

Caregiver Survey Response Summary

FY 2018

(July 2017 - June 2018)

Outcome Measurement Statement: The Children's Advocacy Center facilitates healing for the child and the Caregivers.

Survey Statements	Caregiver Satisfaction Rate
1. My child felt safe at the center.	97.2%
4. The center staff made sure I understood the reason for my visit to the center today.	98.8%
5. When I came to the center, my child and I were greeted and received attention in a timely manner.	99.2%
6. I was given information about the various services and programs provided by the center.	98.6%
7. My questions were answered to my satisfaction.	98%
8. The process for the interview of my child at the center was clearly explained to me.	99.1%
9. I was given information about possible behaviors I might expect from my child after we leave the center today and in the days and weeks ahead.	93.9%
11. Overall, the staff members at the center were friendly and pleasant.	99.4%
12. After our visit at the center today, I feel I know what to expect with the situation facing my child and me.	95%
13. The center staff provided me with resources to support my child and respond to his or her needs in the days and weeks ahead.	98.8%
14. Center staff were courteous, respectful and helpful.	99%
15. The Center was comfortable and child friendly.	99%
16. My overall experience at the Center was excellent.	98.3%

Survey's Provided 836

Survey's Completed 363

Survey Completion Rate 43.3%

Satisfaction Rate 98.02%