



CLIENT SATISFACTION SURVEY 2022

September 26th to October 7th

N = 261

OVERALL SCORE



4.7

1. I have felt safe while receiving YFC services.



4.84

2. I received the services I wanted.



4.61

3. I was treated with respect.



4.83

4. I took part in planning my services



4.62

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



4.77

6. My service provider asked for feedback regarding services.



4.61

7. I received my services in a timely manner.



4.67

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



4.68

9. YFC was responsive to my culture and values.



4.81

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



4.58

SAMPLE OF CLIENT AND CAREGIVER COMMENTS:

- Youth for Change is an amazing group of people who are committed to helping youth with their needs to get on their feet the right way.
- This place has truly helped change my life for the positive!
- I love my therapist. 😊
- Our family is very happy with the services that YFC has provided.
- The staff and team that work with my nephew and I are amazing. They are welcoming and supportive. I don't know where I would be without their support and guidance.
- The program and staff have changed our lives forever! Thank you for getting us from crisis to living again!!!