

## Caregiver Survey Response Summary

FY 2017

(July 2016 – June 2017)

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.	95%
2. My child's questions were answered to our satisfaction.	89%
4. The center staff made sure I understood the reason for my visit to the center today.	99%
5. When I came to the center, my child and I were greeted and received attention in a timely manner.	100%
6. I was given information about the various services and programs provided by the center.	99%
7. My questions were answered to my satisfaction.	99%
8. The process for the interview of my child at the center was clearly explained to me.	100%
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.	95%
11. Overall, the staff members at the center were friendly and pleasant.	100%
12. After our visit at the center today, I feel I know what to expect with the situation facing my child and me.	99%
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.	100%
14. Center staff were courteous, respectful and helpful.	100%
15. The Center was comfortable and child friendly.	100%
16. My overall experience at the Center was excellent.	99.3%

**Survey's Provided 934**

**Survey's Completed 250**

**Survey Completion Rate 26.7%**

**Satisfaction Rate 98.1%**