

# CLIENT-CENTRED EVALUATION

## SERVICES

### Questions

Which services do our clients receive most often? Least often? Why is this? (What factors influence the services we provide?)

Are there any services that are "gaps" e.g., needed by clients but not offered (yet)?

Which are our most successful services? Why is this (e.g., responsive, helpful, low cost)?

What more could we do to help clients? How could we improve our services?

### Metrics

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

Gaps in services

Attributes of successful services:

- Content – what provided, format
- Timeliness - when/how often/how long
- Personalized/customized
- Staff – courteous/friendly, helpful
- Environment – safe, comfortable, convenient
- Delivery – methods (online/ in-person, one-on-one/ small group/large group)
- Cost

Satisfaction with services  
-What liked/disliked

Helpfulness/usefulness of service

Factors influencing success – client, program, external(systemic)

Suggested changes/improvements

### Methods/ Sources

Program data/ documents - on service levels, attributes, costs and feedback ratings

Staff interviews/survey

Client survey/interviews

Stakeholder interviews/ survey