Client Satisfaction Questionnaire 2016

NEXT STEPS

On November 3, 2016, a work group which was formed out of the Quality Assurance Committee reviewed the results of the CSQ. Together, work group members (including: C. Childs, L. Mickelburgh, L. Joubert, D. Curtis, C. Sereda, F. Schmidt and D. Niemi) discussed the findings in the report. The themes and trends are summarized below.

Areas of Focus	Comments
Intake and Wait Times for Service	- Entry to service and wait times was highlighted as a significant issue of concern throughout the report - Some improvements are underway: - Intake Screening hours have expanded "While You Wait Program" is to be implemented in Jan. 2017; to help families feel supported while they remain on wait lists - Are there other ways to improve the intake process and wait times? - We should talk to clients for more ideas 55% of adult survey participants have 0-6 year old children receiving services - Are waitlists longer in this age range? - Does this mean we need more resources in this age group?
Youth	- Most youth reported that they were in crisis when they called CCTB - There are concerns that youth do not feel that they were responded to a timely manner - Should there be elevated status for youth when they call CCTB recognizing that this is difficult for them and if we don't engage them right away, we may lose them? - We should have a differential response to youth - Provide transportation, bus passes - Do more outreach/advertising of CCTB (Choices, schools, malls etc.) - Provide on-line options for youth to initiate referral and intake process (e-counselling) - Offer choices and options of services for youth - Provide CMHA business cards (for crisis services) - We should look for opportunities to get youth voice in other ways (University, College, High Schools etc.); who may not have used services CCTB but would have wanted to
Walk-In Counselling Program	- Many clients appear to be unaware of the Walk-In program - How do we raise awareness and get information out there? - Of the clients who know about the Walk-In program, there is reluctance to use it; reasons are not clearly understood - Were these clients on the waitlist? - Some clients may not want to tell their story over again but there may be therapeutic value in doing so - One client indicated that they attended the Walk-In 2 minutes late and were turned away; are the expectations and hours clear to clients? - Should Walk-In hours be more available? (e.g. Saturdays) - Is it a deterrent for CCTB clients on the waitlist to attend at TBCC? - Notices for child-minding could be posted on the digital screen in the reception area to increase awareness of this for Walk-In

Areas of Focus	Comments
Transportation and Child Minding	- CCTB used to have driver; is this an option? - Child minding is limited to Wednesdays (2X per month); is it being fully utilized? - Should there be more flexibility in availability (not just Wednesdays) - It might be useful to offer child minding for all Parent Education Sessions - Notices for child-minding could be posted on the digital screen in the reception area to increase awareness
Other CCTB Services	- Some clients suggested that they did not get the service they actually wanted; are clients feeling restricted? - Expectations of clients; can we do a better job of clarifying expectations, problem identification; letting families know we can't fix all problems

PLANNING FOR NEXT CSQ

It was noted that there are some components of the CSQ that should be enhanced next time:

Program Specific Data
- Tailor questions to specific program areas
- Distinguish responses within specific program areas

Electronic Survey
- Offer electronic surveys on tablets
    - This will input data automatically and may prevent errors (there were noted errors in e-mail addresses etc. when inputted later from hand written copies)

Input from Parents/Youth
- Test out the CSQ first with clients before conducting them (ease of use, language, interpretation of questions etc.)
- Is there a better time of year to conduct surveys? (i.e. October)

Benchmarks
- Set benchmarks at the outset and summarize data accordingly
    - Red (problem area) <80%
    - Yellow (ok) 80-90%
    - Green (great) >90%

Identified Areas of Concern
- Gather information about areas of concern identified in previous surveys to see if they've improved
- Ask for further information before we assume the solution (e.g. "if transportation was offered, would you use it?)