



DCA Client Satisfaction Survey  
June 3, 2009

A total of 102 DCA Client Satisfaction Surveys were mailed to clients from April 22 through May 12, 2009. Each client that completed and returned the survey received a \$5 Kroger gift card. Thirty-five percent (36/102) of the surveys were completed and returned from the clients. Below is the summary of the survey responses.

My housing needs were met.	Agree  30 (83%)	Somewhat Agree  4 (11%)	Neither Agree or Disagree  2 (6%)	Disagree	Strongly Disagree
It was easy for me to get the services I needed.	Agree  27 (75%)	Somewhat Agree  7 (19%)	Neither Agree or Disagree  2 (6%)	Disagree	Strongly Disagree
The length of time I waited to receive financial assistance was reasonable.	Agree  32 (88%)	Somewhat Agree  2 (6%)	Neither Agree or Disagree  2 (6%)	Disagree	Strongly Disagree
I was treated with respect.	Agree  33 (91%)	Somewhat Agree  1 (3%)	Neither Agree or Disagree  1 (3%)	Disagree  1 (3%)	Strongly Disagree



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I understand the housing financial assistance process and requirements.	Agree  31 (86%)	Somewhat Agree  1 (3%)	Neither Agree or Disagree  4 (11%)	Disagree	Strongly Disagree
My questions were answered by staff.	Agree  31 (86%)	Somewhat Agree  5 (14%)	Neither Agree or Disagree	Disagree	Strongly Disagree
The financial and housing assistance I received helped me.	Agree  32 (89%)	Somewhat Agree  4 (11%)	Neither Agree or Disagree	Disagree	Strongly Disagree
I was referred to additional community services to help me.	Agree  25 (69%)	Somewhat Agree  4 (11%)	Neither Agree or Disagree  5 (14%)	Disagree  1 (3%)	Strongly Disagree  1 (3%)
I am happy with the services and information I received from staff.	Agree  30 (83%)	Somewhat Agree  3 (8%)	Neither Agree or Disagree  2 (6%)	Disagree  1 (3%)	Strongly Disagree
I received the above services from (please circle):					
Community Housing Network...2		Communities in School...10			

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Choices...0	Faith Mission...9
Homeless Families Foundation...1	Maryhaven...5
Salvation Army...3	Southeast...8
Volunteers of America...1	YMCA...4
YWCA...1	YWCA Family Center...1

*\*\*Note: Some clients circled more than one agency.*

Do you have any suggestions to improve the program?

- Thank you so much & God be with you!
- Things are wonderful and since things are not broken, no need for anything to be fixed. God Bless.
- Not yet, but still awaiting referral to (MAPS). I was assured access to them. Nothing as of 5-18-09.
- No. I am so thankful and blessed. Thank you so very much & God bless you.
- No I do not at this time but thank you for your help at my time in need. God bless good people like you. Continue the good work.
- I hope and pray that I don't have to use the services anymore even though they are there for me. I just hope that I'm able to continue forward with my life. Thank you!!!
- Let people know if you can only help with one financial problem clearly state that.
- I love the program and Jessica Porter is such a big help and wonderful case manager to me & my family.
- Kudos to Connie, Beth, and – especially – Chelsie. All were very helpful – unlike those lame turkeys at “Friends of the Homeless.” Beyond that, I certainly appreciate your assistance and I will happily provide you with any additional information you may require.
- This program is completed. Thank you and God bless you.
- A spokes person for the young adults who's homeless with no direction. They need help too. Thanks!
- The program works fine as is.
- No!!!
- I think an improvement would be to automatically have a shelter stay for Nancy's at 120 days because of the time it takes for most financial services, if the client is qualified on intake, and applying for finance assistant and/or saving money from job or other income resources.
- Not at the present time.
- Keep doing a great job!
- I got good services from the Volunteers of America.
- \*No I do not have any questions, but a comment. I feel like Jessica Porter is a very good worker and she is very reliable and good with giving out information.
- Program needs to last longer.
- No. I like to thank Brian Hall for everything. A good man and kind and respect of people feeling. Thank you Mr. Hall.



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- Keep doing what you're doing.
- I am very happy with the program and completely understand the way the housing is conducted and happy with the results.