

2016

# Client Satisfaction Survey (CSS) Summary

## HOW SATISFIED ARE RESPONDENTS WITH CHANGING LIVES/FAMILY VIOLENCE PROGRAMS?

- **89%** of respondents would refer family and friends to FST
- **90%** of respondents were satisfied with the services at FST



### What We Looked at and Why:

- Every three years, FST distributes the CSS to evaluate service accessibility, staff communication, quality, impact, and overall client satisfaction. Clients include participants in groups.
- Clients' feedback tells us what we are doing well and what clients appreciate about our staff and services. It can also help us adapt programs to meet changing client needs or fill gaps to continue achieving excellence in the services we provide and in ensuring they are client-centered.



Programs involved: David Kelley Services, Families in Transition, Next Steps, Seniors and Caregivers Support Services, Violence Against Women, Counselling Services and Walk-In



The FST CSS was adapted from a standardized tool in 2008

Data collection took place from May 23 to June 30 2016



The survey was made available via paper copies and computer access

The survey was provided in five different languages

## RESULTS

The clients who responded to the survey appear to be demographically representative of the Changing Lives, Family Violence (CL/FV) client population at FST. Overall satisfaction with services received at FST was high, as was reported satisfaction with **accessibility**, **staff communication**, and the **perceived impact of programs and services**. Wait times is the main concern identified in client feedback. Between 2013 and 2016, dissatisfaction with this reduced by an average of 7%, which is a notable improvement in service accessibility.



**47%: CSS response rate**

**501: surveys completed**

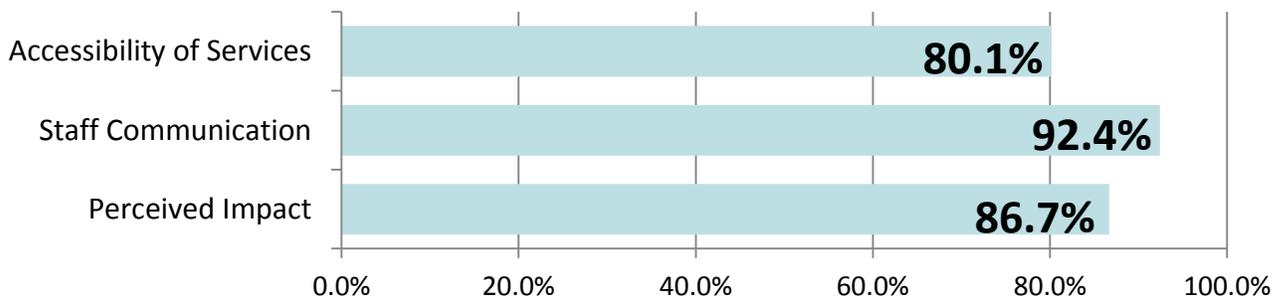
This is a summary of the full report. To view the final report and/or detailed program sub reports, contact Research and Evaluation Coordinator, Erika, at [erikaga@familyservicetoronto.org](mailto:erikaga@familyservicetoronto.org)

## CLIENT IDENTIFIED AREAS FOR IMPROVEMENT

- Increase the amount and frequency of services offered
- Shorten wait times and communicate more with waitlisted clients
- Make it easier to enter into services at FST, including referrals and administration
- Help clients navigate and access other/external services upon termination of FST involvement

## RESPONDENT SATISFACTION RATES

Percentage of satisfied CL/FV respondents



## ADDITIONAL CLIENT COMMENTS

The majority of clients provided positive feedback about their experience at FST. They commented on their **appreciation for the services and their counsellors**, how the programs and services were of **high quality** and **changed their lives for the better**. They also value the **welcoming environment**.

- "...What an amazing difference FST has made in my life. The two therapists I've had were so comforting and competent. I am so thankful for this service."
- "This is a wonderful program, thank you to all who make it possible."
- "Valuable resource that has saved my life!"