

CLIENT EXPERIENCE QUESTIONNAIRE – BLITZ 2018

Why Do a Client Experience Questionnaire?

As part of its strategic goal, CCTB is committed to ensuring that programs and services are meeting the needs of its clients. The Client Experience Questionnaire (CEQ) is an organized process to elicit and analyze valuable feedback which ultimately helps to:

- Identify opportunities for continuous improvement
- Ensure that resources are allocated effectively
- Develop a proactive response to emerging issues
- Provide validation and feedback to clients
- Understand what clients want and need as opposed to what we think they want and need

The **RESULTS** are in!
We received feedback from **361** participants!

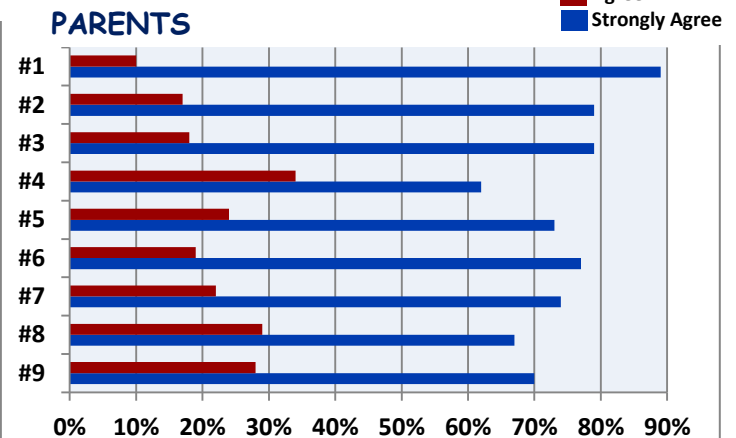
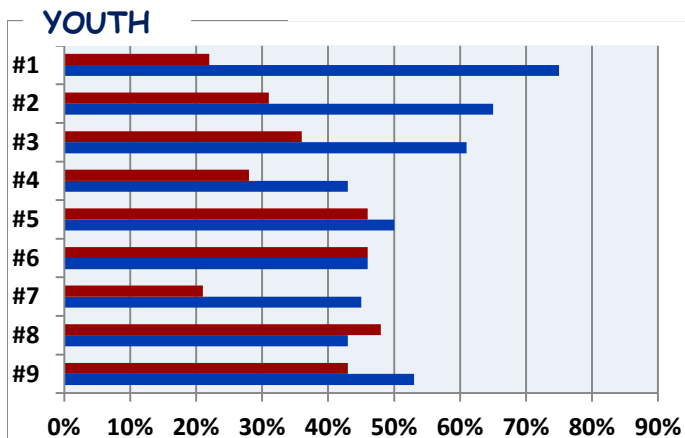
Client feedback is vital to improving our services!

Parents & Youth were asked to rate their level of agreement with these 9 KEY statements:

Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable



1. While receiving services at CCTB, I am always treated with respect.
2. CCTB embraces my culture, values & diversity.
3. I am pleased with the quality of communication I have with CCTB.
4. CCTB reminds me of my strengths.
5. The information I am provided by CCTB is easy to understand.
6. CCTB involves other professionals in my services when necessary.
7. I feel like CCTB has a partnership with me (and my family) in the services I/we receive.
8. CCTB tries to accommodate my unique needs.
9. CCTB values my point of view and offers me informed choices about the services I receive.



Barriers

The top 3 **BARRIERS & CHALLENGES** to getting services at CCTB include:

Youth: Personal Schedule/Commitments, Hours of Operation, Transportation

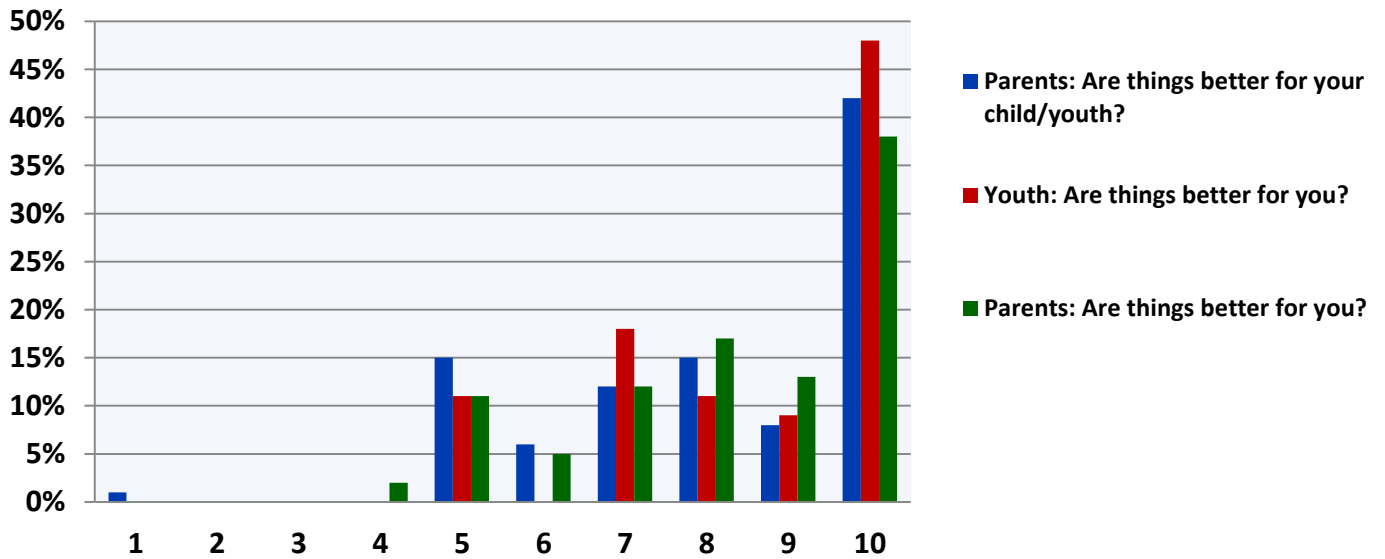
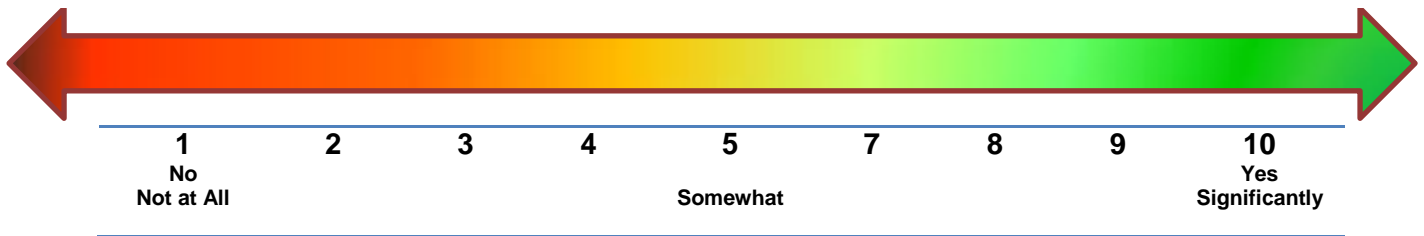
Parents: Wait List, Work Schedule, Personal Schedule/Commitments

Participants said we CAN improve our SERVICES by:

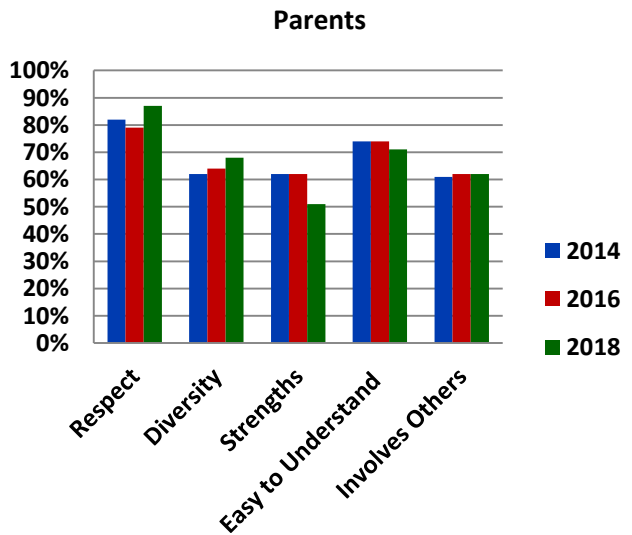
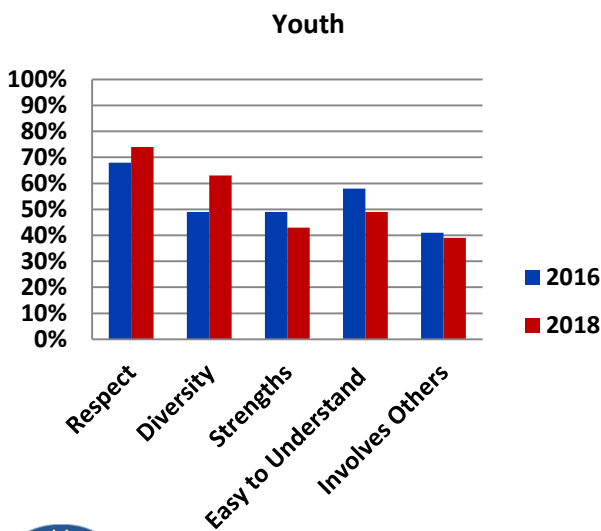
- ✓ Improving Wait Times
- ✓ Improving Accessibility and Flexibility
- ✓ Improving Communication
- ✓ Expanding/Enhancing Services
- ✓ Continuing with our Strengths



Parents & Youth were asked to use a rating scale to describe whether things have gotten better for them or their children/youth since receiving services at CCTB on



Some comparisons... For a Rating of *Strongly Agree*



On behalf of the **Quality Assurance Sub-Committee at CCTB**, we want to thank everyone who participated in the Client Experience Questionnaire - Blitz 2018

A full report of the CEQ 2018 is also available which provides a comprehensive analysis of results