Client Satisfaction Feedback Developmental Services Spring 2017

28 Client/families closed from active service between

December 1, 2016-March 31, 2017

19 Phone interviews completed...

Response Rate = 68%

Parents said...

It was everything we needed... Very flexible!

I helped make decisions every time."

We are blessed to have CKCS in our community.

We felt 100% supported. It's that support that keeps us going now.

My child continues to make progress. Thank you!

Families shared ideas for service improvement:

Parenting a grandchild is very different than having your own kids.



Developmental client families generally very satisfied Parents most satisfied with staff; less satisfied with wait-times

Greater collaboration with multicultural community groups for families like mine, whose first language is not English.

Courtesy and respectfulness of staff. Time of day when services were scheduled. Overall quality of the service you received. Helpfulness of the service you received. Convenience of the location where you received service Info you were given to help you understand your child.

Excellent 15 15 13 12 11 11 Ways you learned to help your child. Opportunities to help make decisions about services. 11 How long you were on the waiting list for service.

We didn't want service to end! Extend your Age Mandate beyond six years old.

