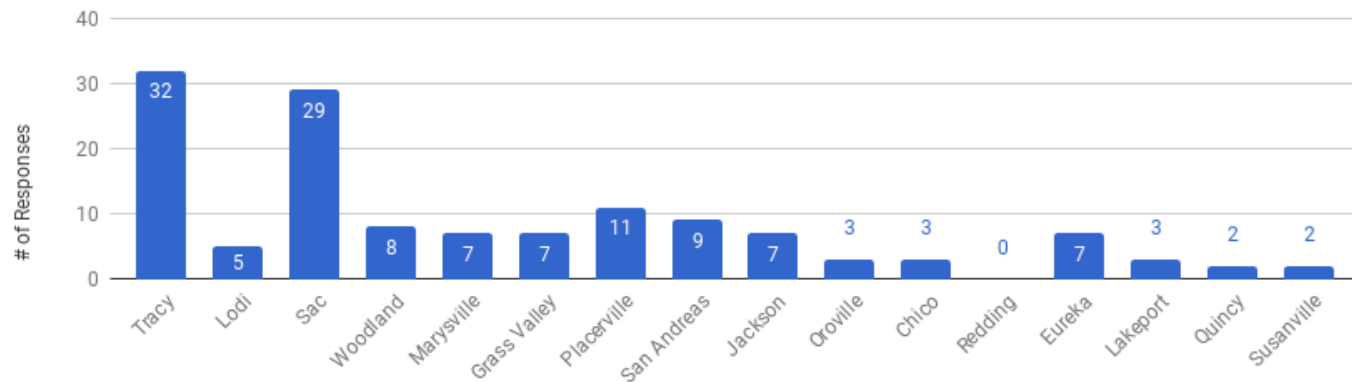


Transitional Housing Client Satisfaction Survey 2018

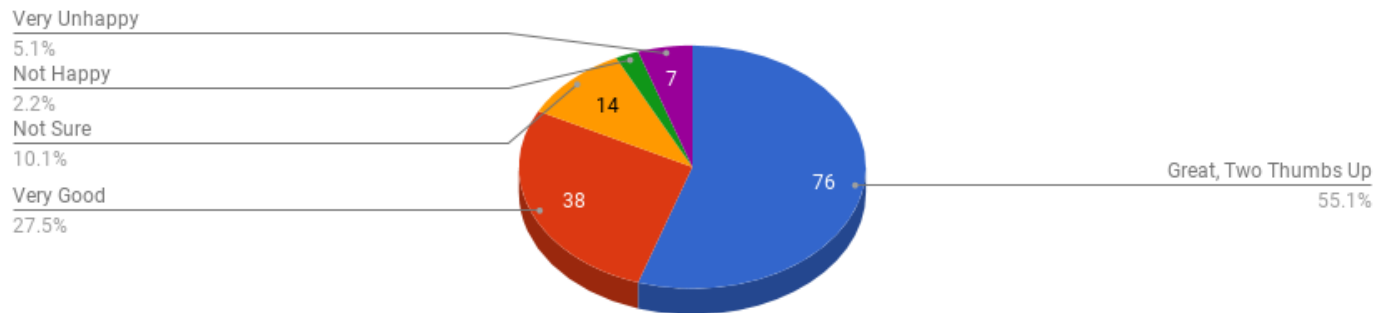


This satisfaction survey consists of twelve items, nine of which are based on a 5-point Likert scale. The survey was administered via a link texted to EA THP clients. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (*n*) of 138.

Q1: With which EA office do you work?



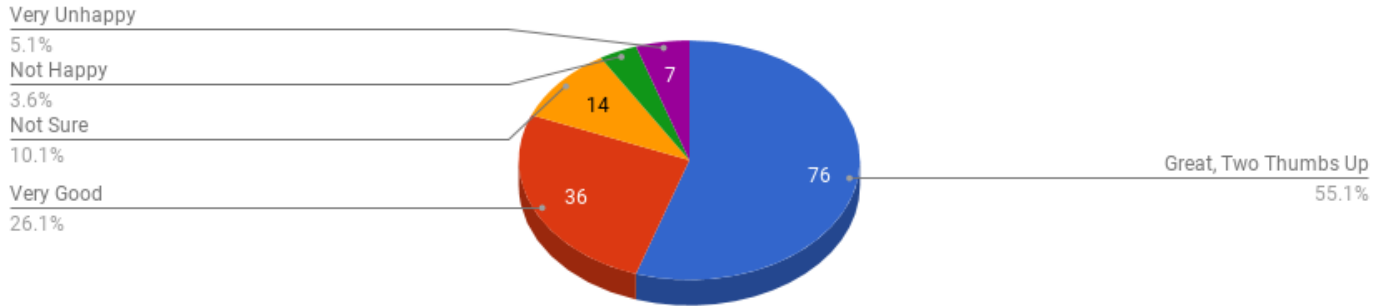
Q2: Overall, I am satisfied with the services I receive?



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	76	38	14	3	7

Item Mean	4.25
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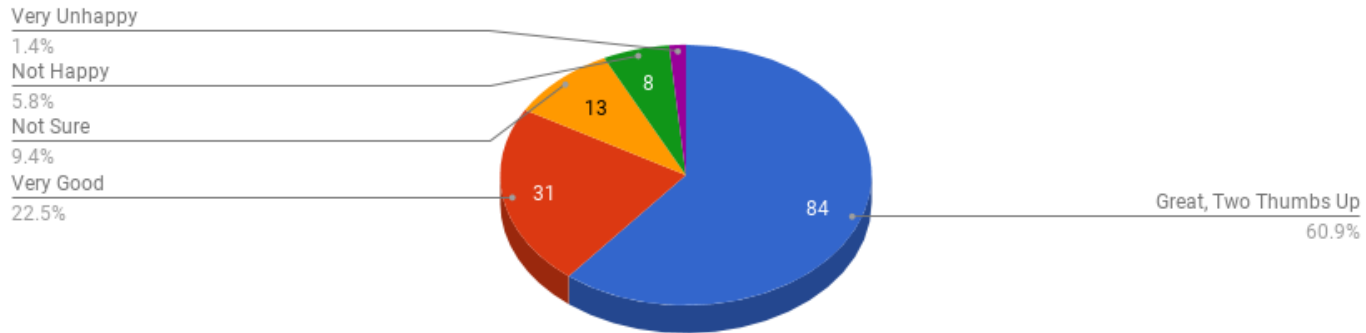
Q3: My needs and preferences are recognized by the staff?



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	76	36	14	5	7

Item Mean	4.22
-----------	------

Q4: I help choose my needs and service goals?



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	84	31	13	8	2

Item Mean	4.36
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Q5: Staff treat me with respect?

Very Unhappy

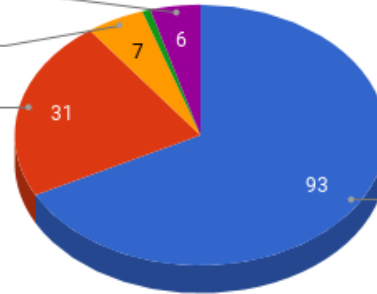
4.3%

Not Sure

5.1%

Very Good

22.5%



Great, Two Thumbs Up

67.4%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	93	31	7	1	6

Item Mean	4.48
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Q6: Staff speak with me in a way that I understand?

Very Unhappy

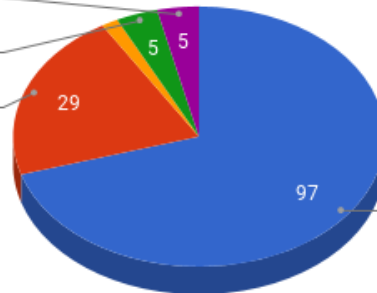
3.6%

Not Happy

3.6%

Very Good

21.0%



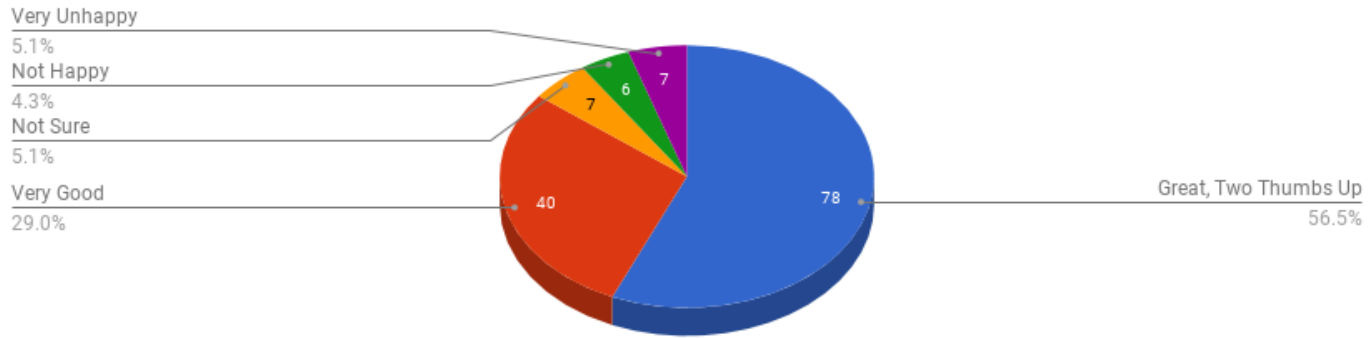
Great, Two Thumbs Up

70.3%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	97	29	2	5	5

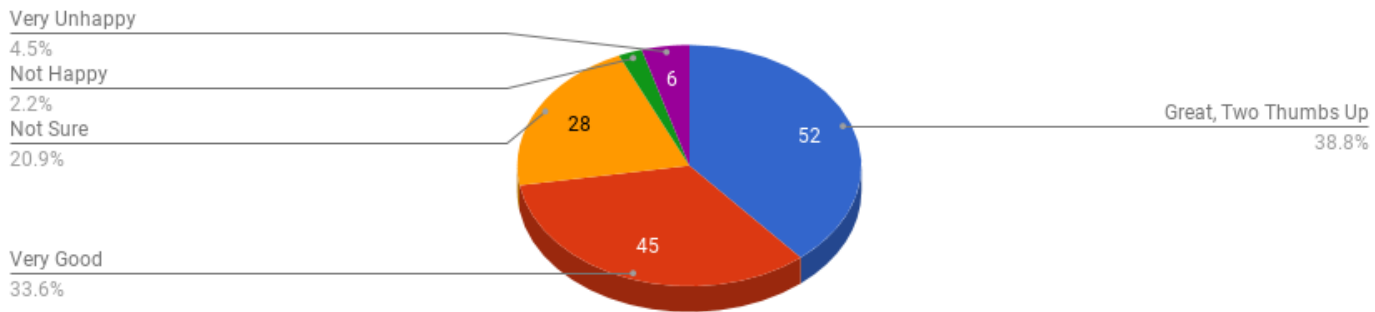
Item Mean	4.51
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Q7: I can reach agency staff when needed?



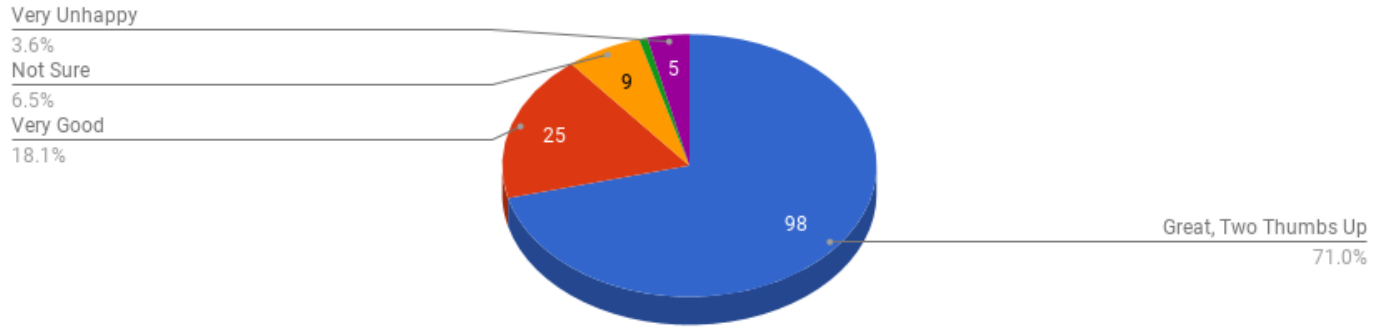
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	78	40	7	6	7
Item Mean	4.27				

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



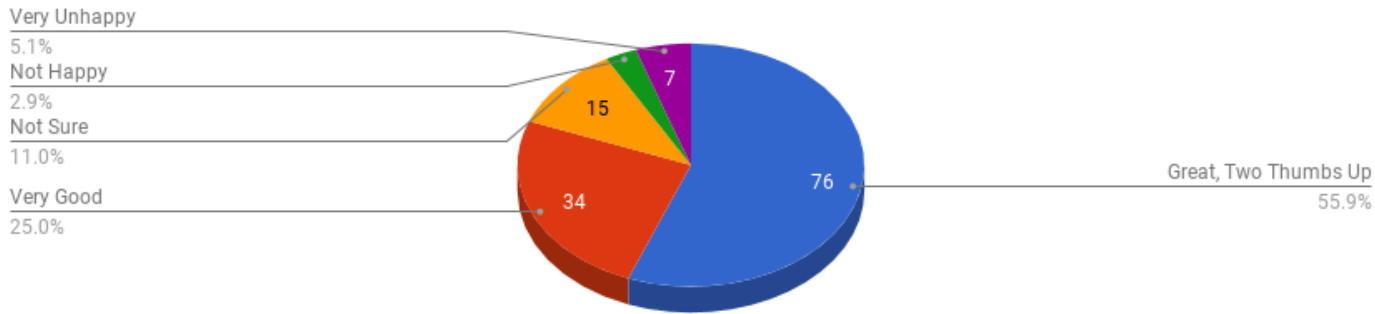
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	52	45	28	3	6
Item Mean	4				

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



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	98	25	9	1	5
Item Mean	4.52				

Q10: EA works to reduce barriers to promote my personal growth and success



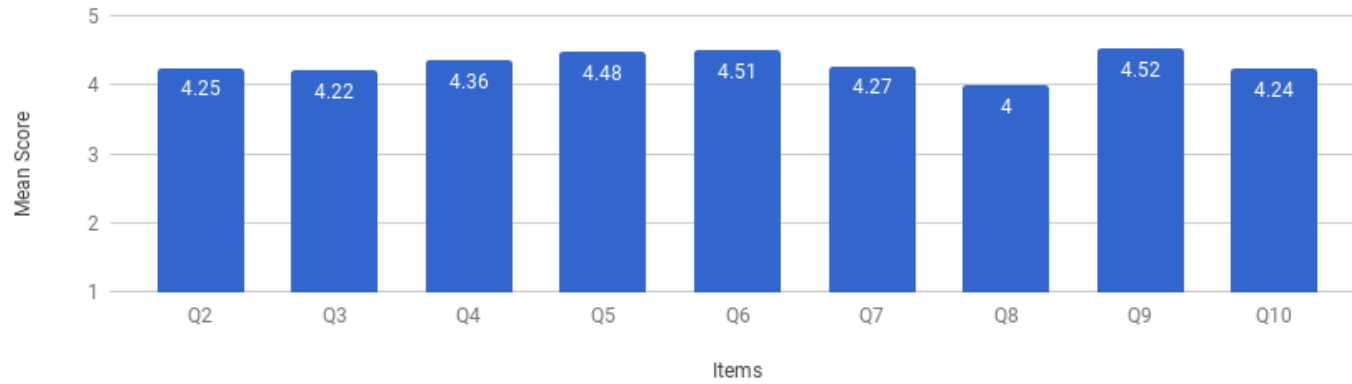
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	76	34	15	4	7
Item Mean	4.24				

Comments

- Need help budgeting
- Difficulty scheduling home visits outside of work hours

Means

Item Means



Lowest Item Mean	4	I feel staff has helped me learn life skills?
Highest Item Mean	4.52	I feel my cultural concerns are respected by EA (race, spirituality, identity, etc.)