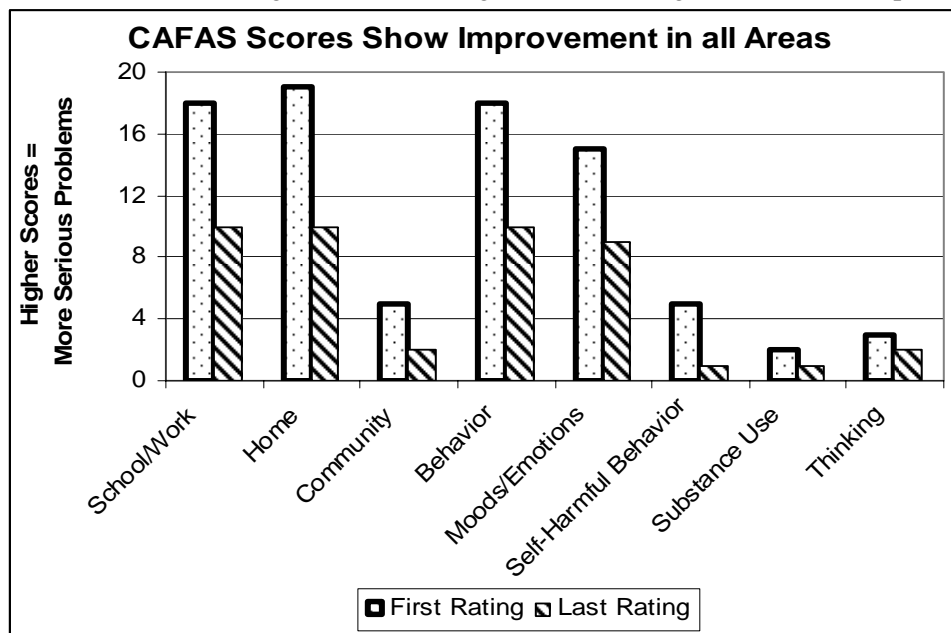


Quality of Service at Vanier – August 2006

Vanier has several ways of measuring the quality of our services. We complete standard measures at the beginning and end of treatment, and clients have the opportunity to complete a satisfaction questionnaire at the end of treatment.

The *Brief Child and Family Phone Interview* provides standardized scores regarding the problems facing our clients. It is completed at Intake to Vanier. A typical client whose parents completed this measure between September 1, 2005, and July 31, 2006, has more problems than 98 out of 100 children or youth of the same age and gender in the areas of Cooperation, Conduct, and overall Externalizing behaviour problems, as well as overall mental health. Their families had more problems than 98 out of 100 such families regarding the activities they can participate in, family comfort, and overall family situation.

The *Child and Adolescent Functional Assessment Scale (CAFAS)* provides a measure of change in the day-to-day life of our clients. It is completed by Vanier staff at the beginning and end of treatment. We have full sets of scores for 365 clients. In terms of total scores, 276 improved, 69 stayed about the same, and 20 got worse. The figure shows changes in scores in 8 specific areas.



Our *Client Satisfaction Questionnaires* typically show that clients are satisfied with the services they receive from Vanier. We received a total of 138 questionnaires this year. The only item that received more than five unfavourable answers was, “The worker gave us information about other resources that we might find helpful.” Comments included: “It is great to have someone respond promptly during crisis,” “Keep doing what you are doing to help families,” “My family went from very unstable to become more manageable and stable,” “I was able to get the exact help that I needed with my daughter,” “My experiences with everyone at Vanier has been one of warmth and compassion,” and, “I have and will most likely recommend Madame Vanier, and will no longer need your help.”

Compiled by Jeff Carter, Ph.D., C.Psych.