



Point in Time Centre for Children, Youth and Parents

Client Experience 2016

Why Client Experience?

- Point in Time is committed to offering the best quality services to our clients.
- Asking our clients for feedback about the service helps us to know what we are doing well and what we could be doing better.

Data Collection

- Using FluidSurvey, an online program, we asked clients currently in service and those who had closed service within past 3 months to complete survey.
- Clients who had provided their email addresses to Point in Time and agreed to participate were sent online surveys
- Paper copies of surveys were available for clients without online/email access

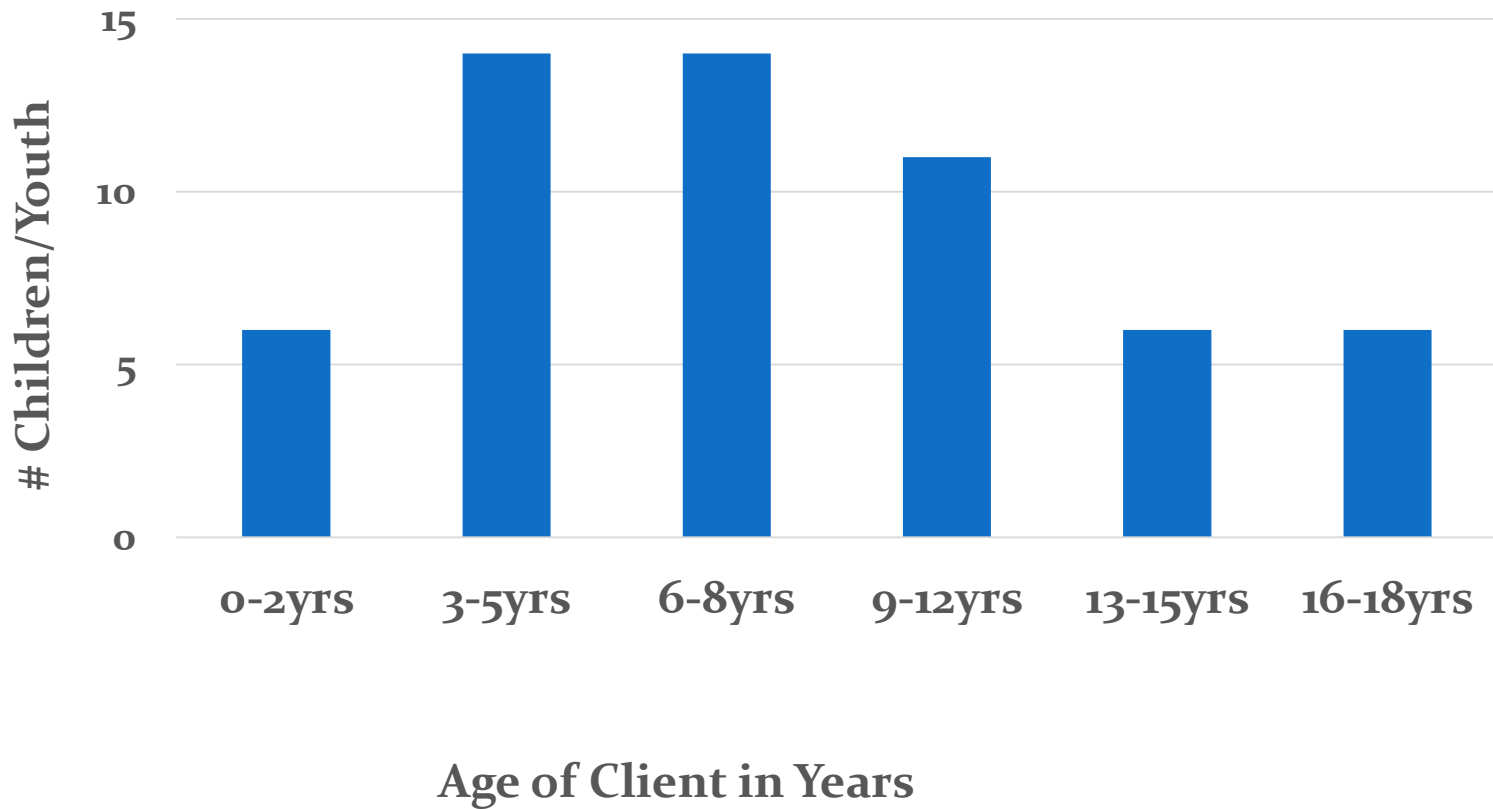
Who responded?

- 35 Parents/Caregivers responded to the Parent/Caregiver Experience survey
- 24 of these were completed online; 11 on paper
- 18 Youth, ages 11-17 years completed the Youth Experience Survey on paper. None completed the online survey.
- This represents 117 families receiving service (caregivers/ parents often had more than one child in service)
- Response rate of 45.3%

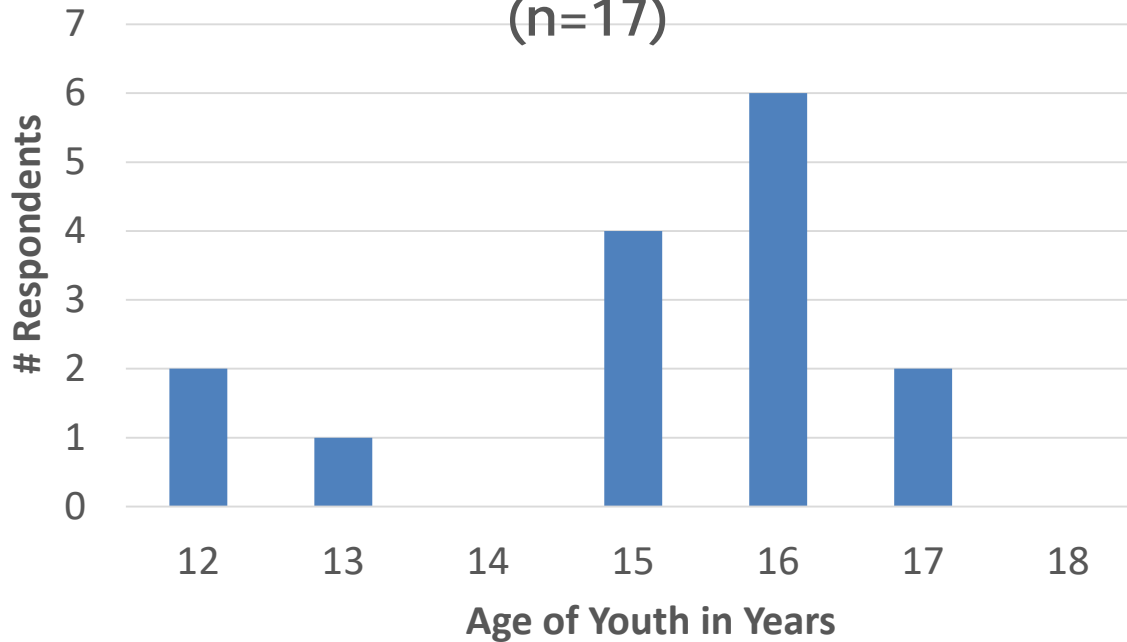
Table 1: Services Received as reported by Parents & Caregivers (n=number of respondents) (2015 responses in brackets)

Programs	Currently in service (n=40)	Recently Closed (n=2)
Parent/Family Support	58.6% (57.5%)	25% (0%)
Early Intervention	34.5% (35.0%)	25% (50%)
Individual Counseling	24.1% (30.0%)	0% (50%)
Respite	17.2% (30.0%)	25% (0%)
0-6 Preschool Family Support	13.8% (12.5%)	0% (0%)
Group Program	13.8% (not reported)	0% (not reported)
Crisis Intervention	10.3% (5.0%)	50% (0%)
Brief Therapy	6.9% (not reported)	0% (not reported)
Family Counselling	6.9% (10.0%)	0% (0%)
Service Coordination	6.9% (7.5%)	0% (50%)
Other	10.3% (15.0%)	0% (0%)

Figure 1: Age of Clients, as reported by Parent/Caregiver (n=35)



**Figure 2: Age of Youth respondents
(n=17)**



Last year:

- 46.7% of youth were in Brief Service
- 13.3% were in Individual Counselling
- 13.3% were in Crisis Service
- Some youth were also in Attendance Centre, Differential Response, Respite and Crisis/Individual Counselling

This Year:

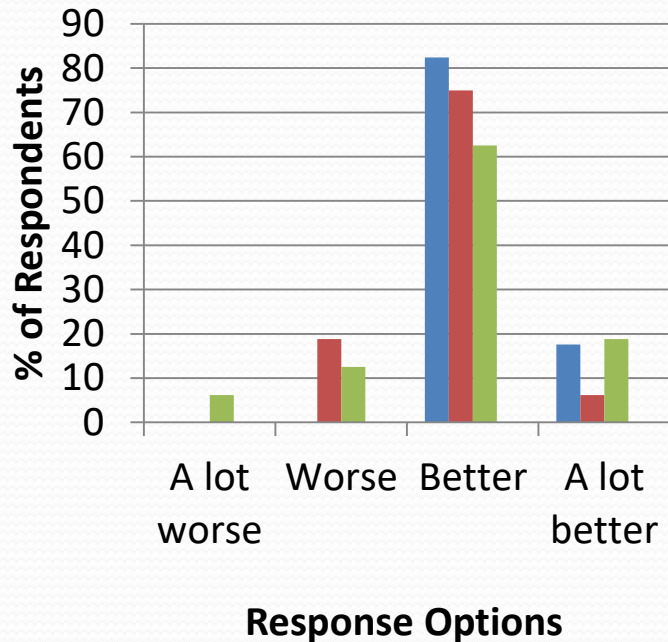
- 60% were in High school drop-in clinic
- 13.3% were in Individual Counselling
- 6.7% were in Brief Service
- 6.7% were in Differential Response
- 27% also reported “Other Services” including YJ/Diversion, Psychiatry, Anger Management and Parent Support.

Youth Experience

This Year:

Figure 3: Youth Ratings on How Things are Personally, at Home, and at School (n=16)

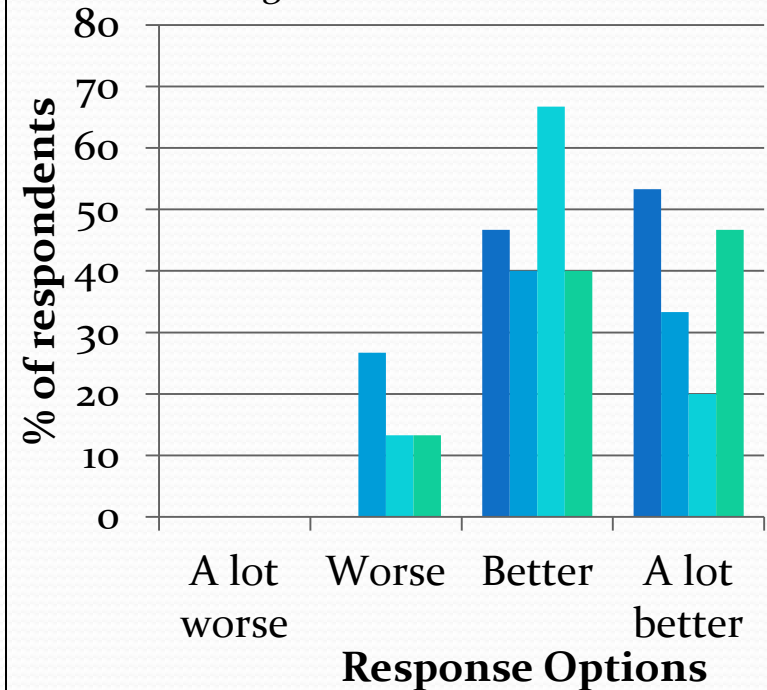
- I am...
- Things at home are...
- Things at school are...



Last Year:

Figure 3: Youth ratings on how things are personally, at home, with friends, at school (n=15)

- I am...
- Things at home are...
- Things with my friends are...
- Things at school are...

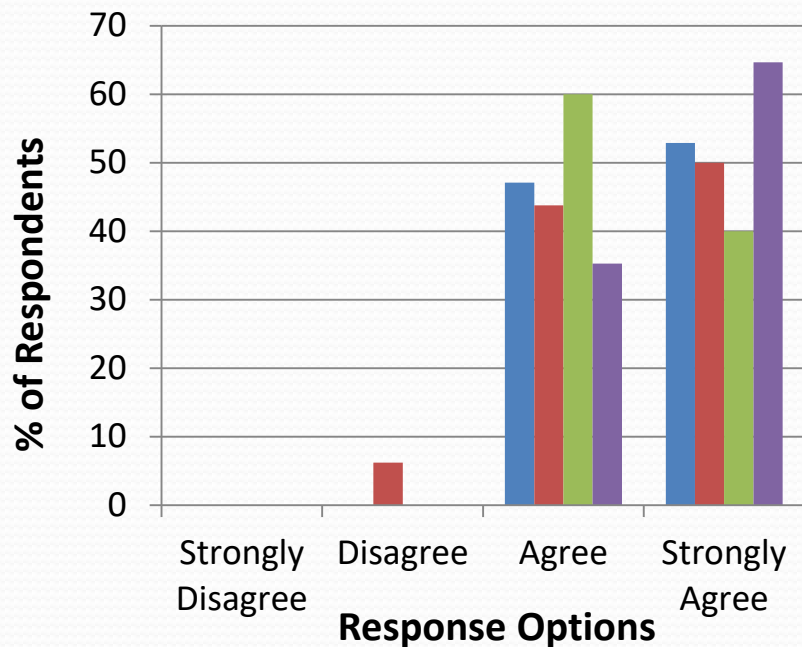


Overall, we are seeing that more clients said that things were “a lot better” last year, however, many clients are still stating that they are “better”. Both last year and this year we are seeing that “things at home” is rated less highly and “I am” is rated the highest.

This Year:

Figure 4: Youth Ratings of Understanding, Importance, Learning, and Openness

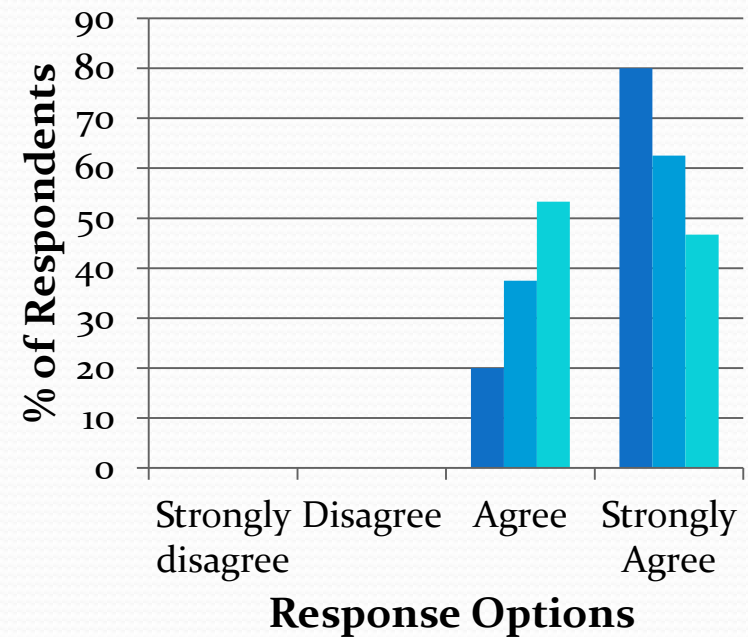
- My worker understands me (n=17)
- We work on things that are important to me (n=16)
- I learned things I can do to help myself (n=15)
- I can openly share my views /opinions with my worker (n=17)



Last Year:

Figure 4: Youth Ratings of Understanding, Importance, Learning

- My worker understands me (N=15)
- We work on things that are important to me (N=16)
- I learned things I can do to help myself (N=15)



Here, we see that “my worker understands me” was highly rated both years. In 2016, the question “I can openly share my views/ opinions with my worker” was added to further explore client comfort with workers.



All of the youth surveyed said:

- They were satisfied with their service from Point in Time
- PinT staff know how to help children/teenagers.

What Youth Liked:

- *“My counsellor is considerate and funny... she understands and comforts me... balancing these out perfectly.”*
- *“It’s great in my opinion.”*
- *“I feel relieved after talking and I feel better when I leave.”*
- *“They won’t tell your parents, teachers, or staff members.”*
- *“Understands and comforts me with my issues no matter how small or stupid.”*

What could be better?

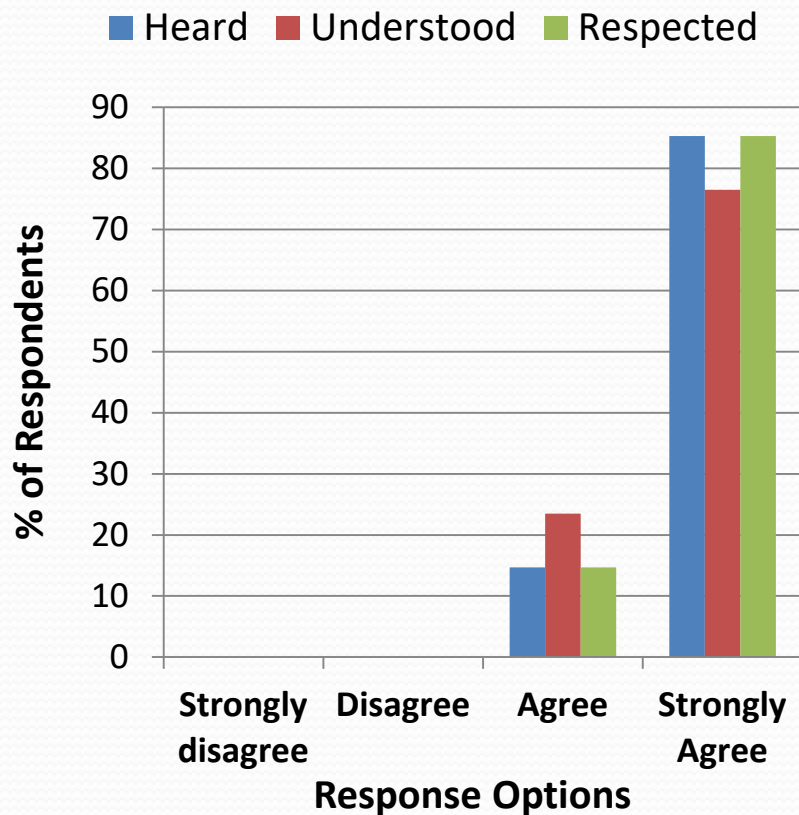
Only 6 responded to the question “What could make your service at Point in Time better?”

- Most responded “nothing.”
- Other comments included recommendations about snacks and working with one counsellor only.

Parent/Caregiver Experience

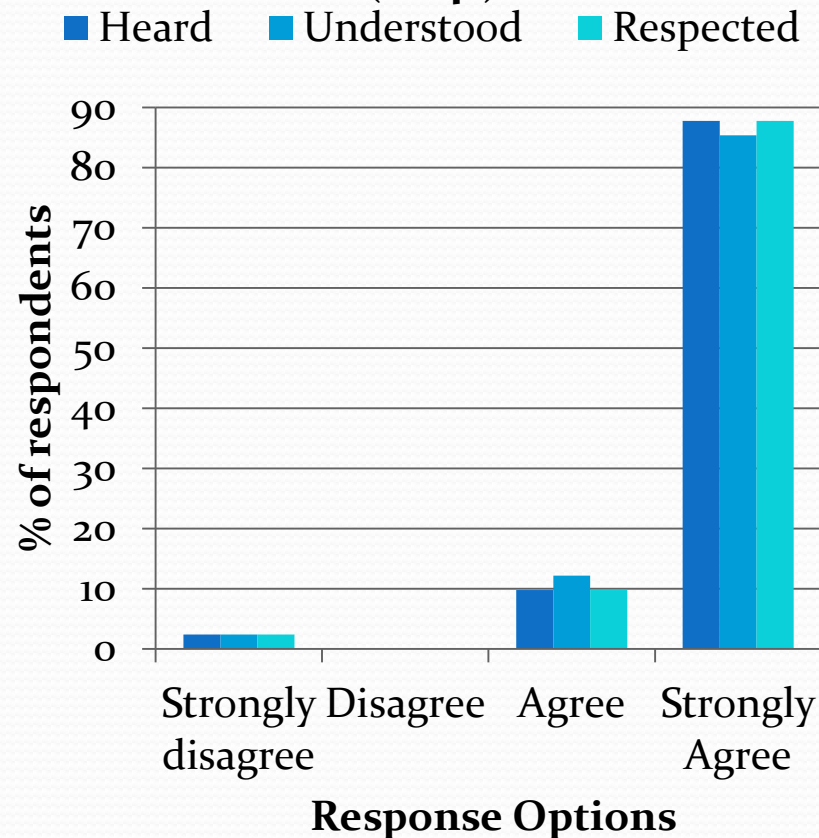
This Year:

Figure 6: Parent/Caregiver Ratings of feeling Heard, Understood and Respected (n=34)



Last Year:

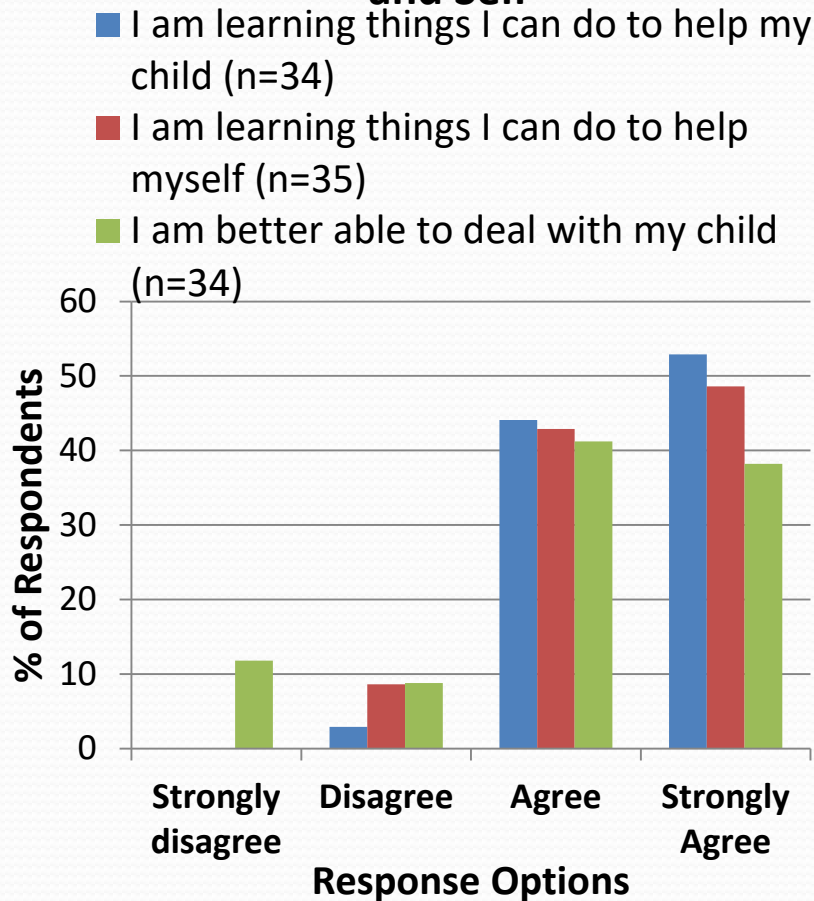
Figure 6: Parent/Caregiver Ratings of feeling Heard, Understood and Respected (n=41)



Overall, this question has been very highly rated both years. Feeling heard and respected were both rated equally as the highest, while feeling understood is just slightly below.

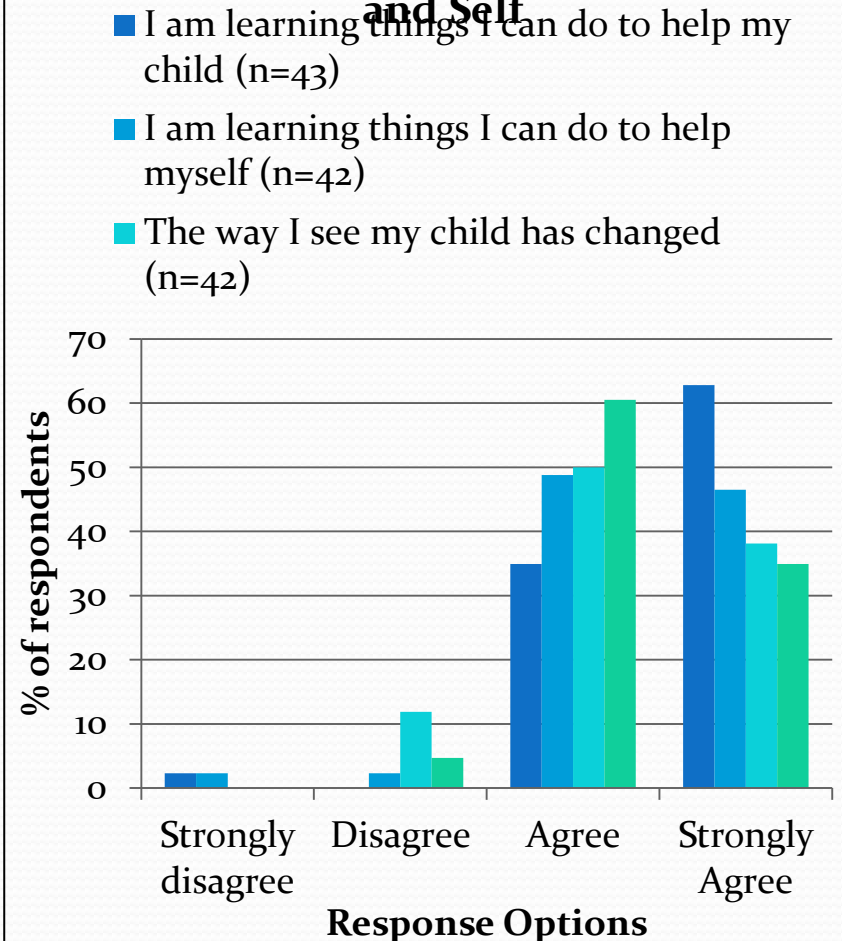
This Year:

Figure 7: Parent/Caregiver Ratings of Items Related to Child and Self



Last year:

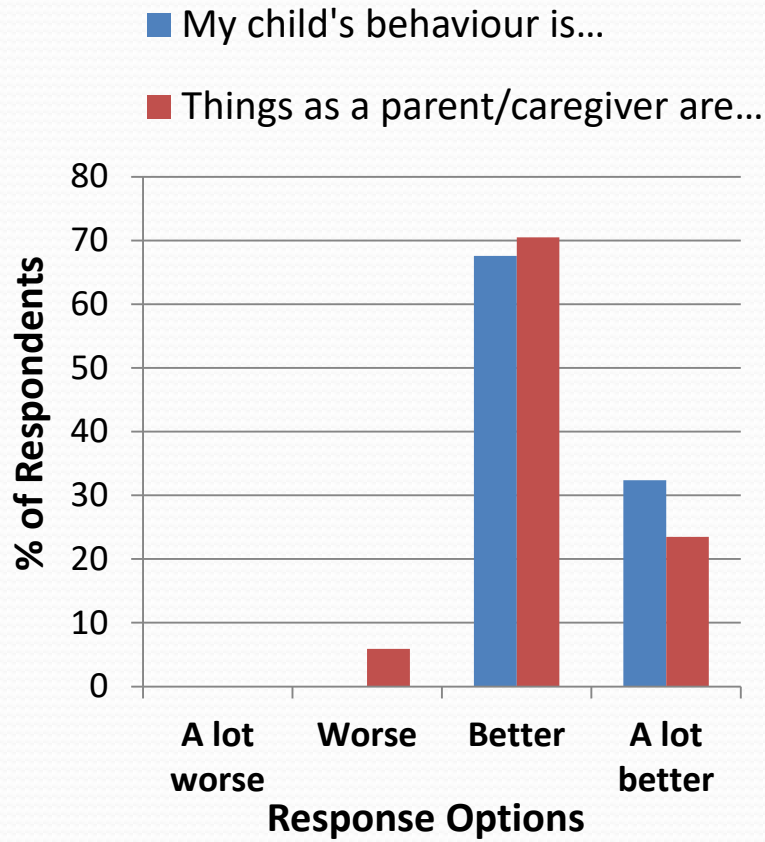
Figure 7: Parent/Caregiver Ratings of Items Related to Child and Self



Here, we can see that overall this section was highly rated. Both years “I am learning things I can do to help myself and my child” was rated the highest. The last question “I am better able to help my child” was changed from last year to this year and rated lower than the rest both times.

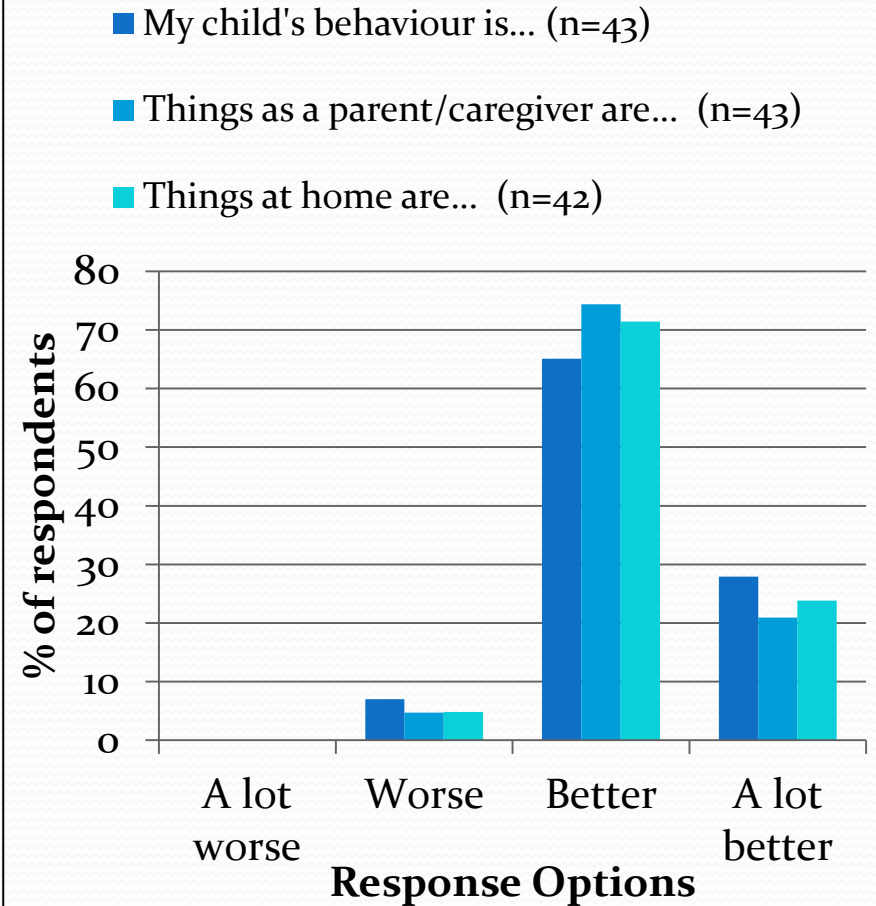
This Year:

Figure 8: Parent/Caregiver Ratings Related to Child Behaviour and Self (n=34)



Last Year:

Figure 8: Parent/Caregiver Ratings Related to Child Behaviour, Self and Home



This section is rated very high both years, with over 90% rating “better” or “a lot better”. A question was taken out this year to avoid repetition.

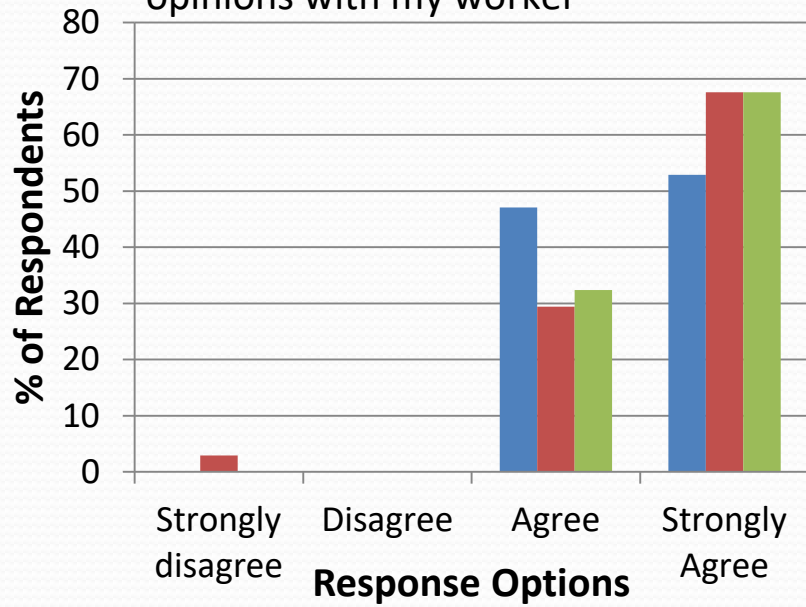
This Year:

Figure 9: Parent/Caregiver Ratings Related to Hope, Openly Sharing their Views & Staff Knowledge

(n=34)

■ I have a sense of hope

■ I am able to openly share my views and opinions with my worker

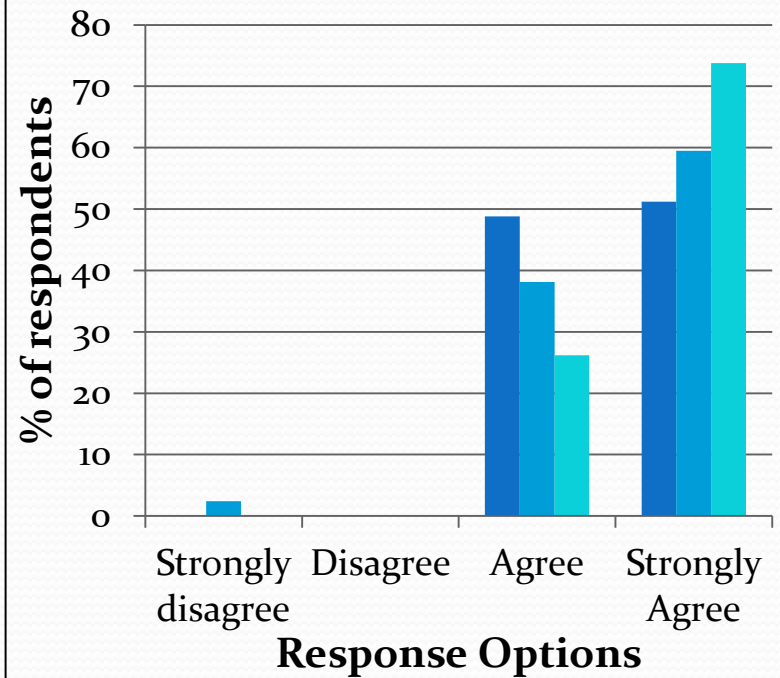


Last Year:

Figure 9: Parent/Caregiver Ratings Related to Hope, Support, Knowledge of Staff

■ I have a sense of hope (n=41)

■ I feel connected and supported with my preferences (n=42)

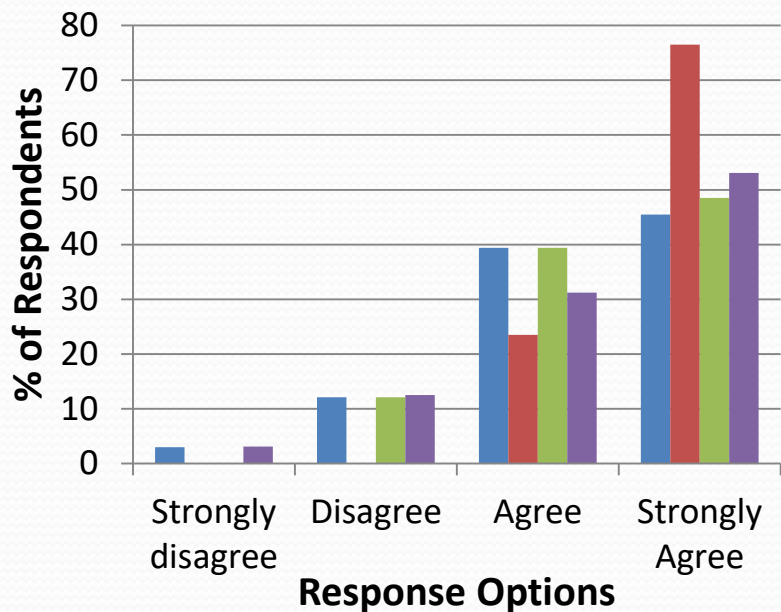


Here, we can see that for both years ratings are very high at 97% choosing “agree” or “strongly agree”.

This Year:

Figure 10: Parent/Caregiver Ratings Related to Service Factors

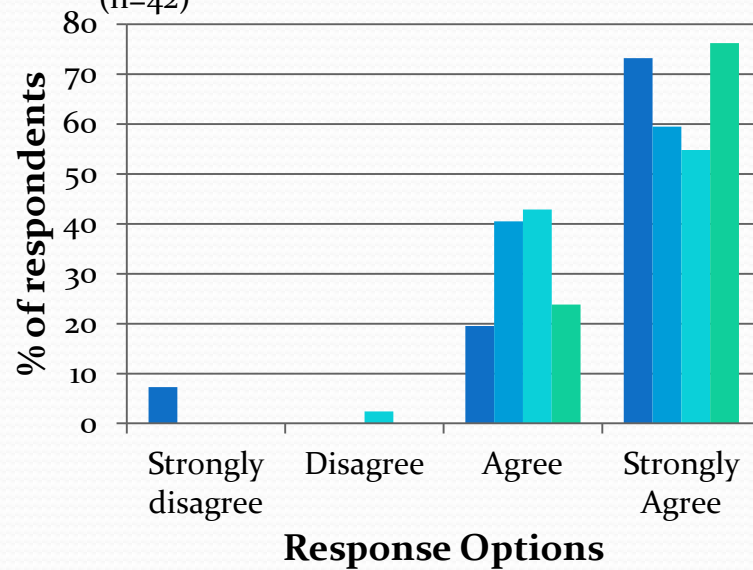
- Wait times to start service were reasonable (n=33)
- Times and locations of services are convenient (n=34)
- I am getting the type of help I need (n=33)
- I am getting the amount of help I need (n=32)



Last Year:

Figure 10: Parent/Caregiver Ratings related to Service Factors and Satisfaction

- Times and locations of services are convenient (n=41)
- I'm getting the type of help I want (n=42)
- I'm getting the amount of help I need (n=42)
- Overall I'm satisfied with the services at PinT (n=42)



Overall, ratings were high for this question. Both years, times and locations of services were rated the highest. The question “Overall, I’m satisfied with the services at Point in Time” was taken out this year and replaced with a question asking about wait times for service, which was rated slightly lower than the rest.

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- 93.7% of Parents/Caregivers agreed or strongly agreed they were satisfied with services at Point in Time (n=32).

What Parents/Caregivers Liked:

- *“Knowledgeable and great Ideas.”*
- *“Staff are very friendly, respectful and approachable.”*
- *“...Trying everything they can to help.”*
- *“...Sincerely interested in my child.”*
- *“Strong voice for my child.”*
- *“...Always gets back to my questions quickly.”*
- *“Always there when I need them.”*

What Parents/Caregivers Liked (cont.):

- *“Support in the school and at home.”*
- *“...Had no idea what my son needed, then many services/agencies got involved.”*
- *“In the long run we have what we need to get the kids on track.”*
- *“Gave information about programs and funding.”*
- *“Great early interventionists!”*
- *“We had consistent care with the same worker overtime.”*

What Parents/Caregivers Would Change:

Almost half of the responses to this question suggested no change was needed. Other responses included:

- *"Wait times are difficult for kids."*
- *"More workers and more funding."*
- *"We had a month of crisis and then nothing."*

Key Findings

- Overall, responses were very positive from youth and from parents/caregivers.
- Similar to previous years, the quality of our staff (supportive, caring, understanding, knowledgeable, non-judgemental) are what youth and parents/caregivers liked the most about PinT.
- The most commonly suggested change by caregivers and youth was more staff and shorter wait times. This is also consistent with previous years.

Where do we go from here?

- Management team has been made aware of results and will consider all feedback.
- We continue to monitor our waitlist and will offer service to people waiting. We are calling clients on the waitlist to check in and offering single session appointments twice per year.
- We are currently engaged in a process to restructure service models to address wait times and be more efficient
- We will make results of this survey available to clients and stakeholders.