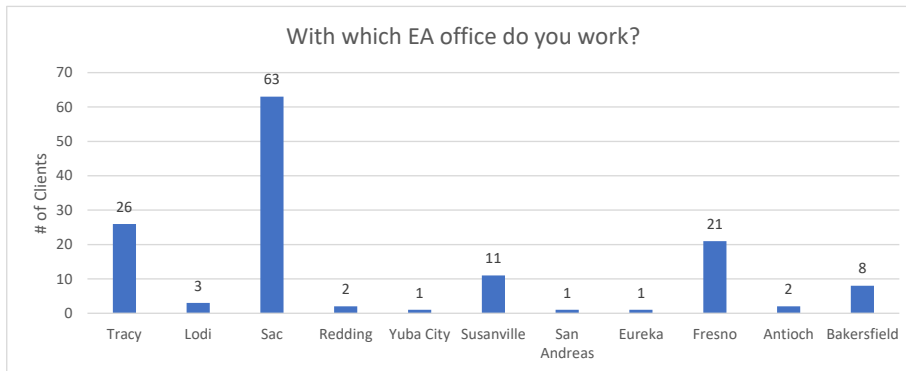


# Transitional Housing Client Satisfaction Survey 2024



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 160, up from 30 in 2023.



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



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	112	32	10	1	5

Item Mean	
2023 Mean	4.4

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



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	117	27	8	5	3

Item Mean	
2023 Mean	4.47

## Q4: I help choose my goals?

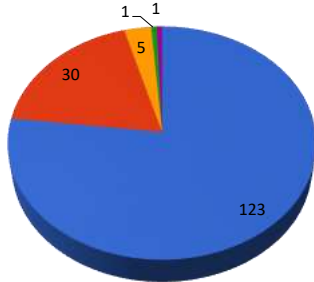




- Not Happy
- Very Unhappy

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	123	26	8	1	1
Item Mean					
2023 Mean	4.57				

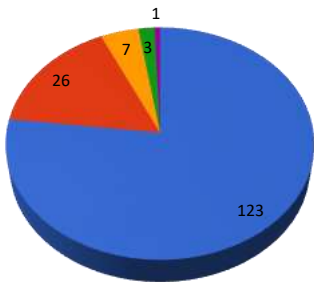
Q5: Staff treat me with respect?



- Great, Two Thumbs Up
- Very Good
- Not Sure
- Not Happy
- Very Unhappy

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	123	30	5	1	1
Item Mean					
2023 Mean	4.53				

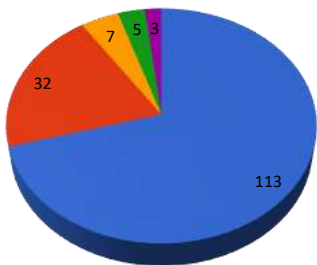
Q6: Staff speak with me in a way that I understand?



- Great, Two Thumbs Up
- Very Good
- Not Sure
- Not Happy
- Very Unhappy

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	123	26	7	3	1
Item Mean					
2023 Mean	4.53				

Q7: I can reach agency staff when needed?



- Great, Two Thumbs Up
- Very Good
- Not Sure
- Not Happy
- Very Unhappy

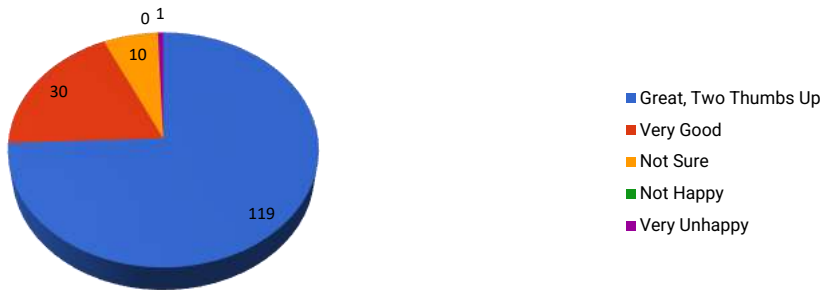
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	113	32	7	5	3
Item Mean					
2023 Mean	4.57				

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



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	104	31	16	4	3
Item Mean					
2023 Mean	4.5				

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



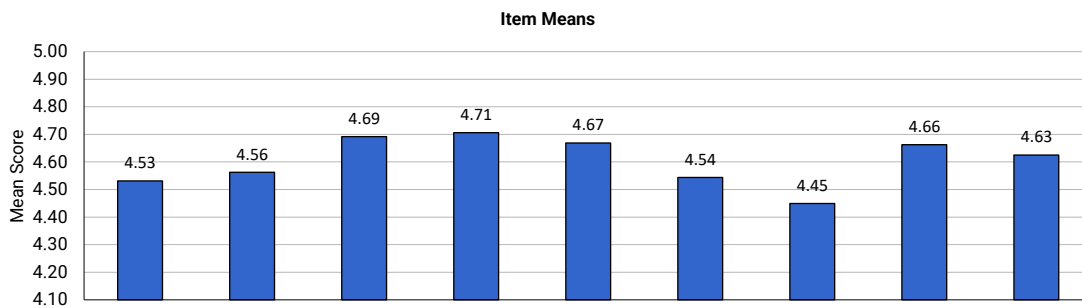
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	119	30	10	0	1
Item Mean					
2023 Mean	4.6				

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



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	116	33	7	3	1
Item Mean					
2023 Mean	4.5				

**Means**



	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
					Items				

Highest Item Mean	4.71	Staff treat me with respect.							
Lowest Item Mean	4.45	I feel staff has helped me learn life skills.							