

# Client Experience Questionnaire Blitz

## October 23-31, 2023

### Summary Report

November 27, 2023

Developed by the CQI Group and Management Leadership Team

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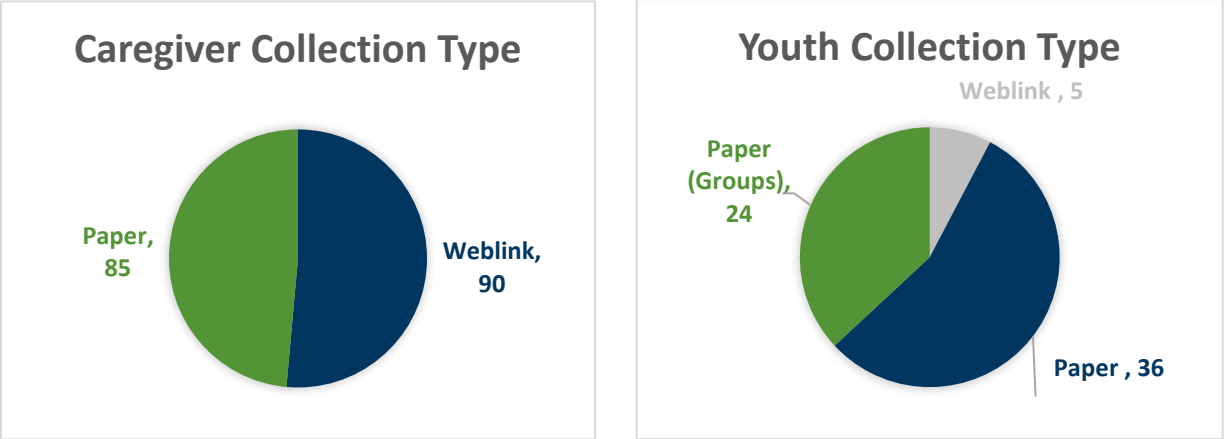
## Background

In October 2023, Children’s Centre Thunder Bay (CCTB) engaged in an agency wide blitz to better understand the experience of youth and caregivers that access CCTB services. As such a Client Experience Questionnaire (CEQ) was developed. Feedback for the individual questions was obtained from youth, caregivers, internal committees, and leadership at CCTB. The end result was seventeen 4-point Likert questions (1=Strongly Disagree, 4=Strongly Agree) that addressed the six key indicators (appendix A) as well as two open ended questions. As is consistent with previous CEQ blitzes a threshold of 3.20 was established.

The blitz consisted of two collection methods. The first was utilizing a weblink that was sent via e-mail to all caregivers and youth (over the age of 12) who were accessing services at CCTB between October 23 and October 31, 2023. The second collection method consisted of the distribution of paper copies of the survey. Paper copies were offered to all youth (over the age of 12) and caregivers who entered the 283 Lisgar office building. Further, paper copies were provided to all clients in the Live-In-Treatment Program, Day Treatment Programs and Youth Groups (OM and the Other 10%)<sup>1</sup>. In total 240 CEQ’s were returned<sup>2</sup> (175 caregivers & 65 youth).

The following report will provide a description of response rates, age of children/youth, program affiliation, mean scores, subjective responses, and recommendations.

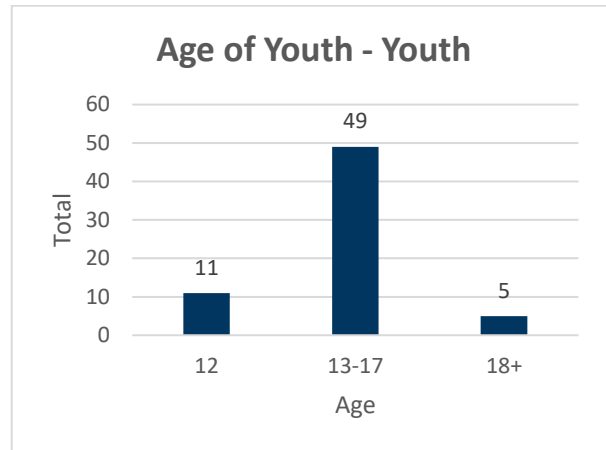
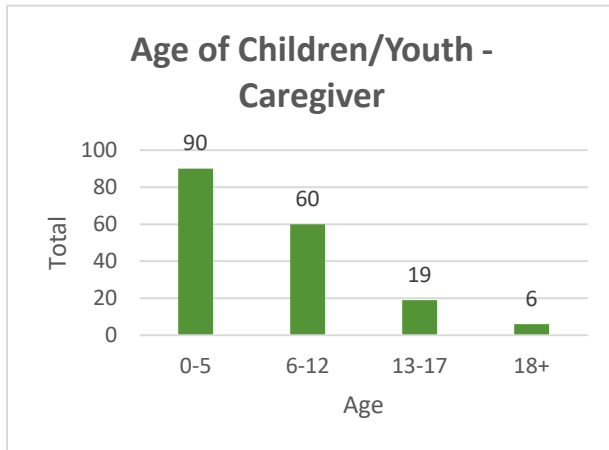
## Response Rate



<sup>1</sup> A separate CEQ was provided to Child Care Programs as they are considered clients of the Child Care Support Services Program. As these CEQ’s are different compared to the Youth and Caregiver CEQ’s they will not be included within this report.

<sup>2</sup> Note – CEQ’s were that were returned after October 31<sup>st</sup>, are not included in this report, but will be in future reports.

## Age of Children/Youth



## Program Identification

Program - Caregiver	#
Pre-School Speech and Language	56
Mental Health Counselling	45
Child Care Support Services	11
Occupational Therapy	11
Behavioural Consultation Services	11
Supervised Access	9
Day Treatment	6
Fetal Alcohol Spectrum Disorder (FASD)	6
Parenting Groups/Programs	5
Infant Child Development	5
Other	13
Total	175

Program - Youth	#
Mental Health Counselling	32
OM	12
Other 10%	12
Supervised Access	4
Other	5
Total	65

## Discussion

Overall, the response rate (240) for the CEQ blitz was consistent with past blitzes. Further the Pre-School Speech and Language as well as the Mental Health Counselling programs comprised of half of the caregiver responses. This is consistent with the amount of client's served as they would be considered the two larger programs at the Centre. Further, Mental Health Counselling comprised of half of the youth responses. Again, this is consistent as this program serves the largest amount of youth at the Centre.

In terms of collection method there was a similar split between using the web link and paper copies for the Caregiver CEQ's. This is in stark contrast to the youth responses, with only 5 completing the CEQ using the weblink while the remaining 60 utilized a paper copy.

Of interest, Behavioral Consultation Services was identified as one of the main program's caregivers were engaged with. What makes this interesting, is that at the time of the Blitz there were no workers providing services within this program.

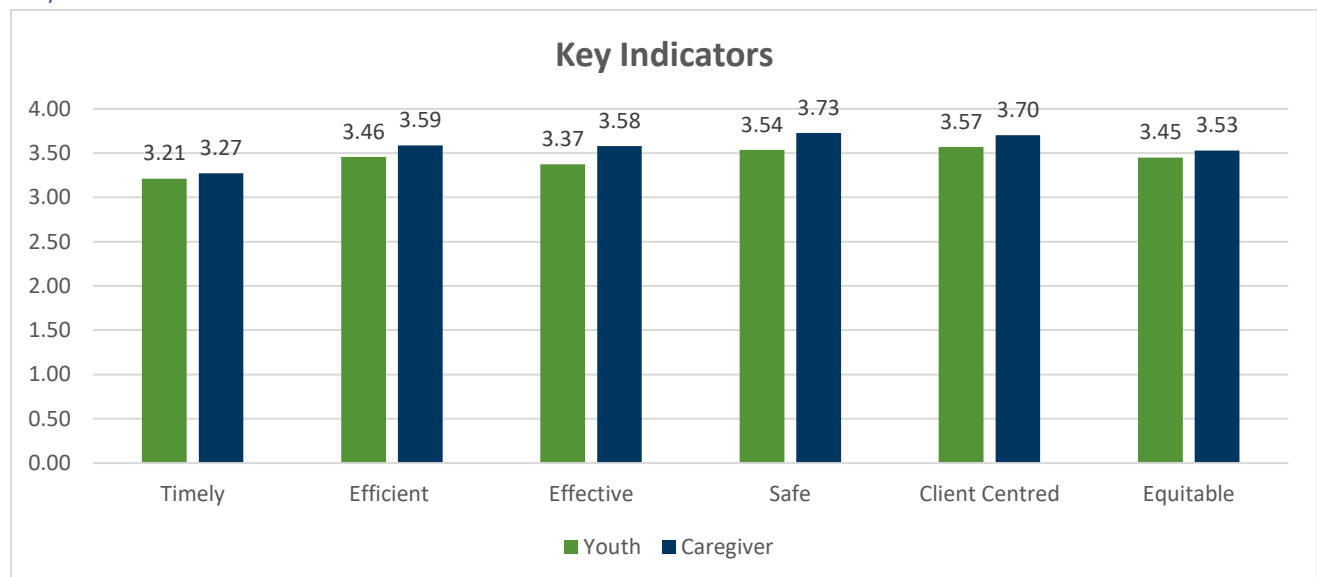
## CEQ Questions

### Individual Questions

The following table provides average score for each question. Appendix B and C provides a count of response for each question.

Questions	Youth	Caregiver
The wait time for service was reasonable.	3.23	3.26
After my first contact with a worker, I was aware of how long I [my youth/child] would need to wait before I started services.	3.19	3.29
When interacting with staff, my time in services was spent well.	3.47	3.59
Services were provided at a time of the day that was convenient for me.	3.44	3.58
The services I received helped me [my child/youth] address my [the] identified goals.	3.23	3.48
The services provided at CCTB are of high quality.	3.47	3.60
I would recommend services at CCTB to a friend.	3.42	3.66
I felt physically safe in the setting where I received services.	3.56	3.75
I felt emotionally safe while receiving services through CCTB.	3.52	3.70
Staff treated me with respect.	3.73	3.77
Staff supported me in working on the goals that were important to me.	3.48	3.67
Staff valued my ideas and opinions.	3.49	3.66
I felt a sense of belonging while accessing services at CCTB (e.g., I saw myself in the people, space and the way service are delivered).	3.37	3.51
Staff understood my unique identity during services (e.g., religion, language, ethnic background, gender identity, race).	3.45	3.54
Staff incorporated my identity into the services I received at CCTB.	3.50	3.47
Services were provided at a location that was convenient for me.	3.38	3.56
Staff accommodated my individual needs (i.e., mobility, learning, transportation, hearing, vision, etc.) during services.	3.55	3.56

### Key Indicators



## Discussion

Key take aways from the average rating for each question and indicators are as follows:

- Youth and caregivers are experiencing the 6 key quality indicators positively, with each indicator scoring above the established threshold of 3.20.
- Caregivers scored higher on each individual question, except for one; “Staff incorporated my identity into the services I received at CCTB.”
- The highest rated question for both caregivers and youth were “Staff treated me with respect”.
- The highest rated indicator for youth was Client Centred, while the highest rated indicator for caregivers was Safe.
- The indicator with the lowest average score for both caregivers and youth was Timely.
- The two questions that had the largest discrepancy between youth responses and caregiver responses (I would recommend CCTB services to a friend and, The services I received helped me [my child] address my [the] identified goals) were both questions specific to Effectiveness.

## Open Ended Comments

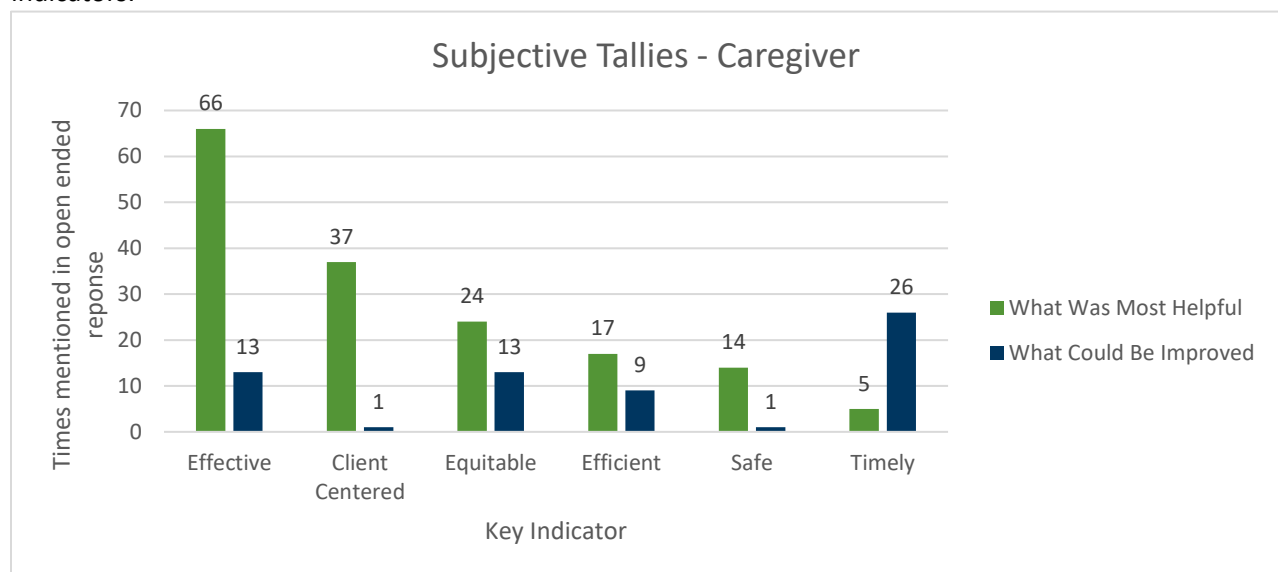
In addition to the seventeen Likert questions, there were two open ended questions that asked the following:

- Please let us know what you found most helpful in your service experience with us:
- Please let us know what we could do to improve our services:

Responses from these questions were grouped based on which key indicators they related to the most<sup>3</sup>.

### Open Ended Responses- Caregivers

The following graphs depict the number of comments from Caregivers that pertained to the key indicators.



<sup>3</sup> Note: Some comments pertained to multiple indicators and as such some comments were assigned multiple indicators.

**Effective** –Comments that related to Effective often spoke about the high quality of services that are provided at CCTB and the impact this had on the family and/or child. Further, caregivers made comments about multiple aspects of services, including, tips, tools, strategies and suggestions that the caregiver could implement with their youth/child. Further, caregivers often spoke about the importance of the worker supporting them to navigate and advocate within the service system. Comments that related to Effective included:

*“It's always really great to speak to someone with experience that can offer advice on parenting and listen to our struggles and concerns.”*

*“Learning skills to help my son cope/identify his emotional zones, and bring them into home and school”*

*“It has been helpful to have someone talk to me about my child's developments, and things I don't notice. Also to provide valuable tips for how I can help my child at home.”*

In terms of comments that discussed where services could be improved, they primarily touched on the length and amount of sessions provided at the Centre. Further, a number of comments also touched on increasing the amount of education provided to caregivers. This could be in the form of more courses, classes, and/or a library of materials that caregivers could access. Add they wanted more

**Client Centred** – The majority of comments that focused on Client Centered discussed personalizing treatment and/or communication for the individual client and/or family. The one comment on how client centeredness could be improved, was specific to communication, and ensuring better communication between both parents. Further multiple comments reflected on the importance of including the family in the goal planning, and how important that is. Some comments that spoke specifically to the key indicator of Client Centred were:

*“Good communication on achieving goals”*

*“They listened to what I had to say about why I needed the services which I appreciated”*

*“The staff are very accommodating and professional. They treat the client and their family with Respect”*

**Equitable** – The majority of the comments that pertained to equitable services, spoke primarily about the workers ability to be flexible and accommodate the various needs of the families/caregivers. Often caregivers spoke about the impact of workers seeing children in the school or childcare setting. Further, there was also a number of responses that remarked on the importance of being flexible with days and times that were convenient for the family. Comments that illustrated this were:

*“I greatly appreciated the flexibility of appointment dates/ times so that my daughter did not have to miss school.”*

*“Being so accommodating in the sessions for my son, meeting him at school rather than in office”*

*“Having a resource consultant who attends the daycare and help the staff best meet the needs of your children is amazing.”*

Interesting, there was a substantial theme associated with the centre having longer hours. The theme of longer hours was present in 70% (9/13) of the comments that were coded as relating to equitable services. Example of these comments include:

*“extended hours on one day or so to accommodate after hours”*

*“Provide flex time options for staff to meet with parents that extend beyond 9AM-5PM hours of operation. The existing service delivery creates barriers for parents who are working and unable to attend appointments for their children. In addition, home visits could be another option if transportation is not available for appointments.”*

*“Expand hours... Difficult to take time off work”*

**Efficient** – Comments that pertained to Efficiency were primarily focused on the coordination of CCTB services and connecting families with outside resources. Additionally, multiple comments touched on how communication and collaborative goal setting supported the efficient services for their child/youth/family. Some comments that speak to efficiency are:

*“Helped in coordinating 3rd party appointment in CCTB setting”*

*“Having someone to help coordinate services has honestly been the biggest help ever. I have so much on my plate and so much to juggle in my daily life that that really helped a lot.”*

In terms of areas of improvement specific to Efficient, they were primarily focused around efficiencies specific to booking of appointments. Suggestions such as booking with reception, sending reminder e-mails, or phone calls were all present. Further there were a few comments that spoke specifically around difficulties connecting with clinicians (i.e. leaving messages back and forth).

**Timely** – This key indicator was the one area where the area of improvement outnumbered what was most helpful. When Timely was discussed in the helpful question, caregivers spoke about how quickly their child/youth received services and did not have to wait long. Conversely, when caregivers identified timely in the improvement section, they frequently spoke about shortening wait times. Additionally, it is important to note, that when a comment was made about shortening the wait time, it was often followed up by a statement of understanding. Examples of timely responses include:

*“I think a 6 month wait for an initial appointment was a little long though I do understand only so much can be done in a day.”*

*“Wait times but I understand there is a high need for services”*

*“I wish there was more funding so the wait list wasn't 9 months.”*

**Safe** – Comments that were specific to the key indicator of Safe, primarily focused on CCTB being an emotionally safe environment by being welcoming and accommodating. There were several comments that related to the centre being physically safe, and were specific to one program at the Centre (Supervised Access Program). Conversely there was one comment in the what could be helpful question, that touched on some of the rooms being small, which can make it uncomfortable for shy children. Comments that related to Safety included:

*“Friendly staff and a positive environment for me and [Client]”*

*“Provides a safe place for visitations to occur and provides a place for in person visits when chosen to do so.”*

## Discussion

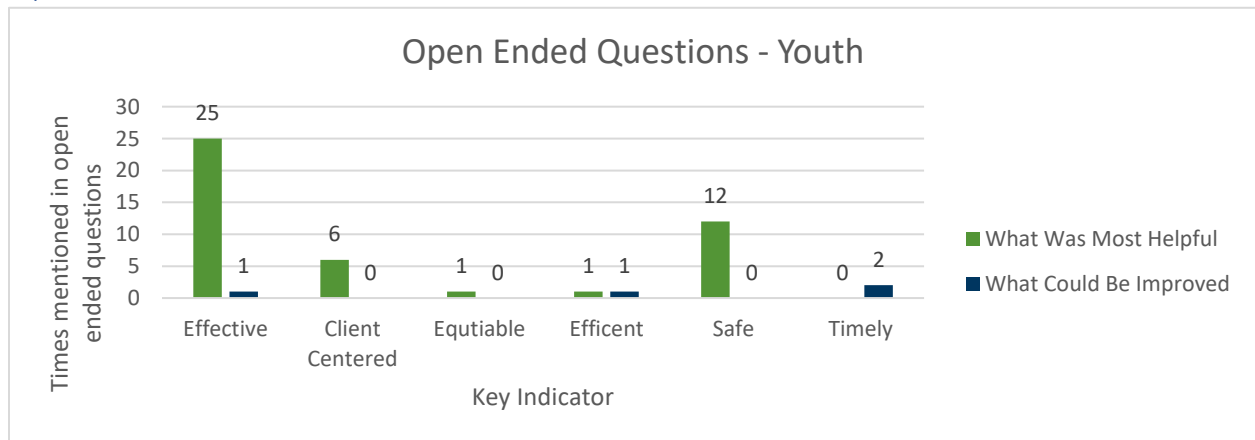
Overall, caregivers provided positive comments specific to the key indicators. Often comments were made that were specific to the highly skilled and knowledgeable workers that caregivers engaged with. Caregivers found value in many interactions and roles that their workers played, which included the work they do during treatment sessions, suggestions on how to support their child/youth at home, advocating within the system, ensuring appropriate referrals, and supporting the coordination of appointments within and outside of CCTB.

Additionally, there were many comments made specific to tailoring services to meet the needs of the youth/child as well as the caregiver. Not only did caregivers discuss the importance of tailoring treatment, but they also spoke about the importance of personalizing communication to meet their individual needs. Further, caregivers frequently spoke about the importance of being flexible with when and where they received services.

When discussing how services could be improved, two key themes emerged. The first is the length and timing of sessions. Multiple comments spoke about hoping to receive more or longer sessions. Additionally, numerous comments spoke about expanding appointments beyond “typical” hours (i.e., 9-5), and or working with families/children/youth within the community. Conversely, there were many comments made about how valuable it was to receive services at locations and/or times that were convenient for families.

The second theme that emerged was specific to the waitlist. Interestingly, this comment was often paired with a statement of understanding as to why the waitlist existed. There was a general acknowledgement that CCTB services many families, and there are barriers (i.e., funding, lack of staffing, mandates) that cause the waitlist to be longer than what caregivers were hoping for.

## Open ended Questions- Youth



It is important to note that the most frequent response about what could be improved was actually a positive response. For example, often youth reported nothing, or there is nothing to improve, or everything is perfect. In total there were 15 comments that provided a positive statement in the what can be improved question.



**Effective** – Similar to the caregiver open ended questions, the key indicator that showed up the most was Effective. Two major themes emerged specific to Effective. The first was the positive impact of treatment on the youth. The second was the process of the intervention, and more specifically, the interpersonal relationships between the youth and the worker. The one comment where this key indicator could be improved, centered around the make up of a particular group. Comments that discussed this key indicator included:

*“Our family is way better!!!!!!!!!!!!!!!!!!!!!!”*

*“No longer want to kill myself :)”*

*“Found that you guys are very helpful for problem solving and helping with my problems.”*

**Client Centred** – The comments that spoke directly to Client Centredness discussed how workers at CCTB understood, respected and listened to the youth. Comments that touched on Client Centred included:

*“The way they opened up to my ideas”*

*“I think the most helpful part of this service is that the councillor is very kind and supportive, and is understanding when talking about things.”*

*“being able to be myself”*

**Equitable** – The one comment that discussed Equitable was specific to the worker being flexible in order to meet the unique needs of the youth. The specific comment was:

*“What I found the most helpful was that whenever I needed to talk to someone whenever, weather its on the phone or in person”*

**Efficient** – Efficient was identified in one comment about what was helpful, and one comment about how it could be improved. Reaching out and connecting with a teacher was considered beneficial and helped make services more efficient. Conversely, a comment was provided in the what could be helpful question indicating the phone was not answered when a youth called.

**Safe** – Similar to caregivers, the responses that related to Safe often spoke about how the workers at CCTB made the youth feel when they were here. Often youth spoke about feeling comfortable while here because workers were welcoming of them. The following comments speak to this concept of feeling safe, because of the way workers connected with the youth:

*“I felt comfortable and safe while talking”*

*“It was a safe environment for people to talk to someone”*

*“Seeing my mommy and the workers make me feel safe while visiting. Especially in this part of town. The workers are really nice and respectful and always there for us when me and my family need things. So my answer would be the workers are helpful.”*

*“The workers were welcoming and made our visits comfortable and safe.”*

**Timely** – Unlike the other key indicators, there were no comments that touched on Timely in the helpful questions. Conversely there were two comments regarding increasing the speed in which youth receive services.

## Discussion

Based on the comments provided in the open-ended questions, youth believe that their participation in services at CCTB are helping them. Many comments spoke about the connection that youth make with their workers, and how beneficial this is. Frequently youth indicated that not only did the worker help them, but they felt safe, welcomed, supported, and respected while they were receiving services at CCTB.

There were very few comments provided by youth about how services could be improved. As such, it is difficult to draw themes based on these responses about how services could be improved based on this question.

## Recommendations

It is important to note that overall, the results from the CEQ demonstrated a high level of satisfaction from caregivers and youth regarding the services they receive at CCTB. All quality indicators were above the established threshold, and the comments in the open-ended questions were in large part positive. The results from this CEQ would indicate that staff at CCTB are providing services for youth, children, caregivers and families in a way that is client centred, equitable, efficient, effective, and timely in an environment that youth and caregivers find safe.

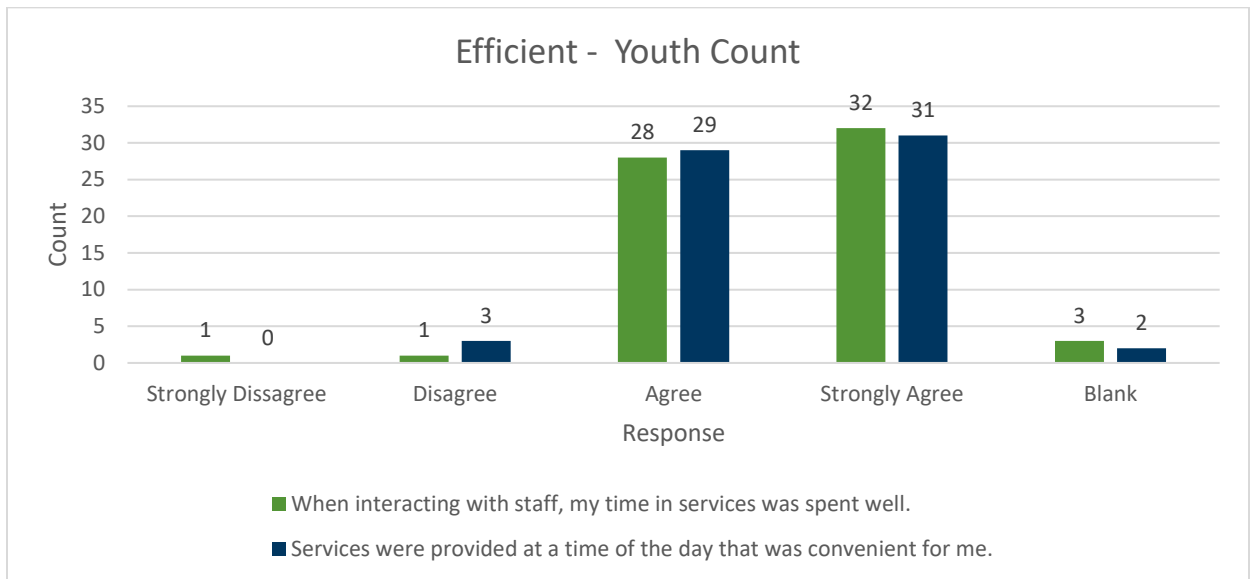
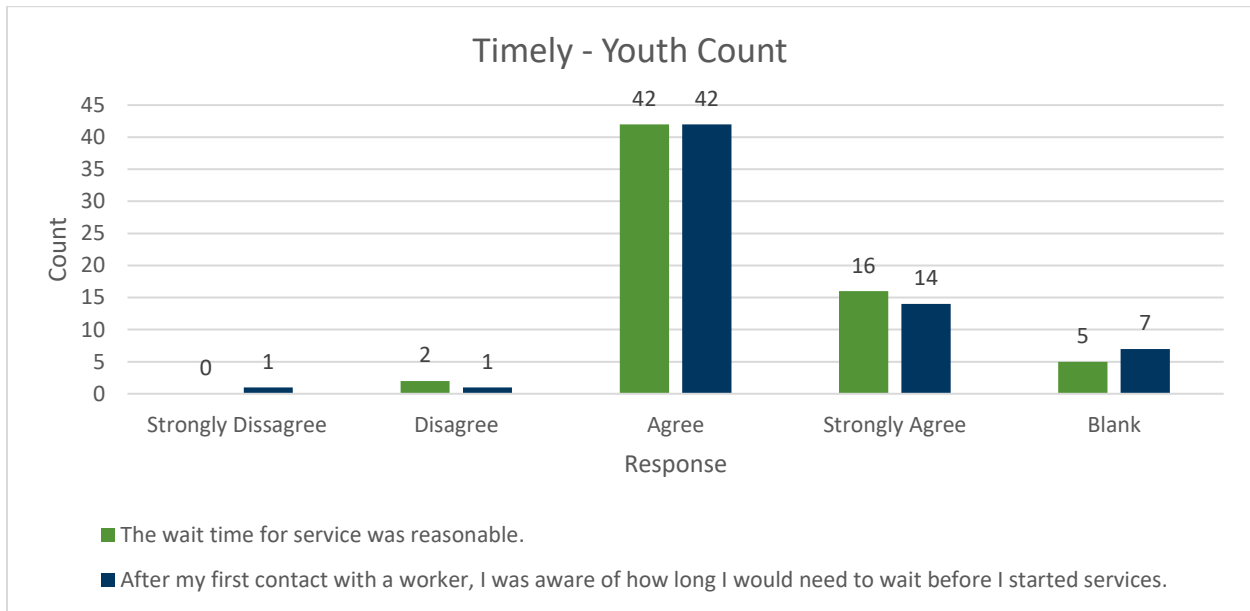
Although the results from this report are highly positive, the following recommendations have been developed by the Management Team at CCTB in order to continue to improve services and meet the needs of the clients CCTB serves.

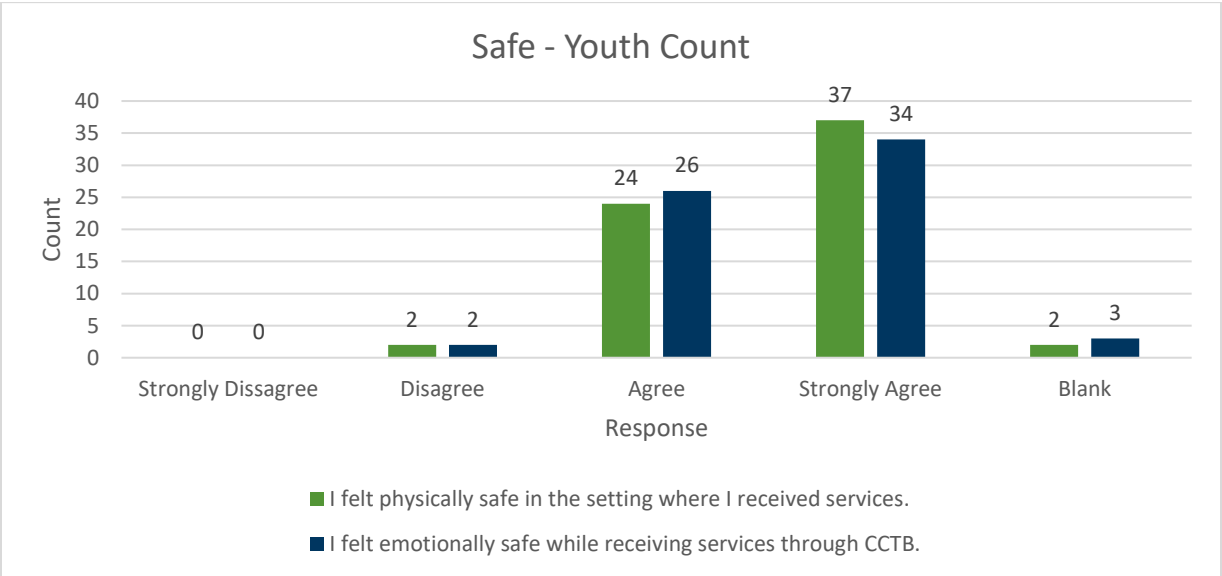
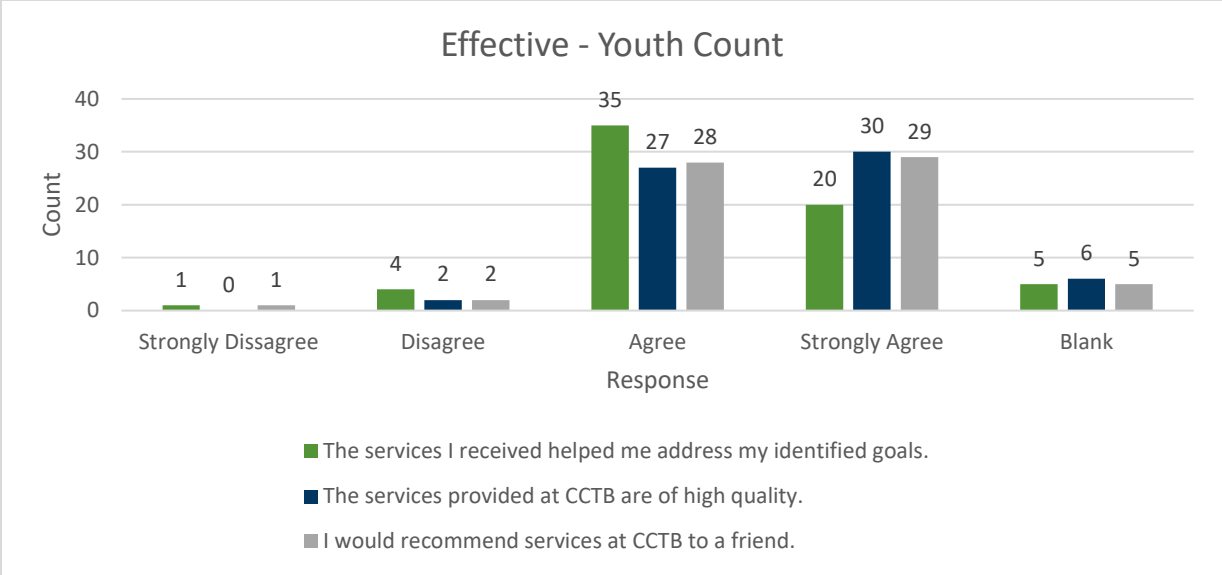
1. One of the consistent pieces of feedback in the caregiver CEQ was specific to extending the hours beyond the typical 9:00-5:00 workday. At present CCTB offers extended office hours (8:30-7:30) on Tuesdays, Wednesdays, and Thursdays. Better understanding how and when extended hours are being accessed, would be of value. Doing so would help to remove barriers and further support caregivers and families to access services.
2. The waitlist was discussed in a variety of open-ended comments. As each program at CCTB maintains and manages their own waitlist, it would be important to understand what programs these comments relate to. Thus, filtering the waitlist responses from the CEQ based on individual programs and combining that with other data, would be helpful in understanding this concern more holistically and where additional resources should/can be allocated.
3. Similar to the above recommendation, understanding the results from the CEQ as they pertain to individual programs would be beneficial to better understand trends. This should be shared with Managers and Directors of relevant programs. Further, incorporating the program specific information in future Program Evaluations will be advantageous.
4. Another CEQ Blitz should occur in the spring of 2024. The information from that Blitz should be included with the current data and shared with relevant parties.

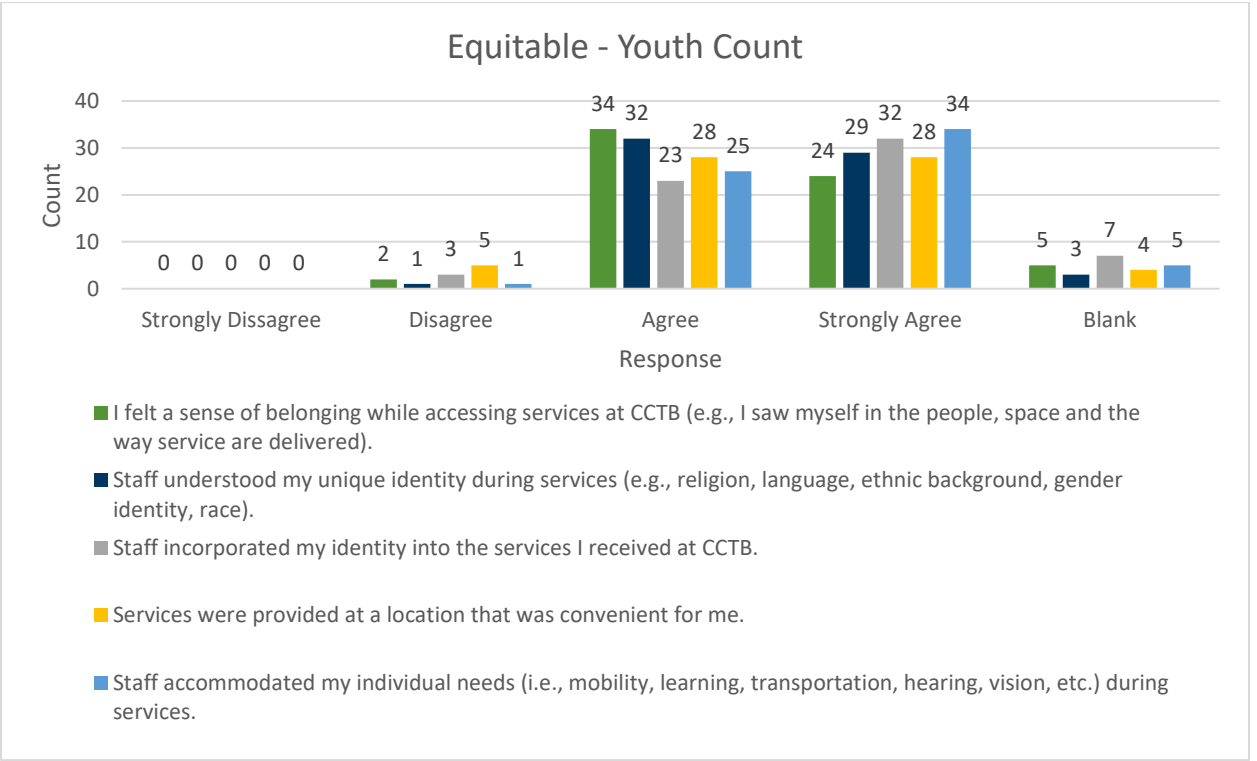
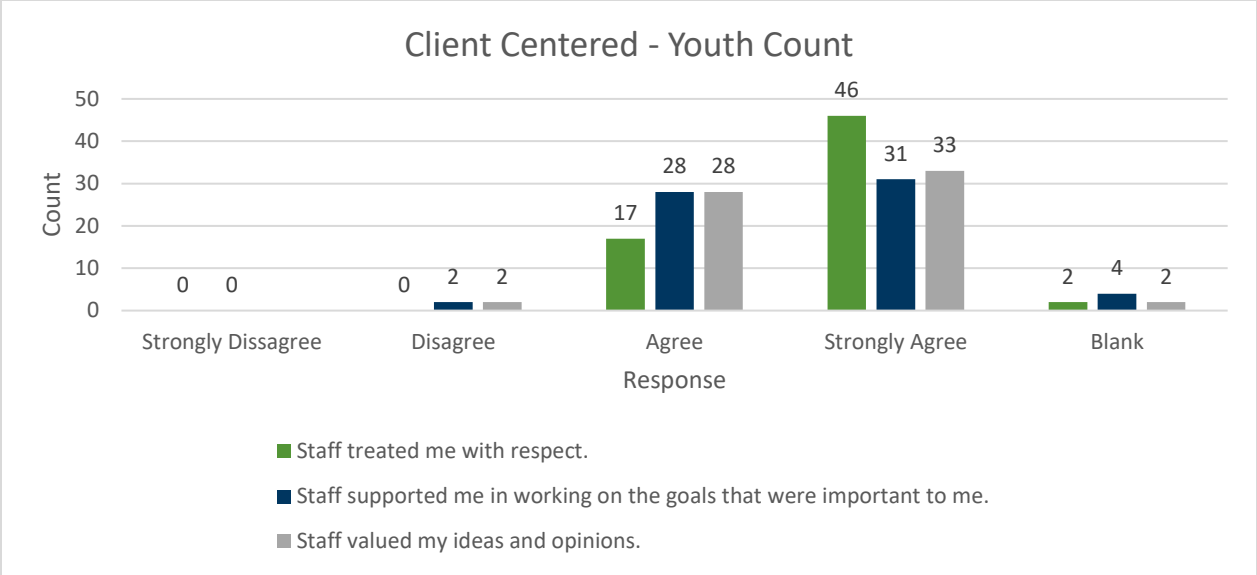
## Appendix A – Key Indicators and Relevant Questions

Indicator	Client Meaning	CCTB Meaning	CEQ Questions
Timely	I know how long I have to wait for services and why. The time I wait is safe and appropriate	Clients receive services in an acceptable time after the need is identified.	The wait time for service was reasonable.
			After my first contact with a worker, I was aware of how long I [my youth/child] would need to wait before I started services.
Efficient	The care I received is well coordinated and efforts are not duplicated. My time is respected.	Services are provided using all of our resources wisely, such that we minimize waste in our system.	When interacting with staff, my time in services was spent well.
			Services were provided at a time of the day that was convenient for me.
Effective	I receive the right treatment for my condition, and it contributes to improving my health.	Services are provided based on the best evidence and produces desired outcome	The services I received helped me [my child/youth] address my [the] identified goals.
			The services provided at CCTB are of high quality.
			I would recommend services at CCTB to a friend.
Safe	I will not be harmed physically or emotionally.	The service clients receive does not cause harm to the client.	I felt physically safe in the setting where I received services.
			I felt emotionally safe while receiving services through CCTB.
Client Centred	My goals and preferences are respected, and I am treated with respect and dignity.	Clients are respected, and their services reflect their goals and preferences.	Staff treated me with respect.
			Staff supported me in working on the goals that were important to me.
			Staff valued my ideas and opinions.
Equitable	No matter where I live or who I am, I can access services that benefit me. I am treated fairly in the system.	Clients receive services that are fair and appropriate regardless of who they are, what they have, or where they live.	I felt a sense of belonging while accessing services at CCTB (e.g., I saw myself in the people, space and the way service are delivered).
			Staff understood my unique identity during services (e.g., religion, language, ethnic background, gender identity, race).
			Staff incorporated my identity into the services I received at CCTB.
			Services were provided at a location that was convenient for me.
			Staff accommodated my individual needs (i.e., mobility, learning, transportation, hearing, vision, etc.) during services.

## Appendix B – Youth Count







## Appendix C – Caregiver Count

