



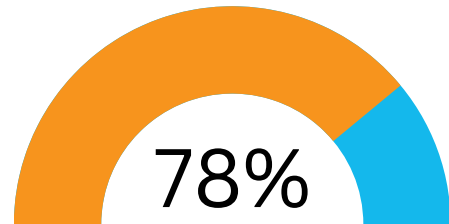
2023 Client Survey Results

Annually in April, FIREFLY sends a short survey to all clients who recieved services in the previous 12 months. Our organizational goal is that 80% or more clients respond that they "agree" or "strongly agree" with the statements below.

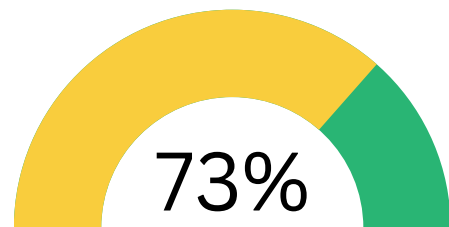


2023 Results*

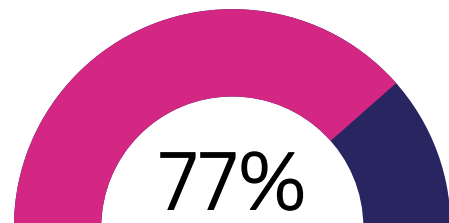
I am happy with the FIREFLY services I received.



I helped choose the FIREFLY services I received.



The services I received at FIREFLY were high quality.



*2443 surveys sent and 51 responses received. 2% response rate.



Actions to Address Concerns

You expressed concern about lack of communication if your child is receiving services in school.

- We have begun using a new online appointment reminder system and are working on internal processes for clients being seen in school to help families know when their children are being seen.
- We are also developing standards for how families will be updated (with consent).

You identified a lack of consistency with waitlist management between different services offered at FIREFLY.

- We are are developing standards for waiting clients to improve consistency across different programs.

Child and Youth Mental Health Brief service was not the right fit for your situation.

- Our Child and Youth Mental Health team is working on a LEAN project to address these service pathways and ensure clients receive the right service at the right time in the way that is right for them.