

**Developing Performance Measures for Adult Developmental Services  
Questions and Answers for  
Individuals and Family Members/Caregivers**

**About the focus groups**

**Q1: Thanks for inviting me but what is a focus group?**

**A1:** A focus group discussion is a good way to bring together people who have common experiences to discuss a specific topic. A facilitator asks questions and helps people in the group to participate in a discussion about those questions.

**Q2: How long will the focus group take and who else will be there?**

**A2:** Each focus group will last 1.5-2 hours. There will be anywhere from ten to 20 other people there. The focus groups for family members will be separate from the focus groups for individuals who are directly receiving services.

**Q3: Where are the focus groups located?**

**A3:** There will be ten focus groups across the province. Focus group locations include London, Ottawa, Toronto and Thunder Bay. A video-conference is also being planned to include individuals and families living in remote and isolated communities.

**Q4: How are you selecting people for the focus groups?**

**A4:** Service agencies and provincial associations/networks are sending out invitations on behalf of the ministry. From those who are interested and reply through an online form or by phone, the ministry will select a balance of participants across gender, age group, service types, living in urban and rural areas, and indigenous and Francophone communities (one session is designated for Francophone, should there be sufficient interest). The ministry will organize a video-conference for those living in isolated and remote communities.

**Q5: Am I expected to talk about my personal experiences?**

**A5:** No, rather the ministry wants to better understand what things in life you would like developmental services to help you or your family member achieve. However, the ministry values feedback from individuals and their families on their experiences and we recognize that ongoing engagement is key to making meaningful improvements to the system.

**Q6: Will participating in a focus group have an impact on my services?**

**A6:** No. Your participation will have no impact on your services.

**Q7. What about my privacy? Will anyone be publishing what I say on the in a government report or on the Internet?**

Only the people in the group will know your name. The ideas that you share will not be linked to your name so no one will know who said what.

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**Q7: What other groups is the Ministry consulting with?**

**A7:** The Ministry is getting input and advice from DS agencies, Developmental Service Ontario (DSO) offices, and other stakeholders such as organizations for self-advocates and families. The ministry is working with a committee of these stakeholders to ensure all perspectives are included.

**Q8: Who should I contact if I have additional questions?**

**A8:** If you have any additional questions please contact Darren Cyr from the Policy Research and Analysis Branch at 416-314-4640 or REU@ontario.ca . The Policy Research and Analysis Branch of the Ministry of Community and Social Services is organizing the focus groups.