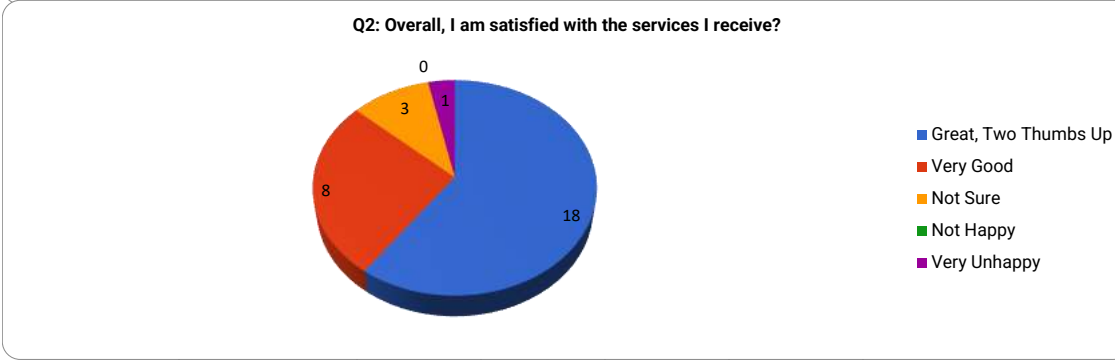
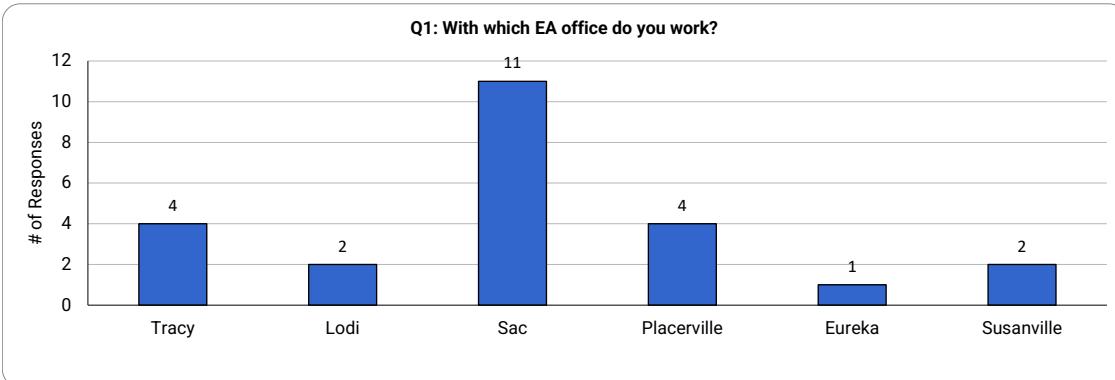


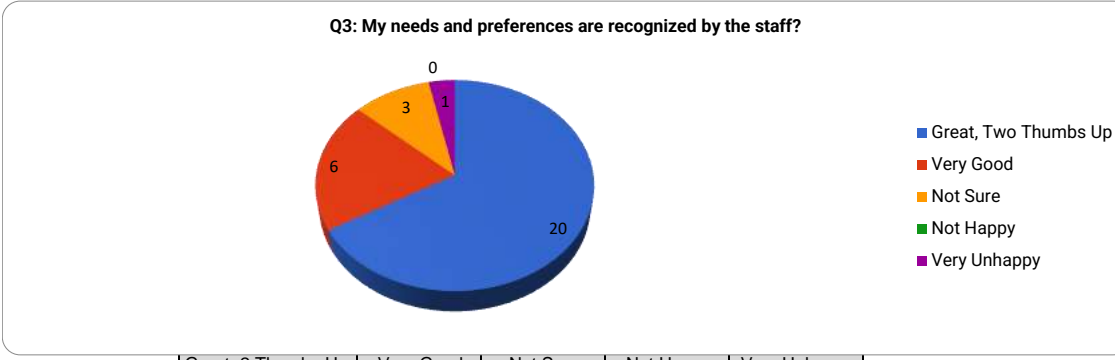
# Transitional Housing Client Satisfaction Survey 2023



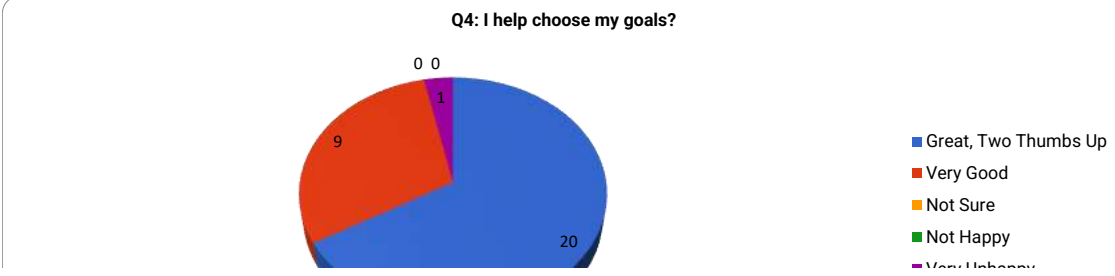
This satisfaction survey consists of twelve items, nine of which are based on a 5-point Likert scale. The survey was administered via a link texted to EA THP clients. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (*n*) of 30, down from 33 in 2022.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	18	8	3	0	1
Item Mean	4.4				
2022 Mean	4.61				



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	20	6	3	0	1
Item Mean	4.47				
2022 Mean	4.55				



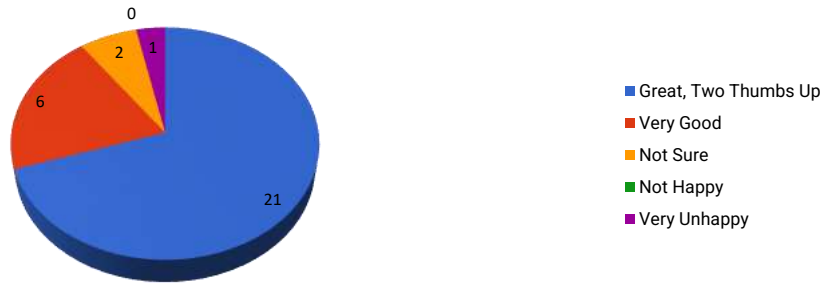


very Unhappy

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	20	9	0	0	1

Item Mean	4.57
2022 Mean	4.61

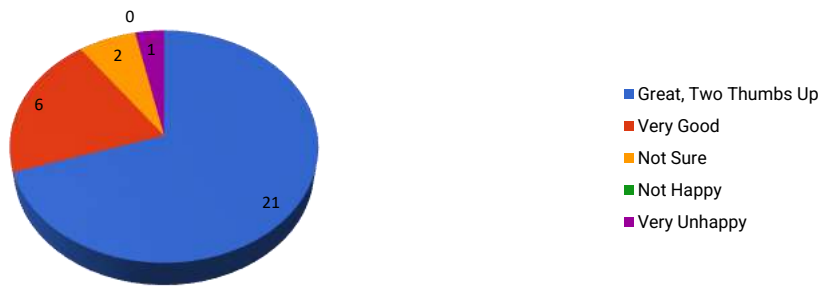
Q5: Staff treat me with respect?



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	21	6	2	0	1

Item Mean	4.53
2022 Mean	4.64

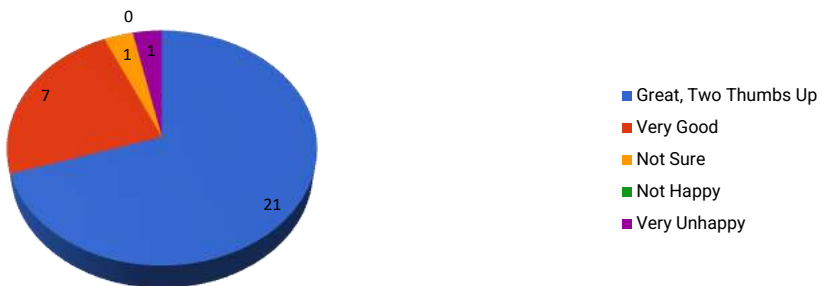
Q6: Staff speak with me in a way that I understand?



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	21	6	2	0	1

Item Mean	4.53
2022 Mean	4.59

Q7: I can reach agency staff when needed?



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	21	7	1	0	1

Item Mean	4.57
2022 Mean	4.61

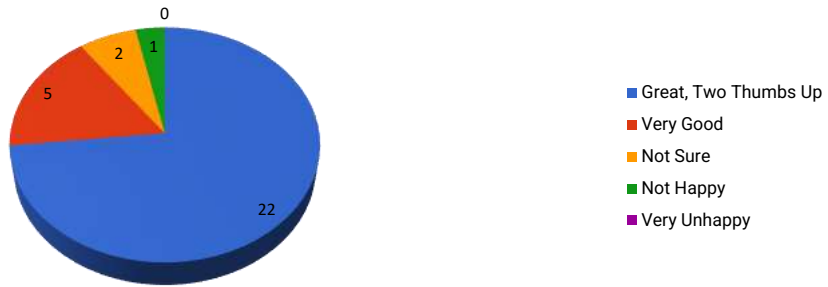
Q8: I feel staff has helped me learn life skills?



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	21	5	3	0	1

Item Mean	4.5
2022 Mean	4.55

**Q9: I feel my cultural concerns and preferences are respected by EA (race, spirituality, identity, etc.)**



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	22	5	2	1	0

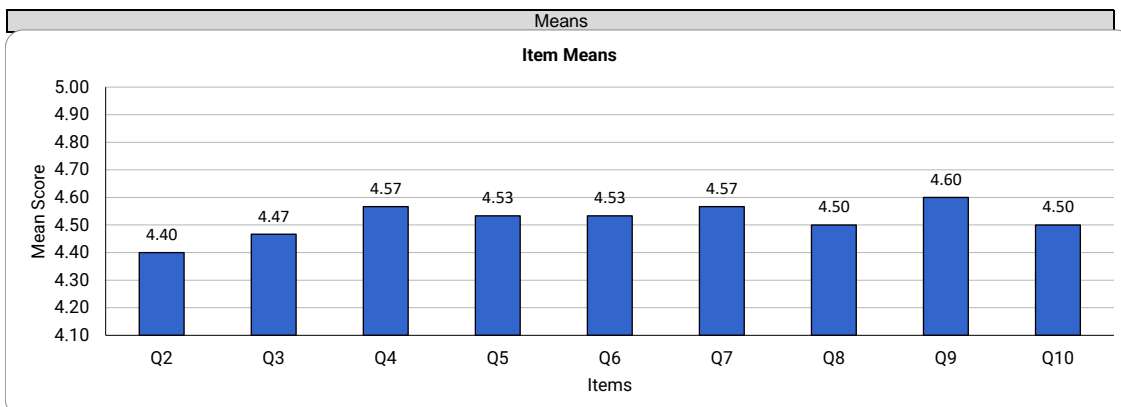
Item Mean	4.6
2022 Mean	4.64

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



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	20	8	0	1	1

Item Mean	4.5
2022 Mean	4.64



Highest Item Mean	4.6	I feel my cultural concerns and preferences are respected by EA. (2022: 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	4.4	Overall, I am satisfied with the services I receive. (2022: 2-way tie: My needs and preferences are recognized by the staff. I feel staff has helped me learn life skills? (same in 2021))