

Client Experience Questionnaire Blitz – Spring 2024

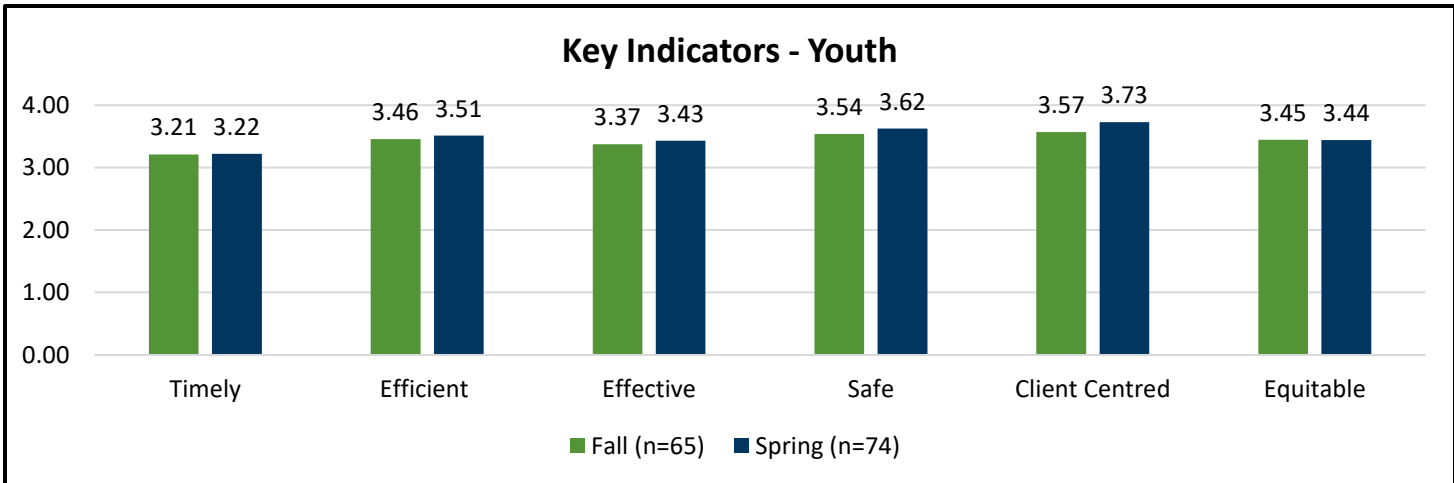
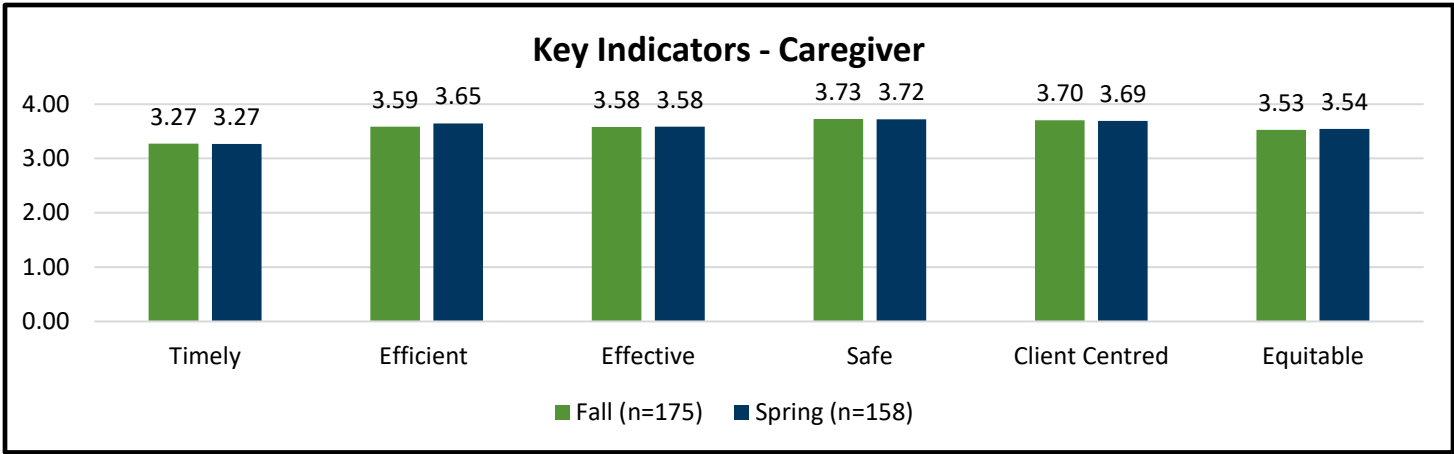
Introduction

In the spring of 2024 staff at CCTB distributed the Caregiver and Youth Client Experience Questionnaire (CEQ) to all clients accessing services. Questionnaires were distributed using either e-mails, or paper copies for those coming to the Centre for individual or group sessions. The CEQ asks specific questions about the 6 Key Indicators (Timely, Efficient, Effective, Safe, Client Centered and Equitable) that have been identified by the CCTB Board of Directors. All questions are based on a 4-point scale. As the same survey was distributed in the fall of 2023, comparisons can be made between the two time periods and as such are shown in this summary (for a summary of the results from the fall blitz click [here](#))

Caregiver	#
Pre-School Speech and Language	44
Mental Health	36
Infant Child Development	10
Child Care Support Services	9
Occupational Therapy	9
Parenting Programs	9
Coordinated Service Planning	7
Fetal Alcohol Spectrum Disorder (FASD)	7
ASD Assessment	6
Day Treatment	6
Other	15
Total	158



Youth	#
Mental Health	34
Oshkiniikidjig Miikanens Group	16
Uturn	7
Groups (Unknow type)	5
Other	12
Total	74



Question	Caregiver Fall	Caregiver Spring	Youth Fall	Youth Spring
The wait time for service was reasonable.	3.26	3.23	3.23	3.28
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.	3.29	3.31	3.19	3.15
When interacting with staff, my time in services was spent well.	3.59	3.68	3.47	3.60
Services were provided at a time of the day that was convenient for me.	3.58	3.61	3.44	3.42
The services I received helped me [my child/youth] address my [the] identified goals.	3.48	3.45	3.23	3.32
The services provided at CCTB are of high quality.	3.60	3.64	3.47	3.53
I would recommend services at CCTB to a friend.	3.66	3.66	3.42	3.44
I felt physically safe in the setting where I received services.	3.75	3.75	3.56	3.66
I felt emotionally safe while receiving services through CCTB.	3.70	3.70	3.52	3.59
Staff treated me with respect.	3.77	3.76	3.73	3.82
Staff supported me in working on the goals that were important to me.	3.67	3.66	3.48	3.69
Staff valued my ideas and opinions.	3.66	3.66	3.49	3.67
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).	3.51	3.54	3.37	3.26
Staff understood my unique identity during services (e.g., religion, language, ethnic background, gender identity, race).	3.54	3.56	3.45	3.60
Staff incorporated my identity into the services I received at CCTB.	3.47	3.48	3.50	3.42
Services were provided at a location that was convenient for me.	3.56	3.56	3.38	3.44
Staff accommodated my individual needs (i.e., mobility, learning, transportation, hearing, vision, etc.) during services.	3.56	3.57	3.55	3.50

Brief Summary

- All key indicators in the spring blitz were above the established threshold of 3.20 indicating staff are meeting the needs of youth and caregivers in regards to the 6 key indicators.
- Results of the key indicators remained similar between the fall and the spring blitz.
- Rankings of the key indicators were the same during the fall and the spring blitzes.
- The highest scored question for caregivers and youth for both the fall and spring blitz was “staff treated me with respect”. This would suggest that staff at CCTB consistently treat clients with respect

Recommendations

- Another Blitz should occur in the fall of 2024 and then again in the spring of 2025.
- The key indicator of Timely continues to be the lowest rated. Further, the question pertaining to being aware of how long the child/youth will wait before starting services, continues to be scored below the 3.20 threshold by youth. It may warrant examining how this information is communicated to/with youth moving forward.
- Results from the CEQ should be shared with all families/youth who were invited to participate in the blitz