

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...

We are blessed to have CKCS in our community.

It was everything we needed... Very flexible!

I helped make decisions—every time.”

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.



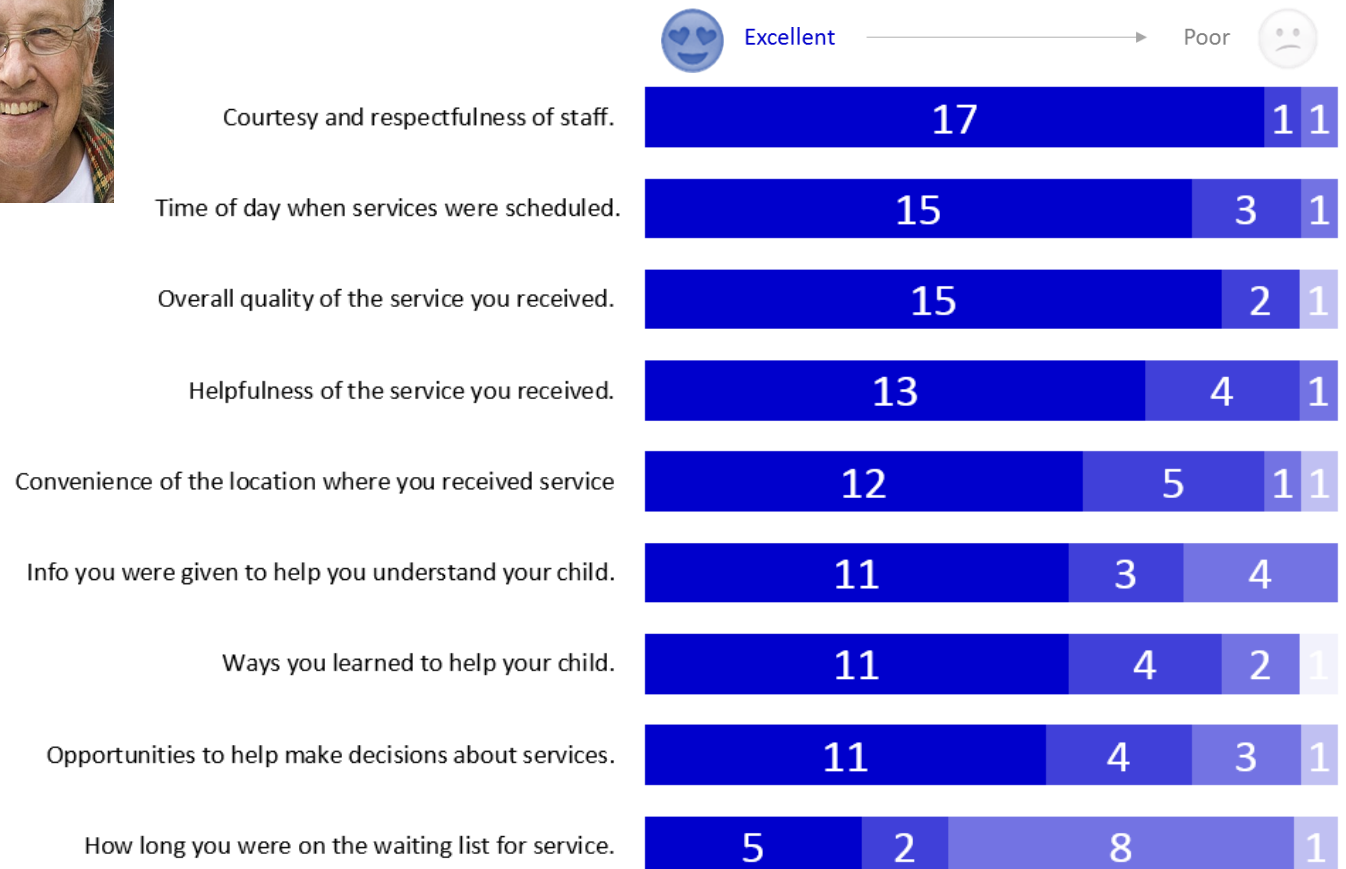
Greater collaboration with multicultural community groups for families like mine, whose first language is not English.



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



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



Real quotes—not real client photos.

Not all totals add to 19 as some parents could not answer all questions (for example, wait-times).