

## Performance Measurement Report - Children's - 2011/2012

<b>Total # of Respondents</b>	<b>79</b>
<b>Total # of Surveys Distributed</b>	<b>332</b>
<b>Average # of Days to Completion</b>	<b>1.39</b>
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<b>Indicator</b>	<b>Average Score</b>
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<b>Timely Response:</b>	
Service users feel their requests are responded to in a timely fashion (range 1-3).	2.8
Service users are satisfied with the length of time between first contact with the access point and the development of a support plan/interim strategy/set of recommendations (range 1-2).	2
<b>Total Average Score -Timely Response (Range 2-5)</b>	<b>4.8</b>
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<b>Ease of Access:</b>	
Service users feel that their contact with the access point helped them along the road to getting what they needed (range 1-3).	2.8
Service users feel that it was relatively easy to find out about services and how to obtain them (range 1-3).	2.7
Service users feel they didn't have to "call all around" to get the information and support they needed (range 1-2).	2
Service users feel that between the time they first contacted the access point and the time they received a support plan they didn't have to unnecessarily keep repeating "their story" (range 1-2).	1.9
<b>Total Average Score - Ease of Access (range 4-10)</b>	<b>9.5</b>
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<b>Responsiveness:</b>	
Service users feel that they received understandable information about what was being done and what was going to happen. (range 1-3)	2.9
Service users feel that they had choice during the access process (range 1-3).	2.9
Service users feel that they had a reasonable amount of control over the planning and the process (range 1-3).	2.9
Service users feel that their specific needs were understood (range 1-3).	3
Service users feel that they have meaningful and realistic support plans (range 1-3).	2.9
Service users feel that the interim supports they needed were understood (range 1-3).	2.8
Service users feel that the access system was helpful (range 1-4).	3.7
<b>Total Average Score - Responsiveness (range 7-22)</b>	<b>21.1</b>