

# CLIENT-CENTRED EVALUATION

## NEEDS

### Questions

What help were clients looking for when they contacted us?

What client needs are more or less straightforward to help with? (Are some types of needs not possible for us to meet?)

Do some types of clients seem to have certain needs more than others? (If yes, which ones?)

What more could we do to improve the particular needs we offer to help with and how?

### Metrics

Types of needs (frequency) - total, by client group, program/stream/site etc

Single/multiple needs per client (primary/secondary needs)

Timeliness of services e.g., responsiveness, relevance, length

Helpfulness/usefulness of services

(Potential) gaps in services

Types of needs by client group

Suggested changes/improvements

### Methods/ Sources

Program documents/data e.g.,  
- referral forms,  
application forms, initial  
interview summaries

- participation profiles

- on complexity of needs  
and timeliness of  
services

Client interviews/surveys

Staff interviews/surveys

Stakeholder  
interviews/survey