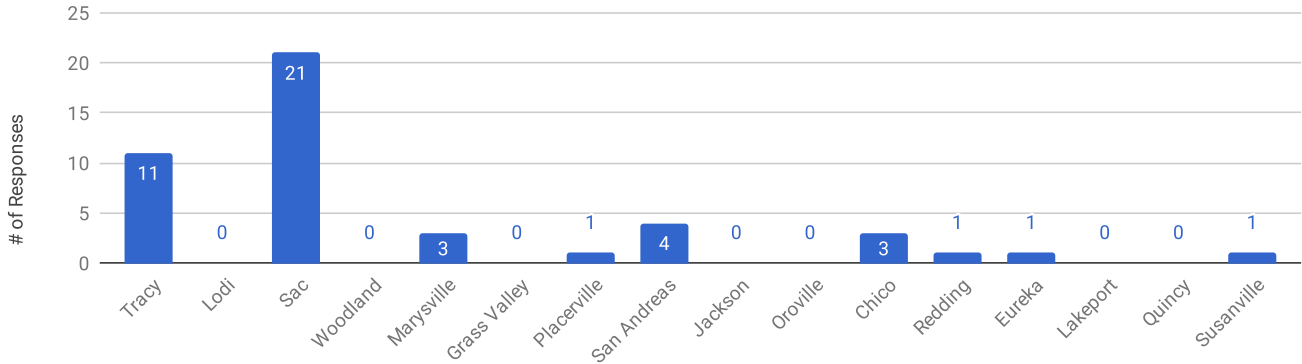


Transitional Housing Client Satisfaction Survey 2021

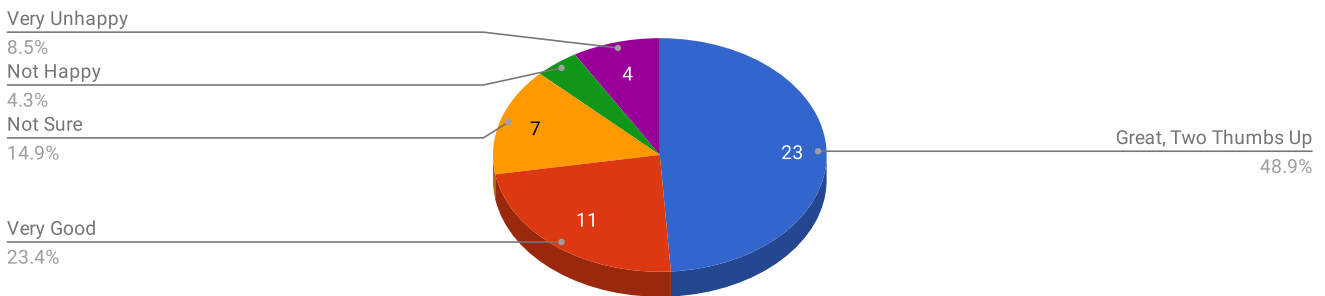


This satisfaction survey consists of twelve items, nine of which are based on a 5-point Likert scale. The survey was administered via a link texted to EA THP clients. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (n) of 47, down from 61 in 2020 (a 23% decrease).

Q1: With which EA office do you work?

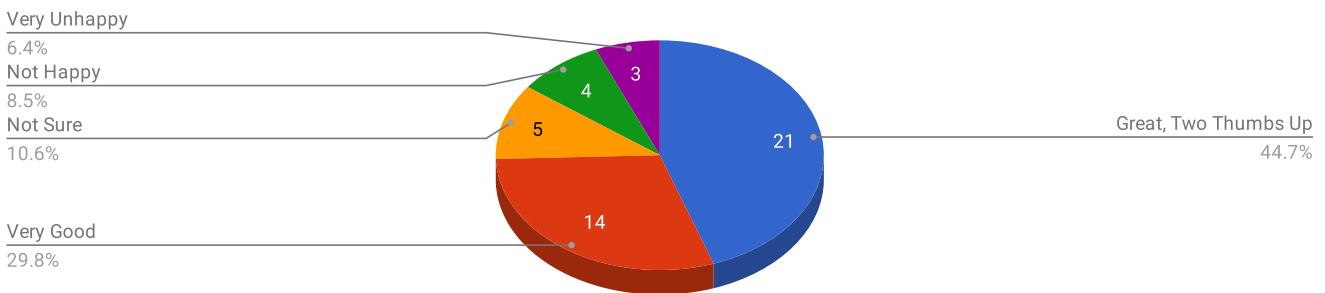


Q2: Overall, I am satisfied with the services I receive?



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	23	11	7	2	4
Item Mean	4				
2020 Mean	4.05				

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



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	21	14	5	4	3
Item Mean	4				
2020 Mean	4.05				

# of Responses	21	14	5	4	3
Item Mean	3.98				
2020 Mean	4.1				

Q4: I help choose my goals?

Very Unhappy

2.1%

Not Happy

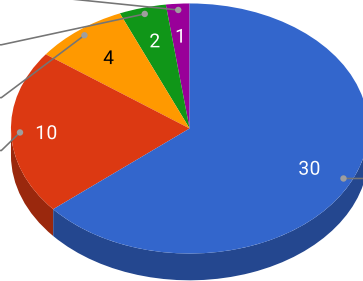
4.3%

Not Sure

8.5%

Very Good

21.3%



Great, Two Thumbs Up
63.8%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	30	10	4	2	1
Item Mean	4.4				
2020 Mean	4.47				

Q5: Staff treat me with respect?

Very Unhappy

4.3%

Not Happy

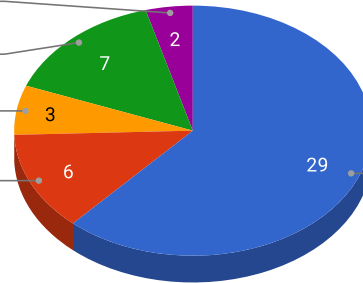
14.9%

Not Sure

6.4%

Very Good

12.8%



Great, Two Thumbs Up
61.7%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	29	6	3	7	2
Item Mean	4.13				
2020 Mean	4.28				

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

Very Unhappy

2.1%

Not Happy

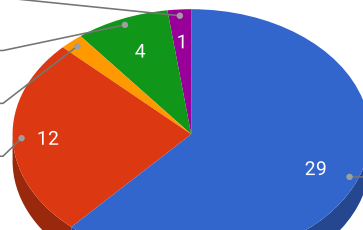
8.5%

Not Sure

2.1%

Very Good

25.5%



Great, Two Thumbs Up
61.7%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	29	12	1	4	1
Item Mean	4.36				
2020 Mean	4.46				

Q7: I can reach agency staff when needed?

Very Unhappy

2.1%

Not Happy

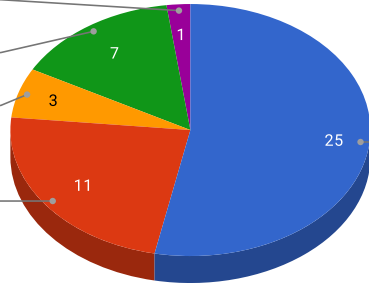
14.9%

Not Sure

6.4%

Very Good

23.4%



Great, Two Thumbs Up
53.2%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	25	11	3	7	1
Item Mean	4.11				
2020 Mean	4.27				

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

Very Unhappy

10.9%

Not Happy

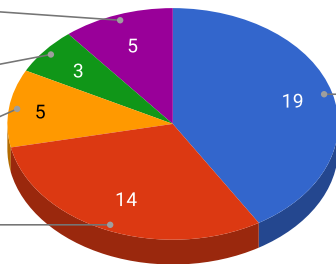
6.5%

Not Sure

10.9%

Very Good

30.4%



Great, Two Thumbs Up
41.3%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	19	14	5	3	5
Item Mean	3.85				
2020 Mean	4.02				

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

Very Unhappy

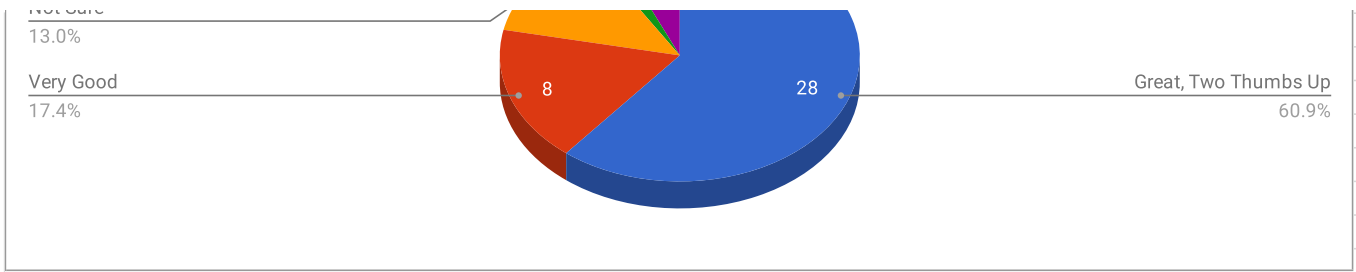
6.5%

Not Happy

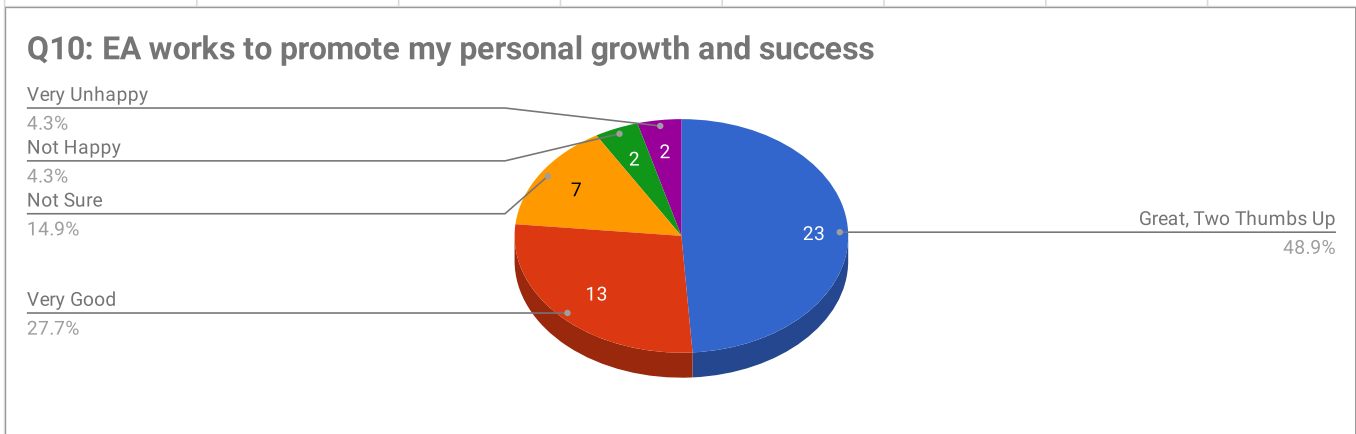
2.2%

Not Sure



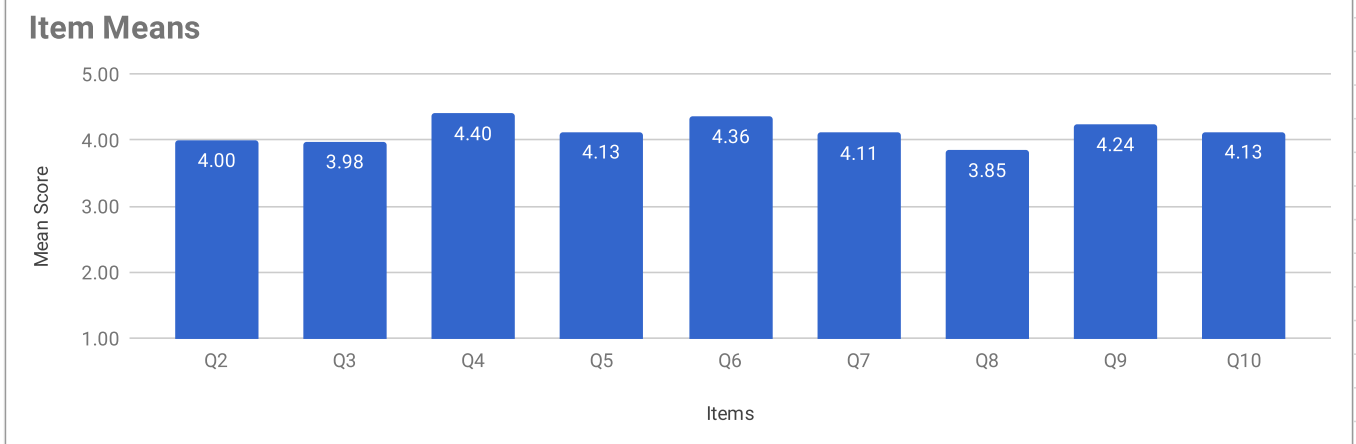


	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	28	8	6	1	3
Item Mean	4.24				
2020 Mean	4.3				



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	23	13	7	2	2
Item Mean	4.13				
2020 Mean	4.21				

Means



Highest Item Mean	4.4	I help choose my goals? (same as in 2020)
Lowest Item Mean	3.85	I feel staff has helped me learn life skills? (same in 2020)



