



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

Updated February 19, 2019

## 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: Q3 2018-2019 Summary

	17/18 Q2 (July-Sept)	17/18 Q3 (Oct- Dec)	17/18 Q4 (Jan-Mar)	18/19 Q1 (Apr-Jun)	18/19 Q2 (July-Sept)	18/19 Q3 (Oct- Dec)
<b>Grocer-Ease</b>						
Client Overall Satisfaction	100%	98%	100%	100% (43/43)	100% (85/85)	100% (23/23)
% clients who agreed they were involve in decisions about care	100%	100%	100%	100% (43/43)	100% (85/85)	96% (22/23)
% clients who agreed that Grocer-Ease helped them to stay in their home	100%	92%	100%	100% (43/43)	100% (85/85)	91% (21/23)
Comments	<p><i>I am happy that I found out about Banyan. Makes living better knowing I have help with groceries.</i></p> <p><i>I am very happy. My grocer lady is very polite, helpful and committed and she has great suggestions. She is my angel.</i></p> <p><i>As a senior citizen without a car and with long-term health problems, this service has helped me tremendously throughout the year. I am extremely thankful and grateful for this service.</i></p>					

	17/18 Q2 (July-Sept)	17/18 Q3 (Oct- Dec)	17/18 Q4 (Jan-Mar)	18/19 Q1 (Apr-Jun)	18/19 Q2 (July-Sept)	18/19 Q3 (Oct-Dec)
<b>SNAP® for Boys &amp; SNAP® for Girls Program</b>						
Client Overall Satisfaction (Children)	73%	81%	94%	73% (19/26)	No Groups	61% (17/28)
Client Overall Satisfaction (Parents)	100%	93%	100%	100% (31/31)	No Groups	100% (38/38)
Comments	<p><i>I was feeling very low as a person and parent but left feeling confident and enjoying being with my son again.</i></p> <p><i>I feel this group has made her more aware of herself and others. And it taught me a lot about listening more to her.</i></p> <p><i>I've noticed a remarkable change in his behavior. We are all using the same language.</i></p>					