

CHIRS CLIENT SATISFACTION SURVEY 2014

What did we hear?

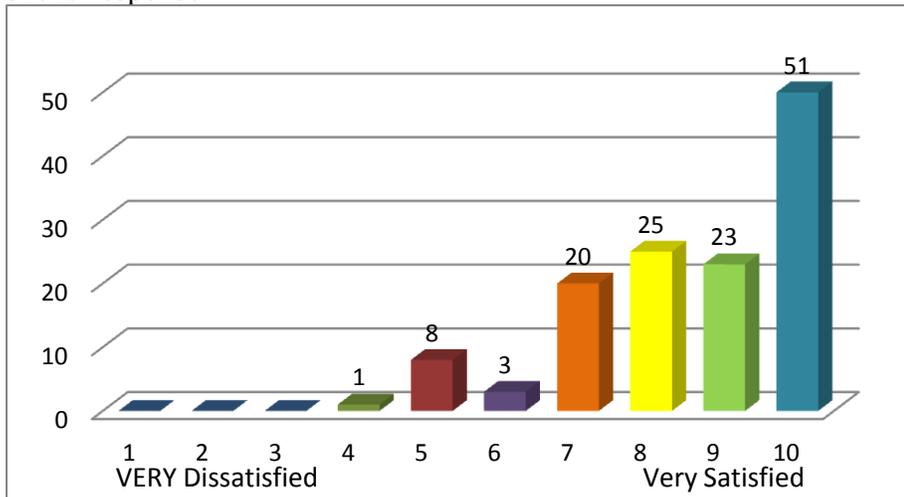
As a part of our ongoing program evaluation, CHIRS conducts regular client and family satisfaction surveys. This year, a decision was made to gather the more comprehensive information every other year and in the interim years CHIRS would administer a much abbreviated version of the survey. The purpose of the shorter survey is simply to check in with clients and families to gauge their current level of satisfaction and provide a formal opportunity for them to give feedback and suggestions.

Surveys were distributed to 182 family members/caregivers and to 200 clients (total of 382).

A total of 200 respondents completed the survey, 131 clients and 69 family members/caregivers, giving us an overall response rate of 52% (slightly down from 59% response rate last year). The rate of response among clients was 65% (down from 66% in previous survey) and 38% among family members (down from 53% in previous survey).

Overall, how would you rate the services you receive from CHIRS? 1 being VERY DISSATISFIED and 10 being VERY SATISFIED.

Client Response

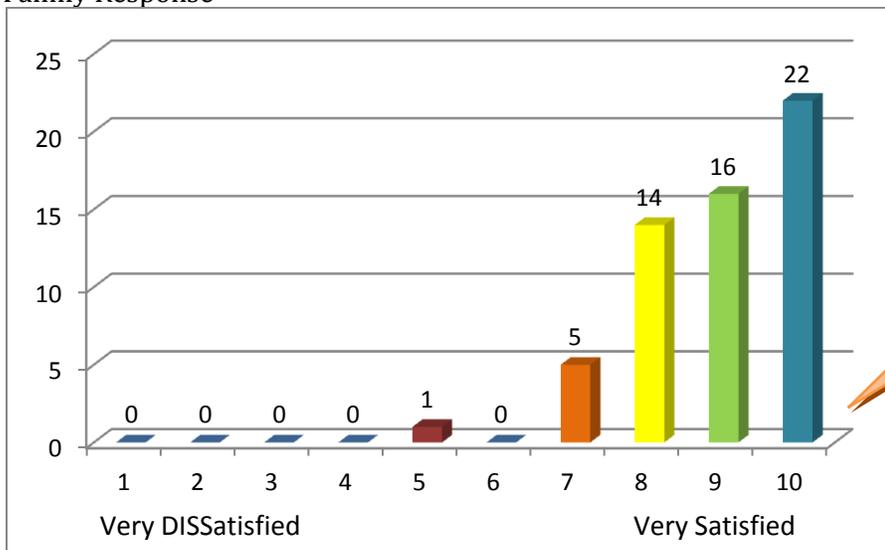


76% of clients scored their level of satisfaction as 8 or higher. Average rating was 8.54.

This compares to 80% in 2013 with an average rating of 8.46.

This year there were a higher number of people that rated their satisfaction as 10.

Family Response



90% of families scored their level of satisfaction as 8 or higher. (up from 87% in 2013) Average rating was 8.90.

This compares to 87% in 2013 with an average rating of 8.79.

2. What is the most important thing CHIRS has provided to you/ your family member? What helped the most?

Client Responses:

Notable Quote:
A safe place and a place I can be myself.

Notable Quote:
It's a wonderful place, people here are all friends and I can walk now. YAY.

Notable Quote:
Without CHIRS I don't know what I would do, Life would be less fun.

Notable Quote:
It doesn't get much better than this!

3. What can CHIRS do to improve the help you/ your family receive(s)?

Notable Quote:
CHIRS is a superb organization, without which our family's life, and the lives of other CHIRS' clients, would be enormously impoverished.

Notable Quote:
Consistent follow up, because just because I look well doesn't always mean I am well.

Notable Quote:
Nothing. Very satisfied with the unending support of all CHIRS staff over the years.

Where to from here?

The client satisfaction survey continues to illustrate that generally clients and families have a very high degree of satisfaction with CHIRS services. The average satisfaction rating on a score of 1-10 was slightly higher this year for both clients and families. Although the increase is small it is trending positively.

Response rate remained relatively high; however, there was a drop in the responses from families (14% drop). This could be due to a number of things but efforts will be made next time to improve response.

Because this survey was designed as a brief check-in and did not asking specific pointed questions in any particular area; the recommendations for improvement are fairly general. However, the results do point to areas that we can continue to work on and areas for potential growth if funding allows. Including the following:

- More 1:1 support from staff, more frequent check-ins.
- Location expansion for programs and supports East End and Central LHIN
- Extend hours of programming
- More communication from CHIRS to clients and families. We have, in the past, attempted to drill down on what this means from the families perspective, with little success. This is an area that we need to continue to consider from the perspective of the clients' and families' experiences.