

State fiscal year 2018 (July 1, 2017 – June 30, 2018)

Parent Satisfaction Survey: Seminars (N=1785)

1. Was the seminar interesting to you?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|-------|-------|-------|
| 0.2% | 0.3% | 1.0% | 2.9% | 11.9% | 22.2% | 60.7% |

2. Did the seminar provide sufficient opportunities for questions?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|
| 0.1% | 0.3% | 0.7% | 2.2% | 8.9% | 18.9% | 67.8% |

3. Did the presenter use clear examples to illustrate parenting issues?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|
| 0.1% | 0.3% | 0.4% | 3.0% | 9.5% | 19.5% | 66.4% |

4. Did the presenter provide clear explanations?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|
| 0.1% | 0.2% | 0.6% | 1.8% | 7.1% | 20.1% | 69.2% |

5. Did you gain sufficient knowledge or information to be able to implement the parenting advice you heard about?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|
| 0.1% | 0.4% | 0.5% | 2.2% | 8.2% | 22.8% | 64.8% |

6. Was the seminar helpful in gaining an understanding of what you can do to help your child learn new skills and behaviors?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|
| 0.3% | 0.4% | 0.5% | 2.3% | 9.5% | 23.5% | 62.4% |

7. Do you intend to implement the parenting advice that you received?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|
| 0.1% | 0.4% | 0.3% | 2.7% | 8.2% | 20.1% | 67.0% |

8. If you wanted more support with parenting would you come back to Triple P?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|
| 0.7% | 0.7% | 0.5% | 2.1% | 7.4% | 21.3% | 66.1% |

9. Was the parenting tip sheet you received helpful?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|
| 0.2% | 0.2% | 0.2% | 2.3% | 7.7% | 21.1% | 64.3% |

Rating scale for questions 1 - 9

No, definitely not ←————→ Yes, definitely

10. Overall how would you rate the content of the seminar?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|
| 0.1% | 0.1% | 0.3% | 2.1% | 6.2% | 17.4% | 70.4% |

Rating scale for question 10

Poor ←————→ Excellent

Client Satisfaction Questionnaire: Individual Care (N=184)

1. Did you receive the type of help you wanted from this program?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|
| 0.0% | 0.0% | 0.0% | 0.5% | 6.0% | 12.0% | 60.9% |

No, definitely not

No, not really

Yes, generally

Yes, definitely

2. To what extent has the program met your child's needs?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|-------|-------|-------|
| 0.0% | 0.0% | 0.0% | 1.1% | 12.5% | 12.5% | 53.8% |

Not at All

Somewhat

Mostly

Almost Completely

3. To what extent has the program met your needs?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|-------|-------|-------|
| 0.0% | 1.1% | 0.5% | 1.6% | 18.5% | 22.3% | 33.7% |

Not at All

Somewhat

Mostly

Almost Completely

4. How satisfied were you with the amount of help you and your child received?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|-------|-------|-------|
| 0.0% | 0.0% | 0.0% | 1.6% | 10.3% | 19.0% | 48.9% |

Very dissatisfied

Dissatisfied

Satisfied

Very Satisfied

5. Has the program helped you to deal more effectively with your child's behavior?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|
| 0.0% | 0.0% | 0.5% | 1.6% | 4.3% | 15.8% | 56.5% |

No, it made things worse

No, it hasn't helped much

Yes, it has helped somewhat

Yes, it helped a great deal

6. In an overall sense, how satisfied are you with the program you and your child received?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|-------|-------|-------|
| 0.0% | 0.0% | 0.0% | 0.0% | 10.3% | 15.8% | 53.3% |

Very dissatisfied

Dissatisfied

Satisfied

Very Satisfied

7. In your opinion, how is your child's behavior at this point?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|-------|-------|-------|
| 0.0% | 0.0% | 0.0% | 1.1% | 11.5% | 29.0% | 37.7% |

Much worse

Worse

Slightly worse

The same

barely improved

Improved

Greatly improved

8. How would you describe your feelings at this point about your child's progress?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|-------|-------|-------|
| 2.2% | 0.5% | 3.3% | 6.0% | 16.4% | 18.6% | 17.5% |

Very dissatisfied

Dissatisfied

Slightly dissatisfied

Neutral

Slightly satisfied

Satisfied

Very satisfied

9. Has the program helped you to deal more effectively with problems that arise in your family?

| | | | | | | |
|------|------|------|------|------|-------|-------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 0.5% | 0.0% | 0.0% | 1.1% | 5.4% | 17.9% | 54.3% |

No, it made things worse

No, it hasn't helped much

Yes, it has helped somewhat

Yes, it helped a great deal

10. Do you think your relationship with your partner has been improved by the program?

| | | | | | | | |
|------|------|------|------|------|-------|-------|-------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 0.0% | 0.0% | 0.0% | 0.5% | 3.8% | 11.0% | 11.0% | 49.5% |

Doesn't Apply

No, definitely not

No, not really

Yes, generally

Yes, definitely

11. Has the program helped you to develop skills that can be applied to other children in your household?

| | | | | | | | |
|------|------|------|------|------|-------|-------|-------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 0.0% | 0.0% | 0.0% | 2.2% | 1.1% | 17.4% | 10.9% | 46.7% |

Doesn't Apply

No, definitely not

No, not really

Yes, generally

Yes, definitely

12. If you were to seek help again, would you come back to Triple P?

| | | | | | | |
|------|------|------|------|-------|-------|-------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 0.0% | 0.0% | 0.0% | 6.0% | 13.6% | 33.2% | 23.9% |

No, definitely not

No, not really

Yes, generally

Yes, definitely

13. Overall, how would you rate the quality of the service you and your child received?

| | | | | | | |
|------|------|------|------|------|-------|-------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 0.6% | 0.0% | 0.0% | 7.3% | 7.3% | 31.3% | 33.0% |

Poor

Fair

Good

Excellent

14. Since the beginning of this program, have you sought further assistance for your child's behavior or for your family from any other source? If so, please describe.

| | | |
|-------|-------|---------------|
| Yes | No | Didn't Answer |
| 10.9% | 63.6% | 25.5% |

15. Have you had any other problems with your child which you feel may be related to the original difficulty?

| | | |
|------|-------|---------------|
| Yes | No | Didn't Answer |
| 2.3% | 44.8% | 52.9% |

Discussion Group Satisfaction Questionnaire (N=353)

1. Did you receive the type of help you wanted from this program?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------------------|------|----------------|------|----------------|-------|-----------------|
| 0.8% | 0.3% | 2.0% | 3.4% | 29.7% | 15.0% | 48.0% |
| No, definitely not | | No, not really | | Yes, generally | | Yes, definitely |

2. To what extent has the program met your needs?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------------------------|------|--------------------------------|------|--------------------------|-------|--------------------------------|
| 0.6% | 0.8% | 3.7% | 6.8% | 24.1% | 22.7% | 39.7% |
| No needs have been met | | Only a few needs have been met | | Most needs have been met | | Almost all needs have been met |

3. How satisfied were you with the amount of help you received?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------------------|------|--------------|------|-----------|-------|----------------|
| 0.6% | 0.3% | 0.6% | 5.1% | 23.9% | 20.2% | 48.6% |
| Quite dissatisfied | | Dissatisfied | | Satisfied | | Very Satisfied |

4. Did you gain sufficient knowledge or information to be able to implement the parenting strategies introduced?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------------------|------|----------------|------|----------------|-------|-----------------|
| 0.6% | 0.0% | 0.6% | 4.8% | 20.1% | 20.1% | 52.8% |
| No, definitely not | | No, not really | | Yes, generally | | Yes, definitely |

5. Do you intend to implement the parenting strategies introduced?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------------------|------|----------------|------|----------------|-------|-----------------|
| 0.6% | 0.6% | 0.0% | 3.7% | 21.8% | 17.3% | 55.0% |
| No, definitely not | | No, not really | | Yes, generally | | Yes, definitely |

6. Has the program helped you to develop skills that can be applied to other children in your family?

| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|----------------|--------------------|------|----------------------|------|-----------------|-------|-----------------|
| 5.7% | 0.6% | 0.6% | 0.8% | 4.0% | 18.4% | 19.5% | 50.4% |
| Not applicable | No, definitely not | | No, I don't think so | | Yes, I think so | | Yes, definitely |

7. If you were to seek help again, would you come back to Triple P?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------------------|------|----------------------|------|-----------------|-------|-----------------|
| 1.1% | 0.3% | 0.3% | 5.1% | 22.7% | 14.4% | 55.0% |
| No, definitely not | | No, I don't think so | | Yes, I think so | | Yes, definitely |

8. How satisfied were you with the content of the discussion group?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-------------------|------|--------------|------|-----------|-------|----------------|
| 0.8% | 0.0% | 0.6% | 3.7% | 27.2% | 13.9% | 49.9% |
| Very dissatisfied | | Dissatisfied | | Satisfied | | Very satisfied |

9. How satisfied were you with the format of the discussion group?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-------------------|------|--------------|------|-----------|-------|----------------|
| 0.0% | 0.0% | 1.1% | 4.8% | 23.7% | 15.3% | 49.7% |
| Very dissatisfied | | Dissatisfied | | Satisfied | | Very satisfied |

10. Overall, how would you rate the quality of the discussion group?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|-------|-------|-----------|
| 0.0% | 0.0% | 0.6% | 2.3% | 20.5% | 18.2% | 53.3% |
| Poor | | Fair | | Good | | Excellent |

Client Satisfaction Questionnaire: Standard or Groups (N=30)

1. Did you receive the type of help you wanted from this program?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------------------|------|----------------|------|----------------|-------|-----------------|
| 0.0% | 0.0% | 0.0% | 0.0% | 20.0% | 16.7% | 63.3% |
| No, definitely not | | No, not really | | Yes, generally | | Yes, definitely |

2. To what extent has the program met your child's needs?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------------|------|----------|------|--------|-------|-------------------|
| 0.0% | 0.0% | 0.0% | 0.0% | 26.7% | 16.7% | 56.7% |
| Not at All | | Somewhat | | Mostly | | Almost Completely |

3. To what extent has the program met your needs?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------------|------|----------|------|--------|-------|-------------------|
| 0.0% | 0.0% | 0.0% | 3.3% | 40.0% | 33.3% | 23.3% |
| Not at All | | Somewhat | | Mostly | | Almost Completely |

4. How satisfied were you with the amount of help you and your child received?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-------------------|------|--------------|------|-----------|-------|----------------|
| 0.0% | 0.0% | 0.0% | 3.3% | 20.0% | 36.7% | 40.0% |
| Very dissatisfied | | Dissatisfied | | Satisfied | | Very Satisfied |

5. Has the program helped you to deal more effectively with your child's behavior?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------------------------|------|---------------------------|------|-----------------------------|-------|-----------------------------|
| 0.0% | 0.0% | 0.0% | 0.0% | 23.3% | 23.3% | 53.3% |
| No, it made things worse | | No, it hasn't helped much | | Yes, it has helped somewhat | | Yes, it helped a great deal |

6. In an overall sense, how satisfied are you with the program you and your child received?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-------------------|------|--------------|------|-----------|-------|----------------|
| 0.0% | 0.0% | 0.0% | 0.0% | 20.0% | 26.7% | 53.3% |
| Very dissatisfied | | Dissatisfied | | Satisfied | | Very satisfied |

7. In your opinion, how is your child's behavior at this point?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------------|-------|----------------|----------|-----------------|----------|------------------|
| 0.0% | 0.0% | 0.0% | 0.0% | 26.7% | 26.7% | 46.7% |
| Much worse | Worse | Slightly worse | The same | barely improved | Improved | Greatly improved |

8. How would you describe your feelings at this point about your child's progress?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-------------------|--------------|-----------------------|---------|--------------------|-----------|----------------|
| 6.7% | 0.0% | 0.0% | 10.0% | 26.7% | 16.7% | 26.7% |
| Very dissatisfied | Dissatisfied | Slightly dissatisfied | Neutral | Slightly satisfied | Satisfied | Very satisfied |

9. Has the program helped you to deal more effectively with problems that arise in your family?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|-------|-------|-------|
| 0.0% | 0.0% | 0.0% | 0.0% | 13.3% | 20.0% | 66.7% |

No, it made things worse

No, it hasn't helped much

Yes, it has helped somewhat

Yes, it helped a great deal

10. Do you think your relationship with your partner has been improved by the program?

| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|-------|
| 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 16.7% | 13.3% | 66.7% |

Doesn't Apply

No, definitely not

No, not really

Yes, generally

Yes, definitely

11. Has the program helped you to develop skills that can be applied to other children in your household?

| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|------|-------|-------|-------|
| 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 26.7% | 10.0% | 60.0% |

Doesn't Apply

No, definitely not

No, not really

Yes, generally

Yes, definitely

12. If you were to seek help again, would you come back to Triple P?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|------|-------|-------|-------|
| 0.0% | 0.0% | 0.0% | 6.7% | 40.0% | 36.7% | 16.7% |

No, definitely not

No, not really

Yes, generally

Yes, definitely

13. Overall, how would you rate the quality of the service you and your child received?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------|------|------|-------|-------|-------|-------|
| 0.0% | 5.3% | 0.0% | 10.0% | 23.3% | 46.7% | 20.0% |

Poor

Fair

Good

Excellent

14. Since the beginning of this program, have you sought further assistance for your child's behavior or for your family from any other source? If so, please describe.

| Yes | No | Didn't Answer |
|-------|-------|---------------|
| 23.1% | 76.9% | 0.0% |

15. Have you had any other problems with your child which you feel may be related to the original difficulty?

| Yes | No | Didn't Answer |
|-------|-------|---------------|
| 15.8% | 78.9% | 5.3% |