

**Caregiver responses to “What did you appreciate the most about your experience at the Center?” from anonymous follow-up survey for First Step services:**

The staff was comforting, understanding, and let my child lead. They were non-judgmental, compassionate, and patient.

Dylan was very kind and attentive.

Making us feel welcomed and being very friendly, explaining what is going to happen at the appointment so we knew what to expect in not feeling scared

I appreciated how much everybody cared about the welfare of my daughter and I and how we were made to feel as comfortable as possible!! Thank you!!

How willing they are to help and provide for our needs as a family! Working with them was appreciated as well!

The staff was amazing! They helped us feel comfortable and answered all of our questions

They were extremely friendly

Everyone was warm and friendly and made my kids and I feel welcome and safe. Going through a trauma makes you feel judged and we didn't feel judged here.

Caring staff

Calm, peaceful environment with supportive reassuring staff.

Friendly and caring staff

The staff was friendly, warm and exceptionally caring. My child felt safe and comfortable to share her story. All parties involved (CPS & law enforcement included) were helpful and attentive to the specific needs of my child and the circumstances of our uncommon situation.

They were really great with my daughter

I appreciated how friendly, caring and professional the staff was

It was very easy going and we were treated so well, didn't feel like anyone was out to get us. Very smooth process and appreciate the help with finding a safe environment for our child to be able to express his feeling and not have to worry about saying anything wrong.

How the attentive the staff was and they were very understanding and made it easy to talk about the difficult situation

That they spoke to both me and my daughter individually and together as real people and not just to me they let my daughter know she and her thoughts and feelings mattered just as much as mine as her parent. They were very thoughtful and helpful and seemed to really care about us and not just what had happened THANKYOU VERY MUCH I GREATLY APPRECIATE YOU ALL

How caring sincere they were at the center. They made sure we were ok and taken care of.

They were understanding and listened to what you had to say. They would have provided information to me about counseling if I needed it but they already knew that we had a counselor

The staff understood the delicate situation and did not push my child to do something she wasn't ready for.

Calm atmosphere

Friendly staff lots of info about child and what to expect from her experiences

Friendly staff, very informative on explaining the process

Everyone was very kind, understanding and sympathetic.

The level of comfort and understanding that both myself and my daughter experienced.

Genuine caring professionals!