



CLIENT EXPERIENCE SURVEY

2017

- During the time period of February 8 - March 22, 2017, clients receiving services from PinT, in the home, in school, or at the office were asked to complete client experience surveys.
- Clients who consented to the receipt of surveys and who were actively in service during the survey time, or who had closed service up to 3 months prior were invited to take the survey.
- Parents/Caregivers and Youth (10 years and older) were included in the survey.
- Questionnaires asked clients about key aspects of service delivery.

Method and Data Collection

- Parents/Caregivers and Youth who had email addresses were sent an invitation to complete the survey via Survey Monkey.
- Parents/Caregivers and Youth who did not have email or who did not wish to do the survey online were given the opportunity to complete the survey in a paper format and return in a sealed envelope. Those answers were then entered into the database.
- Some surveys were mailed to clients who did not have email addresses and who would not be seeing their worker during the collection period.
- Questions on both Parent/Caregiver and Youth surveys were 4-point rating scales (strongly disagree to strongly agree).
- There were also some open-ended questions so that clients could respond in their own words.

Method and Data Collection

- A total of 47 invitations were sent via Survey Monkey to Parents/Caregivers. One paper survey was also returned. 23 responses were received total.
- 5/15 Youth responded to the survey online. Seven paper copies were also completed. In total 12 youth surveys completed.
- There were 130 children or youth involved in the relevant services during that time period, giving a response rate of 37%.

Demographic Information

- The 24 Parent/Caregiver responses represented a total of 36 children in service.
- Table 1 summarizes all of the services Parents/Caregivers reported receiving. Many families had more than one child and/or were involved in more than one service from PinT.

Table 1: Services Received as reported by Parent/Caregivers (n=22)

Programs	Currently in service
Parent/Family Support	36%
Early Intervention	32%
Counselling	32%
Brief Therapy	23%
Service Coordination	23%
Respite	18%
Single Session Consult	14%
Psychological Assessment	9%
Group Program	5%
Crisis Intervention	5%
Differential Response	5%
Other	18%

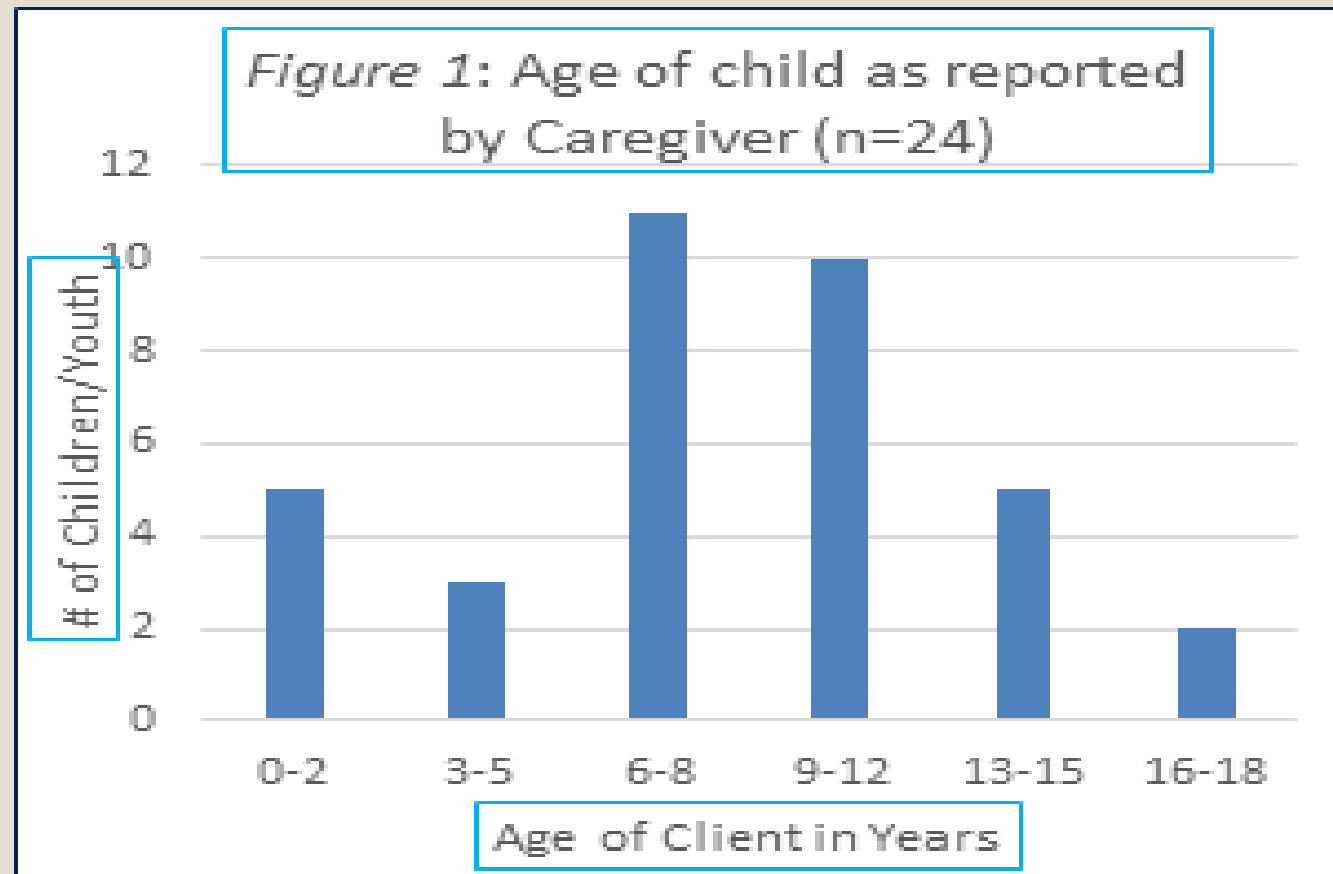
Parent/Caregiver Survey

- There were 4 Parent/Caregivers that indicated they received “Other” services.
- “Other” services included:
 - High School Clinic
 - Theraplay
 - Sunshine Circles group
 - on the waiting list for sessions.
- The High School Clinic has its own evaluation for youth clients, and parents/caregivers of these youth were generally not included in this current evaluation.
- The most common length of service reported by Parents/Caregivers who were currently involved in services was over a year (70%), while 17% have been in service for 1-6 months, 13% have been in service for 7-12 months.

Parent/Caregiver Survey

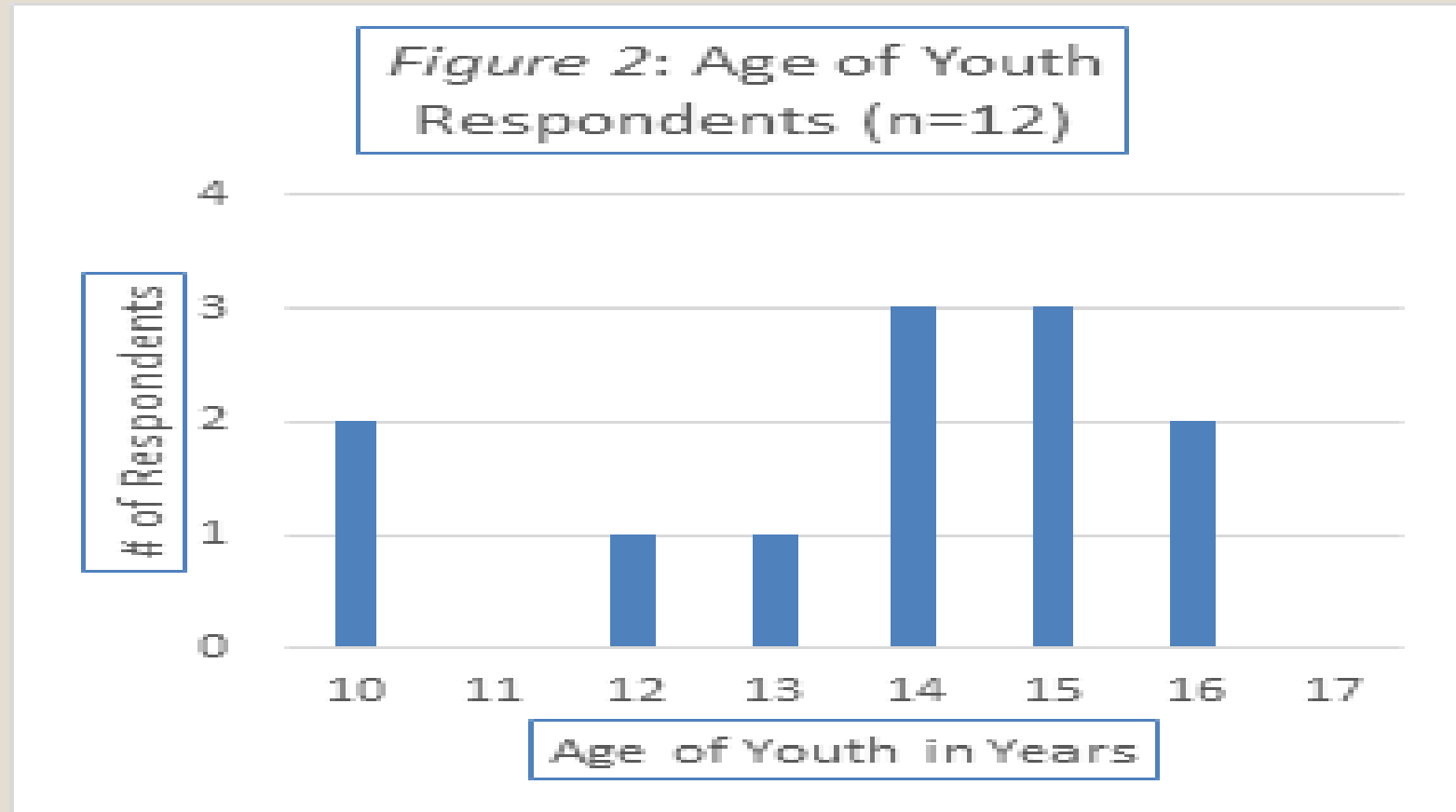
Figure 1 shows the number of children receiving service by age range, as reported by Parents/Caregivers.

The majority were either 6-8 years (11 clients) followed by 9-12 years old (10 clients).



Youth Survey

Figure 2 shows the ages of the Youth responding to the Youth Experience Survey. Youth ranged in age from 10-16, with most respondents being 14 or 15 years old.



Youth Survey

- Nine Youth reported currently participating in the following services:
 - Counselling (45%)
 - Differential Response (22%)
 - High School Drop-in (22%)
 - for Crisis Intervention (11%)
- The most common length of service reported by 10 Youth was over a year (60%).
- 20% reported being involved in service for less than a month.
- 20% reported being involved in service for 1 to 6 months.

Youth Experience

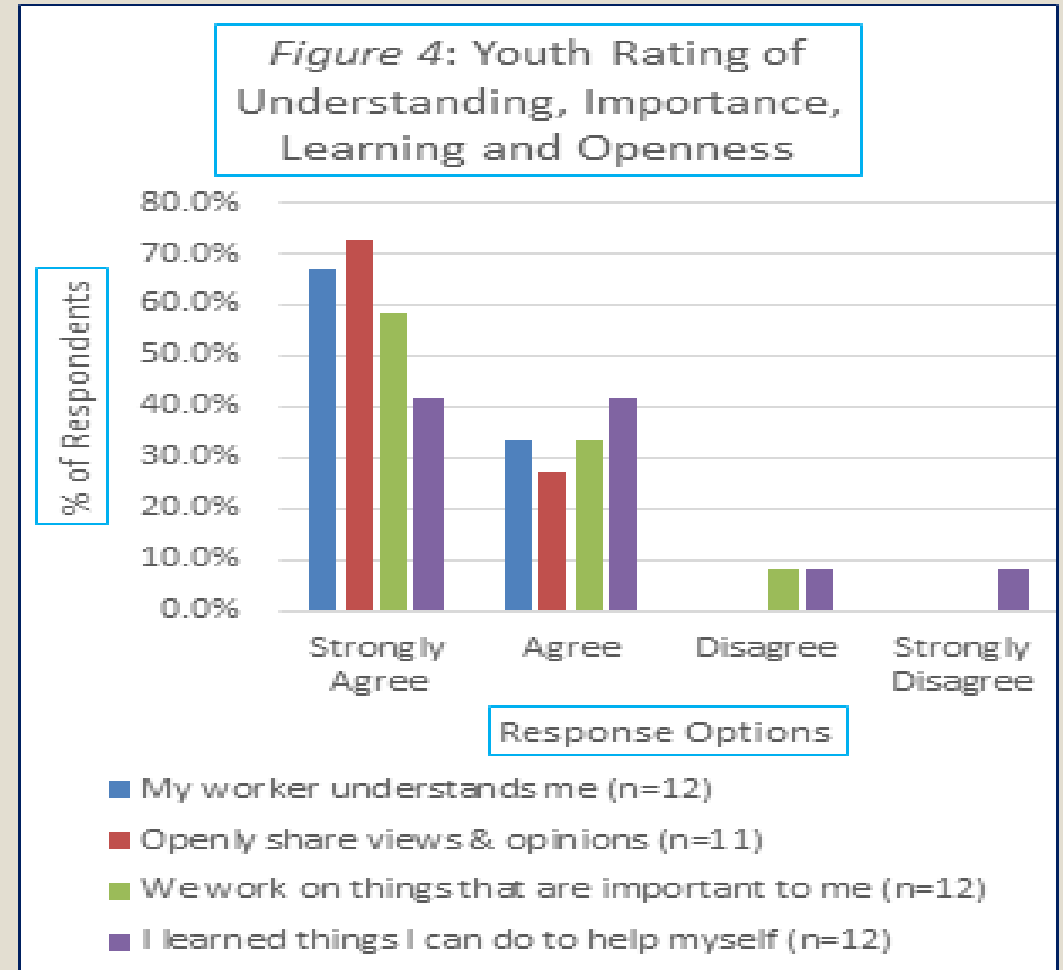
- Youth were asked a series of questions regarding “How things were going” in particular aspects of their lives.
- For those who answered the ‘I am...’ item, 50% indicated that they were doing ‘better’ and 33% ‘a lot better’ and 17% indicated ‘worse’.
- When asked how things are at home, 75% said things were ‘a lot better’ or ‘better.’
- When asked how things are at school, 75% said things are ‘a lot better’ or ‘better’. Three youth said that things were ‘worse’ at home, and three youth reported things were ‘a lot worse’ at school.

Figure 3: How are things: Personally, At Home, With my Friends, and At School (n=12)



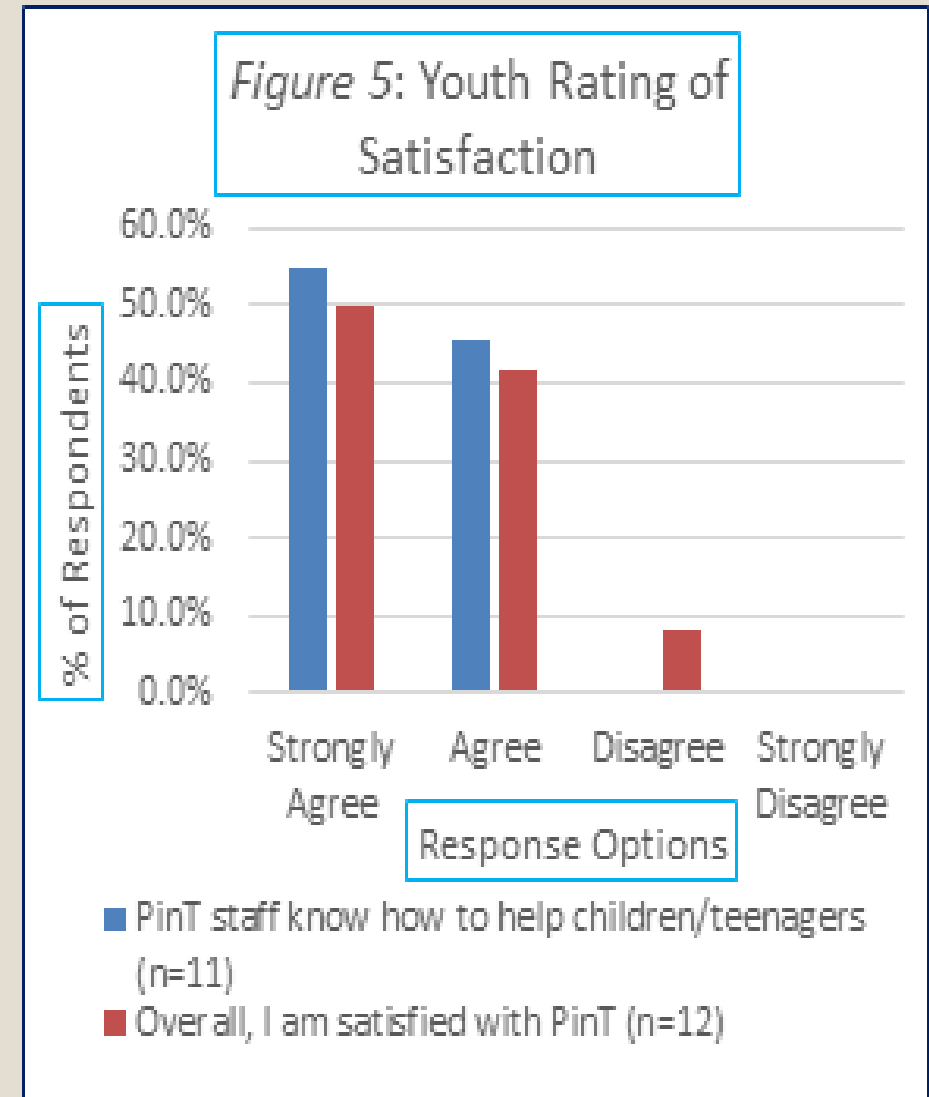
Youth Experience

- When asked if they had a sense of hope, 64% of the Youth either agreed or strongly agreed, down from 94% recorded last year.
- In terms of key aspects of service delivery, all Youth responding to the questionnaire agreed or strongly agreed that their worker understood them and that they could openly share their views and opinions with their worker.
- The majority of Youth agreed or strongly agreed that they worked on things that were important to them (92%) and they learned things they could do to help themselves (83%). (see Figure 4).



Youth Experience

All Youth who responded to the survey agreed or strongly agreed that PinT staff know how to help children and teenagers and the majority of them indicated that overall they were satisfied with PinT (see Figure 5).



Youth Experience-in their own words

- Eight Youth responded to the open-ended question “What was good about the service at PinT?”.
- Response Themes included staff qualities such as being supportive, staff being non-judgemental and youth had improved coping.
- “How they understand you and what your going through and how their there to talk to u and help u through tuff times.”***
- “They listened to me and didn’t judge me on what I’ve done.”***
- “I am learning new ways to cope and I am feeling better.”***

Youth Experience-in their own words

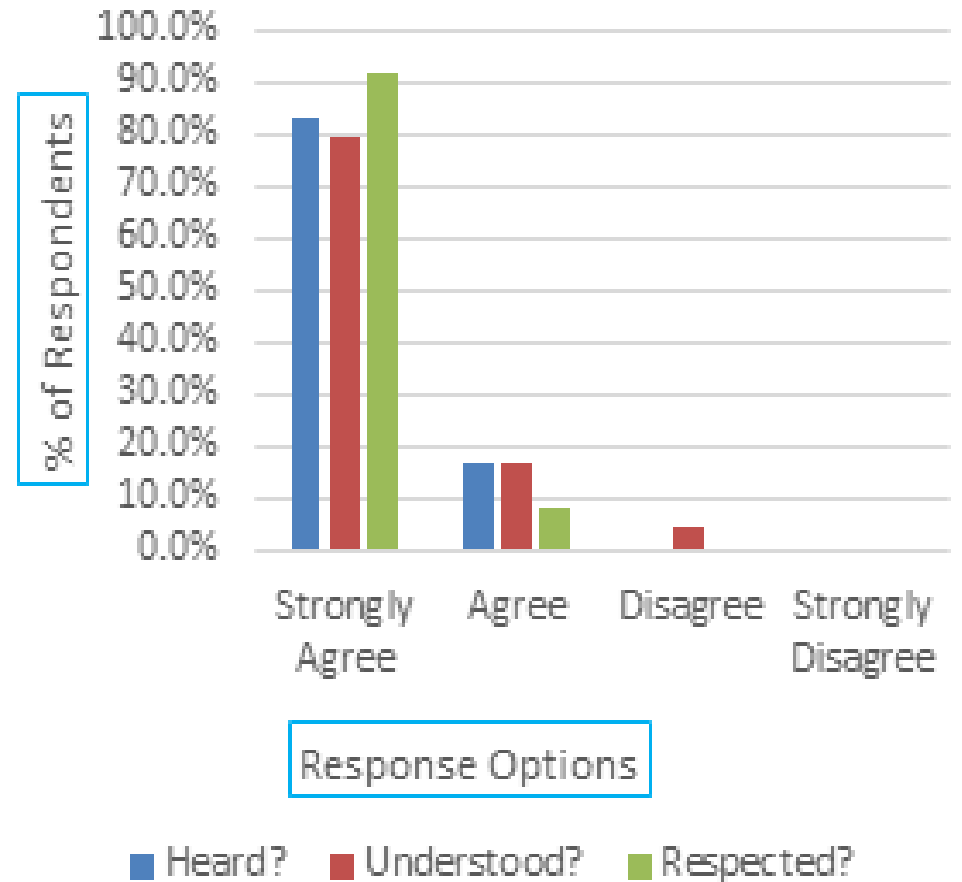
- When asked “What could make your service at PinT better?”, for those that responded, 33% said everything was going good or good as is.
- There was a suggestion for more sessions, and one to give more online and local resources, along with healthy ways to deal.
- Another Youth suggested to get involved with other kids at the school and try to find the ones that need help and help the ones who are hiding.
- One Youth said:

“everyone was very friendly and tried their best to do what they could to support me, but often I felt like they were just throwing paperwork I could do at me and not actually talking to me.”

Caregiver Experience

- All Parents/Caregivers who completed the Client Experience Survey agreed or strongly agreed that they felt heard and respected by PinT staff.
- All but one Parent/Caregiver agreed or strongly agreed that they felt understood by PinT staff.

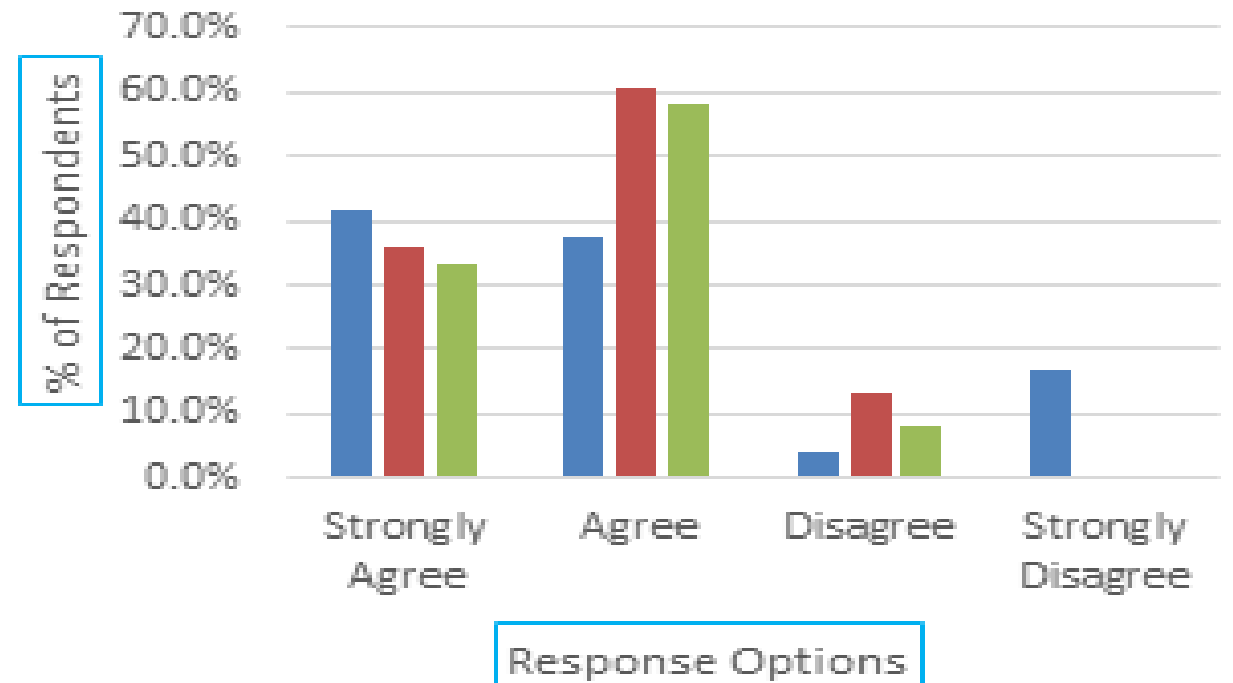
Figure 6: Parent/Caregiver Ratings of feeling Heard, Understood and Respected (n=24)



Caregiver Experience

- Most Parents/Caregivers agreed or strongly agreed that they were learning strategies that they can use to help their children and to help themselves.
- The majority of Parents/Caregivers felt as though they were better able to deal with their child/children.

Figure 7: Parent/Caregiver Ratings of items related to Child and Self

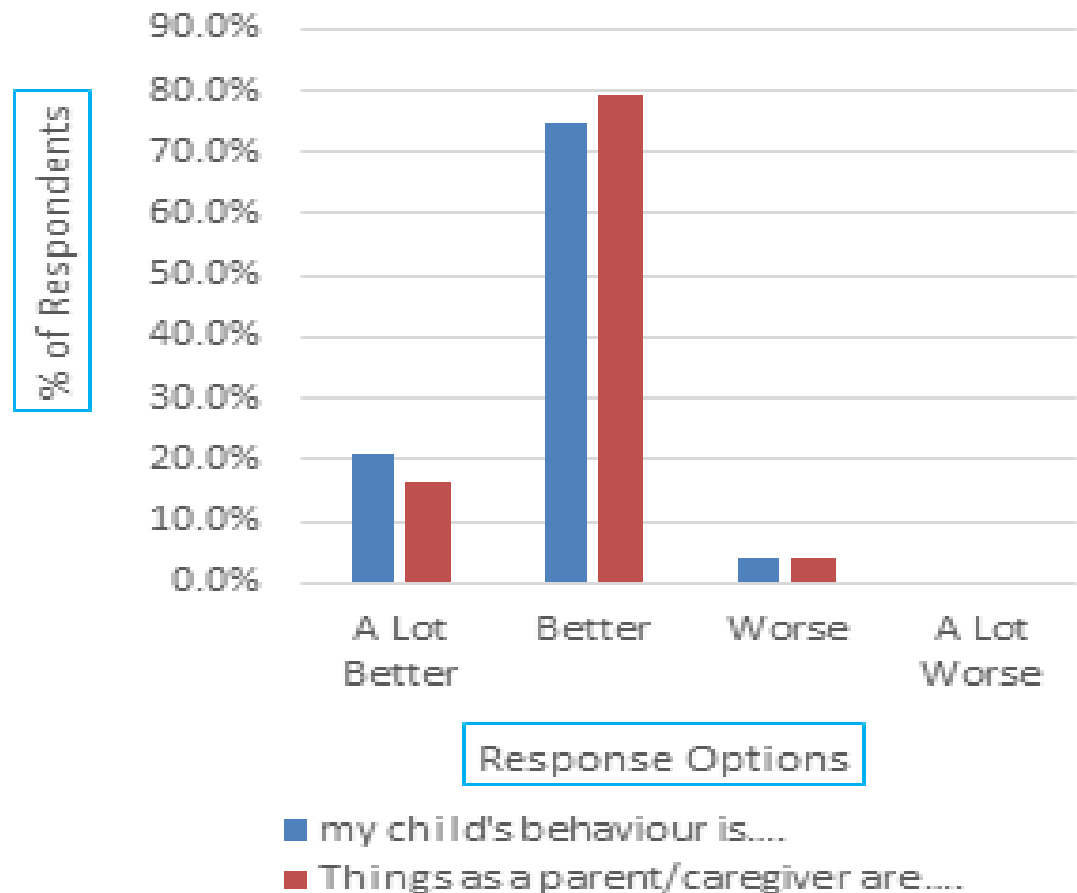


- I am learning things I can do to help my child... (n=24)
- I am learning things I can do to help myself... (n=23)
- I am better able to deal with my child... (n=24)

Caregiver Experience

- Parents/Caregivers were asked about how their child's behaviour has been as well as how things have been as a parent or caregiver.
- Figure 8 illustrates that most Parents/Caregivers indicated improvement in both areas.

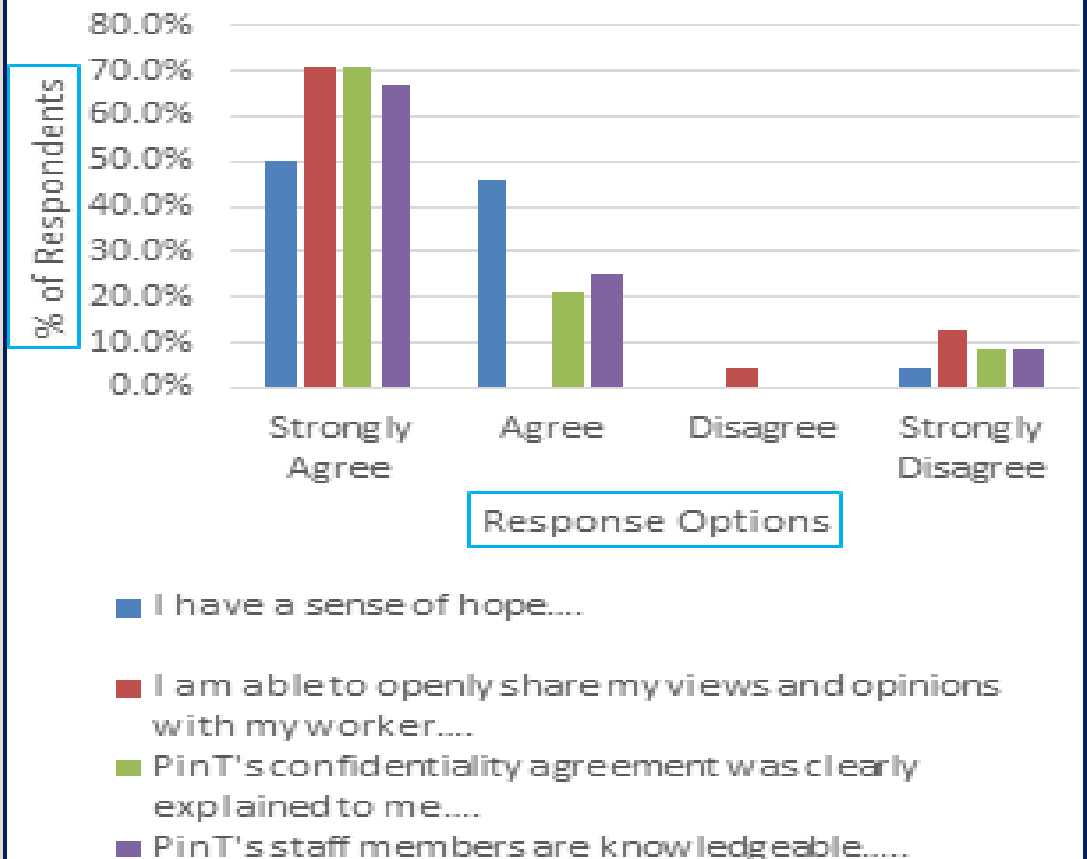
Figure 8: Parent/Caregiver Ratings Related to Child Behaviour and Self (n=24)



Caregiver Experience

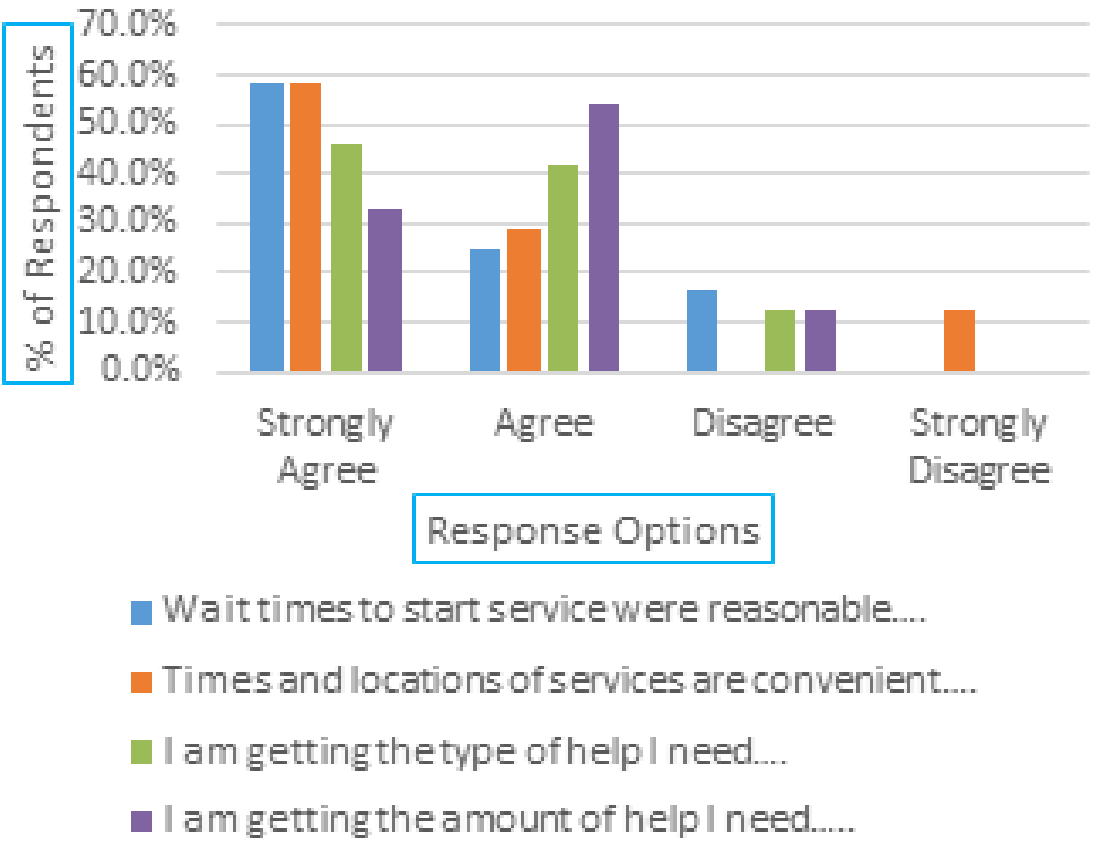
- Figure 9 shows Parents/Caregiver responses to questions about their sense of hope, ability to share their views and opinions with their worker, clarity of the confidentiality agreement and how knowledgeable they consider the staff at PinT to be.
- 96% of Parents/Caregivers who answered reported having a sense of hope.
- 83% reported being able to openly share their views and opinions with their worker.
- 92% agreed or strongly agreed that both PinT's Confidentiality Agreement was clearly explained and that staff members at PinT are knowledgeable.

Figure 9: Parent/Caregiver Ratings Related to Hope, Openly Sharing their Views, Confidentiality Agreement explained, & Knowledgeable Staff (n=24)



Caregiver Experience

Figure 10: Parent/Caregiver Ratings Related to Service Factors (n=24)



- Figure 10 shows Parents/Caregivers responses to questions about service factors, including wait times, locations of services, getting the *type* of help they need and the *amount* of help they need.
- 58% of Parents/Caregivers strongly agreed and 25% agreed that wait times to start service were reasonable.
- 58% of Parents/Caregivers strongly agreed and 29% agreed that times and locations of services were convenient.
- 88% of Parents/Caregivers agreed or strongly agreed that they are getting the *type* of help that they need.
- When asked about getting the *amount* of help needed, 33% strongly agreed, 54% agreed.
- Overall, 87% of Parent/Caregivers agreed or strongly agreed they were satisfied with services at PinT.

Caregiver Experience-in their own words

•Parents/Caregivers were asked to share their experiences in their own words. Overall, most of the 15 respondents' words indicated a very positive experience. A few examples are:

“Everyone is heart centered and caring”

“I am very pleased with the help our family receives from PinT. Our worker goes above and beyond to talk with us and has helped us and our grandson. I am thankful for this service.”

“This service has helped my child through some pretty dark times including dealing with abuse/neglect from caregivers and the loss of a close loved one. There is potential for things to get turbulent as they get older, but I feel that PinT's involvement now is going to help minimize that. We're very grateful for this service.”

Caregiver Experience-in their own words

When asked what was good about PinT, Parents/Caregivers identified services, staff qualities and knowledge, flexibility of times and locations, transportation and “everything.”

- ***“There is no way I could have managed all the paperwork, school meetings appointments... without my family support worker, she is the other half of my brain...”***
- ***“The staff at Point in Time are always ready to help.”***
- ***“Knowledgeable about the system and able to coordinate with the school”***
- ***“Everything. We are so thankful to have such an amazing organization in our community”***
- ***“transportation by staff was extremely helpful for success”***
- ***“the ability for the staff to meet client at school”***
- ***“The flexible times”***

Caregiver Experience-in their own words

When asked what could make their service at PinT better, 50% of Parents/Caregivers gave positive responses or said they would not change anything.

Suggested areas for improvement included shorter wait times, consistency, longer service and more information on the website.

- *“At this time, I have nothing to add to make service better.”*
- *“Quicker wait times. Seems to take a long time to actually get to the point of regular counseling”*

Caregiver Experience

- Parents/Caregivers were given an opportunity to add any additional comments at the end of the survey. There was one additional comment:

- “I feel very confident about the support we’ve been given. This service is a real life-saver.”*

Staff Feedback

- Staff were given the opportunity to provide feedback about the client experience survey process and documentation used.
- Some staff suggestions included administering the surveys in a different way, such as:
 - mailing surveys to clients
 - a phone call to clients to ask for feedback
 - completing surveys in the reception area
 - completing surveys at the end of service

Summary

- Overall, youth have had a positive experience with PinT and 100% report that workers have been effective in understanding the situation and working with clients on what is important to them.
- Some of the most important features of service indicated by Youth included supportive Staff who listen but do not judge, that they have learned coping strategies and are feeling better.
- All Youth strongly agree or agree that PinT staff know how to help and 92% were overall satisfied with the service they received at PinT.
- 100% of Parents/Caregivers indicated that they felt heard and respected by staff.
- Parents/Caregivers reported learning ways to help their children (79%) and themselves (87%) thanks to PinT. 92% of caregivers feel better able to deal with their child.
- 96% of Parents/Caregivers reported having a sense of hope, they agreed the Staff members at PinT are knowledgeable (92%) and felt they could openly share their views and opinions with their worker (83%).

Summary

- Although many respondents did not see a need for improvement, the area that received the most feedback from Parents/Caregivers was the length of wait times for counselling. There was a similar response from Youth.
- Overall, the responses to the Client Experience Survey were generally very positive from both Youth and Parents/Caregivers.

Recommendations and Next Steps

- PinT is committed to offering the best quality services to our clients.
- The positive results and constructive feedback from this Client Experience Survey will be presented to Point in Time staff, the Quality Assurance Committee and Management Team, to affirm what we are doing well, and create an action plan to implement improvements to recommended areas.
- PinT has taken steps to improve service, such as offering single session consultations to support clients who were on the waiting list, which decreased the number of clients waiting for service. We are also piloting a drop-in clinic for single sessions in May and June 2017.
- Point in Time direct service staff have recently been involved in brief therapy training which compliments our pre-existing brief service philosophy that is in place for most of our programs. This has proven to be very effective for our clients. A public education campaign may be beneficial for the community to better understand Point in Time's services and philosophy.
- A summary of the results of this survey will be made available to clients, community members and partner organizations in a brochure format and on PinT's website.