

Community Partner Evaluation

NOVEMBER 2017



90% OF COMMUNITY PARTNERS HAVE RECOMMENDED POINT IN TIME TO FAMILIES OR INDIVIDUALS IN THE PAST YEAR

Community Partners recommended Point in Time most commonly because of our diverse services offered or having a client that could benefit from one of our services:

- “excellent program quality, excellent service delivery”
- “they provide a complete range of services within one agency”
- “confident in their service to support those in need”

Community Partners say the following about Point in Time...

- They provide a range of services and sufficient information- 90%
- Convenient locations - 80%
- Staff are helpful - 97%
- Staff are respectful and knowledgeable - 93%
- Is responsive to diversity needs/ issues- 90%
- Provides high quality services- 87%

Community Partners were asked to share about the experience of clients they referred...

- “I have had a lot of positive feedback from clients who have received services in the past”
- “mostly positive; available, understand issues”

What is PinT doing well?

- Helpful/ coordinated programs and services
- Supporting families/ youth in need
- Working collaboratively
- Recognizing the needs of the community
- Flexible availability (times, locations, transportation)
- Friendly/ caring/ respectful staff

“building supportive relationships with families, able to meet with families at a variety of times and locations”

“offering services that recognize the needs of the community and barriers to service”

“working to reduce wait list times, engaged in the community”

97% of respondents know how to make a referral to Point in Time

94 % of Community Partners would like us to follow-up with information via email.

For more information please contact Point in Time Centre for Children, Youth and Parents
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