

Client Experience Evaluation - 2020

Client experience surveys are sent to caregivers and youth once per year to elicit feedback on individuals' satisfaction with Point in Time services.

100% of caregivers feel they are learning things that benefit them and their child.

90% of caregivers and 100% of youth feel more hopeful about the future.

100% of youth and 95% of caregivers feel they can openly share their views and opinions with their worker.

100% of youth are satisfied with Point in Time services and feel they are better able to cope with problems.

100% of caregivers feel that they are getting the type and amount of help they need.

WHAT YOUTH LIKE ABOUT PINT:

"I like that it is confidential and easy to access at any time and how welcoming staff are."

"I can be open about my issues without judgement and I have received good help with current and past problems."

WHAT CAREGIVERS LIKE ABOUT PINT:

"Fast responses for my needs, provide good care, polite and caring, they offer us help before we even ask."

"I love how everyone is connected and it's quick to get the help needed."

CAREGIVERS WERE ASKED ABOUT THE IMPACT SERVICE IS HAVING ON THEIR FAMILY:

"Helped with communication with my child. Understand how they are feeling, how to cope."

"A positive impact on the way we react to each other in a meltdown and the tools to diffuse them before they get out of control."

YOUTH WERE ASKED ABOUT THE IMPACT SERVICE IS HAVING ON THEM:

"I have more strategies and experience with dealing with emotions/situations. I have a more clear outlook on things and I am overall happier that I've been able to take this service."

"They helped me with my anxiety I work with my family better."

