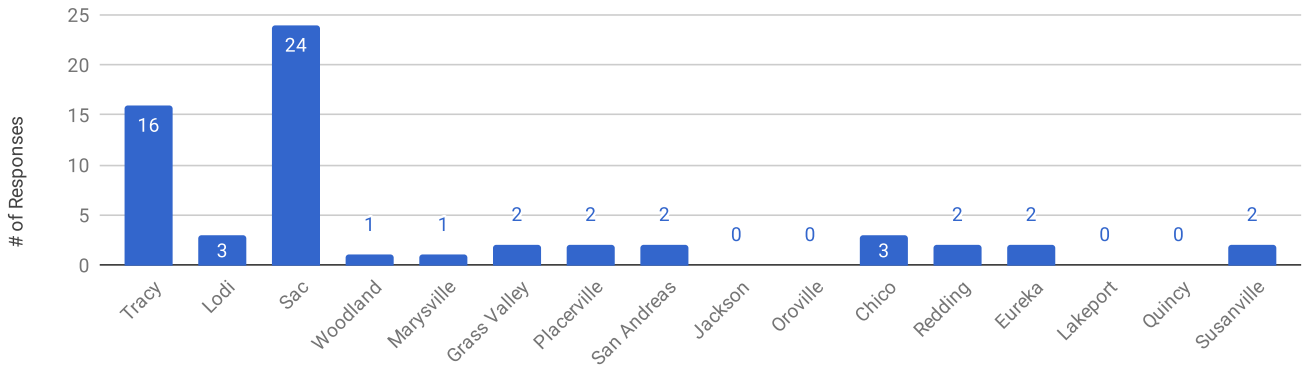


Transitional Housing Client Satisfaction Survey 2020

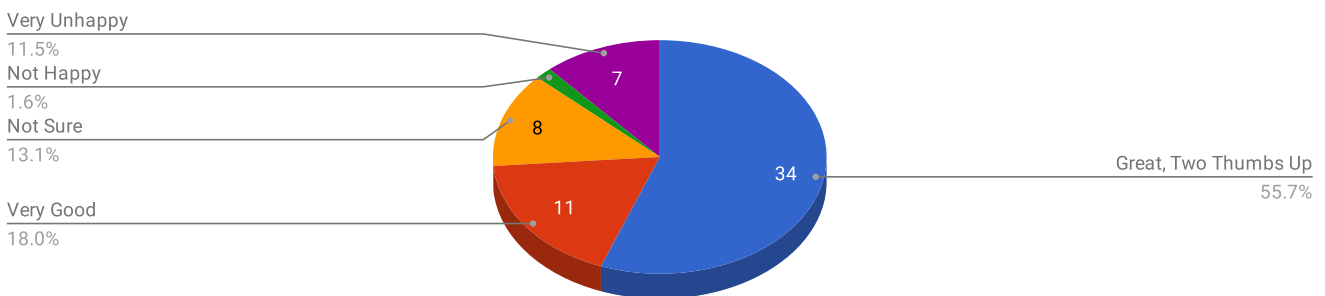


This satisfaction survey consists of twelve items, nine of which are based on a 5-point Likert scale. The survey was administered via a link texted to EA THP clients. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (n) of 61, up from 42 in 2019 (a 45.2% increase from 2019).

Q1: With which EA office do you work?

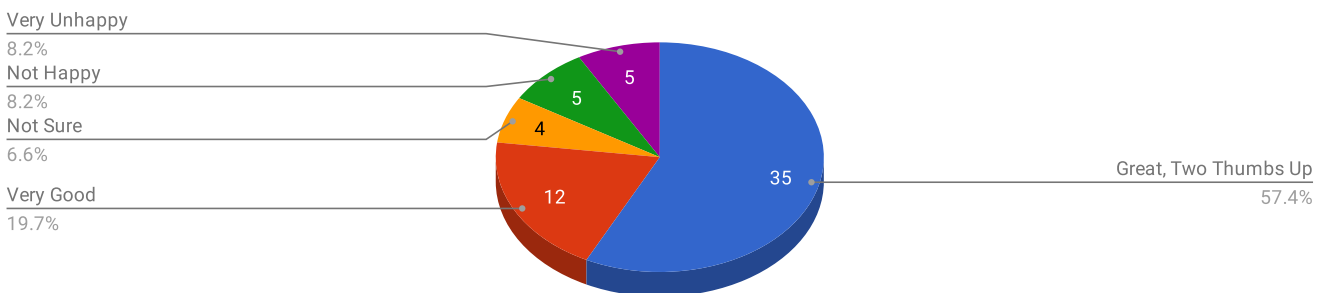


Q2: Overall, I am satisfied with the services I receive?



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	34	11	8	1	7
Item Mean	4.05				
2019 Mean	4.64				

Q3: My needs and preferences are recognized by the staff?



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	35	12	4	5	5
Item Mean	4.05				
2019 Mean	4.64				

# of Responses	35	12	4	5	5
Item Mean	4.1				
2019 Mean	4.52				

Q4: I help choose my goals?

Not Happy

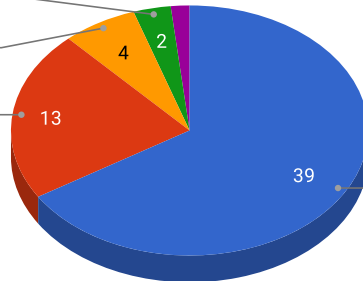
3.4%

Not Sure

6.8%

Very Good

22.0%



Great, Two Thumbs Up

66.1%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	39	13	4	2	1
Item Mean	4.47				
2019 Mean	4.76				

Q5: Staff treat me with respect?

Very Unhappy

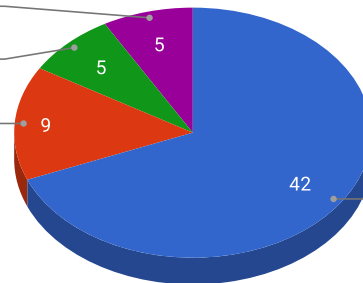
8.2%

Not Happy

8.2%

Very Good

14.8%



Great, Two Thumbs Up

68.9%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	42	9	0	5	5
Item Mean	4.28				
2019 Mean	4.76				

Q6: Staff speak with me in a way that I understand?

Very Unhappy

3.3%

Not Happy

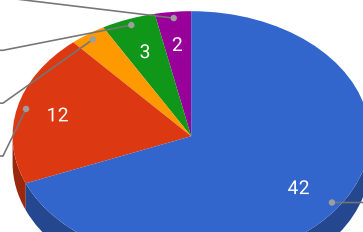
4.9%

Not Sure

3.3%

Very Good

19.7%



Great, Two Thumbs Up

68.9%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	42	12	2	3	2
Item Mean	4.46				
2019 Mean	4.76				

Q7: I can reach agency staff when needed?

Very Unhappy

8.3%

Not Happy

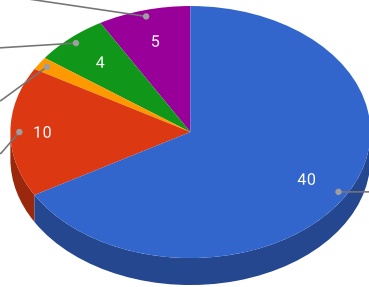
6.7%

Not Sure

1.7%

Very Good

16.7%



Great, Two Thumbs Up
66.7%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	40	10	1	4	5
Item Mean	4.27				
2019 Mean	4.57				

Q8: I feel staff has helped me learn life skills?

Very Unhappy

11.5%

Not Happy

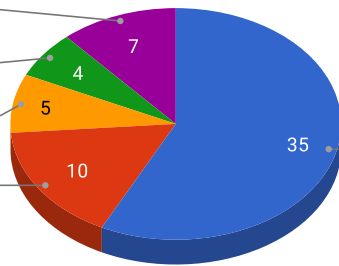
6.6%

Not Sure

8.2%

Very Good

16.4%



Great, Two Thumbs Up
57.4%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	35	10	5	4	7
Item Mean	4.02				
2019 Mean	4.48				

Q9: I feel my cultural concerns and preferences are respected by EA (race, spirituality,

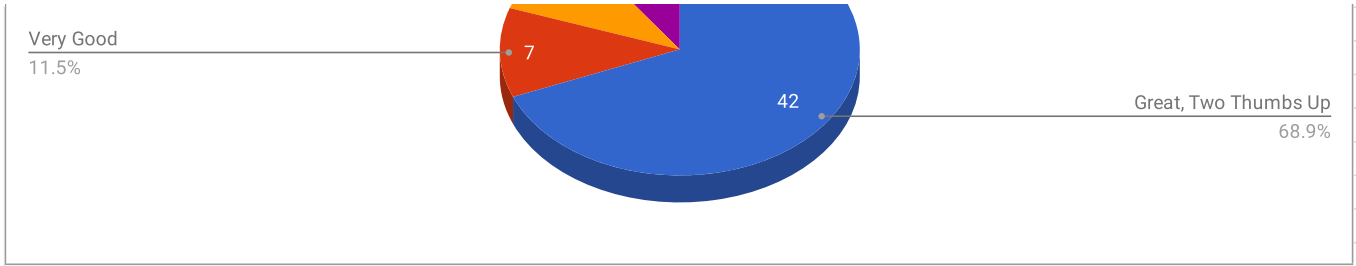
Very Unhappy

9.8%

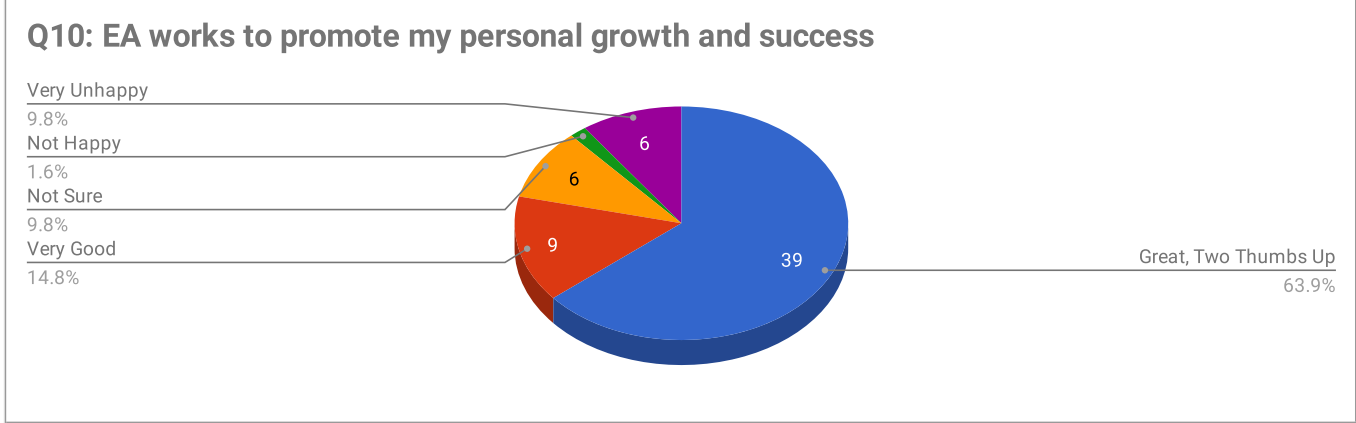
Not Sure

9.8%



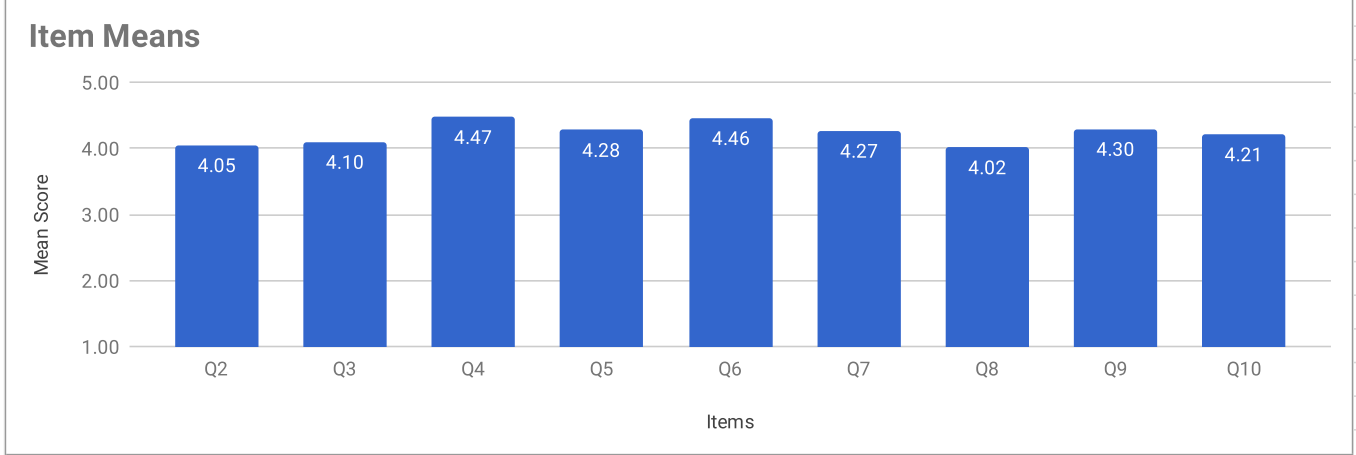


	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	42	7	6	0	6
Item Mean	4.3				
2019 Mean	4.76				

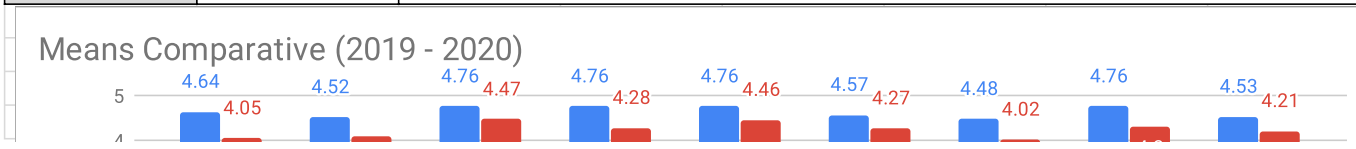


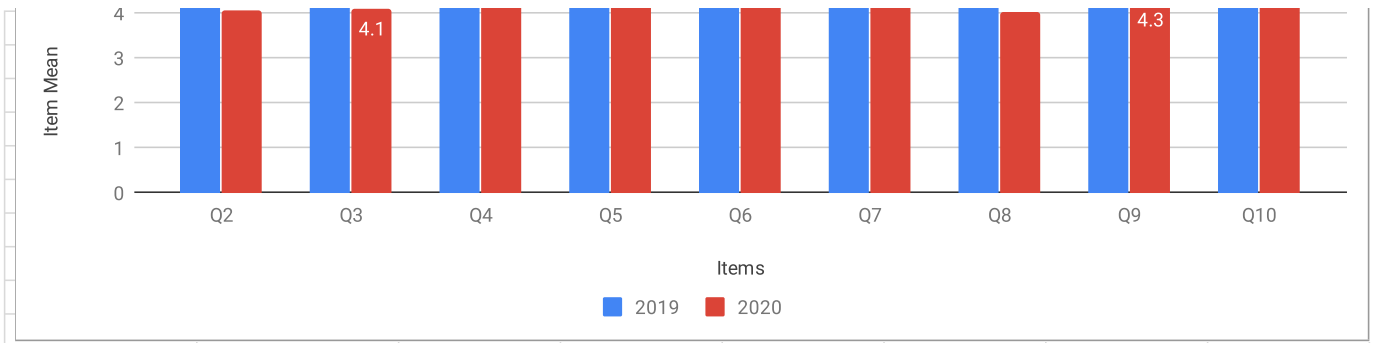
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	39	9	6	1	6
Item Mean	4.21				
2019 Mean	4.53				

Means



Highest Item Mean	4.47	I help choose my goals? (2019 - 3-way tie: I help choose my goals? Staff treat me with respect? I feel my cultural concerns and preferences are respected by EA?)
Lowest Item Mean	4.02	I feel staff has helped me learn life skills? (same in 2019)





Greatest positive change	N/A	There was no positive change from scores in 2019 to 2020.
Greatest negative change	-0.59	Q2: Overall, I am satisfied with the services I receive?