

Client Experience Evaluation - 2022

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

100% of caregivers were satisfied with accessing information and services at Point in Time.

97% of caregivers report that they are getting the amount and type of help they need.

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

Similar to last year, caregivers indicated how the pandemic has most impacted them. The greatest impacts were: social activities, home life, and mental health and well-being.

CAREGIVER EXPERIENCE WITH PINT DURING PANDEMIC

"The services provided throughout the pandemic were excellent."

"Point in Time has been amazing during the pandemic. Not only have we gotten that interaction we needed, but we've been able to keep my child up-to-date with everything he needs to know before he goes to school."

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

"Point in Time provides wonderful support for our family and helps me to navigate the resources that are available to us."

"It's giving us a resource and a safe place to discuss our challenges."

WHAT CAREGIVERS LIKE ABOUT PINT:

"Comfortable atmosphere, helpful and knowledgeable."

"Local and understand the rural context. They are pure advocates for the families they serve."

"I love how it's almost everything under one roof and if they don't offer it they'll find out who can!"

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

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

- telephone (67%)
- video call (37%)
- in-person (67%)
- email (30%)

For those that met virtually, 67% said they were easily able to connect virtually.

