

## Caregiver Survey Response Summary July 2018 – June 2019

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

Survey Statements	Caregiver Satisfaction Rate
1. I believe my child felt safe at the center.	99%
2. The center staff made sure I understood the reason for my visit to the center today.	100%
3. When I came to the center, my child and I were greeted and received attention in a timely manner.	100%
4. I was given information about the various services and programs provided by the center.	100%
5. My questions were answered to my satisfaction.	100%
6. The process for the interview of my child at the center was clearly explained to me.	100%
7. 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%
8. The staff members at the center were friendly and pleasant.	100%
9. After our visit at the center today, I feel I know what to expect with the situation facing my child and me.	94%
10. 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%
14. Center staff were courteous, respectful and helpful.	98%
15. The Center was comfortable and child friendly.	98%
16. My overall experience at the Center was excellent.	97%

**Survey’s Provided 912**

**Survey's Completed 246**

**Survey Completion Rate 27%**

**Satisfaction Rate 98%**