



CLIENT SATISFACTION SURVEY 2023

September 25th to October 6th

N = 250

OVERALL SCORE



4.7

1. I felt safe while receiving YFC services.



4.8

2. I received the services I wanted.



4.7

3. I was treated with respect.



4.9

4. I took part in planning my services



4.7

5. My services were provided in a way I could understand.



4.7

6. My service provider asked for feedback regarding services.



4.7

7. I received my services in a timely manner.



4.7

8. I am satisfied with the services I received at YFC.



4.7

9. YFC was responsive to my culture and values.



4.8

10. My life has improved as a result of my services provided at YFC.



4.5

SAMPLE OF CLIENT AND CAREGIVER COMMENTS:

- Services have been exciting and educational. I learned a lot and had fun being with the program.
- Our worker has been the utmost kindest and most understanding person in our home. Very respectful and patient. We love her!
- Staff at YFC were all amazing! I don't know what I would have done without their support.
- The whole team has provided me with support that is unparalleled to any other program that I have been associated with.
- We appreciate all the help, support, guidance, and tools we have been given to help us achieve goals for my daughter and family. Everyone is supportive in helping our family succeed and has been very respectful to us, non-judgmental and overall amazing to us.
- Thank you for helping me improve my communication skills.