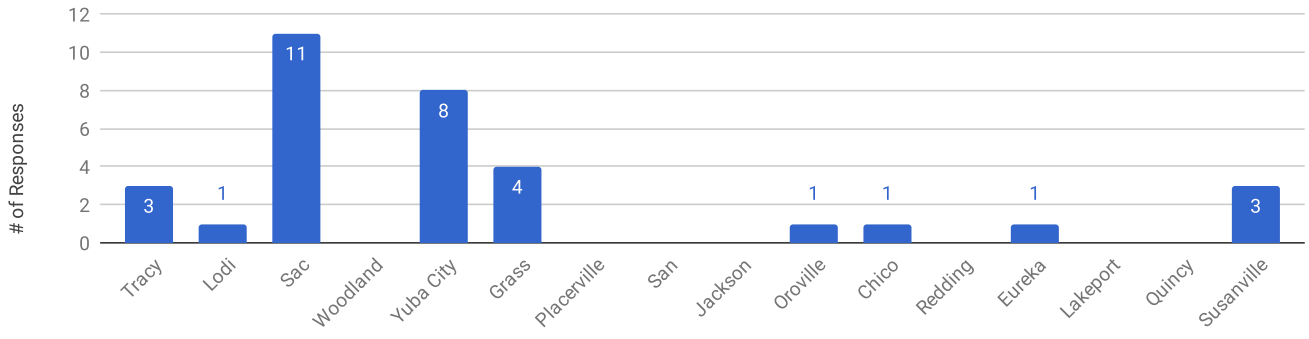


# Transitional Housing Client Satisfaction Survey 2022

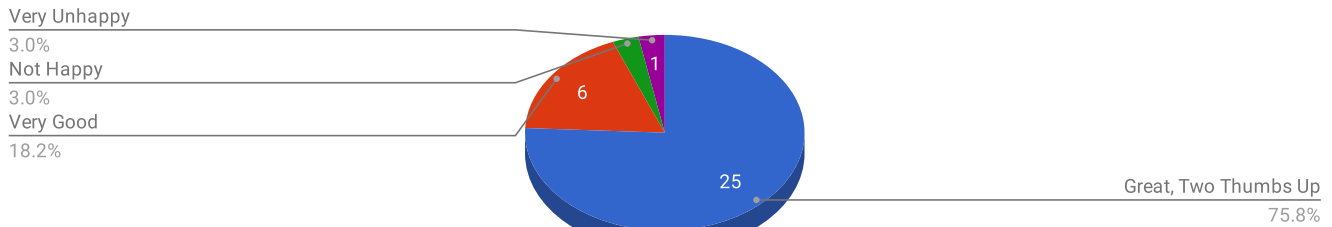


This satisfaction survey consists of twelve items, nine of which are based on a 5-point Likert scale. The survey was administered via a link texted to EA THP clients. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (n) of 33, down from 47 in 2021.

## Q1: With which EA office do you work?



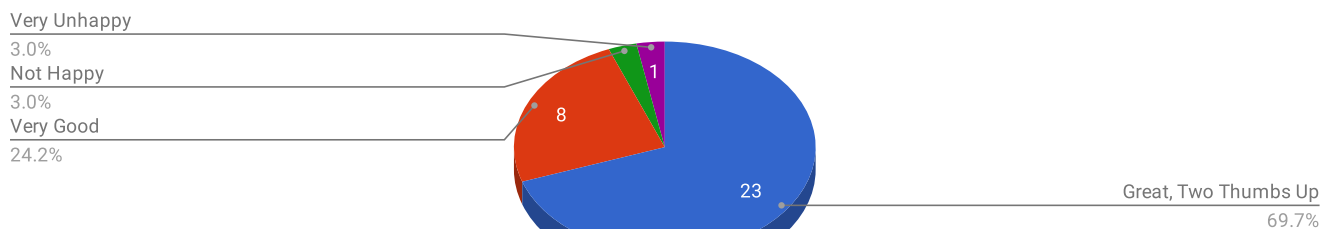
## Q2: Overall, I am satisfied with the services I receive?



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	25	6	0	1	1

Item Mean	4.61
2021 Mean	4

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



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	23	8	0	1	1

Item Mean	4.55
2021 Mean	3.98

### Q4: I help choose my goals?

Very Unhappy

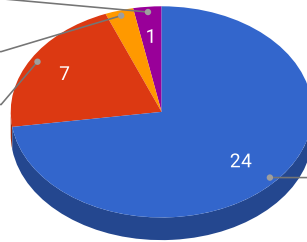
3.0%

Not Sure

3.0%

Very Good

21.2%



Great, Two Thumbs Up  
72.7%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	24	7	1	0	1

Item Mean	4.61
2021 Mean	4.4

### Q5: Staff treat me with respect?

Very Unhappy

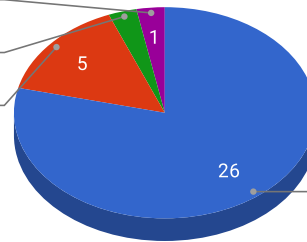
3.0%

Not Happy

3.0%

Very Good

15.2%



Great, Two Thumbs Up  
78.8%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	26	5	0	1	1

Item Mean	4.64
2021 Mean	4.13

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

Very Unhappy

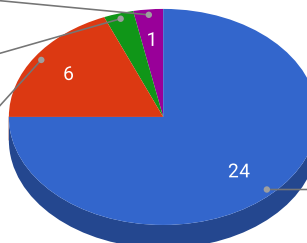
3.1%

Not Happy

3.1%

Very Good

18.8%



Great, Two Thumbs Up  
75.0%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	24	6	0	1	1

Item Mean	4.59
2021 Mean	4.36

### Q7: I can reach agency staff when needed?

Very Unhappy

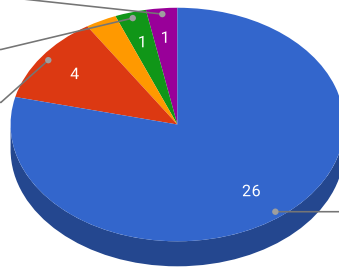
3.0%

Not Happy

3.0%

Very Good

12.1%



Great, Two Thumbs Up  
78.8%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	26	4	1	1	1

Item Mean	4.61
2021 Mean	4.11

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

Very Unhappy

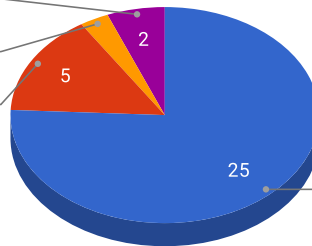
6.1%

Not Sure

3.0%

Very Good

15.2%



Great, Two Thumbs Up  
75.8%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	25	5	1	0	2

Item Mean	4.55
2021 Mean	3.85

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

Very Unhappy

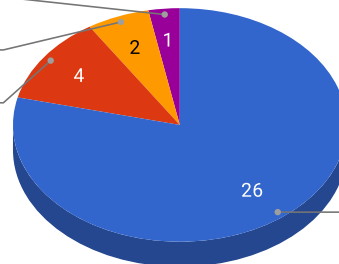
3.0%

Not Sure

6.1%

Very Good

12.1%



Great, Two Thumbs Up  
78.8%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	26	4	2	0	1

Item Mean	4.64
2021 Mean	4.24

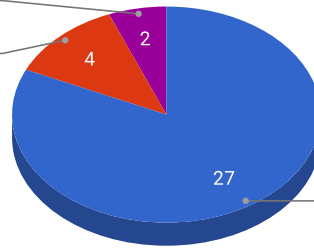
## Q10: EA works to promote my personal growth and success

Very Unhappy

6.1%

Very Good

12.1%



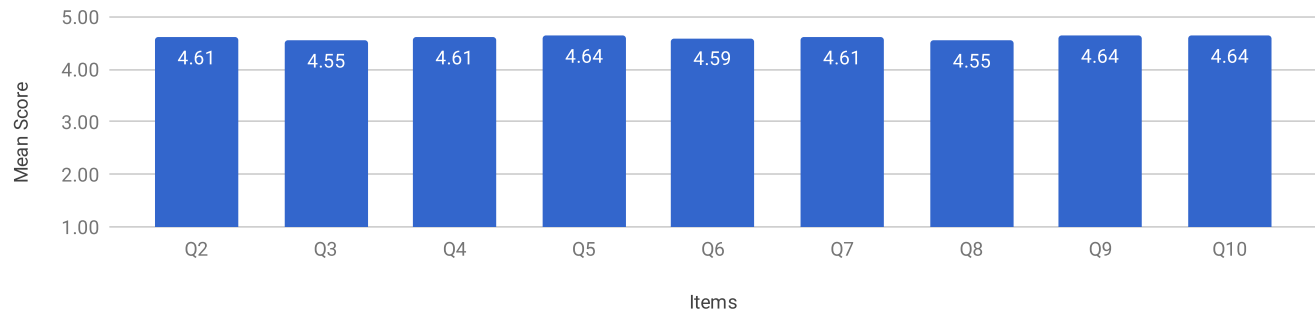
Great, Two Thumbs Up  
81.8%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	27	4	0	0	2

Item Mean	4.64
2021 Mean	4.13

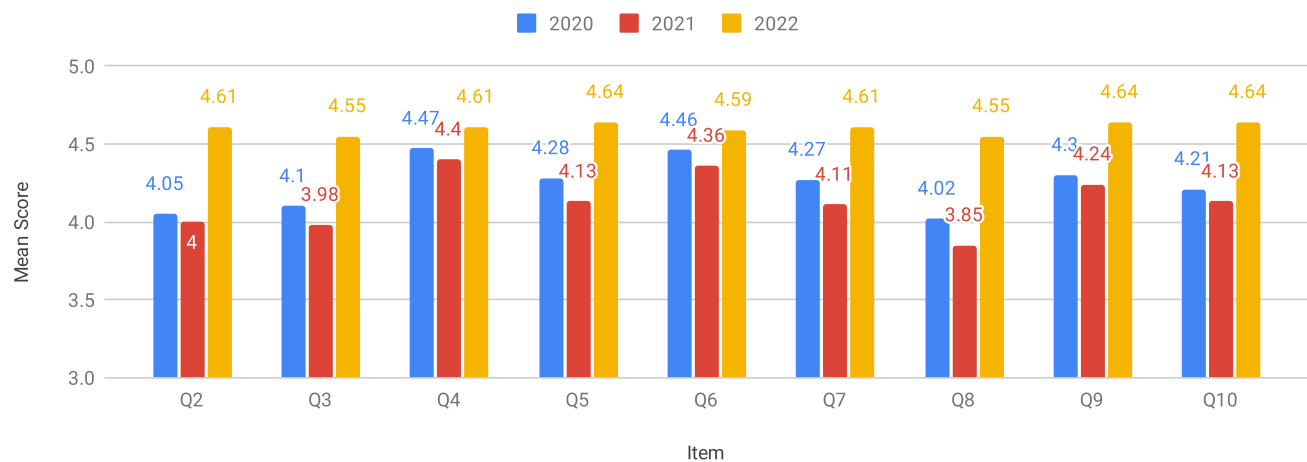
### Means

#### Item Means



Highest Item Mean	4.64	3-way tie: Staff treat me with respect. I feel my cultural concerns are respected by EA. EA works to promote my personal growth & success.
Lowest Item Mean	4.55	2-way tie: My needs and preferences are recognized by the staff. I feel staff has helped me learn life skills? (same in 2021)

#### Item Means Comparative Analysis (2020 - 2022)



Greatest positive change (since 2021)	.7	Q8: I feel staff has helped me learn life skills.
Greatest negative change (since 2021)	N/A	There was no negative change from 2021 to 2022.