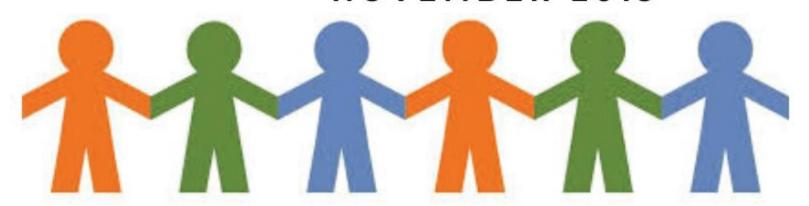# Community Partner Evaluation

NOVEMBER 2019

94% 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:

- "Wide range of services for families living in conditions of risk; friendly staff; flexible and timely service"
- "I trust that clients receive compassionate, timely and effective services to support both the youth/child as well as the family unit."
- "The level of service provided to those referred is exceptional."

94% of respondents know how to make a referral to Point in Time.

Results show that community partners are more aware of our service model with 83% aware of the quick access clinic (compared to 66% in 2017).

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

"Clients have consistently reported that their experiences with PinT have been non-judgmental, with both practical and clinical supports to help support them. Clients have faith in the staff they are working with."

"It has been a lifeline for some families in crisis."

What is PinT doing well?

- **Helpful/ coordinated programs and services**
- **Supporting families/ youth in need**
- **Working collaboratively**
- **Meeting the needs of the community**
- **Flexible service (staff, locations, hours)**
- **Committed/ helpful/ incredible staff**

"...provide services to meet the needs of families from different socioeconomic status."

"...provides prompt, quality services that are flexible, and meet the needs of the clients. They employ a family/youth centered approach, where the client is seen as the expert."

"Providing unbiased support for many individuals and families in Haliburton County, an easy referral system, quick to respond to the need for service."