

Client Experience Evaluation - 2021

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 youth and 90% of caregivers were satisfied with services at Point in Time.

96% of caregivers report that they are learning things that will benefit them and their child.

100% of youth and caregivers were satisfied with the services they have received during the pandemic.

Caregivers indicated how the pandemic has most impacted them. The greatest impacts were: social activities, mental health/ wellbeing, and home life. Youth indicated education and mental health/ wellbeing as the areas most impacted.

WHAT YOUTH LIKE ABOUT PINT:

"The workers here at point in time have made it really really easy for me to feel comfortable and be able to open up without any pressure or judgment."

"Being able to talk about what's going on."

WHAT CAREGIVERS LIKE ABOUT PINT:

"Everyone is so nice and they don't judge they just help."

"They are only a phone call away and quickly make time to connect with us."

"The consistency, knowledge and understanding."

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

"The services I have received have been extraordinarily helpful. I always have someone in my corner to help with my child and what they need."

"They have been an excellent resource for our family in assisting with communicating with other community agencies/organizations."

DURING THE PANDEMIC WE'VE ADAPTED OUR SERVICES...

Caregivers report that they received services in the following ways (multiple answers could be selected):

- telephone (59%)
- video call (50%)
- in-person (36%)
- email (18%)
- outside visit (5%)

Youth reported 66.6% video call & 33.3% in person

