

# Parents And Children Together

## Annual Report - Summary Client Satisfaction Data FY 2020

### Introduction

Client satisfaction is a key measurement of success and a driver for improvement in services for Parents And Children Together (PACT). Client satisfaction data is gathered anonymously using a standardized written survey. The surveys include demographic questions and nine questions about the quality and timeliness of services provided. The surveys are mailed or given to clients at different times during their affiliation with PACT. Responding to the satisfaction survey is voluntary. Each program has a specific process for gathering data. The agency collects client satisfaction surveys and analyzes the data at a program level. This summary report provides an overview of overall satisfaction data for the agency. Analyzing the data from different perspectives gives the agency opportunities to identify improvement possibilities from a broader perspective.

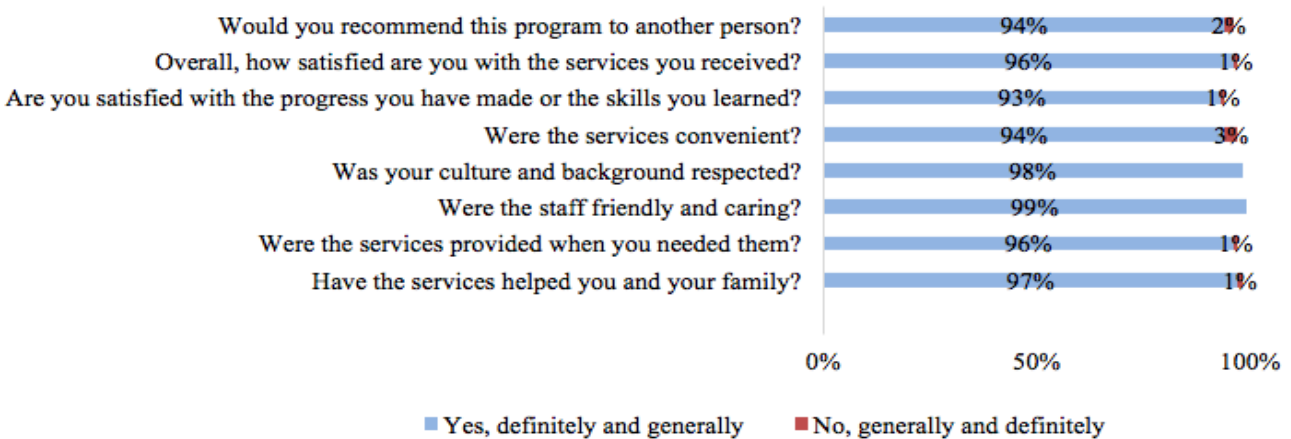
In FY 2020, PACT collected a total of **2401** client satisfaction surveys.

### Agency-wide Results

Clients rate PACT using a 4-point Likert scale from a 4 - very satisfied to a 1 - very dissatisfied. N/A indicates either no response or no opinion. PACT enjoys a very high level of client satisfaction. Overall,

- 99% of clients said that staff were friendly and caring
- 95% of clients said they were satisfied with services
- 96% of clients said services helped them
- 94% of clients said they would recommend program

### FY 2020 CSS Results



### Conclusions

PACT clients overall are satisfied with the services received and have given positive feedback. The FY 2020 results demonstrate continued client satisfaction. This is especially commendable in programs that serve mandated clients who on their own volition might not choose to avail themselves of services.