

## FAQs

Questions	Responses
<b>What if I do not have data for each of the years from 2008 to 2015?</b>	Of highest priority are the years 2015 and 2008. However, once these years have been entered please strive to enter as many years as possible as they are also very important. If you are unable to enter data for any of the years please enter “0” and make a comment in question 25 identifying the question number and missing data.
<b>What if the space provided is not enough for entry of all of the data, e.g., programs?</b>	Please use the space provided in question 25 to enter the data that does not fit in the space provided for other questions. When you do this please indicate the question number you are elaborating on and the type of information, e.g., “As per Q7, additional programs include:”
<b>What if I have several government funding sources from several different types of governments? Do I list all of them?</b>	Please list all provincial government funding sources first. Then, start to list all other government related funding sources by size – the largest amounts first (decreasing in size) until you run out of space. If you still have provincial sources that did not fit or other sources that are very large funders use the space in the last question to enter the information.
<b>What if I have 80 programs do I list them all?</b>	Please group together those programs that are very similar and only list those programs that are mutually exclusive. For example, you may have 7 programs that provide 3 of the same services or have similar objectives. Please group these programs into one. As such, they will be all taken into account.
<b>How do I fit residential services that are staffed 24 hours a day into categories?</b>	List residential services as one program and group funding and costs accordingly. Although a number of services are provided, it is clearest to consider it as one umbrella program.
<b>Do I need to include average costs for each year from 2008 to 2015?</b>	Yes. However, the most important years are 2008 and 2015. The cost per program should be available from putting together the information to answer other earlier questions. The total number of clients using the program needs to be tallied. (Note: there is an error in the guide we have provided. You cannot use the total number of clients from Q6 because it is not clients per program.)

<b>What if I do not track whether volunteers work in more than one program?</b>	Count the total number of volunteers per organization regardless of the work they do. Count each person once.
<b>The numbers in my organization are large and complex, how do I enter them, e.g., 400,000 clients?</b>	Enter the numbers as they are, even if they are large. Ensure 400,000 clients overall meet the definition of a client as provided in the guidelines (have received a service that year) and are counted once.
<b>How do I calculate financial data for this survey if it is different than my financial statements, e.g., program and non-program costs?</b>	If you have any financial statements that have differentiated these costs use them as a basis for what to include into the two categories. If you do not have any financial statements you can draw upon, calculate these costs based on what type of services were delivered and the costs that would be incurred in order to deliver those services, e.g., how many staff worked on the program, printing costs, and facility costs.
<b>We have never collected the data requested and cannot make a sound estimate. What should we enter so we can proceed, e.g., past clients versus new clients served?</b>	Enter zero. Please insert a comment into the last question indicating question number and type of information as no data, e.g., "Q5: past and new clients no data". If you have partial data please insert what you have and make a comment in the last question for what is missing.
<b>Does the entry of temporary funding skew results regarding real funding of the program?</b>	No. Please enter the funding as is. This is why entering information for multiple years is important.