



Client Satisfaction Survey Results: Q4 (2018-19) Summary

Updated May 15, 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 Q3 (Oct- Dec)	17/18 Q4 (Jan-Mar)	18/19 Q1 (Apr-Jun)	18/19 Q2 (July- Sept)	18/19 Q3 (Oct- Dec)	18/19 (Jan- March)
Grocer-Ease						
Client Overall Satisfaction	98%	100%	100% (43/43)	100% (85/85)	100% (23/23)	100% (31/31)
% clients who agreed they were involve in decisions about care	100%	100%	100% (43/43)	100% (85/85)	96% (22/23)	100% (31/31)
% clients who agreed that Grocer-Ease helped them to stay in their home	92%	100%	100% (43/43)	100% (85/85)	91% (21/23)	100% (31/31)
Comments	<p><i>"Yes I like it, give them [the shoppers] a gold star."</i></p> <p><i>"The shopper has become a friend and is helping me with mental health as well as groceries; look forward each week for delivery."</i></p>					

	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)	
SNAP® for Boys & SNAP® for Girls Program						
Client Overall Satisfaction (Children)	81%	94%	73% (19/26)	No Groups	61% (17/28)	92% (23/25)
Client Overall Satisfaction (Parents)	93%	100%	100% (31/31)	No Groups	100% (38/38)	100% (26/26)
Comments	<p><i>"The staff here are awesome. The feedback and communication is very helpful. I use SNAP every day and try to teach others about this programs".</i></p> <p><i>"I really thought this program helped us as a family to deal with some problems and ways to look at situations in a different way".</i></p>					