



Client Satisfaction Survey Results: Q4 (2017-2018) Summary

Updated May 2nd, 2018

MISSION

OUR COMMITMENT

We support and stabilize children and youth with complex needs alongside their families.

DELIVERED

Through our youth justice and community programs.

TO

Build a foundation for positive growth and development.

VISION

Foster Hope.

Inspire Change.

Achieve Potential.

VALUES

Advocacy

Respect

Inclusiveness

Responsiveness

Accountability

Transparency

Client Satisfaction Results- Summary

| | 17/18 Q1 <i>(Apr-Jun)</i> | 17/18 Q2 <i>(July-Sept)</i> | 17/18 Q3 <i>(Oct- Dec)</i> | 17/18 Q4 <i>(Jan-Mar)</i> |
|--|---|---------------------------------------|--------------------------------------|-------------------------------------|
| Grocer Ease | | | | |
| Overall satisfaction with service received | 100% | 100% | 98% | 100% (5/5) |
| Agreed they were involved in decisions about their service | 100% | 100% | 100% | 100% (5/5) |
| Agreed that services from Grocer-Ease has helped them stay at home | 95% | 100% | 92% | 100% (5/5) |
| Comments | <p>“I am amazed at the Shoppers! Their patience, their knowledge, their consideration, their empathy”.</p> <p>“I am truly blessed to have Grocer-Ease to help with my groceries; also, I have the greatest lady who usually does my grocery shopping. She is very helpful always. I have no complaints at all. God Bless the organization”.</p> | | | |

| | 17/18 Q1 <i>(Apr-Jun)</i> | 17/18 Q2 <i>(July-Sept)</i> | 17/18 Q3 <i>(Oct- Dec)</i> | 17/18 Q4 <i>(Jan-Mar)</i> |
|---|--|---------------------------------------|--------------------------------------|-------------------------------------|
| SNAP® for Boys & SNAP® for Girls program | | | | |
| Overall satisfaction with service received (Children responses) | 100% | 73% | 81% | 94% |
| Overall satisfaction with service received (Parents responses) | 100% | 100% | 93% | 100% |
| Comments | <p>“SNAP is amazing; I am so different, feel more in control of my life and daughter. My group instructor was great and very understanding”.</p> <p>“I feel like I’ve learned to be a more effective parent with communicating and guiding my daughter to make good choices and use her SNAP”.</p> | | | |