Other (12) #
Rating 10	3 18%	1	2
Rating 9	1 6%	-	1
Rating 8	5 29%	-	5
Rating 7	-	-	-
Rating 6	2 12%	-	2
Rating 5	3 18%	2	1
Rating 1 - 4	-	-	-
Rating 0	2 12%	1	1
Average rating [10 – 0]	6.2	4.0	7.2
No Answer	1 6%	1	-

“Well-trained counsellors know these things already and you shouldn’t have to spend money training them.”

“We should already be aware of these strategies.”

“Counsellors should be selected based on already having these skills.”

Evaluation of New Initiatives cont'd

Q.21 Debriefing session to evaluate current experiences and problem resolution quarterly	Total (17) %	Psychologists (5) #	Social W. /Therapist /Other (12) #
Rating 10	3 18%	1	2
Rating 9	1 6%	-	1
Rating 8	6 35%	-	6
Rating 7	1 6%	-	1
Rating 6	1 6%	-	1
Rating 5	2 12%	2	-
Rating 4	1 6%	1	-
Rating 1 – 3	-	-	-
Rating 0	2 12%	1	1
Average rating [10 – 0]	6.7	4.8	7.5

“Access to supervision would be helpful with heavy cases.”

Evaluation of New Initiatives cont'd

Q.21 Limits on total caseload to address potential burn-out	Total (17) %	Psychologists (5) #	Social W. /Therapist /Other (12) #
Rating 10	3 18%	-	3
Rating 9	1 6%	-	1
Rating 8	4 24%	1	3
Rating 7	1 6%	1	-
Rating 5 – 6	-	-	-
Rating 4	1 6%	-	1
Rating 3	1 6%	1	
Rating 2	-	-	-
Rating 1	1 6%	1	-
Rating 0	4 24%	1	3*
Average rating [10 – 0]	5.1	3.8	6.1
No answer	1 6%	-	1

“Counsellors can already inform support services if we have no more room for new clients and we should know to balance our own case loads.”

4.6 Suggestions to Improve Counselling Support Model for Counsellors - Unaided

- Suggestions to improve Counselling Support for counsellors covered a range of issues. Some 24% of them focused on endorsement of some of the new initiatives.
- A full 47% suggested no improvements.

Q.22. Please provide any suggestions you may have to improve Counselling Support for Counsellors.

Base: Total - 17

ADDITIONAL SUPPORT – 24% [4]

I like all of the above suggestions .

It would be beneficial for the various service providers to meet in order to support each other.

Access to expert supervision would be helpful with some difficult cases. A list of supervisors with this expertise would be helpful, and perhaps assistance to pay for the supervision could be considered

Provide training [Option 1] here in Cornwall, half-day or whole day sessions monthly.

OTHER – 29% [5]

Rather than the Inquiry taking on the responsibility to provide support and training for counsellors, counsellors with sufficient training, expertise and experience should be selected.

One client, one counsellor. The program has not stipulated the number of counsellors for the client. More than one counsellor is confusing for clients and counsellors.

I experienced a few clients who did not plan to continue counselling and dropped out or were inconsistent with follow-up. Much effort is placed in the initial assessment and planning process. Drop outs are frustrating and demoralizing for busy therapists after initially establishing a therapeutic alliance and commitment.

I don't know the qualifications of the person I talked to. He was approachable but when the situation broke down because of client fears [male client refused to drive to therapy; female couldn't go without him) there was no solution. Need for flexibility

Improved timeframe for payment

NO ANSWER – 47% [8]

4.7 Suggestions to Improve Counselling Support for Clients - Unaided

- Some 59% counsellors reported no suggestions to improve Counselling Support for clients.
- Those suggestions offered, however, are varied and interesting and range from improving support for counsellors to setting standards, providing long-term therapy, making a list of counsellors public, or appreciation for Counselling Support.

Q.23 Please provide any suggestions you may have to improve the value of Counselling Support for clients. Base: Total – 17 [Multiple mentions]
CLINICAL SUPPORT AND TRAINING – 12% [2]
Clinical support (debriefing, education, clinical discussions, etc) would be appreciated due to high level of need of this client group.
Reinforcement/ training re: sexual abuse Help line and Crisis Intervention Line
STANDARDS/MONITORING – 12% [2]
Perhaps a check-in by the clinician to see if client is making some gains within the therapeutic relationship. Many clients do not feel they have a voice in this regard.
Developing more standards and guidelines would be helpful – ‘best practice’
LONGER-TERM SERVICES – 12% [2]
This program should be continued for at least 3 years to allow clients to achieve some closure with abuse issues which are intergenerational.
Longer term services for victims
OTHER – 47% [8]
Do not assume all clients benefit from group counselling
It would be valuable if a list of the service providers would be provided to the public.
Be more client-centred and less concerned with ‘the Inquiry’.
I believe the value of counselling support for clients is already high. The services have been greatly appreciated by my clients
The Counselling support highlights a gap in the health services provided in our province. Many people would be unable to access qualified psychological treatment without the support (financial).
While I agree that individuals need to be able to choose a therapist they feel comfortable with, it is also important to assure that they select qualified providers.
We should be paid to do crisis counselling by phone and to help clients with reports for their lawyers, CAS, etc.
It seemed pretty good to me.
NO ANSWER – 59% [10]

Appendix

Client Survey

IMPORTANT: DO NOT BEGIN INTRODUCTION UNTIL YOU ARE SURE THAT YOU ARE SPEAKING TO THE PERSON ON THE LIST.

FROM LIST

Name: _____

Phone No: _____

Preferred Language:

Location: Cornwall Area 1
Eastern Ontario 2
Elsewhere 3

French 1
English 2

Type of Counsellor:

Number of sessions completed ____

A psychiatrist	1
Registered psychologist	2
Social Worker	3
Therapist	4
OTHER SPECIFY BELOW	5

Is counselling ongoing?	
Yes	1
No	2

RECORD SEX <u>FROM LIST</u> :	
Male	1
Female	2

Introduction

Hello. My name is _____ of ARC – Allen Research Corporation. The Cornwall Public Inquiry recently sent you a letter about a survey we are conducting to evaluate the Counselling Support offered to you and many others participating in the Inquiry. The survey takes about 15 minutes and focuses only on the effectiveness of Counselling Support and ways to improve it, if any. Everything you say will be kept anonymous and confidential. Is now a good time for you?

Yes	1 CONTINUE
NO	2 SCHEDULE TIME AND PHONE NUMBER FOR CALLBACK.

DATE: _____ TIME: _____ NUMBER: _____

**Main Questionnaire
Overall Satisfaction and Value**

READ SLOWLY

1. To begin, overall, how satisfied are you with the Counselling Support you received?

Please consider all of your experiences, the initial application process, Counsellor selection, development of your counselling plan, counselling sessions, administration and communications with Inquiry staff as part of Counselling Support, privacy, and anything else you consider relevant.

Please use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied. The higher the number the more satisfied you are; the lower the number the less satisfied you are. Use any number you like except '5' which is the midpoint of the scale and does not tell us clearly how you feel.

Overall Satisfaction 0 - 10 _____

2. Please explain briefly why you give that rating.

3. Did you personally find Counselling Support READ LIST?

Extremely valuable	5
Very valuable	4
Somewhat valuable	3
Not very valuable	2
Not at all valuable	1

Detailed Evaluation of Counselling Support

4. To qualify for Counselling Support, it was necessary for you to set up an appointment with a member of the staff at the Cornwall Public Inquiry, to fill out an information form and to choose a counsellor. Was this application process READ LIST?

Much more difficult than expected	5
Somewhat more difficult	4
About what you expected	3
Somewhat easier than expected	2
Much easier than expected	1

5. As part of the application process, you or a staff member filled out an information form called 'Request for Counselling Support'. Was this form READ LIST?

Very easy to fill out	4
Fairly easy to fill out	3
Not very easy to fill out	2
Not at all easy to fill out	1

6. Did staff explain to you adequately how Counselling Support would work and what you had to do?

Yes	1
No	2

7. Overall, thinking about all of the contacts you had as a participant in Counselling Support with Cornwall Public Inquiry staff, whether by phone or in writing, would you describe the work of the staff as excellent, very good, good, average, poor, or very poor.

Excellent	6
Very good	5
Good	4
Average	3
Poor	2
Very Poor	1

8a. Now I would like your help to evaluate the Cornwall Public Inquiry staff who helped you with counselling support, on a number of qualities. For any contact to do with Counselling Support were the Inquiry staff **READ QUALITY; THEN SCALE. READ QUALITY BEGINNING AT ASTERISK.**

	Always	Usually	Occasion-ally	Seldom	Never
Helpful	5	4	3	2	1
Respectful	5	4	3	2	1
Straightforward	5	4	3	2	1
Knowledgeable	5	4	3	2	1
Reliable	5	4	3	2	1
Easily accessible	5	4	3	2	1
Speed of response	5	4	3	2	1
Clarity of response	5	4	3	2	1
Accuracy of response	5	4	3	2	1
Relevance	5	4	3	2	1
Follow through on promises	5	4	3	2	1

8b. In your opinion did staff at the Inquiry administering Counselling Support provide sufficient support for you?

Yes	1
No	2

9. Initially did you choose a counsellor from the Cornwall Public Inquiry list or use someone you already knew?

I chose a Counsellor from the List	1
I chose a Counsellor I knew	2

10a. Did you change your Counsellor at any time?

Yes	1
No	2 SKIP TO Q.11

10b. IF COUNSELLOR CHANGED Q.10a CODE 1 ASK:
Briefly why did you change your Counsellor?

EVERYBODY

11. Did you apply to extend the number of counselling sessions you received?

Yes	1
No	2

**IF COUNSELLOR CHANGED [Q.10a CODE 1] OR NUMBER OF SESSIONS
EXTENDED [Q11a CODE 1] ASK:**

12. Did you find the form to [CHANGE YOUR COUNSELLOR/EXTEND THE
NUMBER OF SESSIONS] READ LIST:

Very easy to fill out	4
Fairly easy to fill out	3
Not very easy to fill out	2
Not at all easy to fill out	1

**IF MORE THAN ONE COUNSELLOR [Q.10a Code 1] ASK TO RATE THE LAST
COUNSELLOR USED.**

13. Overall would you describe your [last] counsellor as excellent, very good,
good, average, poor, or very poor.

Excellent	6
Very good	5
Good	4
Average	3
Poor	2
Very Poor	1

14. Please explain briefly why you say that.

15. How would you rate your [last] counsellor on the following qualities? Please use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied. Remember the higher the number the more satisfied you are; the lower the number the less satisfied you are. Use any number except '5' which is the midpoint of the scale and does not tell us clearly how you feel. READ LIST. READ QUALITY BEGINNING AT ASTERISK.

	[0 – 10]
Easy to talk to	
Easy to understand	
Understood my situation	
Showed concern for me	
Treated me with respect	
Knows what he or she is doing	
Flexible in setting appointments	
Focused on the issues important to me	
Always behaved in a professional manner	
Provided helpful advice	

16. And overall on the same 0 to 10 scale, how satisfied were you with the counselling plan you developed with your counsellor?

[0 – 10] _____

17. Did you participate in READ LIST?

Individual sessions only	1
Group sessions only	2
Both individual and group sessions	3

18. IF Q.17: CODE 3:

Did you find the group or individual sessions most helpful?

Group sessions	1
Individual sessions	2

19a. IFQ.17 CODE 1 OR 3: ASK Q.19a/b

On average how long did your individual sessions last?

Thirty minutes or less	1
45 minutes	2
An Hour	3
Over an hour	4

19b. Would you say the length of the individual sessions was READ LIST?

Much too long	5
Somewhat too long	4
About right	3
Somewhat too short	2
Much too short	1

EVERYBODY

20a. How often were your sessions held? DO NOT READ

Weekly or more often	1
Twice a month	2
Once every month	3
Once every 3 months	4

20b. Was this READ LIST?

Too often	1
About right	2
Not often enough	3

21. Were the resources and planning for crisis intervention provided by the Cornwall Public Inquiry Counselling Support READ LIST?

More than adequate
Adequate
Less than adequate
Did not have a crisis

22. Were sessions held in a location convenient for you?

Yes	1
No	2

23a. The Cornwall Public Inquiry will cover travel expenses to attend counselling sessions. Were you aware of this?

Yes	1
No	2 SKIP TO Q.24

23b. IF YES Q.23a ASK: Did you apply for travel expenses?

Yes	1
No	2 SKIP TO Q.24

23c. Was the form for travel expenses READ LIST?

Very easy to fill out	4
Fairly easy to fill out	3
Not very easy to fill out	2
Not at all easy to fill out	1

24. Now I would like to read some statements to you about Counselling Support. Please tell me if you agree or disagree with them or have no opinion. READ EACH STATEMENT.

IF AGREE OR DISAGREE ASK: And is that completely or somewhat [agree/disagree]?

	Completely agree	Somewhat agree	No opinion	Somewhat disagree	Completely disagree
I always felt my privacy was protected	5	4	3	2	1
The Cornwall Public Inquiry gave me the right to choose whether to participate in counselling or not	5	4	3	2	1
I would recommend this Counselling Support to anyone who needs it	5	4	3	2	1
I felt I could trust all of the staff	5	4	3	2	1

Future Planning

24. In your opinion, how important is it that Counselling Support continues to be offered to those affected by the Cornwall Public Inquiry? Please use a scale of 0 to 10 where 10 means extremely important and 0 means it is not at all important. The higher the number the more you believe it is important that Counselling Support continue; the lower the number the less you believe it is important that it continue. Again '5' is the midpoint and does not clearly indicate your opinion.

Importance [0 – 10]

25. Please explain briefly why you gave that rating.

26. What suggestions can you offer for operations, administration, staff or counsellors to improve Counselling Support for people like yourself.

**Thank you very much
Your opinions and participation are much appreciated.**

Counsellor Survey

Please read each question carefully. Check only one answer for each question. Your opinions are invaluable in providing a knowledgeable evaluation of Counselling Support. Remember all of the information you provide will be kept confidential and anonymous.

Background

1. Are you

A psychiatrist	<input type="checkbox"/>
Registered psychologist	<input type="checkbox"/>
Social Worker	<input type="checkbox"/>
Therapist	<input type="checkbox"/>
OTHER SPECIFY BELOW	<input type="checkbox"/>

2. Length of time as a Cornwall Public Inquiry Counsellor?

Less than 3 months	<input type="checkbox"/>
3 to 6 months	<input type="checkbox"/>
7 months to a year	<input type="checkbox"/>

3. As a Cornwall Public Inquiry Counsellor ...

Number of clients	_____
Average number of sessions per client	_____
Average length of individual session in minutes	_____

4. When working with the Cornwall Public Inquiry Counselling Support, on average, out of 10 sessions, how many were group sessions?

5. Thinking about your counselling practice as a whole, what percentage of your clients are from the Cornwall Public Inquiry?

 %

PLEASE TURN OVER.

6. Initially were you recommended as a Counsellor by the Cornwall Public Inquiry or by a client?

Cornwall Public Inquiry

A client

Main Questionnaire

Overall Satisfaction and Value

7. Overall, as a Counsellor, how satisfied are you with the Cornwall Public Inquiry Counselling Support model? The model includes client intake, Counsellor selection, development of a counselling plan, counselling sessions, administration and communications with counsellors, payment, privacy, and any other aspects you consider relevant. Please use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied.

Overall Satisfaction 0 - 10 _____

8. Please explain briefly why you gave that rating.

9. For each group below, would you say that the Cornwall Public Inquiry Counselling Support is... [If you did not work with one of these groups, just draw a line through that column]

	For male Victims	For female victims	For family members	For others
Extremely valuable				
Very valuable				
Somewhat valuable				
Not very valuable				
Not at all valuable				

10. Counselling Support is offered to victims, witnesses, Counsel and Commission staff, involved community members and professionals, alleged and convicted abusers, and family members. Should Counselling Support be offered to such a wide group?

Yes

No

Detailed Evaluation of the Counselling Model

11. Were the objectives, processes, rules and regulations of Counselling Support adequately explained to you?

Yes

No

12. Clients were free to choose their own counsellors. In your opinion is this the best way to match clients and counsellors?

Yes

No

13. Given the value placed on privacy, did you receive enough information from the Cornwall Public Inquiry when initially meeting a new client?

Yes

No

PLEASE TURN OVER

14. Please evaluate the following qualities of the Cornwall Public Inquiry Administrative staff with respect to Counselling Support. Please check the one box that applies for each quality.

	Always	Usually	Occasion-ally	Seldom	Never
Helpful					
Respectful					
Straightforward					
Knowledgeable					
Reliable					
Easily accessible					
Speed of response					
Clarity of response					
Accuracy of response					
Relevance					
Follow through on payment issues					

15. In your opinion did the Cornwall Public Inquiry Administration provide sufficient support ...

For clients

Yes	No

For counsellors

16. Were the resources and planning for crisis intervention provided by the Cornwall Public Inquiry Counselling Support model ...

More than adequate

Adequate

Less than adequate

17. Please evaluate the Counselling Support Forms used by Counsellors for ease of completion and usefulness. Again use a scale of 0 to 10 where 10 means extremely satisfied and 0 means not at all satisfied.

	Ease of Completion [0 – 10]	Usefulness [0 – 10]
Form 2: Service Provider Report [Counselling Plan]		
Form 4: Service Provider Report for Extension [Request for additional sessions with client or service change]		
Payment forms		Not applicable

Future Planning

18a. In your opinion should the Cornwall Public Inquiry Counselling Support continue to be offered beyond March 31, 2007?

Yes

No

18b. Please explain briefly why you say that.

19a. If Counselling Support continues to be offered as part of the Cornwall Public Inquiry, are you willing to continue working as a counsellor?

Yes

No

19b. Again please explain your answer briefly.

20. Are you willing to recommend working in Counselling Support to others in your profession?

Yes

No

PLEASE TURN OVER

21. If Counselling Support under the Cornwall Public Inquiry is continued, a number of new initiatives may be considered. How important do you think each of the following initiatives is to improve Counselling Support? Please use a scale of 0 to 10 where 10 means extremely important and 0 means not at all important.

	[0 – 10]
Training for counsellors to review most common types of client issues and best practices	
Orientation session for counsellors to review administrative rules, regulations, issues	
Orientation session for counsellors to review most effective coping strategies for counsellor stress/burn out	
Debriefing session to evaluate current experiences and problem resolution quarterly	
Limits on total caseload to address potential burn-out	

22. Please provide any suggestions you may have to improve Counselling Support for Counsellors.

23. Please provide any suggestions you may have to improve the value of Counselling Support for clients.

Please review your questionnaire and ensure that you have answered every question clearly. Put your completed questionnaire in the envelope provided and mail it before January 16, 2006.

Your opinions and participation are much appreciated.