

Client Programs and Services Survey

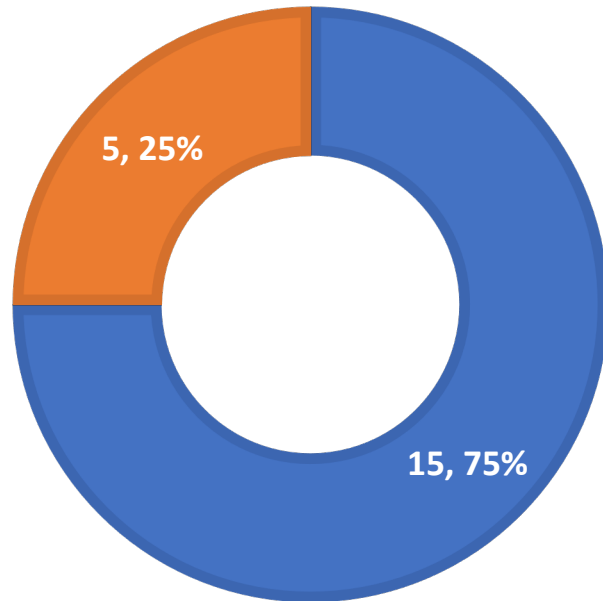
Q1 2022 Results



Response Summary

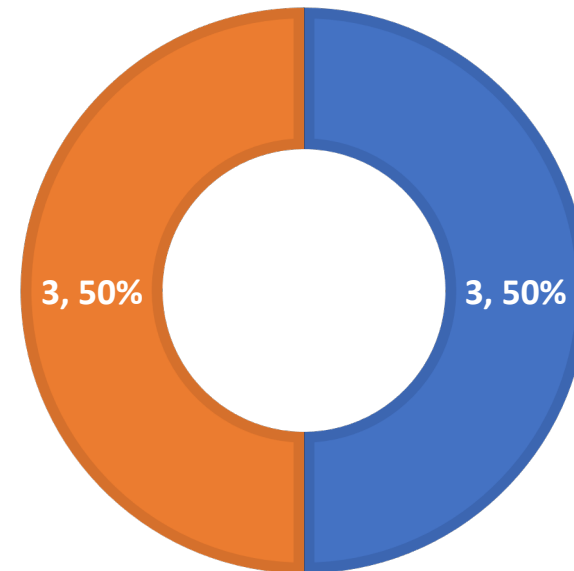
VALID SURVEYS (N=20)
BY METHOD OF SURVEY ADMINISTRATION

■ Paper ■ Online

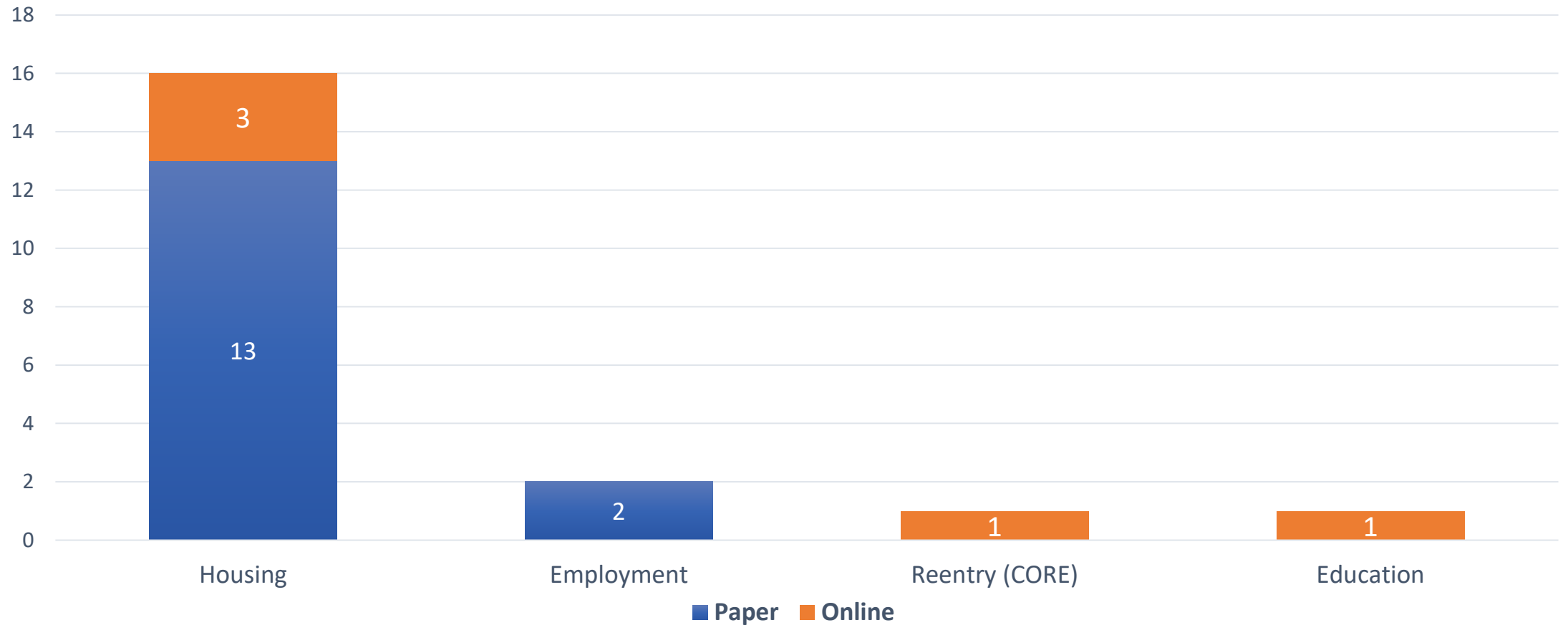


REJECTED SURVEYS BY REJECTION REASON (N=6)

■ Paper: Multiple selections on item 1
■ Online: Only answered item 1

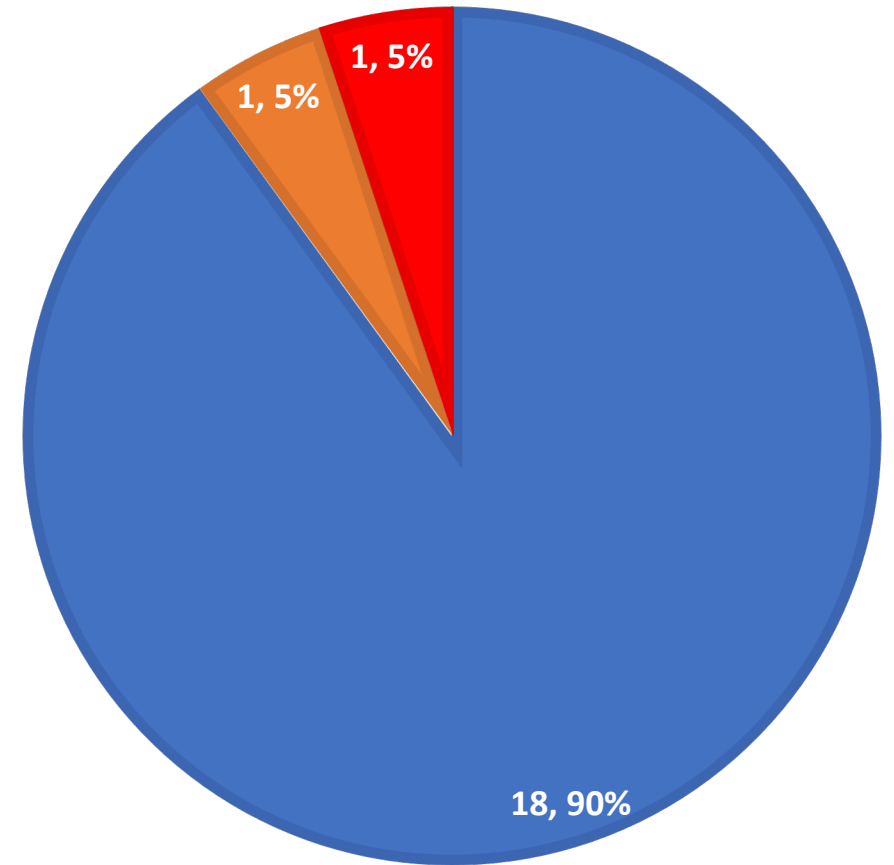


What program or service are you providing feedback about today?

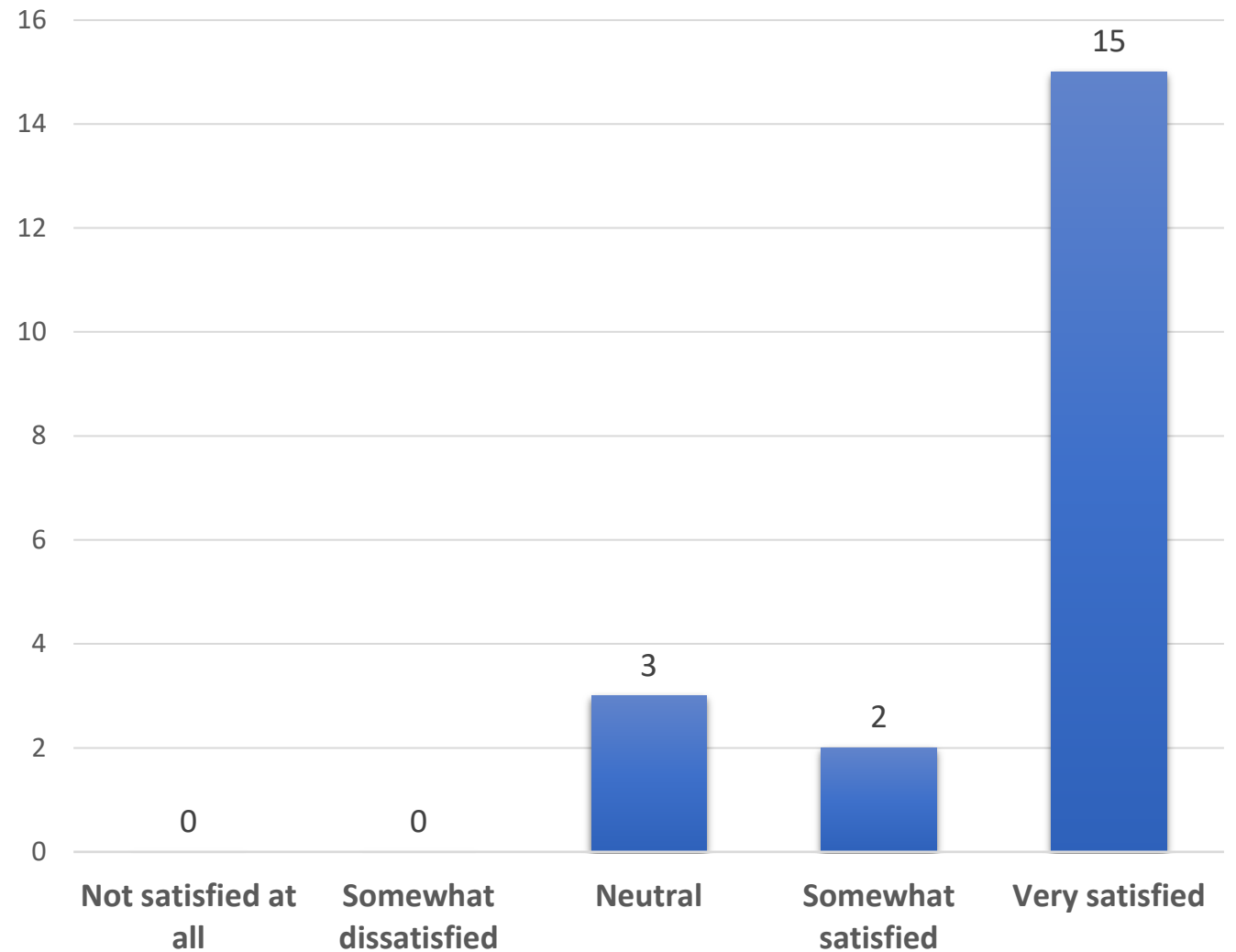


How were you referred to the program or service?

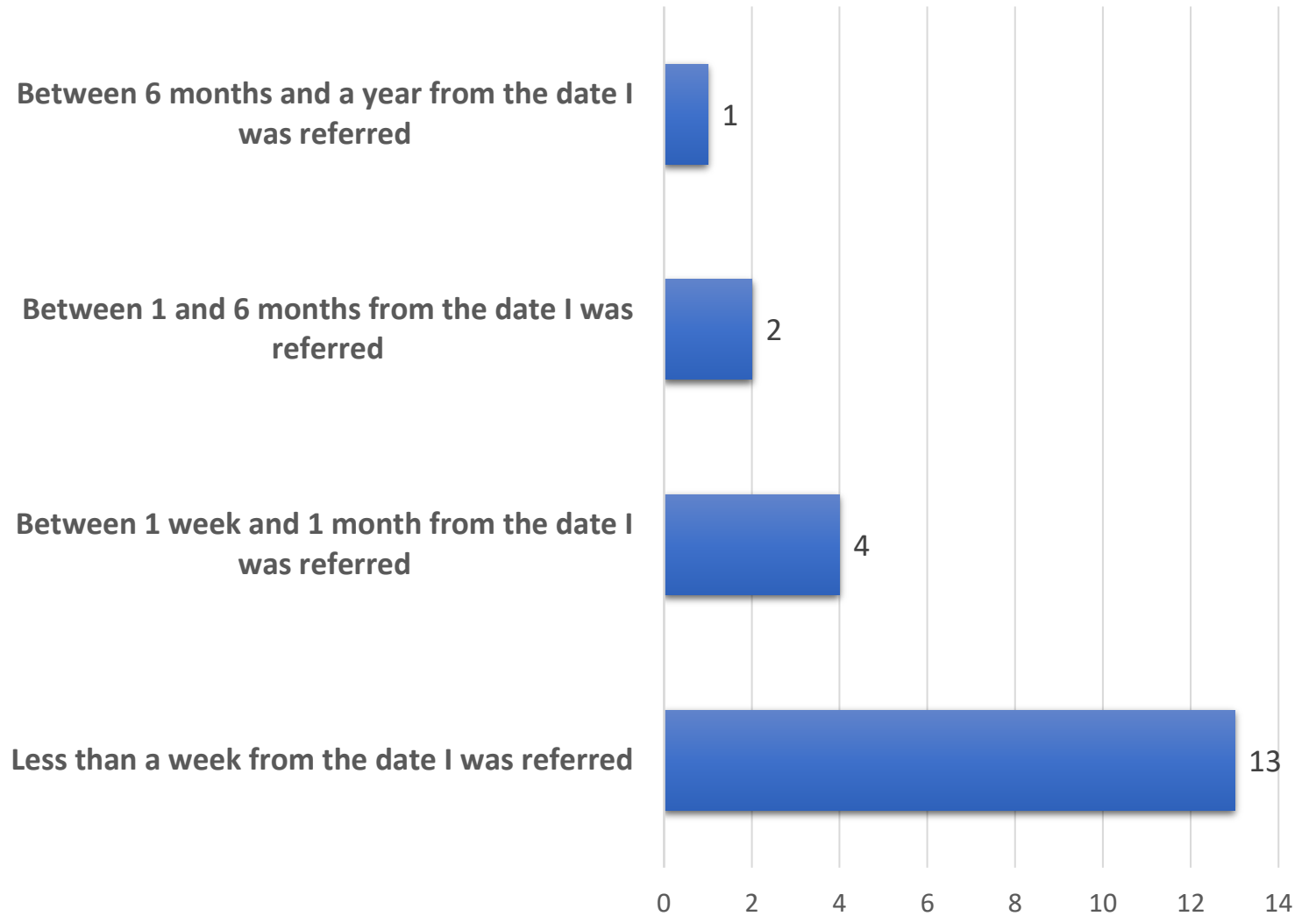
- My Probation Officer
- I contacted the provider directly
- Provider Case Manager



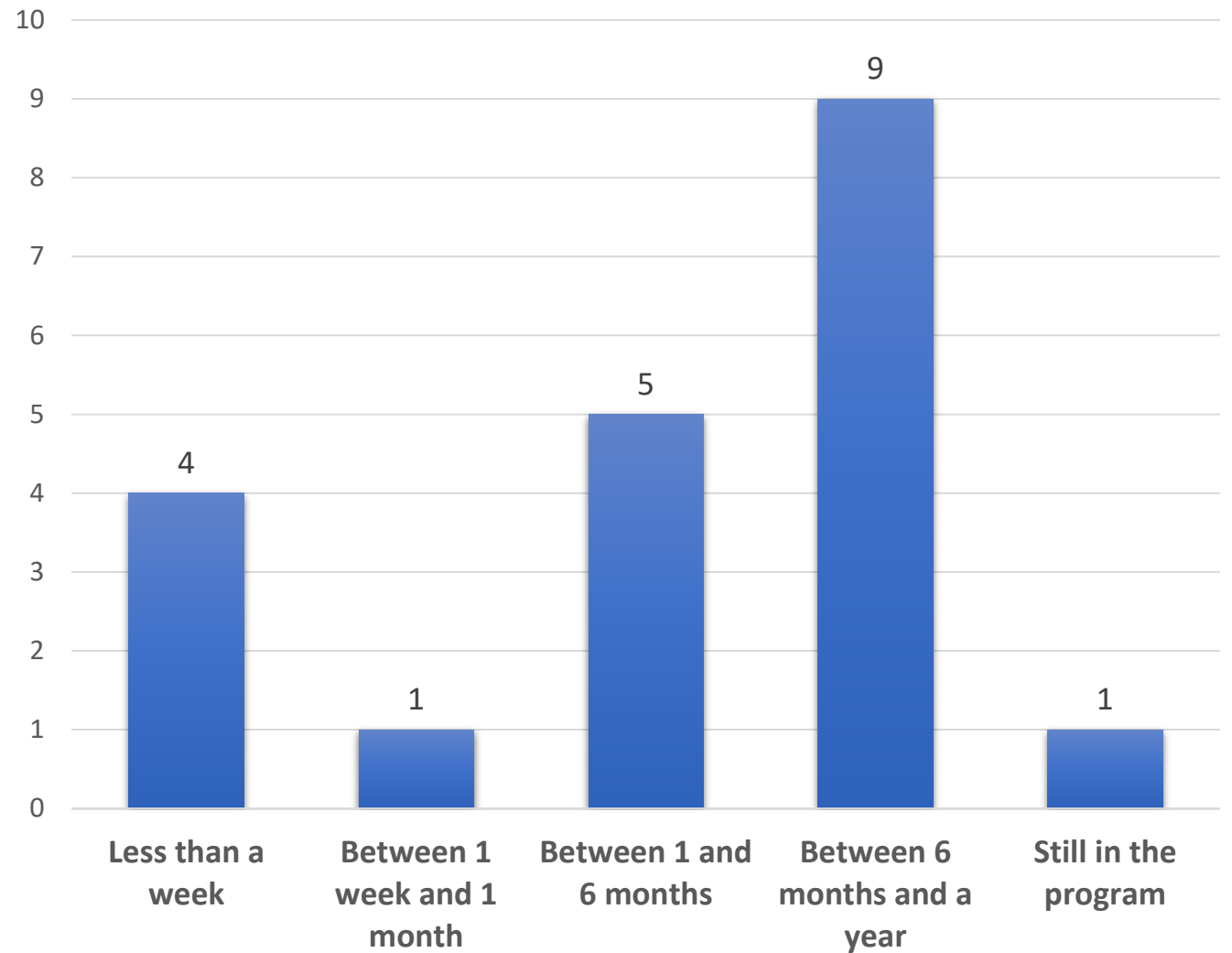
How satisfied were you with the referral process?



How long did it take for the provider to enroll you in the program/service?

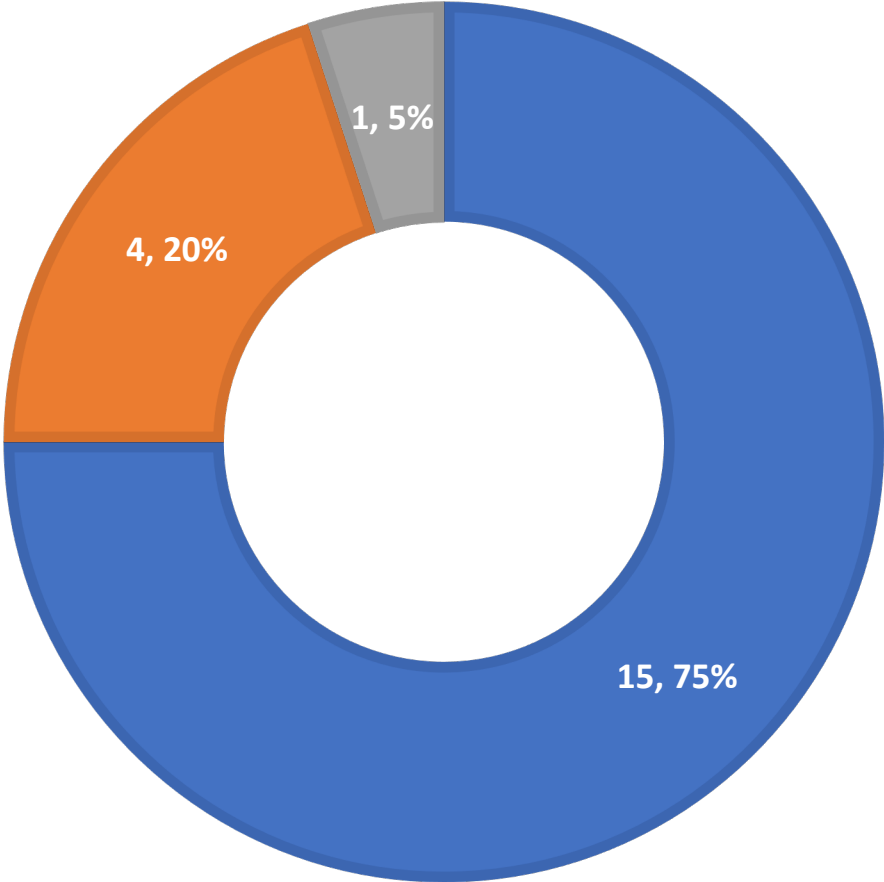


How long did you participate in the program/service?



Did you find the program/service to be useful for you?

- Yes
- No
- No Response



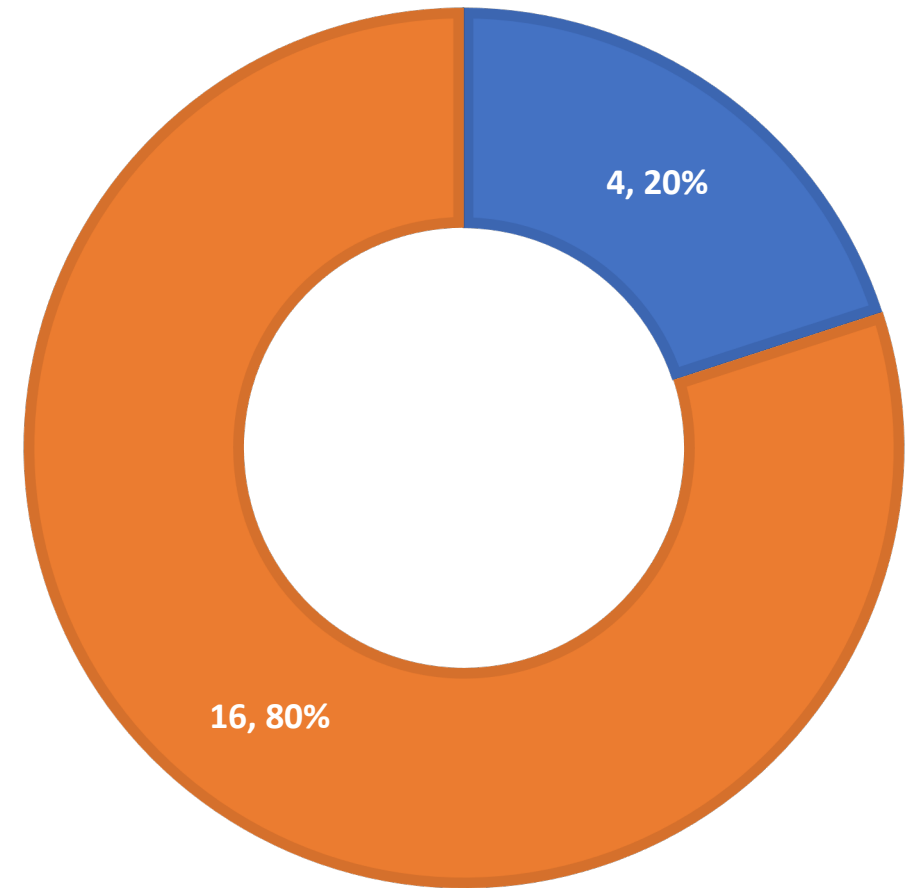
If not, what could have been done differently to make the program/service more useful? Select all that apply

- More timely access (n=2)
- More focus on substance use issues (n=2)
- More focus on mental health issues (n=3)
- Childcare (n=2)
- Incentives (n=2)
- More individualized service (n=4)
- Other: Assistance with birth certificate
- Other: Assistance with lease agreement

N=1 for each response unless otherwise noted

Did you complete
or graduate from
the
program/service?

■ Yes
■ No



Please tell us why you did not complete or graduate from the program/service. Select all that apply.

I have not yet completed the program but believe that I will

10

Completed probation

2

Probation violation

1

I committed a probation violation; was arrested; committed a program violation; was removed from the program by the provider

1

The program was full/I was wait-listed

1

0 1 2 3 4

N=1 did not respond to this question

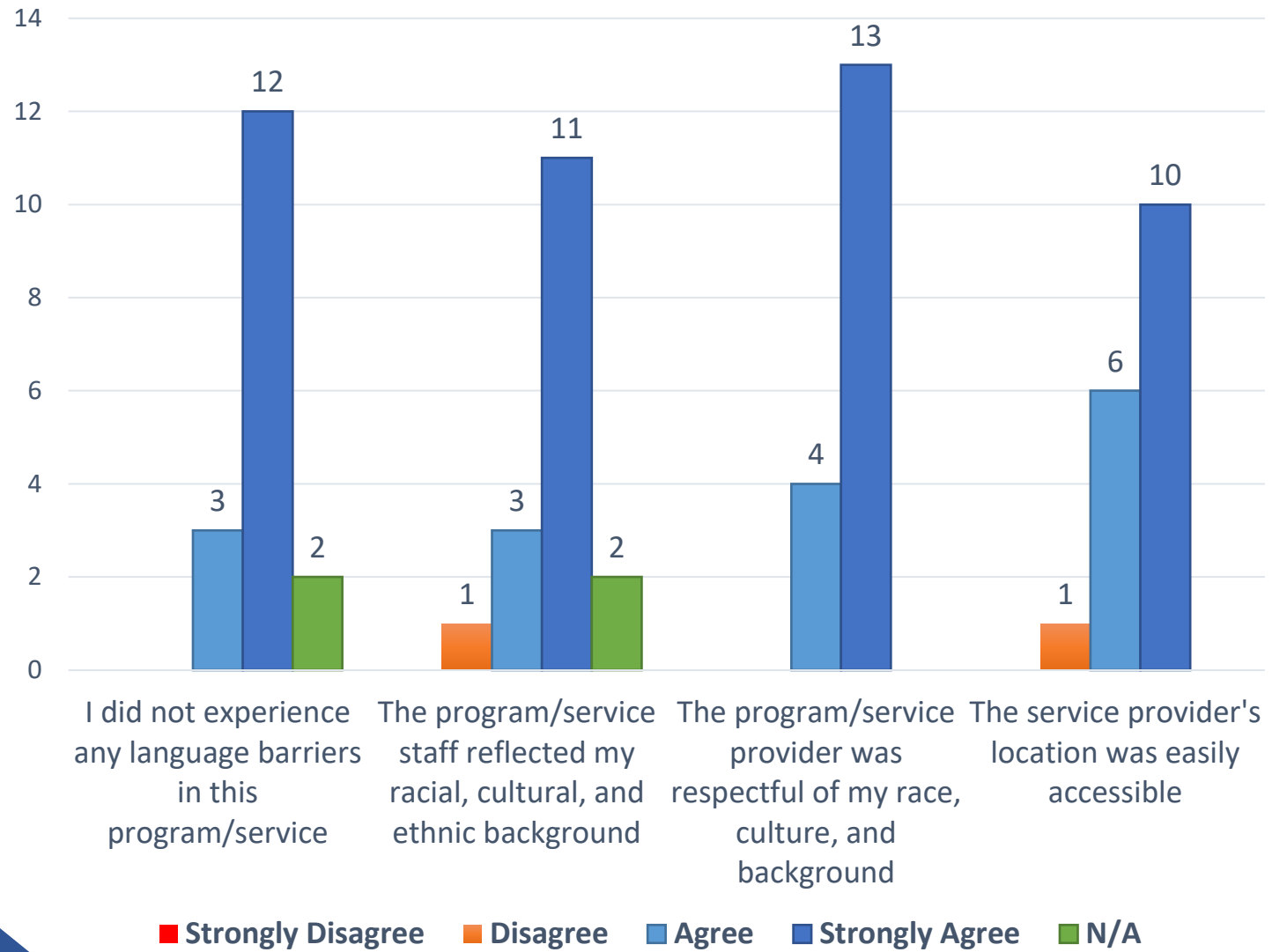


How could the program/service have been improved to better ensure that you finished? Select all that apply

- More timely access (n=4)
- More focus on substance use issues
- More focus on mental health issues
- Childcare
- Incentives (n=2)
- More individualized service (n=2)

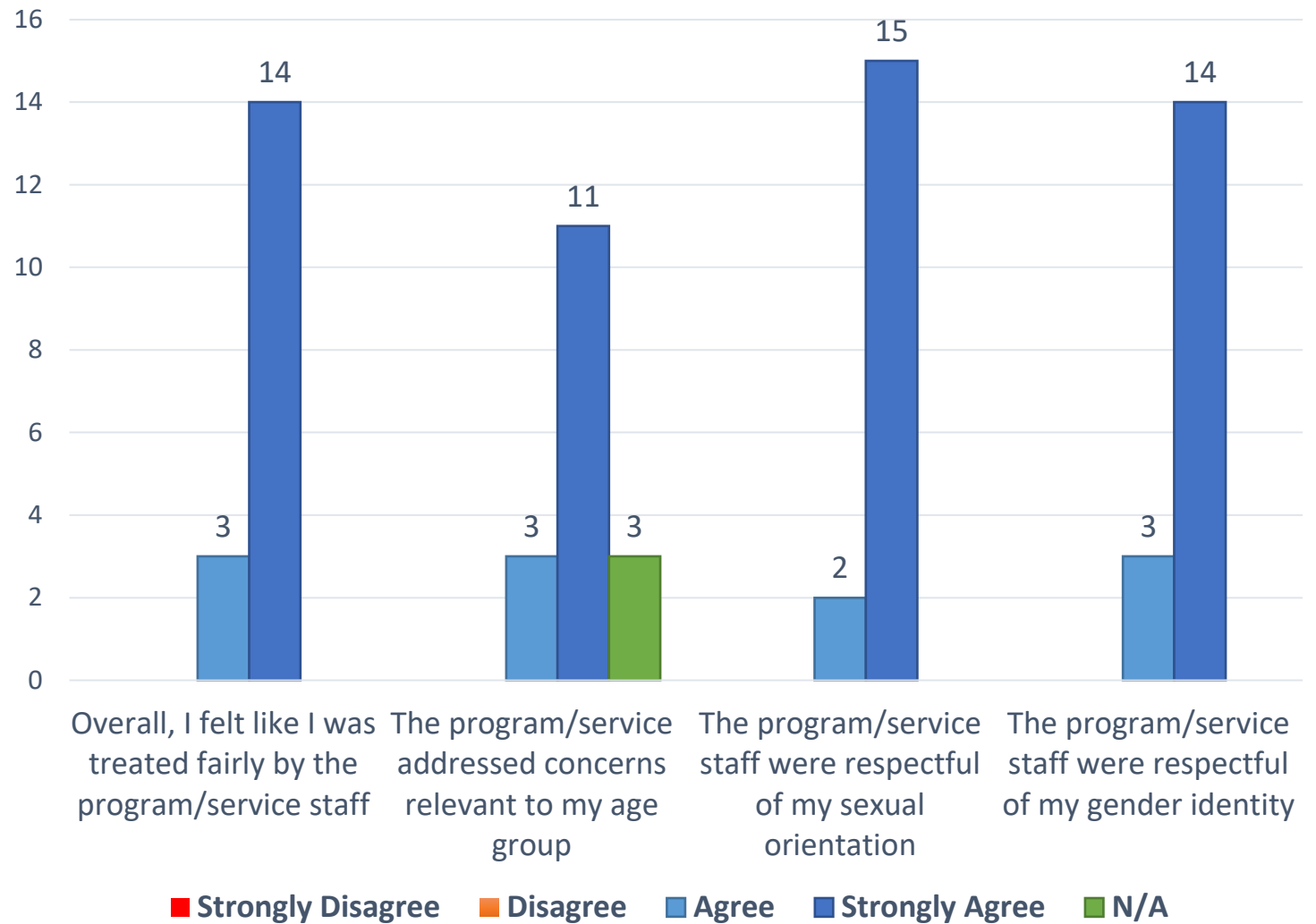
N=1 for each response unless otherwise noted

Please indicate to what extent you agree or disagree with each of the following statements



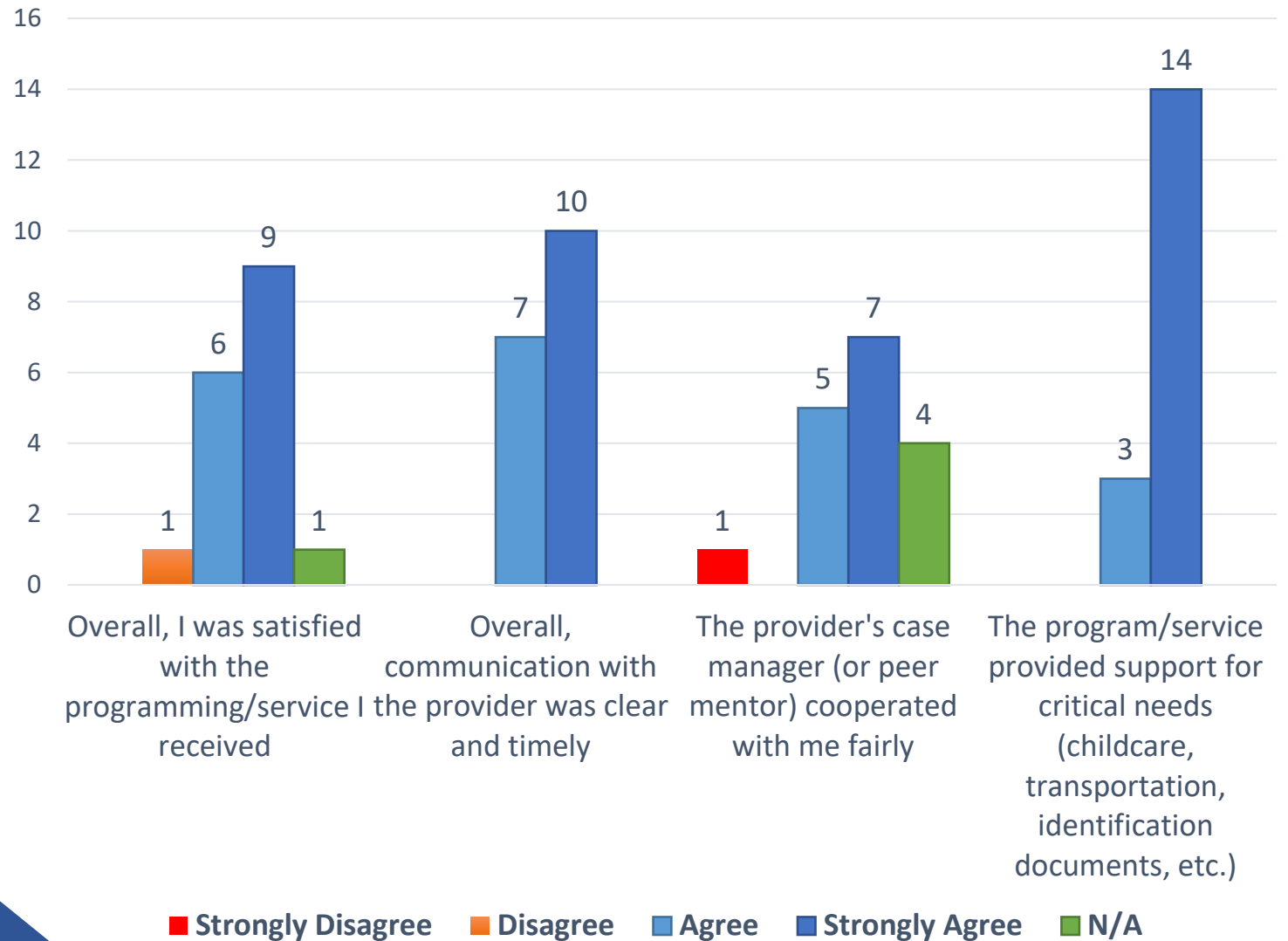
N=3 did not respond to these questions

Please indicate to what extent you agree or disagree with each of the following statements



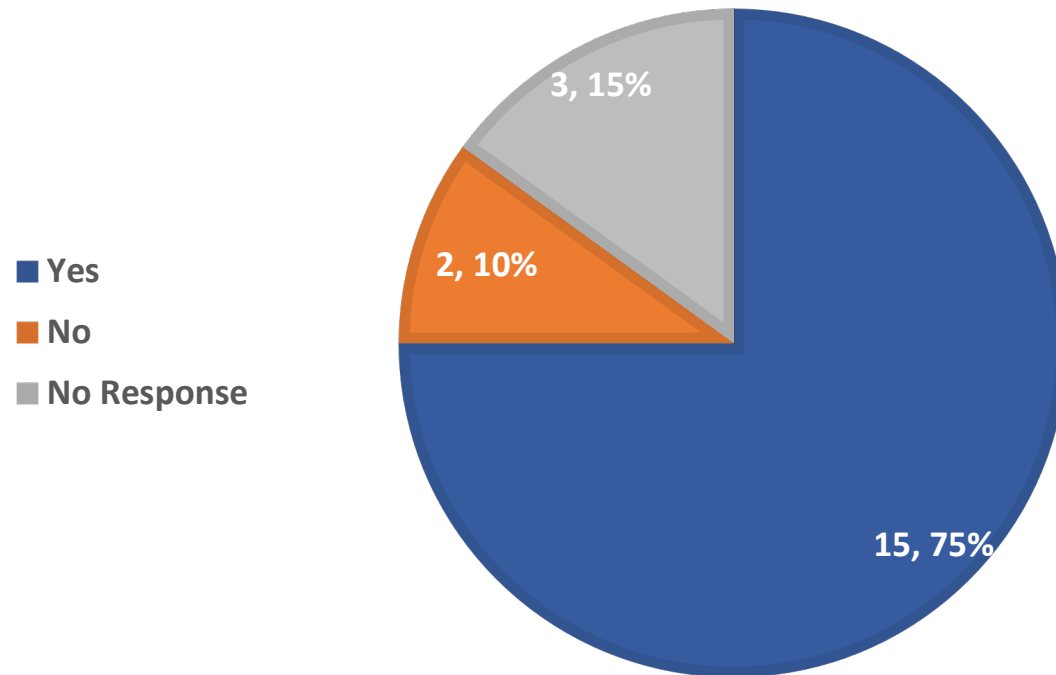
N=3 did not respond to these questions

Please indicate to what extent you agree or disagree with each of the following statements

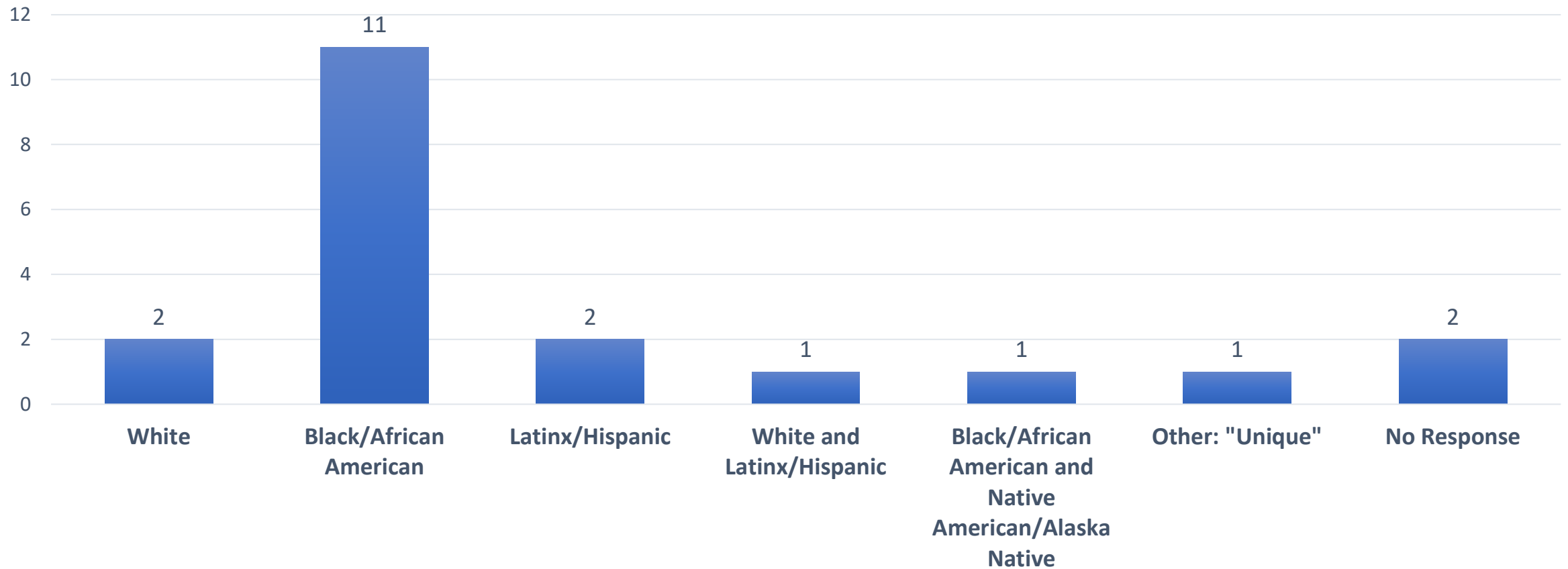


N=3 did not respond to these questions

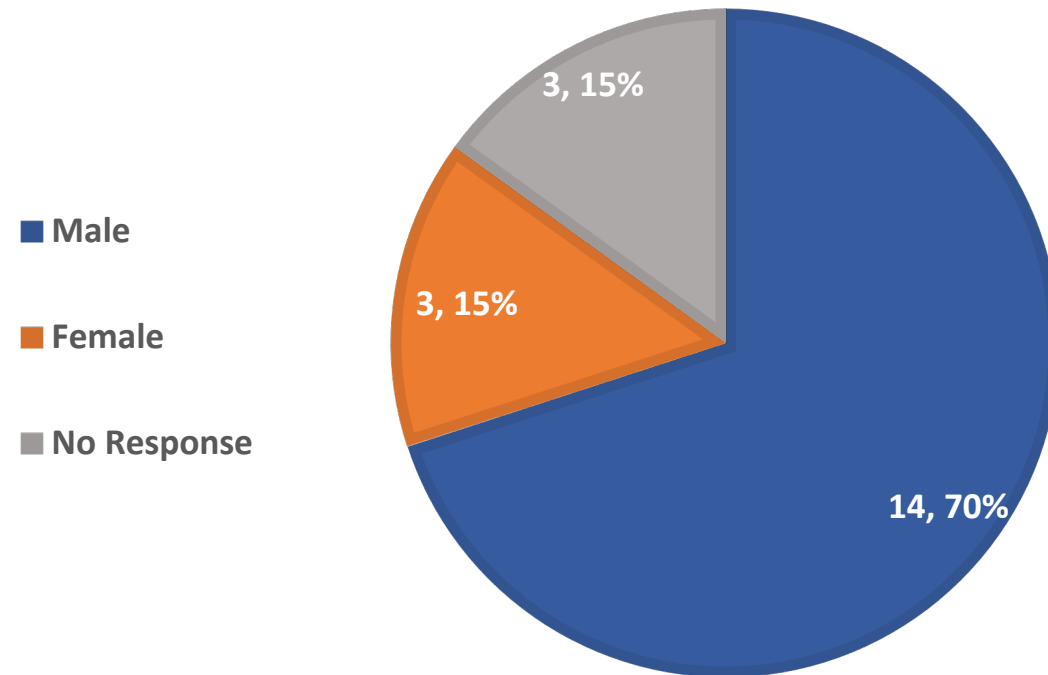
Did the program/service offer you any financial assistance (e.g. payments, vouchers, gift cards, bus passes/clipper cards, etc.)?



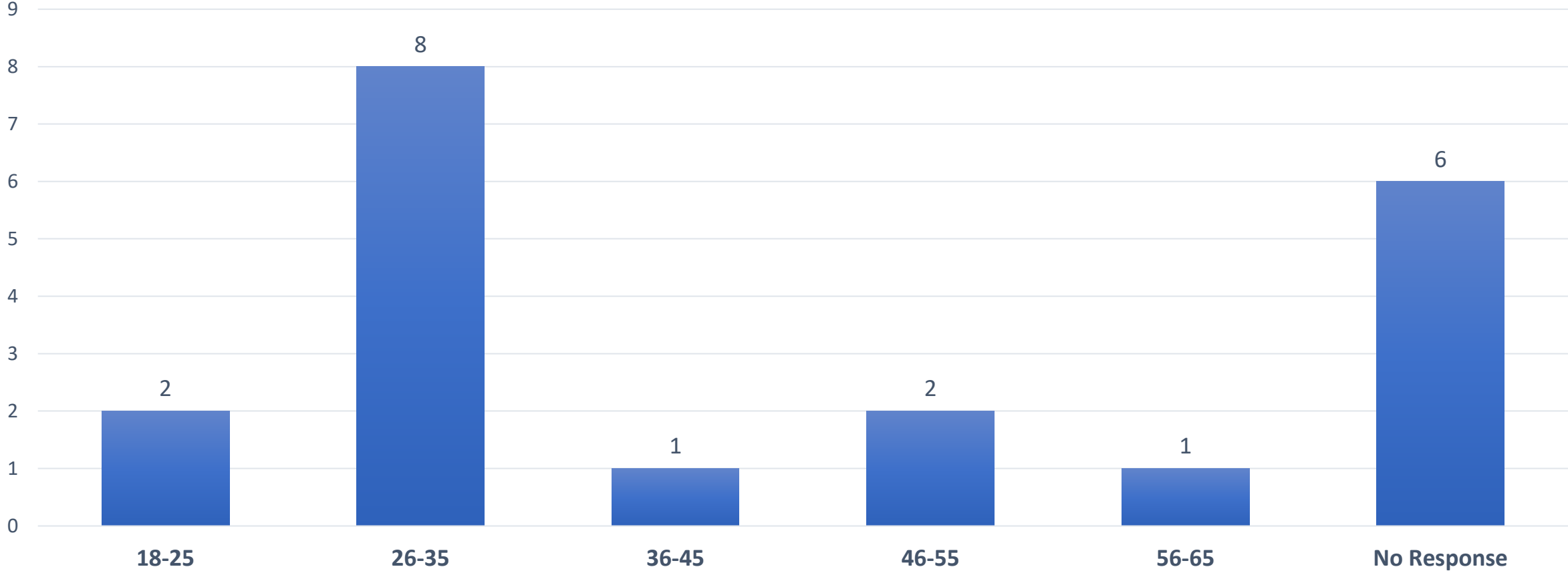
What is your race/ethnicity? Select all that apply



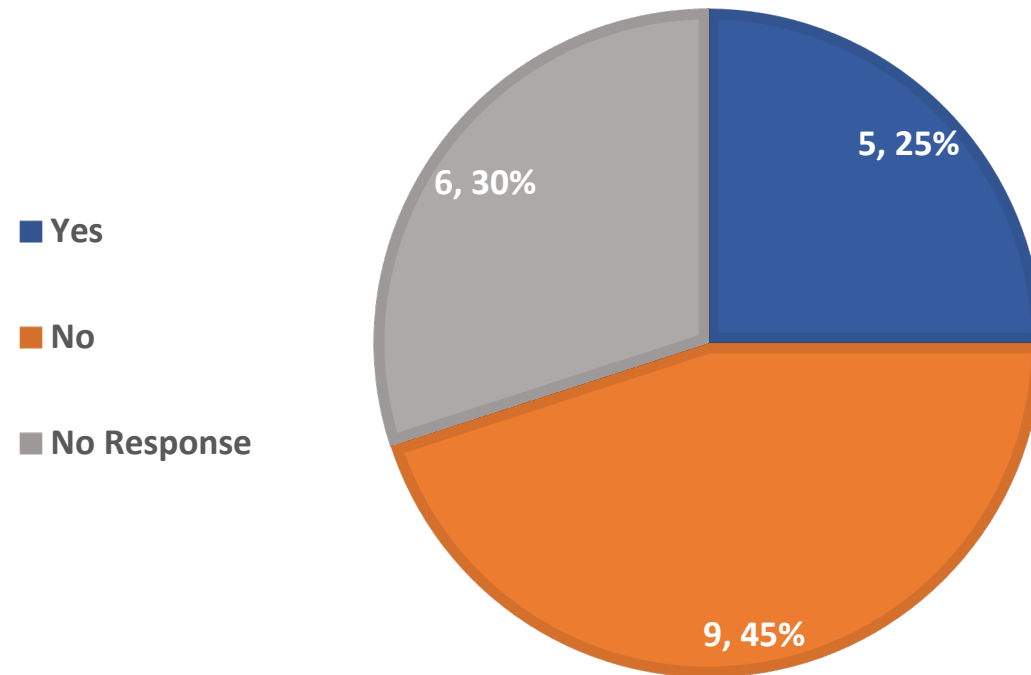
What gender do you identify with?



What is your age?



Do you currently have a job where you receive a regular paycheck?



Do you currently have a stable place to stay, live, or sleep?

