

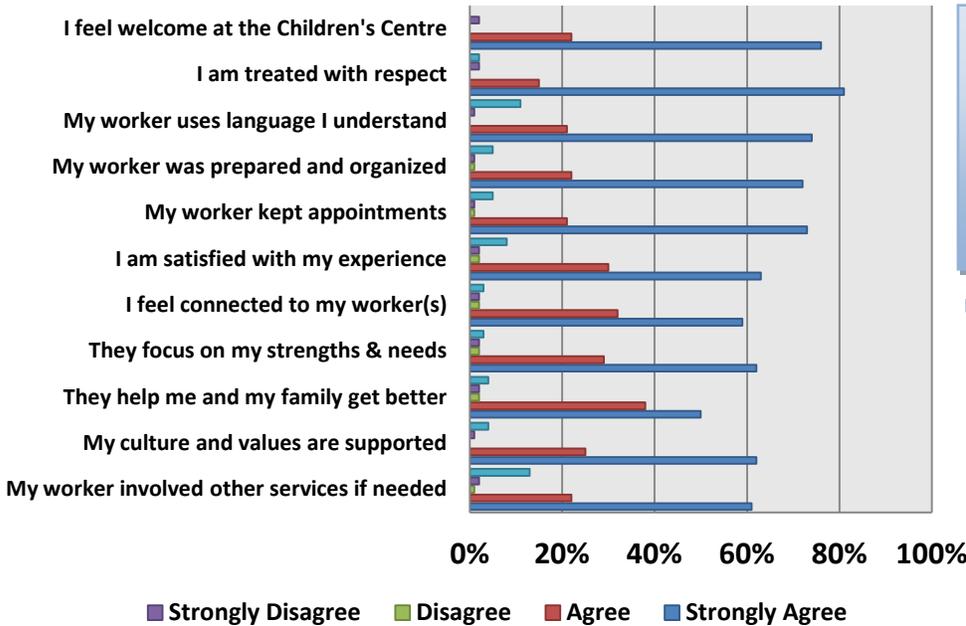
Why Do a Client Satisfaction Questionnaire?



- To identify opportunities for agency improvements
- To ensure that resources are allocated effectively
- To develop a proactive response to emerging issues
- To provide validation and feedback to clients
- To identify what clients want and need as opposed to what we think they want and need

Client feedback is vital to improving our services.

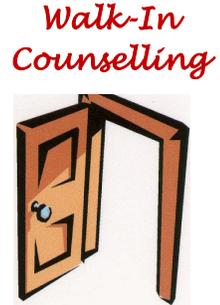
Here is what they said:



What clients like **BEST** about CCTB

- ✓ Our Amazing Staff!
- ✓ Our Excellent Services!
- ✓ Our Warm & Welcoming Environment!

The responses suggest that the majority of participants are aware of our Walk-In Clinic, however it is also suggested that a large majority has never used the services of our Walk-In Clinic



The **BARRIERS** to getting services at CCTB include:

Scheduling, Transportation, Wait Times, Travel Distance, Child Care, Illness

We CAN improve our SERVICES by:

- Expanding Services/Increasing Supports
- Continuing Doing Great Work
- Improving Accessibility
- Improving Confidentiality/Conflict of Interest
- Improving the Building/Environment



CCTB is committed to ensuring that Programs and Services are meeting the needs of its clients. As a result, we will continue to engage in a systematic review process and analysis of client feedback in order to monitor the quality of our services.

On behalf of the **Quality Assurance Committee at CCTB**, we want to thank everyone who participated in the Client Satisfaction Questionnaire - Blitz 2014