

Social Services Consumer Feedback Requested

LACONIA: Youth and families, who are either current or prior clients of local social service agencies or organizations, are encouraged to share their thoughts in an anonymous survey conducted by the Belknap County Citizens Council on Children and Families. The Council is seeking volunteers among recipients of juvenile justice, child protection, mental health, domestic violence, substance abuse, child abuse, or court system services who are willing to offer candid feedback on their experiences.

This survey is part of a major initiative led by the Citizens Council to coordinate and improve access and outcomes across the array of services for children and families who are coping with a variety of challenges in their lives.

“Being able to hear from these folks and learn what works, and what did not, is necessary if we are to do a better job,” says Alan Robichaud, Executive Director of the Citizens Council.

Select members of the Citizens Council and its affiliates who are trained in crisis management, youth counseling, nursing, and other related skills will conduct one-on-one interviews with clients of any of these social services. According to Robichaud, all interviews will be “strictly confidential, anonymous, and conducted by phone at mutually convenient and pre-arranged times”.

The information gathered from these interviews will be summarized in a manner that excludes any specific information about agencies or clients. These summaries will then be shared with the public at a later point.

“Our goal is to know what is actually happening so that changes and improvements can be made where they are really needed,” continues Robichaud.

Anyone needing further information or those willing to participate in these confidential phone interviews should contact the Citizens Council at 527-2432.