



Client Satisfaction Survey Results: Q1 (2018-19) Summary

Updated August 24, 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: Q1 2018-2019 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>	18/19 Q1 <i>(Apr-Jun)</i>
Grocer-Ease					
Client Overall Satisfaction	100%	100%	98%	100%	100%
% clients who agreed they were involve in decisions about care	100%	100%	100%	100%	100%
% clients who agreed that Grocer-Ease helped them to stay in their home	95%	100%	92%	100%	100%
Comments	<p>“Fantastic program. If I had known about the program before I moved to the apartment, I might have stayed in my home.”</p> <p>“I need this service to stay at home.”</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>	18/19 Q1 <i>(Apr-Jun)</i>
SNAP® for Boys & SNAP® for Girls Program					
Client Overall Satisfaction (Children)	100%	73%	81%	94%	69%
Client Overall Satisfaction (Parents)	100%	100%	93%	100%	100%
Comments	<p>“Thank you for this program. I learned a lot...the discussion, practice and review was important and helpful. I still have a lot of work to do but I have the foundation to build on. Thank you all very much!”</p> <p>“I believe it is a good program for the [children] to learn more about themselves and self-regulation. It teaches them to own their behaviour and they have choices.”</p>				