

# CLINICS' CLIENT SERVICE MEASURES - 2006 REPORT

## INTRODUCTION

LAO tracks client service measures (CSMs) to demonstrate a commitment to quality and accountability for the use of public funds. In 2004-05 client service measures (CSMs) were launched with the clinics and SLASS aimed at measuring client service in the areas of client satisfaction, agency satisfaction with access, and timeliness.

The measures set out below are broadly defined. Individual clinics and SLASSs decide on the exact nature of the measures.

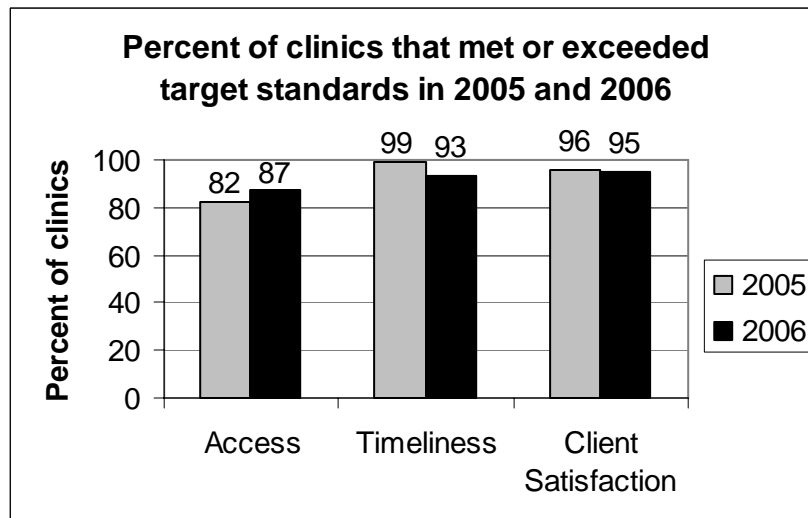
CLIENT SERVICE MEASURE	STANDARD / TARGET
1. Agency survey: clinics survey community partners annually asking about access satisfaction	Overall rating of clinic access satisfaction: satisfied or very satisfied in 80% of responses
2. Timeliness: clinics track twice a year for a one-week sample period the response time to clients from initial contact to information regarding next steps	48 hour response time in 80% of clients sampled
3. Client survey: clinics survey a minimum of 5% of clients per reporting period asking about satisfaction with clinic services	Overall rating of clinic services satisfaction: satisfied or very satisfied in 80% of responses

In addition to the quantitative data, the report captures qualitative comments provided by clinics regarding client or agency satisfaction.

## CLINIC CSM 2006 RESULTS SUMMARY

The 2006 CSM represents a significant improvement in reporting over 2005.

Of the 77 clinics that reported in 2006, 60 (78%) met or exceeded all three client service measures, 16 (21%) met or exceeded 2 measures, 1 (1%) met or exceeded 1 measure.



**Satisfaction with Access to Clinic Services** - Sixty-seven (87%) of the 77 clinics that reported results met or exceeded the accessibility measure. This is a significant increase over the 2005 figure of 82%.

**Timeliness - Response Time to Serving Clients** - Seventy-two (93%) of the reporting clinics met or exceeded the timeliness measure. This is a decline for the 2005 figure of 99%.

**Clients' Satisfaction with Clinic Services** - Seventy-three (95%) of the reporting clinics met or exceeded the client feedback measure target.

### **Qualitative Comments**

Some of the verbatim comments that clinics included in their CSM report include the following:

- "I hope this agency/clinic will be around for a very long time because it provides a very needed service for persons who don't understand the complexities of dealing with a judicial system..."
- "Your help is so very appreciated and fundamental in healing..."
- "...very helpful, good advocates", "didn't feel judged or pressured..."
- "My lawyer was exceptionally effective in solving my problem. Thank you!"
- "The lawyer handled my case most efficiently and courteously and saved me a great deal of anxiety."
- "As a working person suffering from depression and complication from medication had difficulty to even read and understand a simple document and the help I got from you filling out papers and instruction was very helpful and I thank you for your help."
- "I am very thankful for your service as I think it gives a voice and legal information to someone like me, who otherwise may not have access to legal representation."