

## Caregiver Survey Response Summary

FY 2020

(July 1, 2019 – June 30, 2020)

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.	97.9%
2. The center staff made sure I understood the reason for my visit to the center today.	98.9%
3. When I came to the center, my child and I were greeted and received attention in a timely manner.	98.9%
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.	99.4%
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.	82.4%
8. Overall, the staff members at the center were friendly and pleasant.	99.4%
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.	97.2%
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.	96.7%

**Survey’s Provided 843**

**Survey's Completed 190**

**Survey Completion Rate 23%**

**Satisfaction Rate 97%**