

2017 CLIENT EXPERIENCE SURVEY

SURVEY RESPONSE RATE



45%



KEY CHARACTERISTICS OF SURVEY PARTICIPANTS

56% were male, 39% were female,
5% did not specify

64% were 35-50 years of age

54% self-identified as White

64% self identified as heterosexual



AREAS OF EXCELLENCE

92% felt welcomed from the start

92% were assured their personal information was kept confidential

92% found staff knowledgeable and competent

92% were treated with respect by program staff

92% felt staff understood and responded to their needs and concerns



AREAS OF IMPROVEMENT

45% have a plan that will meet their needs after finishing with the program/treatment

41% of staff helped clients develop a plan for when they have finished the program/treatment

40% of staff helped clients identify where to get support after finishing the program/treatment

Percentages reflect combining the ratings of 'Agree' and 'Strongly Agree'.

OVERALL EXPERIENCE

92% would recommend this service to a friend

90% think services are of high quality

90% stated that the services helped them deal effectively with life's challenges



YOUR VOICE

'Very reliable whenever I need it. Staff is well-educated and it shows through their work.'

'Ongoing support from a qualified worker from SHIP who sees me on a regular basis.'

'I've become more stable since living here and I've quit drugs.'

'Getting education about my complex health issues and medications. Ongoing support is helpful.'

'Respectful, knowledgeable staff who were sensitive to my needs. Varied approaches to treatment that taught me new skills. Persistent dedication to wellness.'