



Real Time Customer Service Satisfaction Survey for the Supportive Services for Veteran Families (SSVF) Program

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Real Time Customer Service Satisfaction Survey Supportive Services for Veteran Families (SSVF) Program

Key Findings

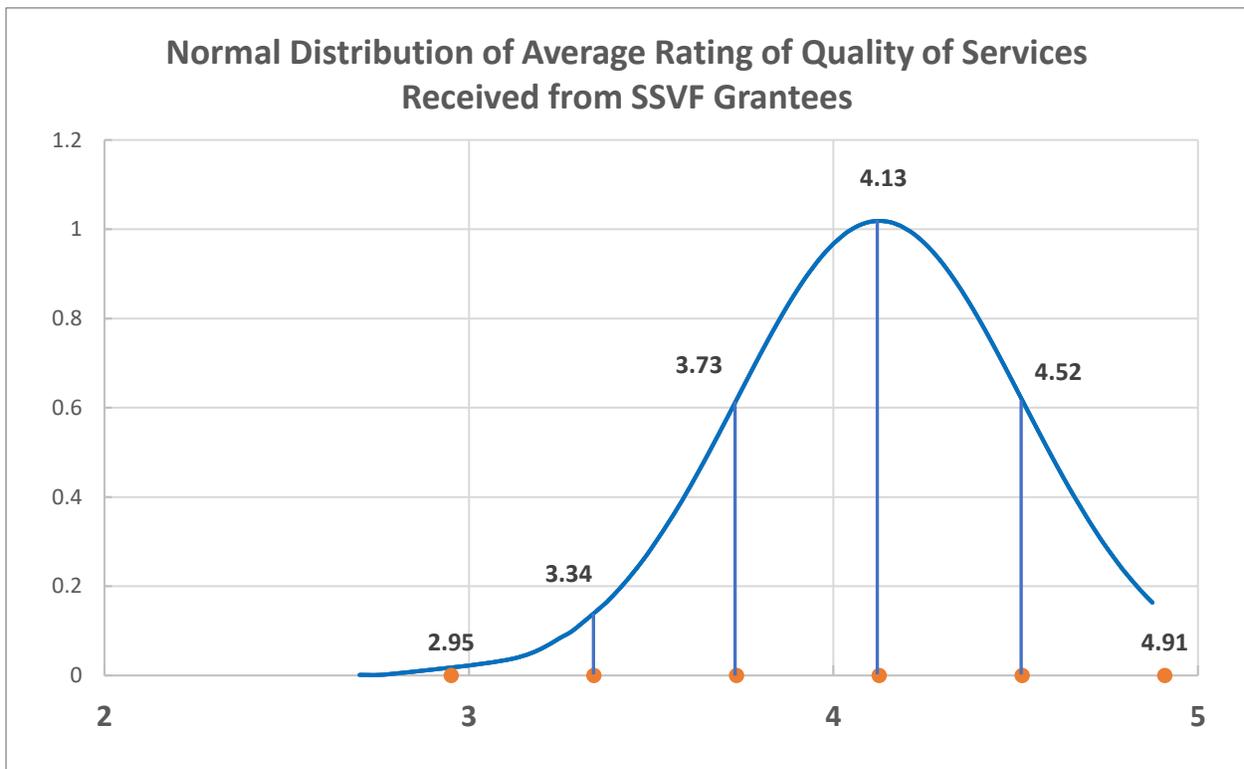
Response Rates

- In FY21-22, there were 30,659 Veterans registered and 4,622 surveys completed (15.07% overall response rate)
- 4,197 Veterans completed via the online option
- 240 Veterans completed via the Interactive Voice Response (IVR) option
- 185 Veterans completed via the Computer Assisted Telephone Interviewing (CATI) option
- 13 Grantees registered less than 10 Veterans
- 8 Grantees had at registered Veterans but did not have a completed survey

Overall Satisfaction

(Q1, pg. 13)

- 75.17% of Veterans rated the quality of services above average or excellent



* Distribution calculated of satisfaction scores of Grantees that had at least 10 surveys completed



Satisfaction with Staff (Qs 6-8, pgs. 48-53)

- 75.79% of respondents were satisfied or very satisfied with the courteousness of the staff person they initially spoke with
- 77.87% of respondents were satisfied or very satisfied with the courteousness of communication with the staff person they dealt with most often
- 75.48% of respondents were satisfied or very satisfied with the timeliness of communication with the staff person they dealt with most often

Enrollment with VA Healthcare (QB-QC, pgs. 10-11)

- 79.88% of respondents are enrolled in VA healthcare system
 - 87.62% of respondents enrolled in the VA healthcare system were enrolled prior to receiving SSVF services

Housing Plan (Q2, pg. 14; Q2A, pg. 15)

- 77.37% of respondents were involved in creating an individualized housing stabilization plan
 - Of those, 91.58% felt that the housing plan was a good fit for their needs

Service Needs (Qs 2 - 4_E2, pgs. 14-45)

- **Top Needs:**
 - Rental assistance 83.71% (Q4_A, pg. 36)
 - Case Management 80.92% (Q3_1, pg. 16)
 - Involved in creating an individualized housing stabilization plan 77.37% (Q2, pg. 14)
 - Security and utility deposits 58.42% (Q4_C, pg. 40)
 - Assistance with housing counseling 56.14% (Q3_3H, pg. 34)
 - Assistance in obtaining VA benefits 53.16% (Q3_2, pg. 18)

Receipt of Services (Questions 2 - 4_E2, pgs. 14-45)

- 83.71% of respondents indicated they needed rental assistance (Q4_A, pg. 35)
 - Of those who received rental assistance, 68.42% rated the quality of services above average (Q4_A2, pg. 36)
- 80.92% of respondents indicated they needed assistance with case management (Q3_1, pg. 15)
 - Of those who received assistance with case management, 72.09% rated the quality of services above average (Q3_1B, pg. 14)
- 77.37% of respondents indicated they received services creating an individualized housing stabilization plan (Q2, pg. 39)
 - Of those who received individualized housing stabilization plans, 91.58% rated the quality of services above average (Q2A, pg. 40)

Quality of Services (Questions 2 - 4_E2, pgs. 14-45)

When asked about the quality of individual services, 12 of the 15 services offered by SSVF received above average or excellent ratings at least 50% of the time.

Conversely, the following services received average or worse ratings from more than 50% of respondents who needed those services:



- Assistance in obtaining and coordinating legal benefits, only 34.02% rated the quality of services above average (Q3_3F2, pg. 31)
- Assistance in obtaining and coordinating childcare benefits, only 36.43% rated the quality of services above average (Q3_3G2, pg. 33)
- Moving cost assistance, only 40.31% rated the quality of services above average (Q4_D, pg. 42)

Open Ended Questions (Appendix A_Q9, Appendix B_Q10, Appendix C_Q11, pg. 60)

Of the 3,592 survey participants who provided open-ended feedback, 3,193 expressed that at least one aspect of their experience was positive, 399 expressed only negative sentiments about SSVF services, and 806 offered suggestions to improve the SSVF program.

Selected Comments from Open-Ended Feedback in the 4th Quarter

Unique ID	Response
894547	The staff at home first were outstanding in helping me obtain and sustain housing despite a long history of going on and off the streets. The staff listened to my needs and worked very hard in helping me obtain affordable housing in a safe and quiet neighborhood. They followed up after was housed even checking in on me when I had broken phone. I really felt cared for. I recommend this housing team to all homeless vets that I talk to on the streets.
462317	it not the staff its the program itself. I was told i could not receive benefits because my corporate apartment complex would not sign the documents from ssvf. The apartment complex refused to sign the documents because the program takes too long or could not provide a date where rental assistance could be provided which left me with no assistance at all. I as told i would be referred to someone to help me find employment as well as file a claim for va benefits and that never happened, I was referred to the rudest legal counsel ever. she told me I don't have a legal issue I have a money issue and she could not help me. There is literally no assistance unless maybe you are homeless but trying to not become homeless this program does not work for people like me. who just hit a snag in the road and need 1 time assistance. The program needs to revisit there processes.
872470	Please be available to veterans and take their issues seriously, especially with veterans who are pro active and not hard to get along wirh. If SSVF puts down the security deposit, then they should be the ones to get it back for the veteran, and then to put it down on the next place. Not HUD-VASH.
669608	Case manager training on being more engaging and courteous to vets in dire situations. Especially vets that are doing their best to maintain mental health and maintain respectful and optimistic engagement with case managers. We understand they have a large case load however, it doesn't warrant attitudes, and an air of disregard. SSVF is a great amazing organization and those that work there should take pride in helping vets that have served this country. Housing locator services need to be revamped and more involved with utilizing city/county/state resources... And launching campaigns in the community to engage landlords and/or homeowners that would ensure a win-win. Although my wife and I finally located housing, it took a long time. A lot of landlords didn't know about the guarantees rent of payments, deposits, case management etc.

Please note: the attachments which contain the long form responses to Q9, Q10, and Q11 have been reproduced as provided by respondents including any erroneous spelling, profanity, offensive content or other matter that might be taken as an error. However, names and places have been removed to maintain anonymity of the respondents.

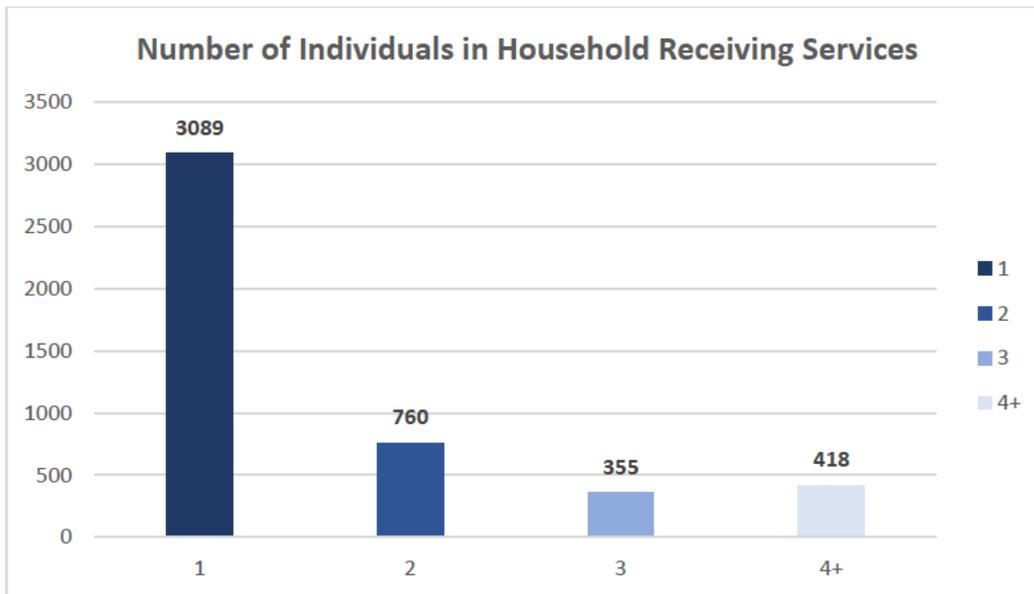


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QA: What is the number of individuals in your household?

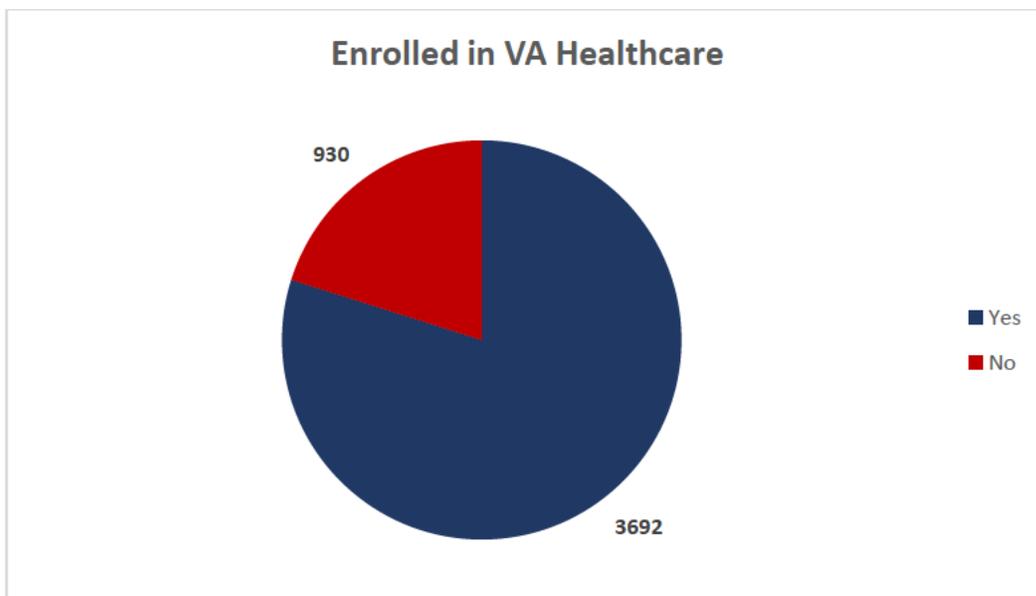
Number of Individuals in Household Receiving Services	Count	Percent
1	3089	66.83%
2	760	16.44%
3	355	7.68%
4+	418	9.04%
Total	4622	100.00%





QB: Are you enrolled in the VA health care system?

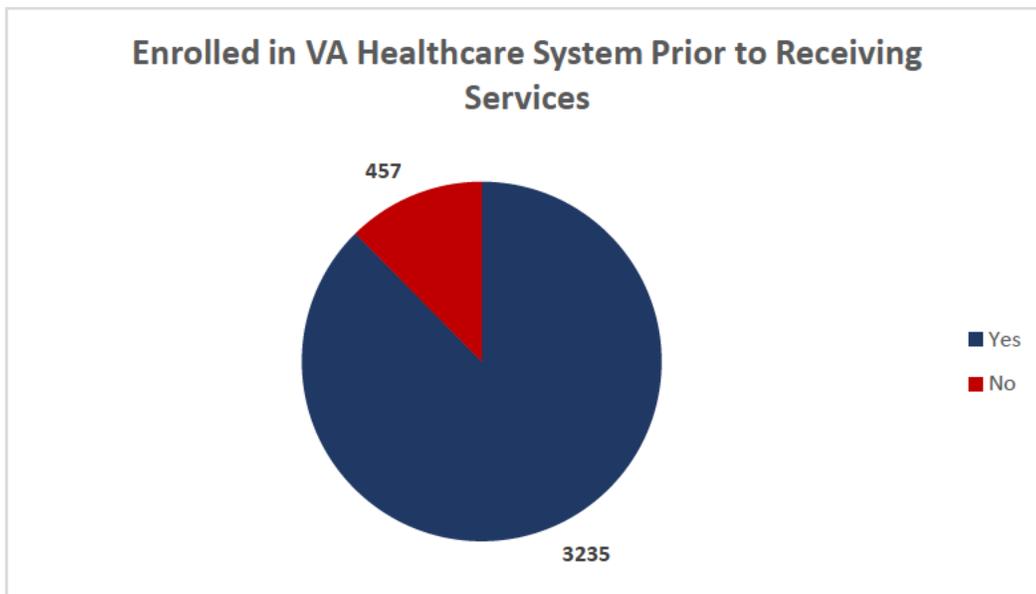
Enrolled in VA Healthcare	Count	Percent
Yes	3692	79.88%
No	930	20.12%
Total	4622	100.00%





QC: Were you enrolled in the VA healthcare system prior to receiving services from this provider?

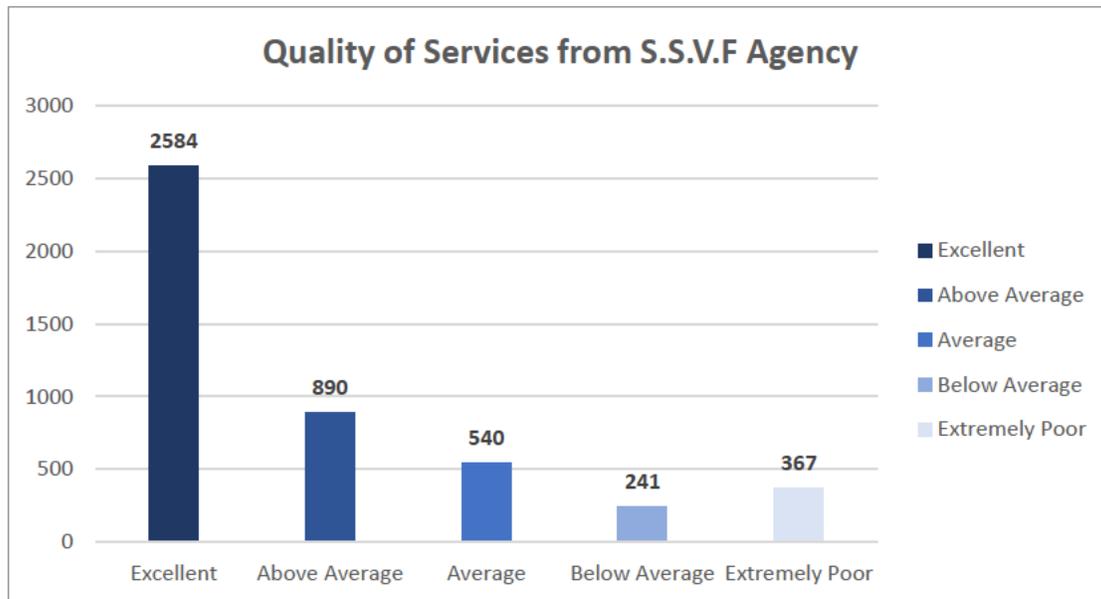
Enrolled in VA Healthcare System Prior to Receiving Services	Count	Percent
Yes	3235	87.62%
No	457	12.38%
Total	3692	100.00%





Q1: How would you rate the quality of services you have received from this SSVF agency?

Quality of services from S.S.V.F Agency	Count	Percent
Excellent	2584	55.91%
Above average	890	19.26%
Average	540	11.68%
Below average	241	5.21%
Extremely poor	367	7.94%
Total	4622	100.00%



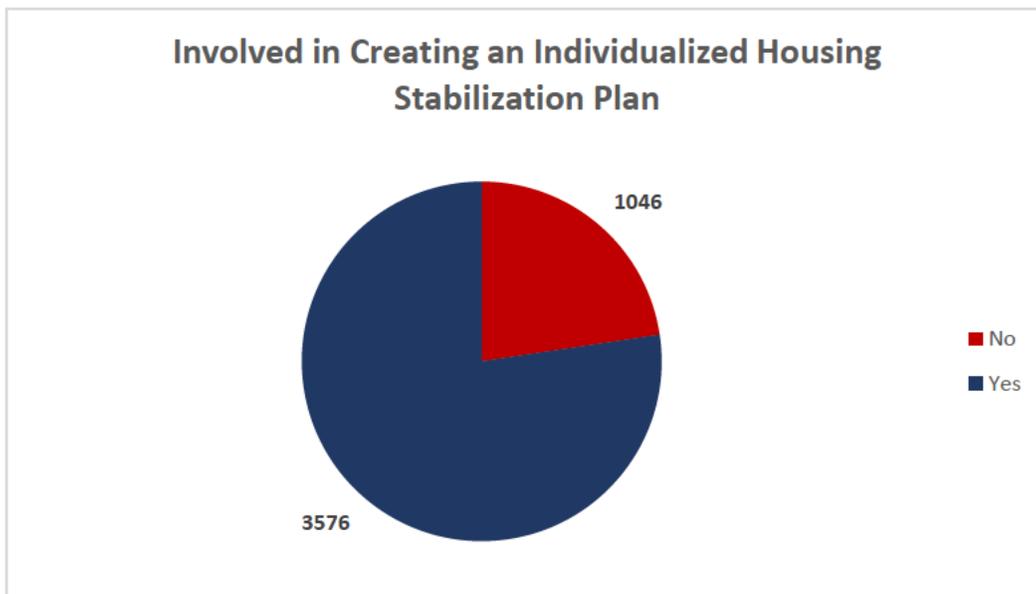


What race do you identify as?	Excellent	Above Average	Average	Below Average	Extremely Poor
American Indian, Alaska Native, or Indigenous	▲ 62.28%	▼ 11.40%	▼ 11.40%	▲ 7.02%	▼ 7.89%
Asian or Asian American	▲ 68.42%	▼ 18.42%	▼ 2.63%	▲ 7.89%	▼ 2.63%
Black, African-American, or African	▲ 58.31%	▲ 19.41%	▼ 11.40%	▼ 4.30%	▼ 6.58%
Multiracial or Biracial	▼ 50.00%	▲ 21.58%	▲ 11.99%	▼ 4.45%	▲ 11.99%
Native Hawaiian or Pacific Islander	▲ 73.53%	▼ 5.88%	▼ 8.82%	▲ 5.88%	▼ 5.88%
White	▲ 58.81%	▲ 19.41%	▼ 10.11%	▼ 5.14%	▼ 6.54%
I choose not to respond	▼ 44.86%	▼ 18.21%	▲ 17.37%	▲ 7.25%	▲ 12.31%
Refused	▼ 40.36%	▲ 24.10%	▲ 13.86%	▲ 6.63%	▲ 15.06%
National Average	55.91%	19.26%	11.68%	5.21%	7.94%
What Ethnicity do you identify as?	Excellent	Above Average	Average	Below Average	Extremely Poor
Hispanic/Latin(a)(o)(x)	▲ 56.25%	▲ 20.92%	▼ 9.51%	▲ 6.52%	▼ 6.79%
Non-Hispanic/Non-Latin(a)(o)(x)	▲ 59.99%	▼ 18.91%	▼ 10.26%	▼ 4.49%	▼ 6.34%
I choose not to respond	▼ 47.18%	▼ 18.91%	▲ 15.91%	▲ 6.45%	▲ 11.55%
Refused	▼ 40.12%	▲ 23.84%	▲ 13.95%	▲ 6.98%	▲ 15.12%
National Average	55.91%	19.26%	11.68%	5.21%	7.94%
Do you consider yourself to be:	Excellent	Above Average	Average	Below Average	Extremely Poor
Bisexual	▲ 59.76%	▲ 19.51%	▲ 17.07%	▼ 2.44%	▼ 1.22%
Gay	▼ 46.27%	▲ 25.37%	▼ 7.46%	▲ 7.46%	▲ 13.43%
Lesbian	▲ 70.83%	▼ 16.67%	▼ 6.25%	▼ 2.08%	▼ 4.17%
Heterosexual or straight	▲ 58.52%	▼ 18.81%	▼ 11.24%	▼ 4.54%	▼ 6.89%
I am not sure	▼ 36.84%	▲ 26.32%	▲ 26.32%	▼ 0.00%	▲ 10.53%
Other	▲ 59.70%	▼ 17.91%	▼ 8.96%	▲ 8.96%	▼ 4.48%
I choose not to respond	▼ 44.30%	▲ 20.13%	▲ 13.59%	▲ 8.89%	▲ 13.09%
Refused	▼ 40.57%	▲ 23.43%	▲ 14.29%	▲ 6.86%	▲ 14.86%
National Average	55.91%	19.26%	11.68%	5.21%	7.94%
What is your gender?	Excellent	Above Average	Average	Below Average	Extremely Poor
Man	▲ 57.62%	▼ 19.05%	▼ 10.94%	▲ 5.22%	▼ 7.17%
Woman	▲ 57.47%	▼ 18.71%	▲ 12.79%	▼ 4.04%	▼ 7.00%
Non-binary	▲ 58.33%	▲ 33.33%	▼ 0.00%	▼ 0.00%	▲ 8.33%
Transgender Man	▼ 33.33%	▲ 50.00%	▲ 16.67%	▼ 0.00%	▼ 0.00%
Transgender Woman	▲ 65.00%	▼ 15.00%	▼ 10.00%	▼ 5.00%	▼ 5.00%
Other	▼ 50.00%	▼ 12.50%	▲ 25.00%	▼ 0.00%	▲ 12.50%
I choose not to respond	▼ 39.85%	▲ 19.92%	▲ 16.54%	▲ 7.52%	▲ 16.17%
Refused	▼ 40.34%	▲ 23.30%	▲ 14.20%	▲ 7.39%	▲ 14.77%
National Average	55.91%	19.26%	11.68%	5.21%	7.94%



Q2: Did the SSVF Case Manager involve you in creating an individualized housing stabilization plan?

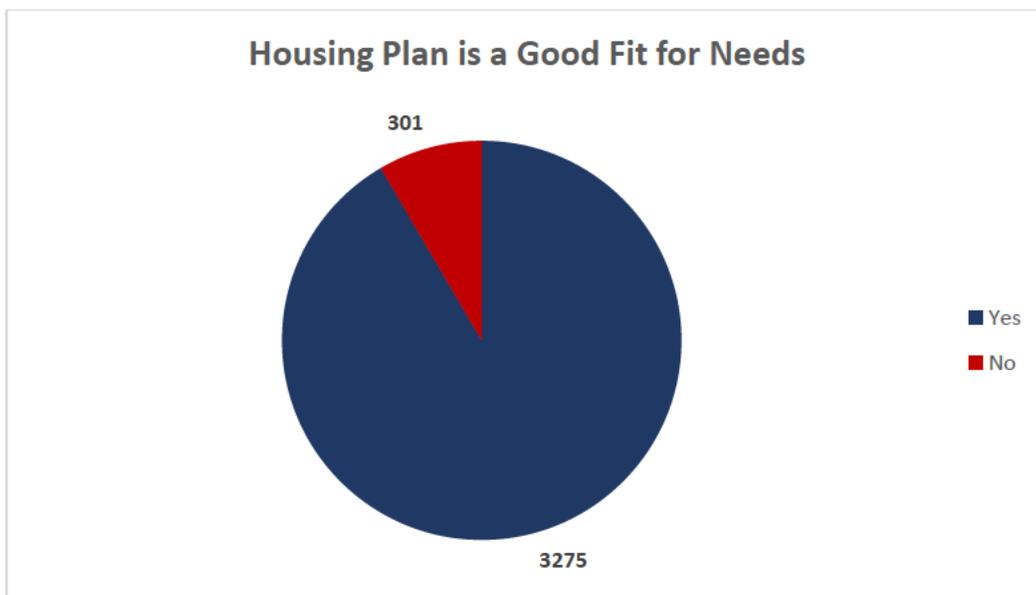
Involvement in Creating an Individualized Housing Stabilization Plan	Count	Percent
No	1046	22.63%
Yes	3576	77.37%
Total	4622	100.00%





Q2A: Do you feel that this housing plan is a good fit for your needs?

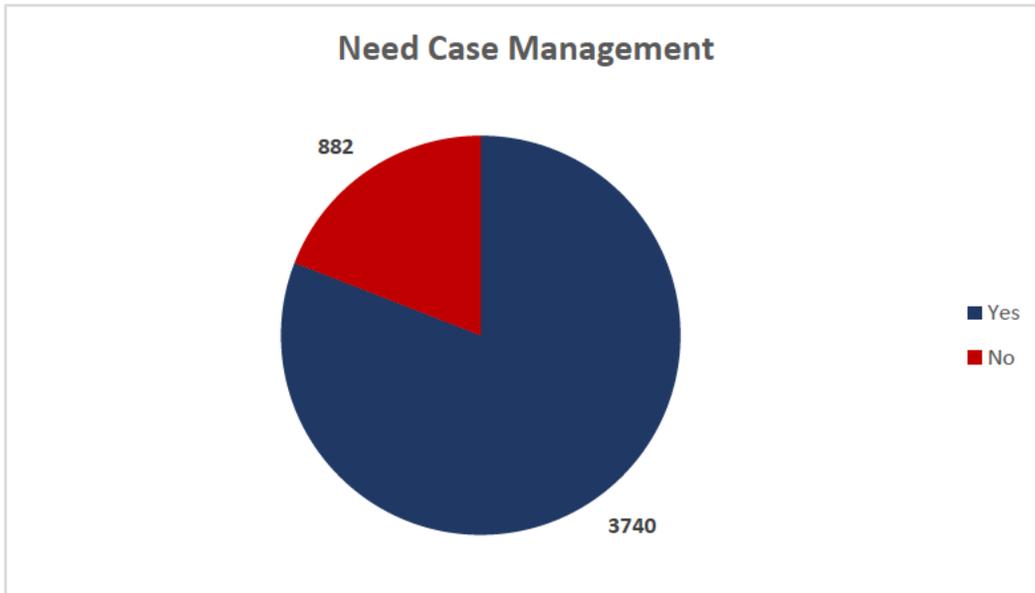
Housing Plan is a Good Fit for Needs	Count	Percent
Yes	3275	91.58%
No	301	8.42%
Total	3576	100.00%





Q3_1: Did you need case management?

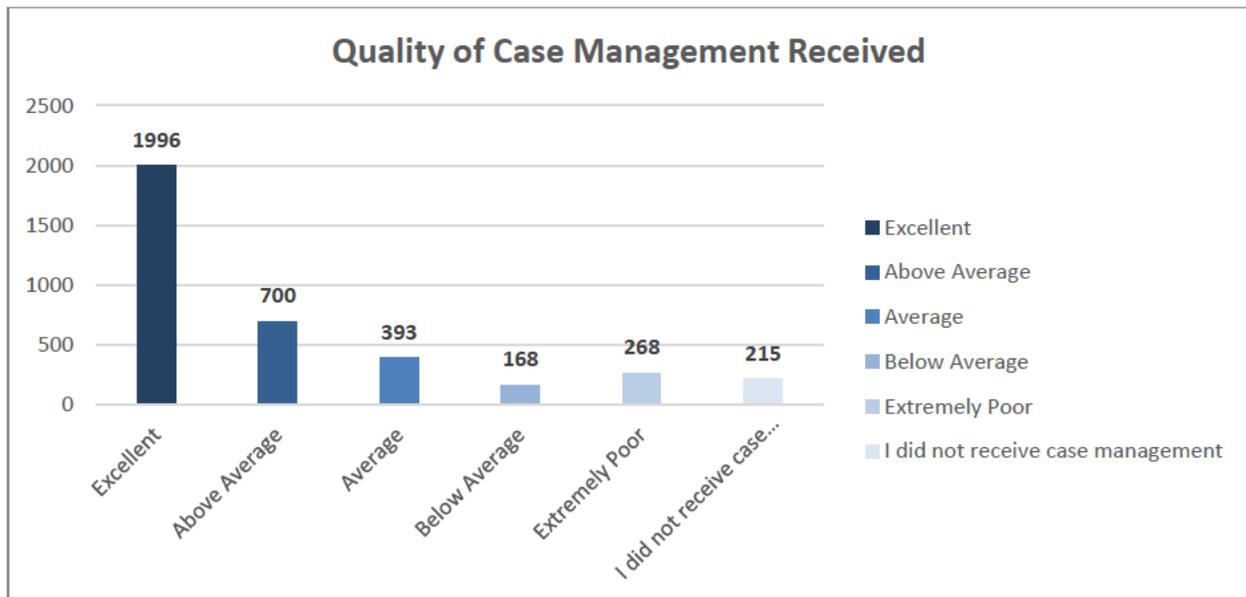
Need Case Management	Count	Percent
Yes	3740	80.92%
No	882	19.08%
Total	4622	100.00%





Q3_1B: What was the quality of the case management received?

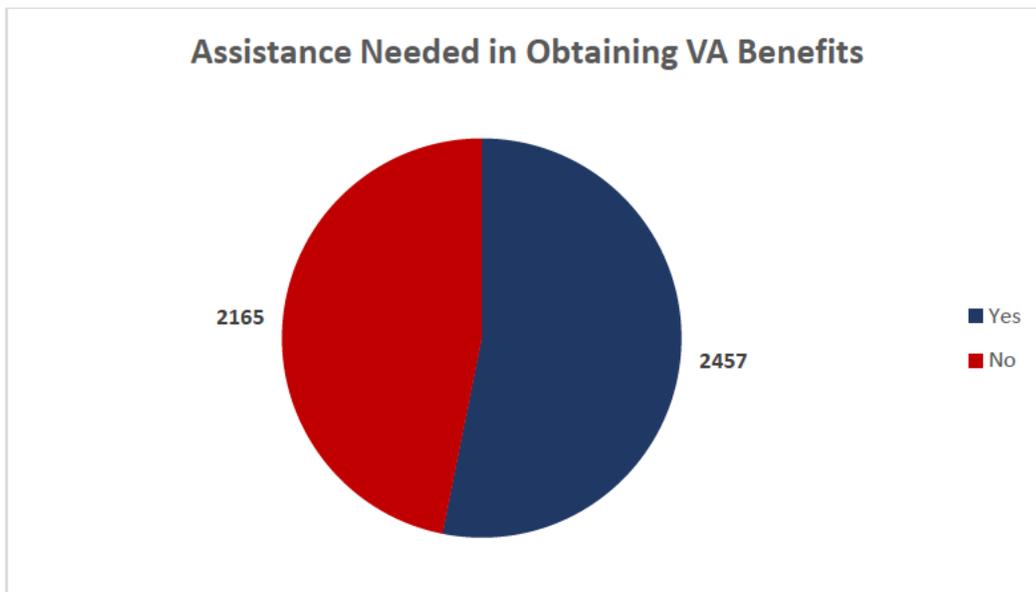
Quality of Case Management Received	Count	Percent
Excellent	1996	53.37%
Above average	700	18.72%
Average	393	10.51%
Below average	168	4.49%
Extremely poor	268	7.17%
I did not receive case management	215	5.75%
Total	3740	100.00%





Q3_2: Did you need assistance in obtaining VA benefits?

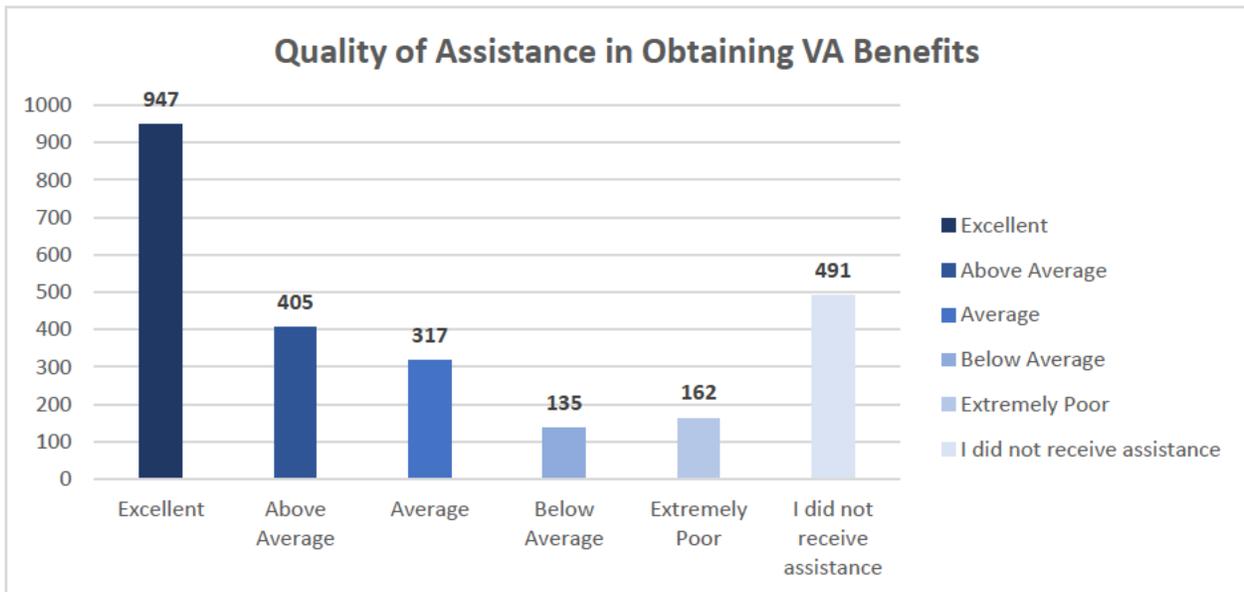
Assistance Needed in Obtaining VA Benefits	Count	Percent
Yes	2457	53.16%
No	2165	46.84%
Total	4622	100.00%





Q3_2B: What was the quality of assistance received in obtaining VA benefits?

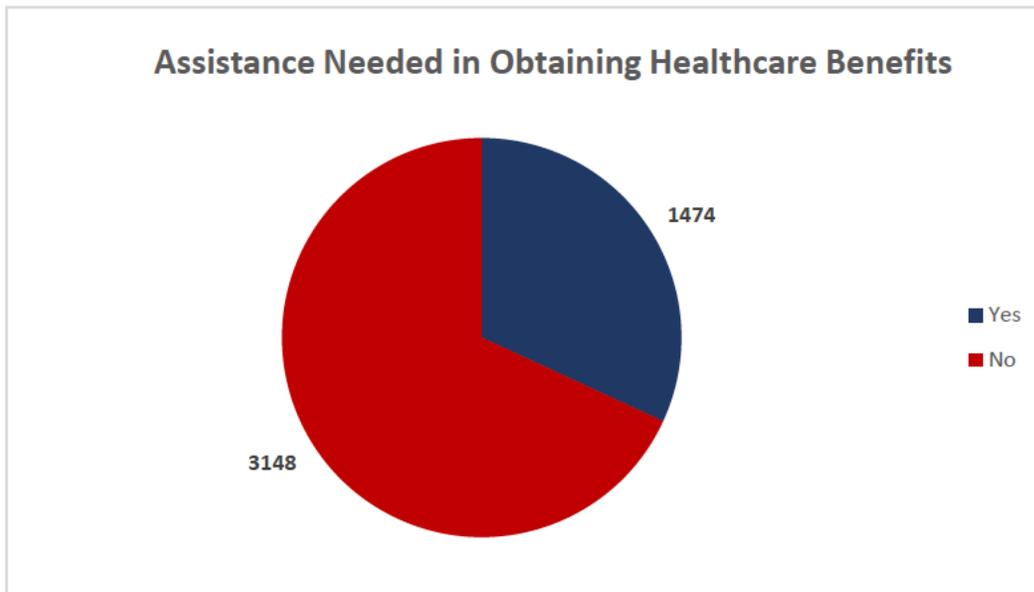
Quality of Assistance in Obtaining VA Benefits	Count	Percent
Excellent	947	38.54%
Above average	405	16.48%
Average	317	12.90%
Below average	135	5.49%
Extremely poor	162	6.59%
I did not receive assistance	491	19.98%
Total	2457	100.00%





Q3_3A: Did you need assistance in obtaining and coordinating health care benefits?

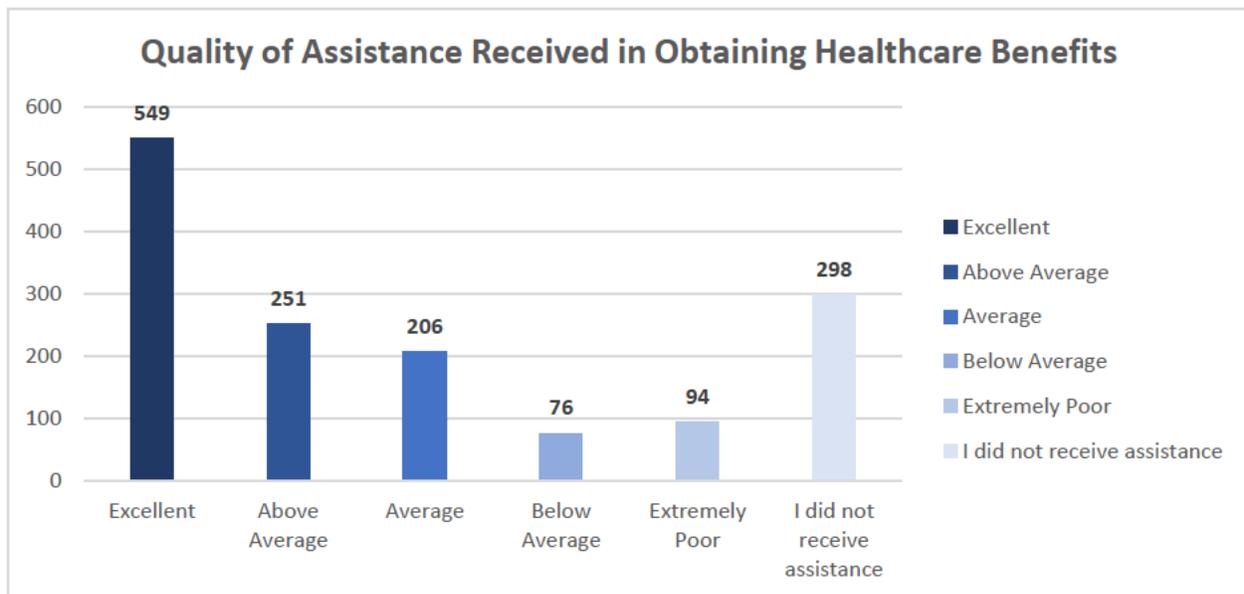
Assistance Needed in Obtaining Healthcare Benefits	Count	Percent
Yes	1474	31.89%
No	3148	68.11%
Total	4622	100.00%





Q3_3A2: What was the quality of the assistance received in obtaining and coordinating healthcare benefits?

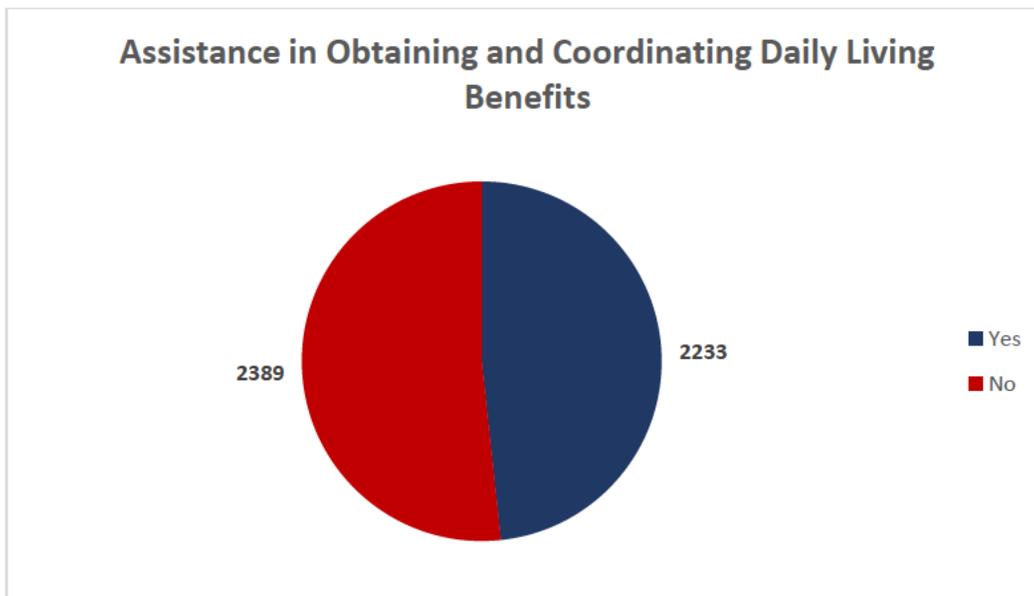
Quality of Assistance Received in Obtaining Healthcare Benefits	Count	Percent
Excellent	549	37.25%
Above average	251	17.03%
Average	206	13.98%
Below average	76	5.16%
Extremely poor	94	6.38%
I did not receive assistance	298	20.22%
Total	1474	100.00%





Q3_3B: Did you need assistance in obtaining and coordinating daily living benefits?

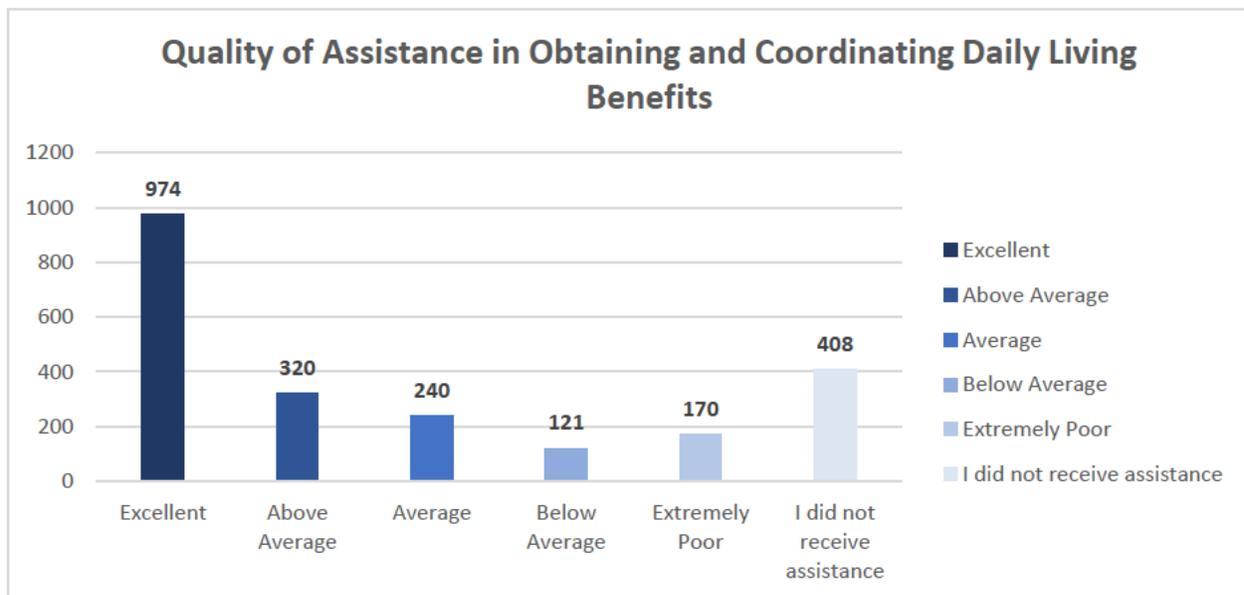
Assistance in Obtaining and Coordinating Daily Living Benefits	Count	Percent
Yes	2233	48.31%
No	2389	51.69%
Total	4622	100.00%





Q3_3B2: What was the quality of the assistance received in obtaining and coordinating daily living benefits?

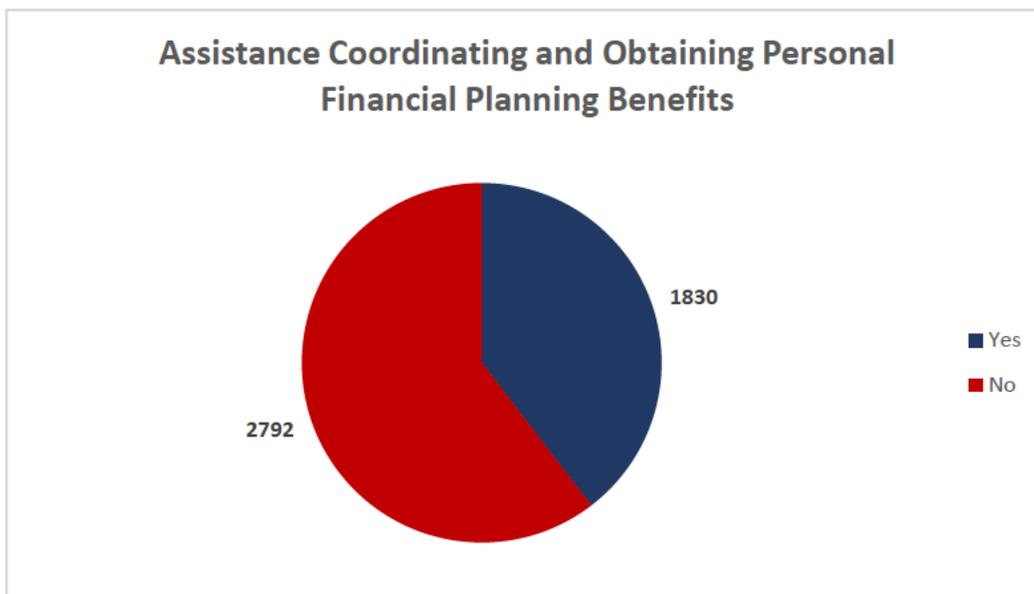
Quality of Assistance in Obtaining and Coordinating Daily Living Benefits	Count	Percent
Excellent	974	43.62%
Above average	320	14.33%
Average	240	10.75%
Below average	121	5.42%
Extremely poor	170	7.61%
I did not receive assistance	408	18.27%
Total	2233	100.00%





Q3_3C: Did you need assistance in obtaining and coordinating personal financial planning benefits?

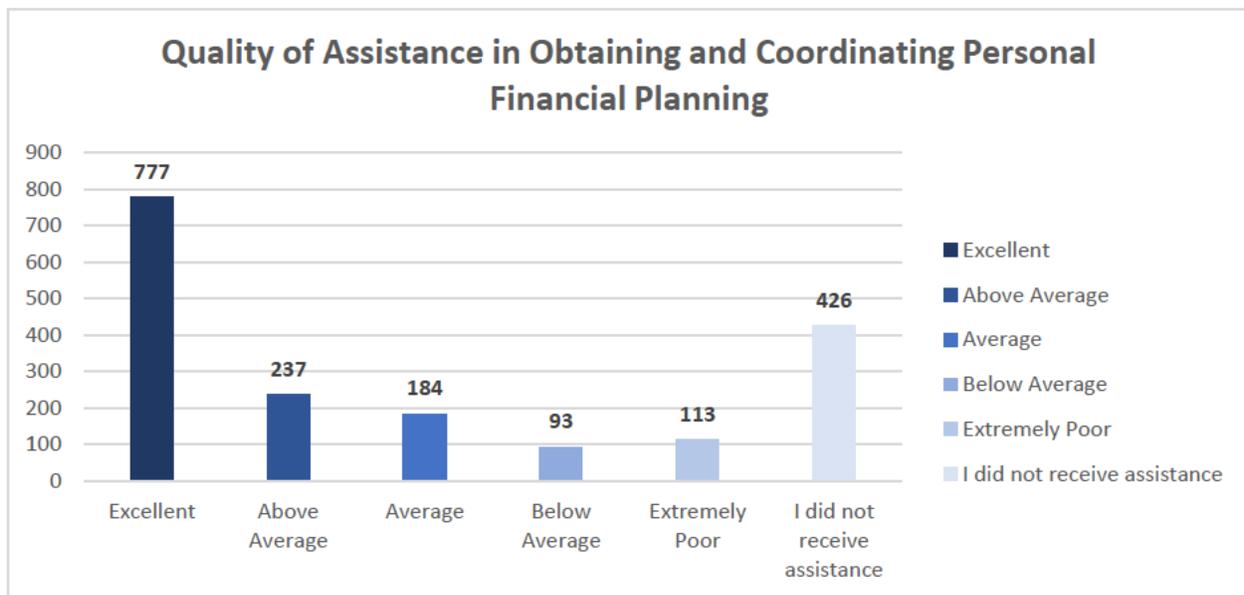
Assistance Coordinating and Obtaining Personal Financial Planning Benefits	Count	Percent
Yes	1830	39.59%
No	2792	60.41%
Total	4622	100.00%





Q3_3C2: What was the quality of the assistance received in obtaining and coordinating personal financial planning benefits?

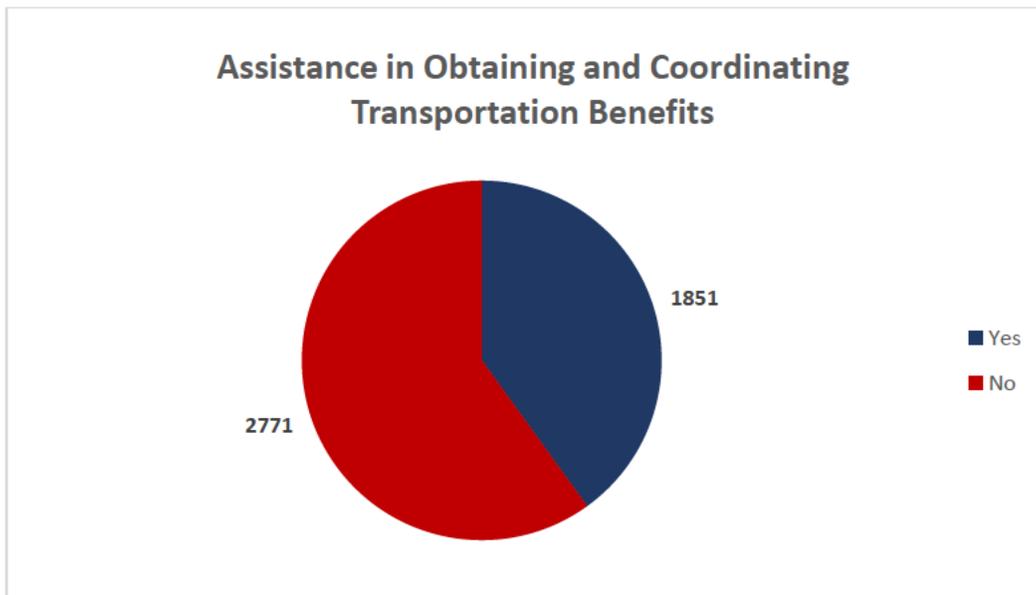
Quality of Assistance in Obtaining and Coordinating Personal Financial Planning	Count	Percent
Excellent	777	42.46%
Above average	237	12.95%
Average	184	10.05%
Below average	93	5.08%
Extremely poor	113	6.17%
I did not receive assistance	426	23.28%
Total	1830	100.00%





Q3_3D: Did you need assistance in obtaining and coordinating transportation benefits?

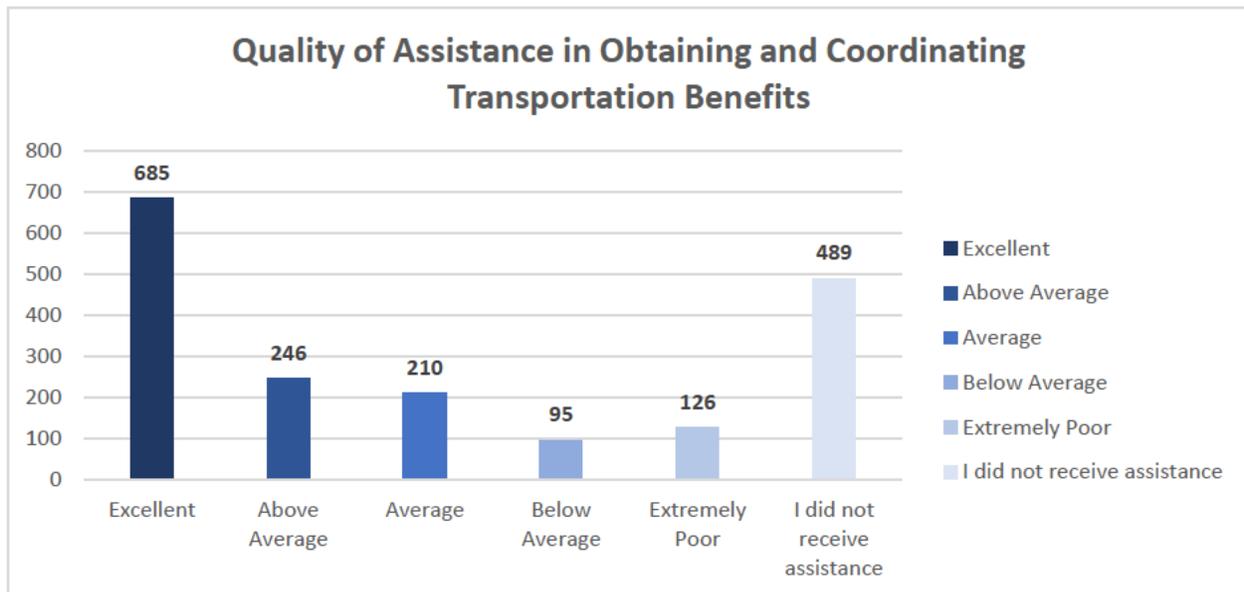
Assistance in Obtaining and Coordinating Transportation Benefits	Count	Percent
Yes	1851	40.05%
No	2771	59.95%
Total	4622	100.00%





Q3_3D2: What was the quality of the assistance received in obtaining and coordinating transportation benefits?

Quality of Assistance in Obtaining and Coordinating Transportation Benefits	Count	Percent
Excellent	685	37.01%
Above average	246	13.29%
Average	210	11.35%
Below average	95	5.13%
Extremely poor	126	6.81%
I did not receive assistance	489	26.42%
Total	1851	100.00%

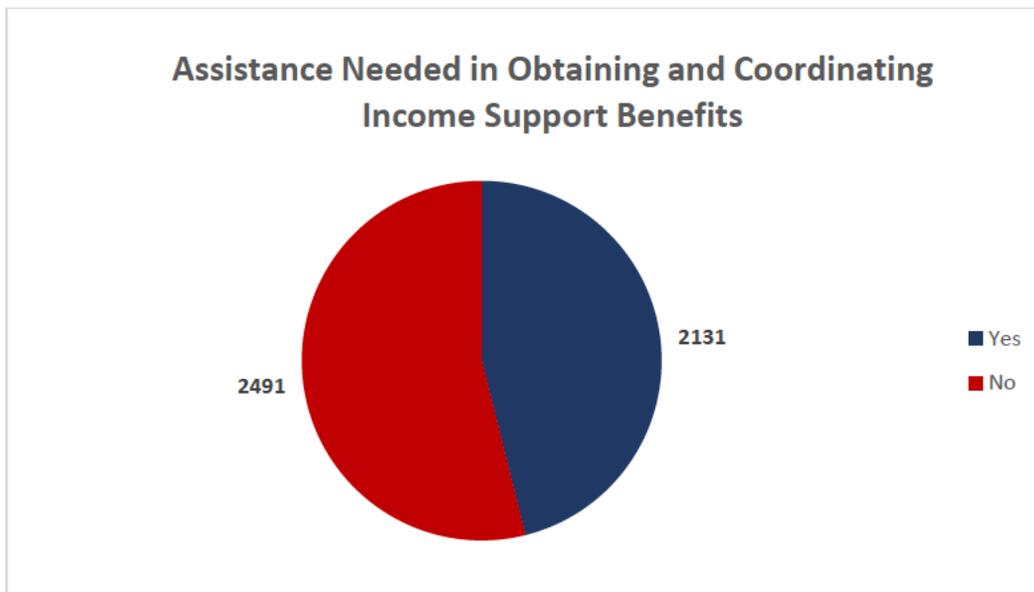




Q3_3E: Did you need assistance in obtaining and coordinating income support benefits?

Assistance Needed in Obtaining and Coordinating Income Support Benefits	Count	Percent
Yes	2131	46.11%
No	2491	53.89%
Total	4622	100.00%

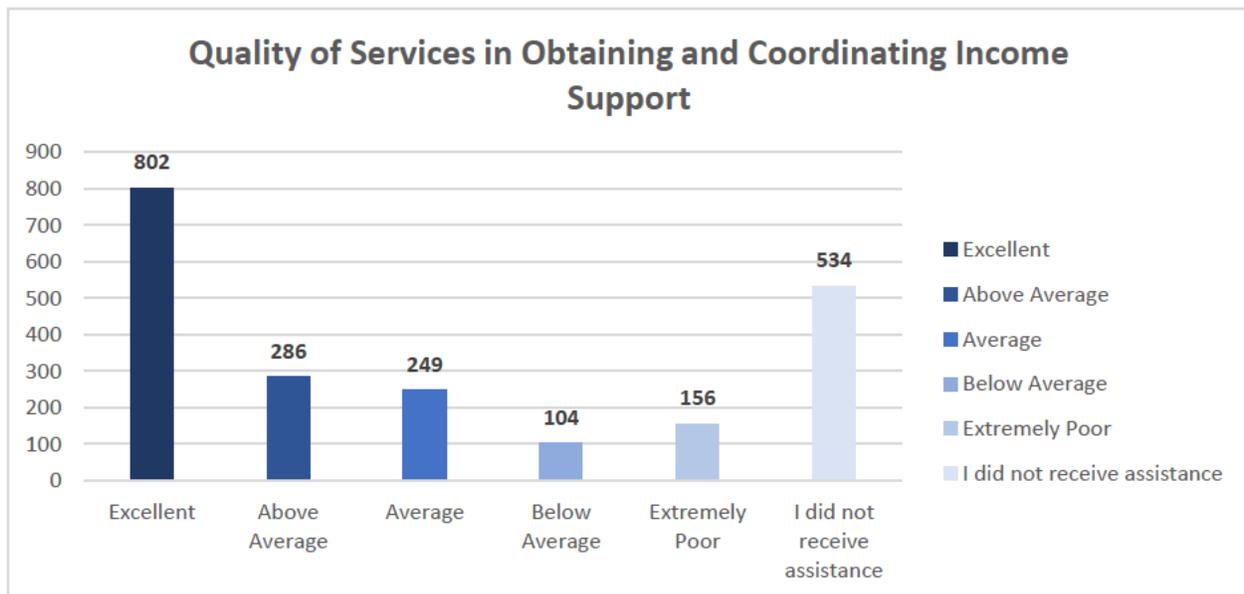
0 Nonresponses





Q3_3E2: What was the quality of the assistance received in obtaining and coordinating income support benefits?

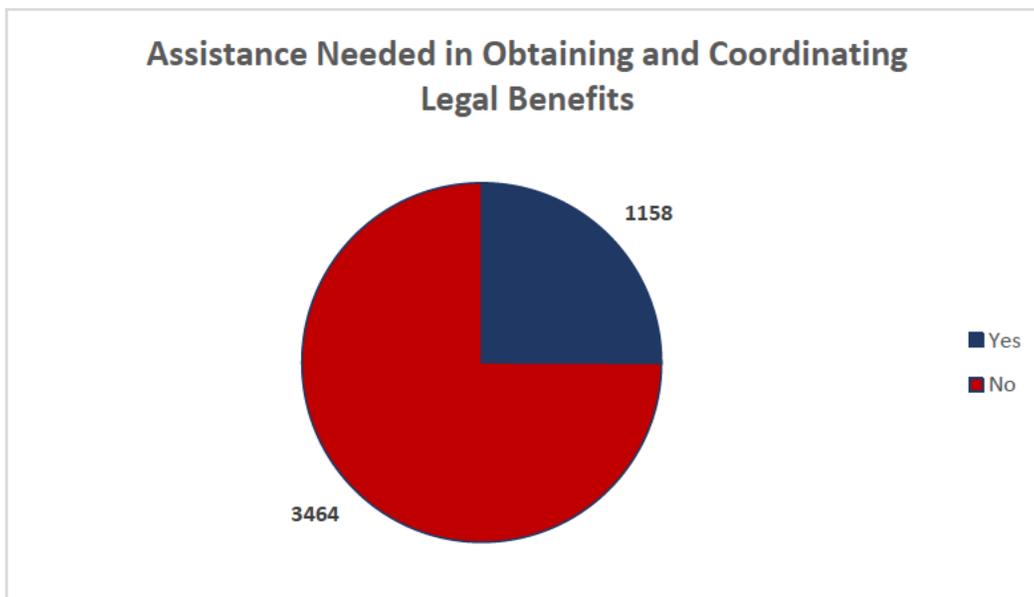
Quality of Services in Obtaining and Coordinating Income Support	Count	Percent
Excellent	802	37.63%
Above average	286	13.42%
Average	249	11.68%
Below average	104	4.88%
Extremely poor	156	7.32%
I did not receive assistance	534	25.06%
Total	2131	100.00%





Q3_3F: Did you need assistance in obtaining and coordinating legal benefits?

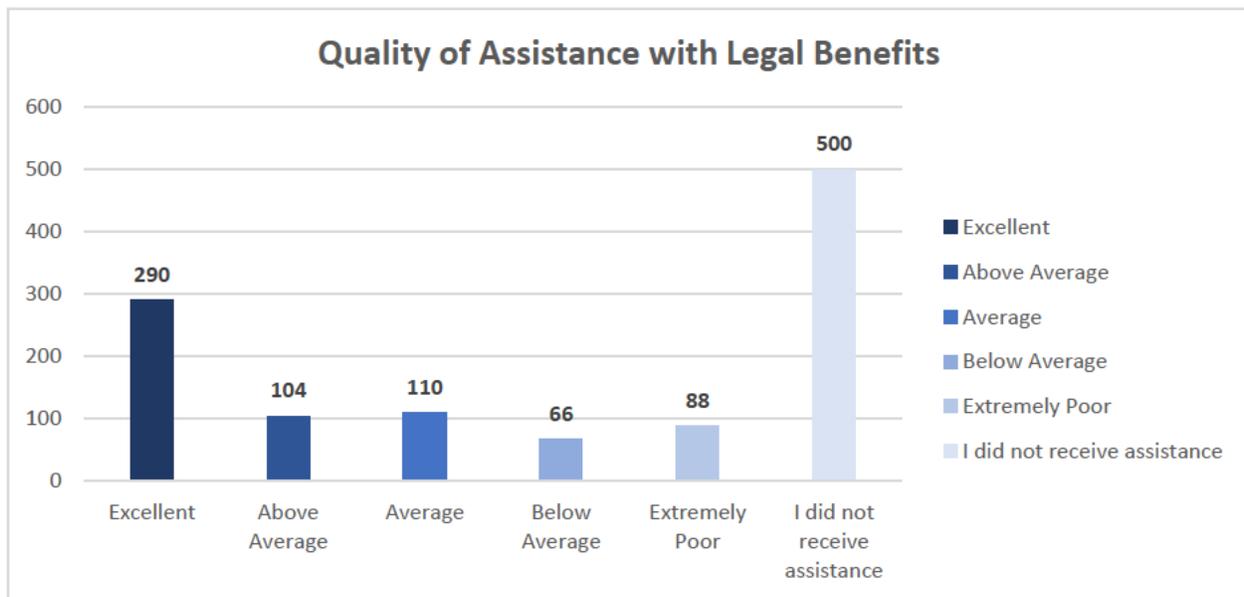
Assistance Needed in Obtaining and Coordinating Legal Benefits	Count	Percent
Yes	1158	25.05%
No	3464	74.95%
Total	4622	100.00%





Q3_3F2: What was the quality of the assistance received in obtaining and coordinating legal benefits?

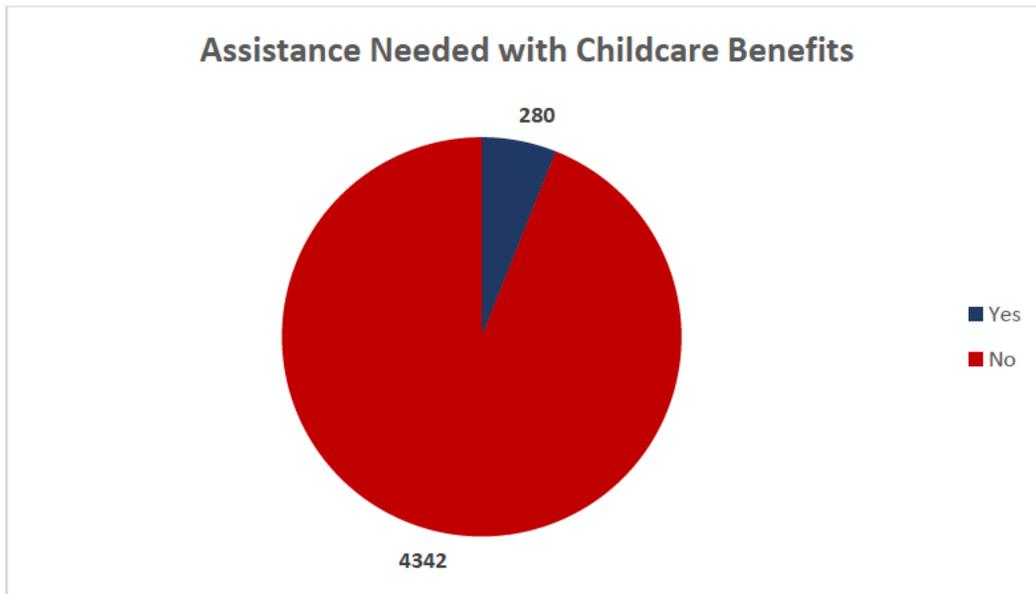
Quality of Assistance with Legal Benefits	Count	Percent
Excellent	290	25.04%
Above average	104	8.98%
Average	110	9.50%
Below average	66	5.70%
Extremely poor	88	7.60%
I did not receive assistance	500	43.18%
Total	1158	100.00%





Q3_3G: Did you need assistance in obtaining and coordinating childcare benefits?

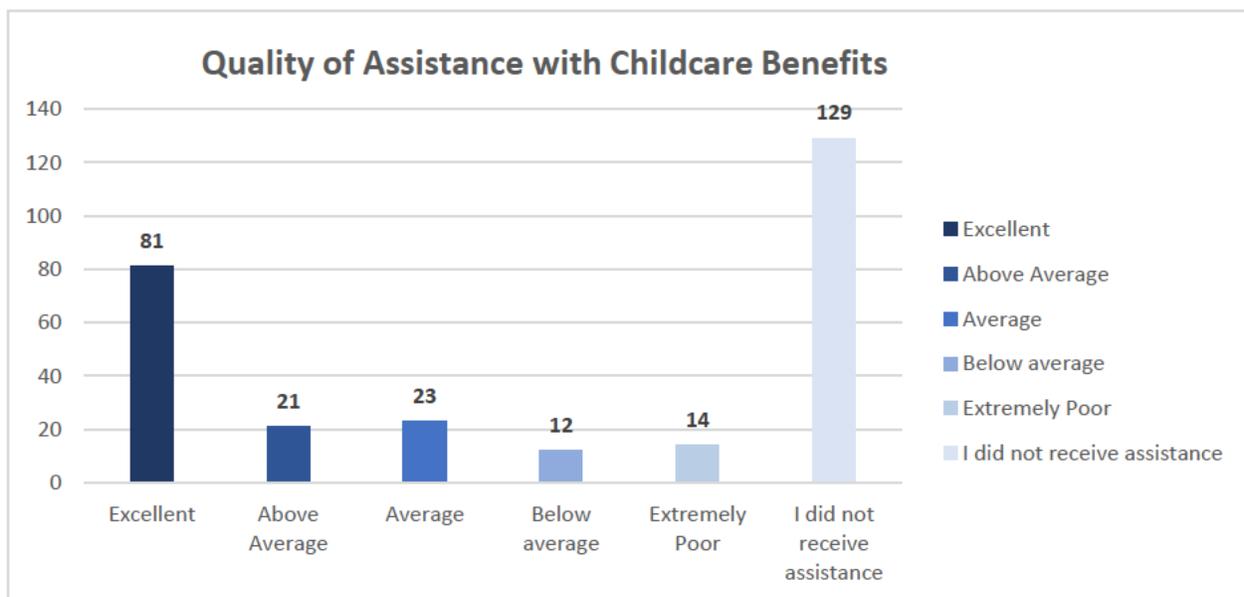
Assistance Needed with Childcare Benefits	Count	Percent
Yes	280	6.06%
No	4342	93.94%
Total	4622	100.00%





Q3_3G2: What was the quality of the assistance received in obtaining and coordinating childcare benefits?

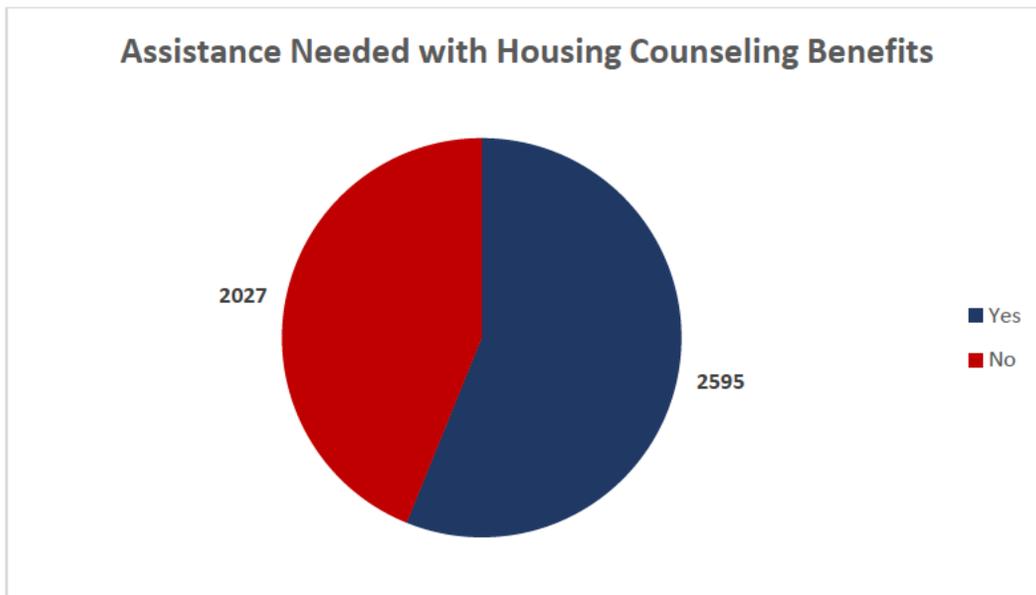
Quality of Assistance with Childcare Benefits	Count	Percent
Excellent	81	28.93%
Above average	21	7.50%
Average	23	8.21%
Below average	12	4.29%
Extremely poor	14	5.00%
I did not receive assistance	129	46.07%
Total	280	100.00%





Q3_3H: Did you need assistance in obtaining and coordinating housing counseling benefits?

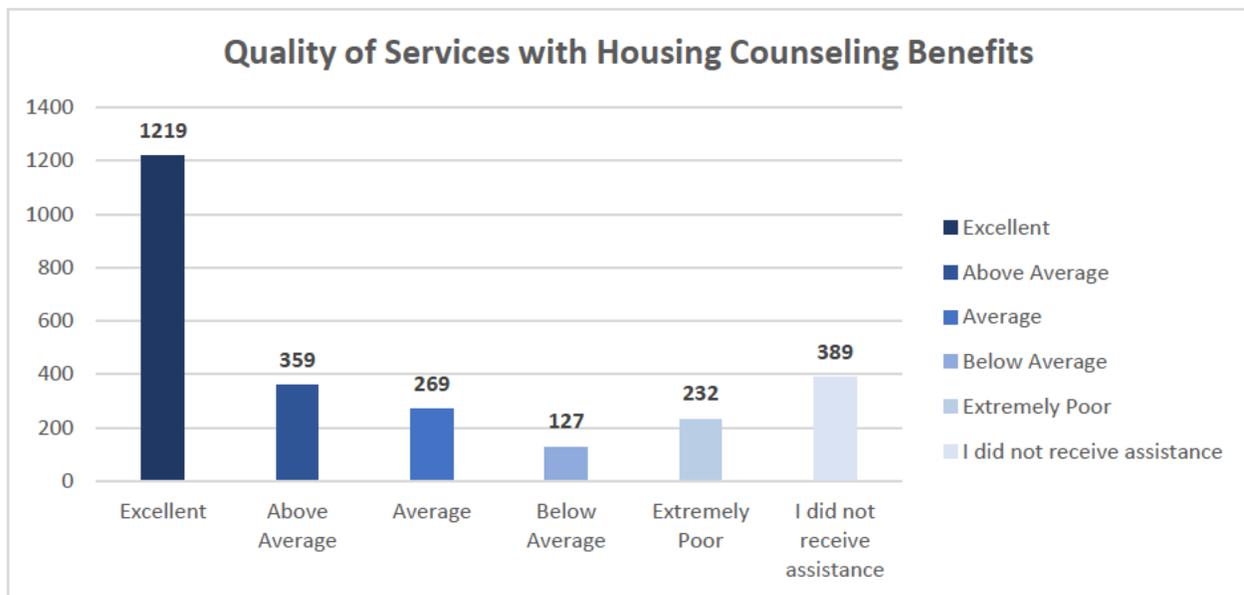
Assistance Needed with Housing Counseling Benefits	Count	Percent
Yes	2595	56.14%
No	2027	43.86%
Total	4622	100.00%





Q3_3H2: What was the quality of the assistance received in obtaining and coordinating housing counseling benefits?

Quality of Services with Housing Counseling Benefits	Count	Percent
Excellent	1219	46.97%
Above average	359	13.83%
Average	269	10.37%
Below average	127	4.89%
Extremely poor	232	8.94%
I did not receive assistance	389	14.99%
Total	2595	100.00%





Q4_A: Did you need rental assistance?

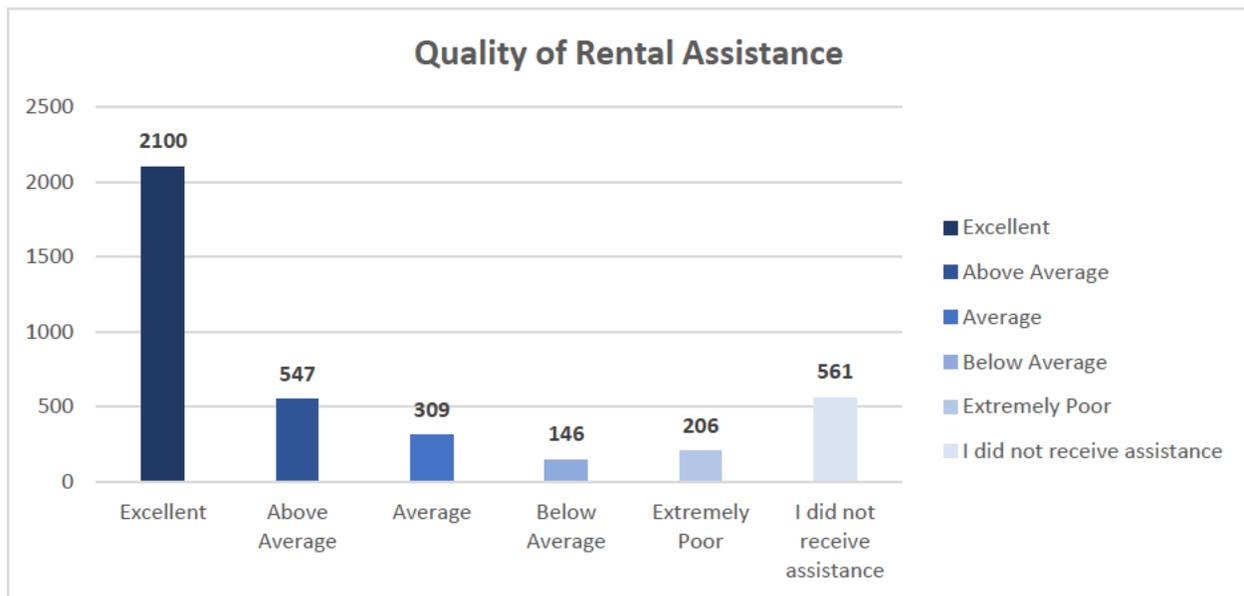
Needed Rental Assistance	Count	Percent
Yes	3869	83.71%
No	753	16.29%
Total	4622	100.00%





Q4_A2: What was the quality of the rental assistance received?

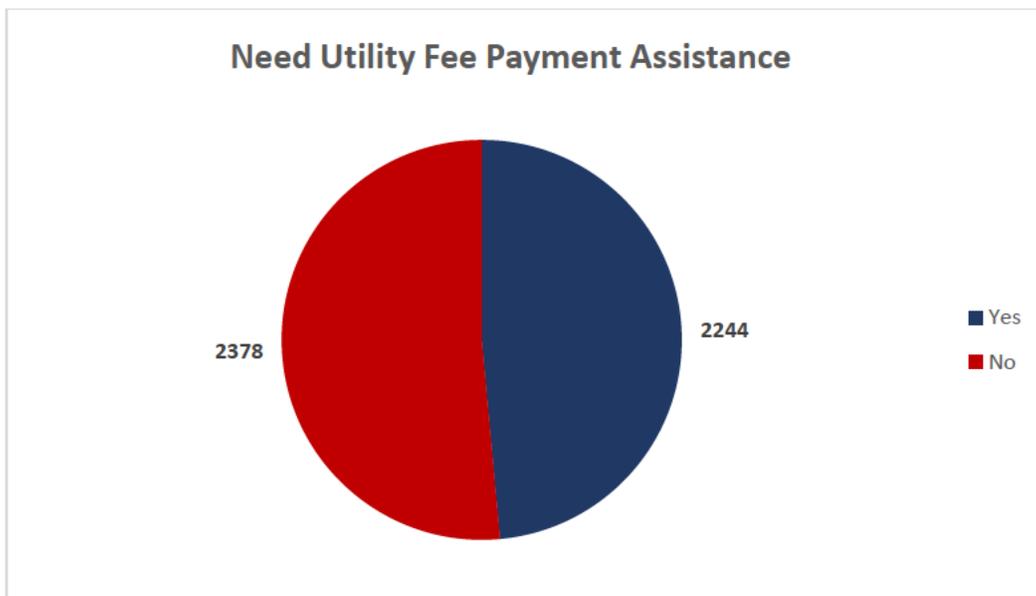
Quality of Rental Assistance	Count	Percent
Excellent	2100	54.28%
Above average	547	14.14%
Average	309	7.99%
Below average	146	3.77%
Extremely poor	206	5.32%
I did not receive assistance	561	14.50%
Total	3869	100.00%





Q4_B: Did you need utility fee payment assistance?

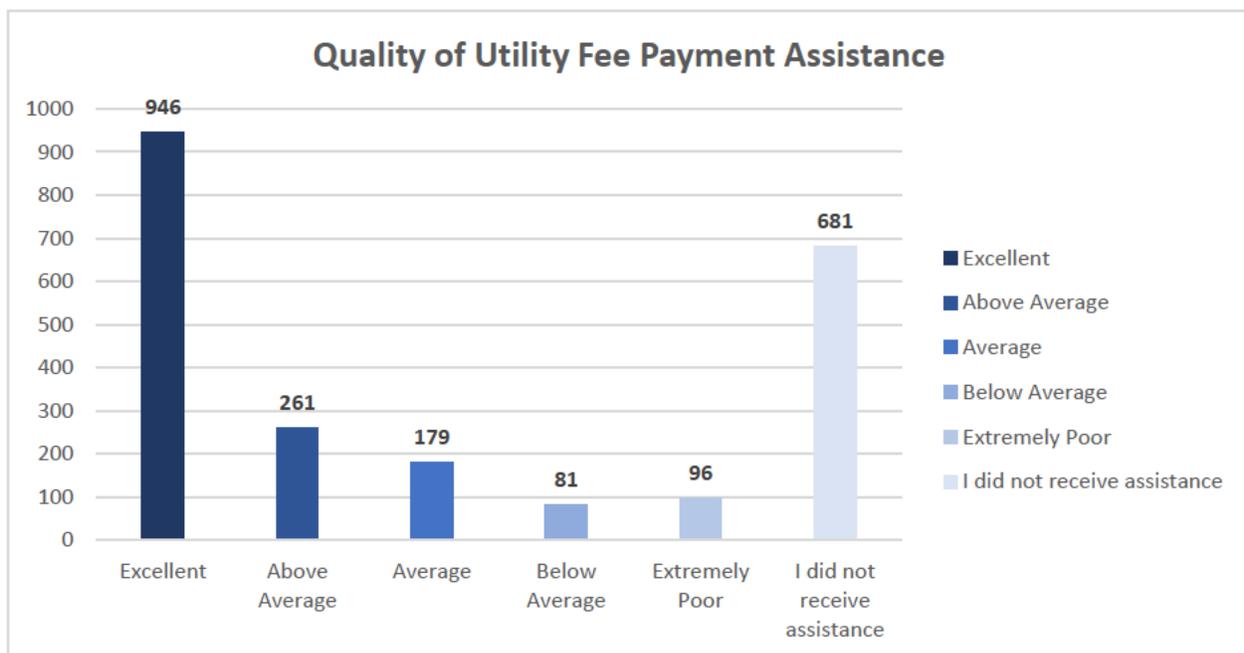
Need Utility Fee Payment Assistance	Count	Percent
Yes	2244	48.55%
No	2378	51.45%
Total	4622	100.00%





Q4_B2: What was the quality of the utility fee payment assistance received?

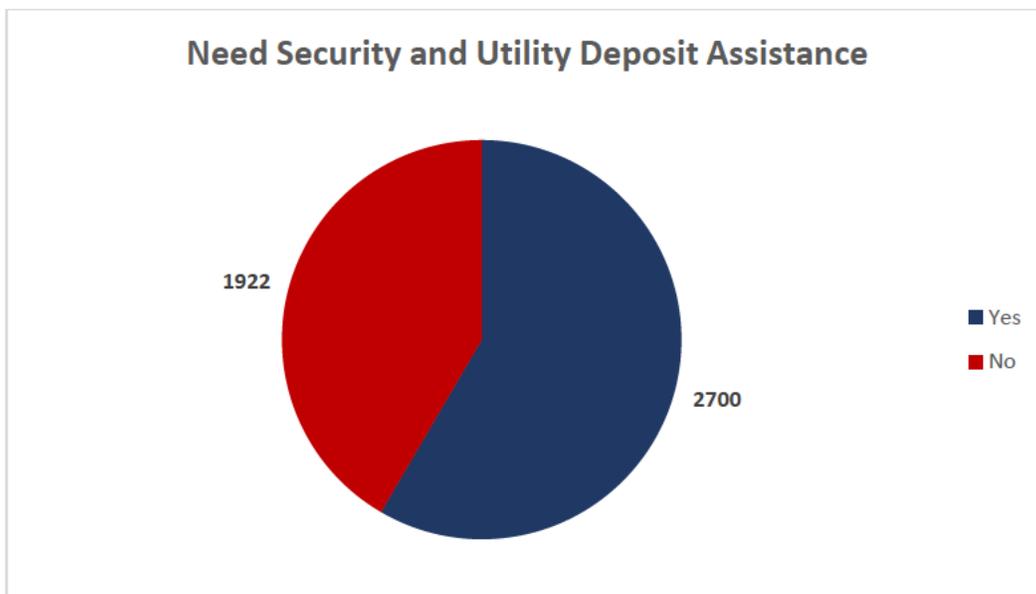
Quality of Utility Fee Payment Assistance	Count	Percent
Excellent	946	42.16%
Above average	261	11.63%
Average	179	7.98%
Below average	81	3.61%
Extremely poor	96	4.28%
I did not receive assistance	681	30.35%
Total	2244	100.00%





Q4_C: Did you need security and utility deposits assistance?

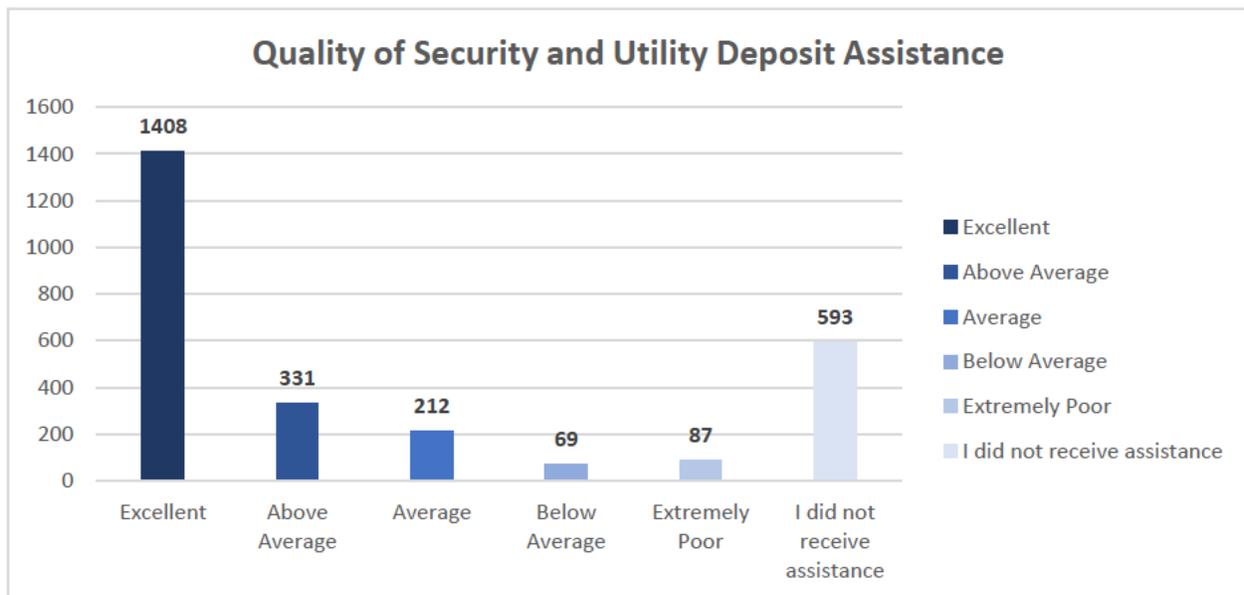
Need Security and Utility Deposit Assistance	Count	Percent
Yes	2700	58.42%
No	1922	41.58%
Total	4622	100.00%





Q4_C2: What was the quality of the security and utility deposits assistance received?

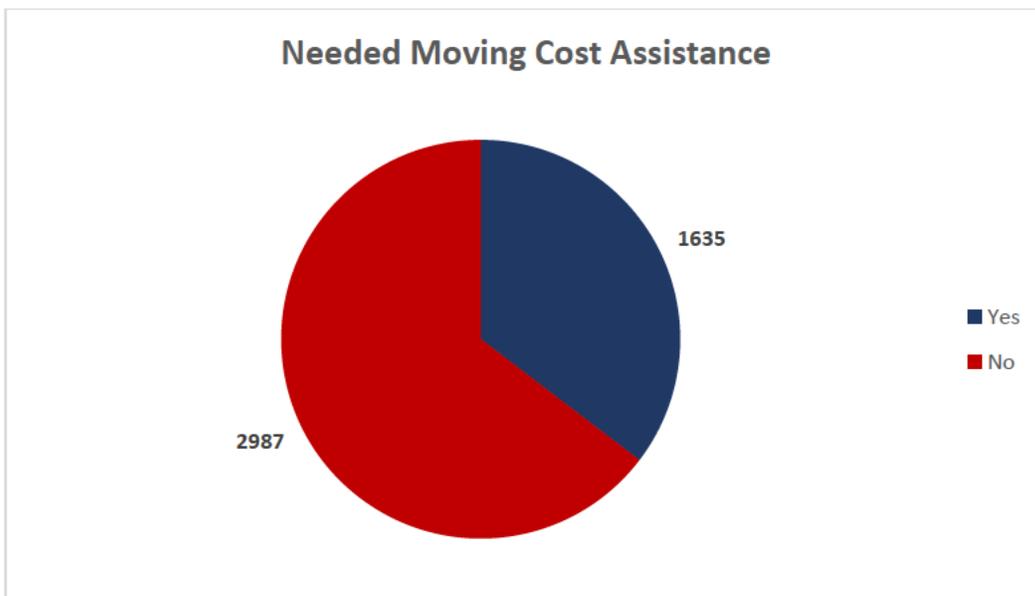
Quality of Security and Utility Deposit Assistance	Count	Percent
Excellent	1408	52.15%
Above average	331	12.26%
Average	212	7.85%
Below average	69	2.56%
Extremely poor	87	3.22%
I did not receive assistance	593	21.96%
Total	2700	100.00%





Q4_D: Did you need moving costs assistance?

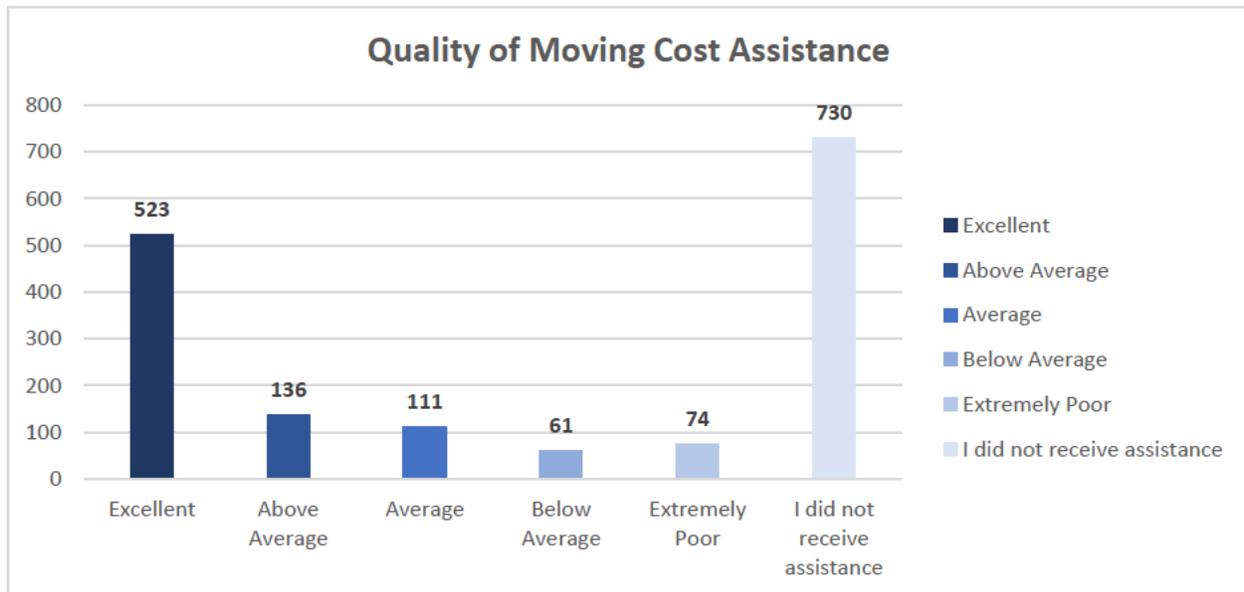
Need Moving Cost Assistance	Count	Percent
Yes	1635	35.37%
No	2987	64.63%
Total	4622	100.00%





Q4_D2: What was the quality of the moving costs assistance received?

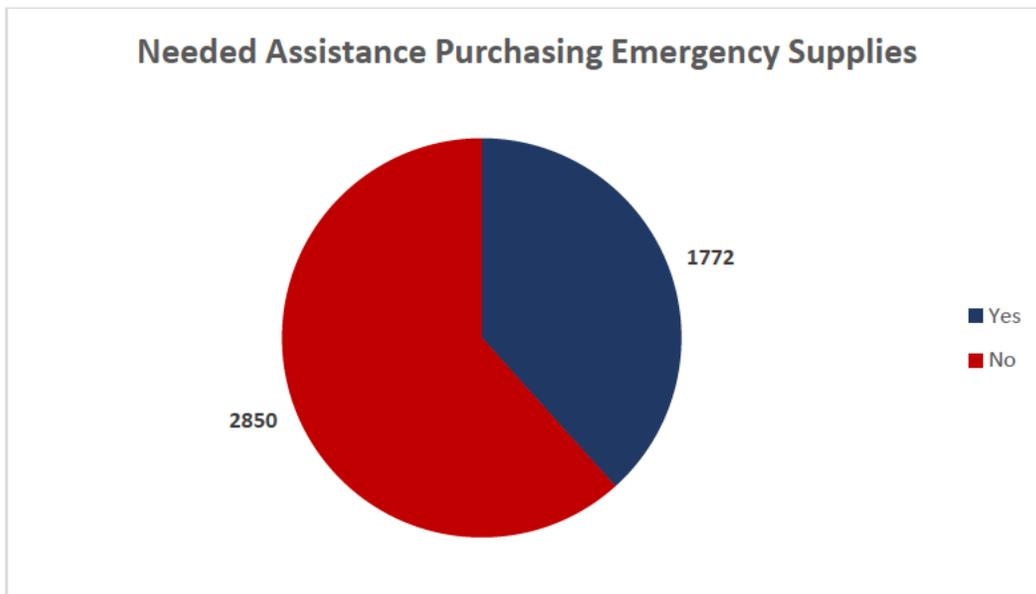
Quality of Moving Cost Assistance	Count	Percent
Excellent	523	31.99%
Above average	136	8.32%
Average	111	6.79%
Below average	61	3.73%
Extremely poor	74	4.53%
I did not receive assistance	730	44.65%
Total	1635	100.00%





Q4_E: Did you need assistance purchasing emergency supplies?

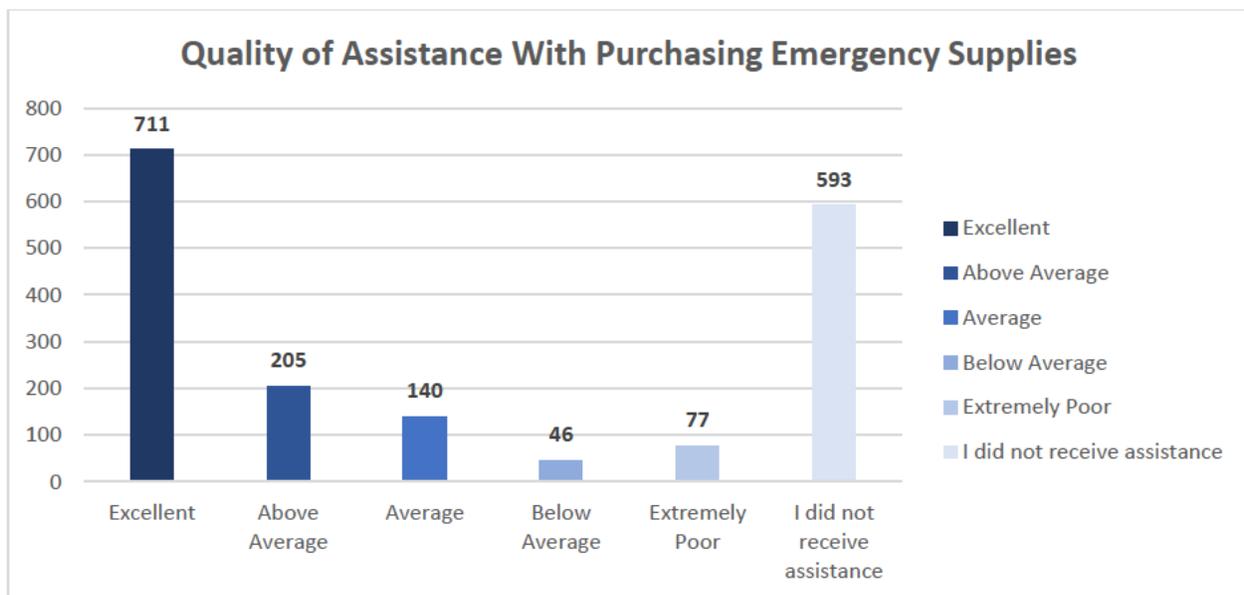
Needed Assistance Purchasing Emergency Supplies	Count	Percent
Yes	1772	38.34%
No	2850	61.66%
Total	4622	100.00%





Q4_E2: What was the quality of the emergency supplies purchasing assistance received?

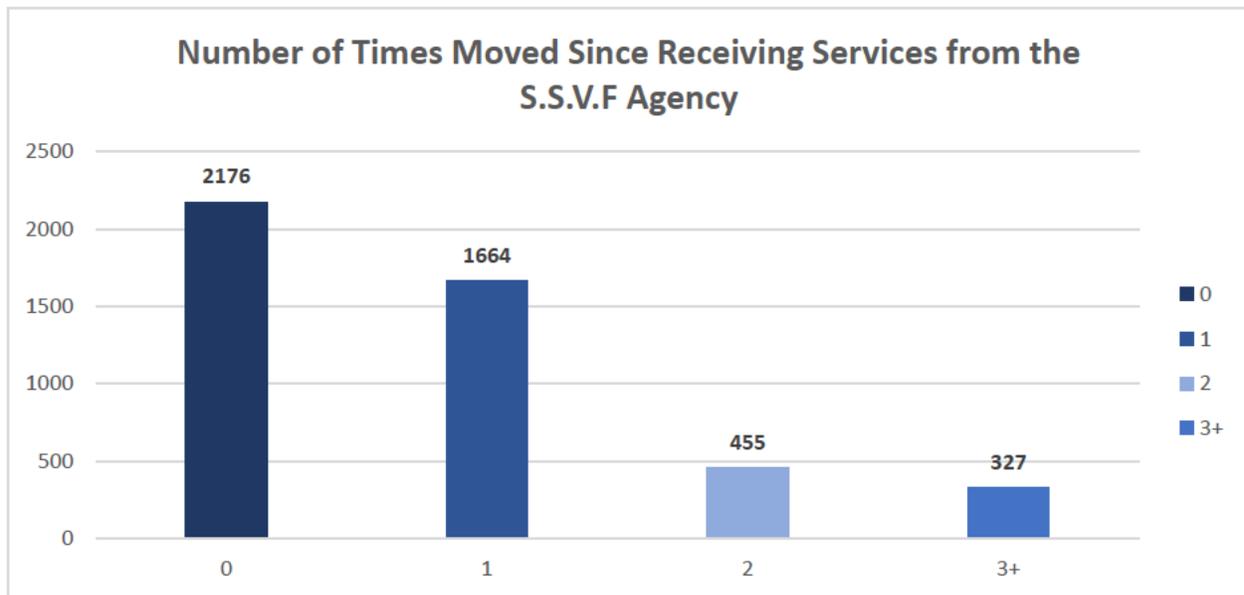
Quality of Assistance with Purchasing Emergency Supplies	Count	Percent
Excellent	711	40.12%
Above average	205	11.57%
Average	140	7.90%
Below average	46	2.60%
Extremely poor	77	4.35%
I did not receive assistance	593	33.47%
Total	1772	100.00%





Q4: How many times have you moved since you started receiving services from this SSVF agency?

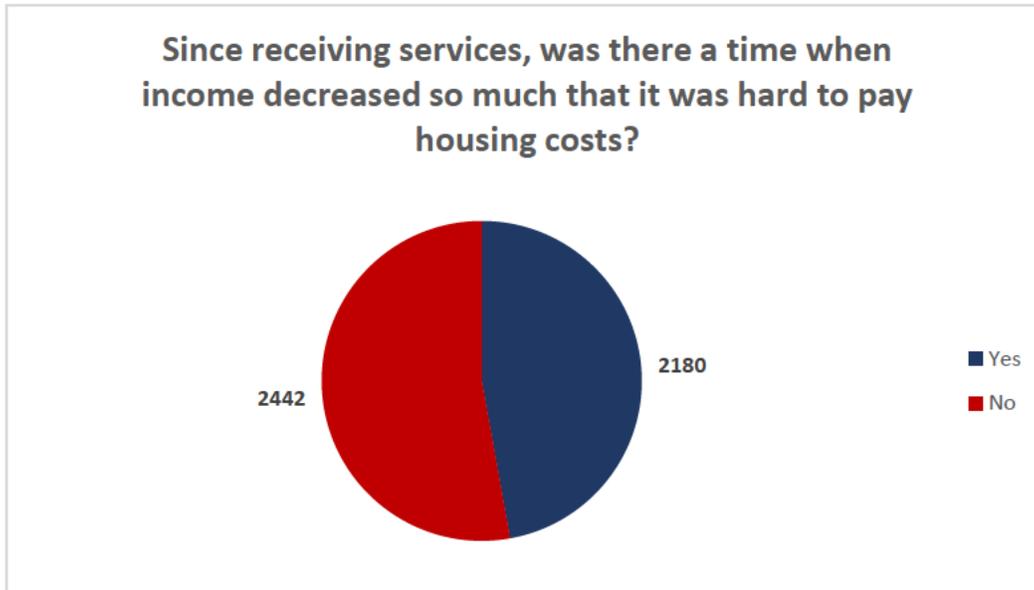
Number of Times Moved Since Receiving Services from the S.S.V.F Agency	Count	Percent
0	2176	47.08%
1	1664	36.00%
2	455	9.84%
3+	327	7.07%
Total	4622	100.00%





Q5: Since you started receiving services from this supportive services provider, was there a time when your income decreased so much that it became hard to pay your housing costs?

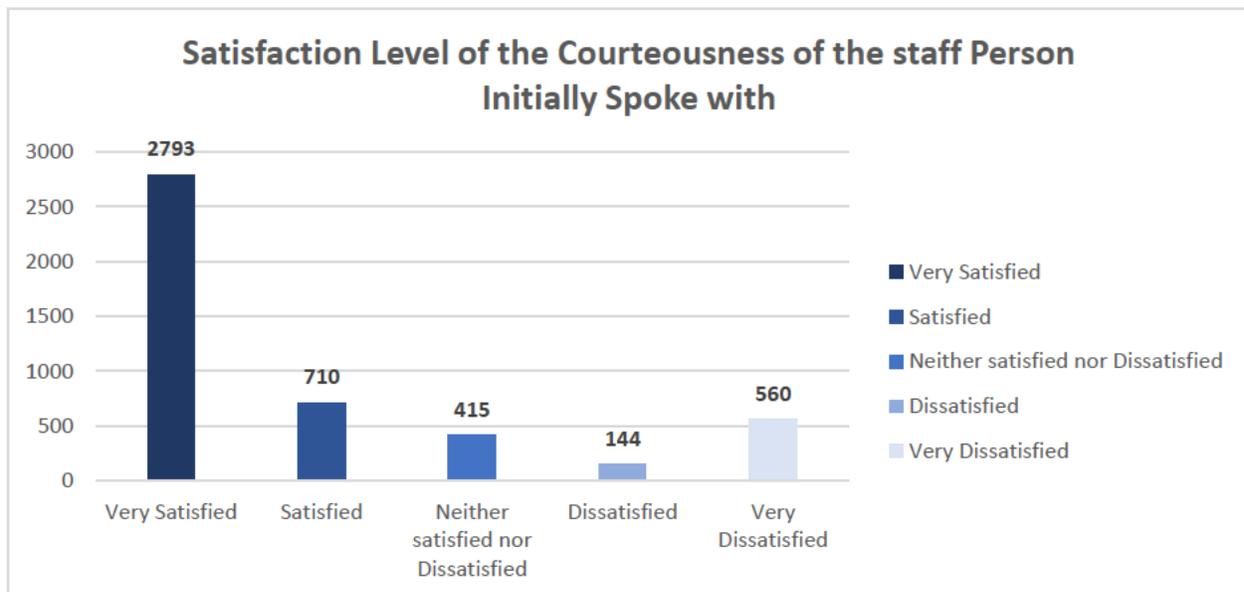
Since receiving services, was there a time when income decreased so much that it was hard to pay housing costs?	Count	Percent
Yes	2180	47.17%
No	2442	52.83%
Total	4622	100.00%





Q6: How satisfied are you with the courteousness of the staff person that you initially spoke with when you contacted the provider?

Satisfaction Level of the Courteousness of the Staff Person Initially Spoke with	Count	Percent
Very satisfied	2793	60.43%
Satisfied	710	15.36%
Neither satisfied nor dissatisfied	415	8.98%
Dissatisfied	144	3.12%
Very dissatisfied	560	12.12%
Total	4622	100.00%



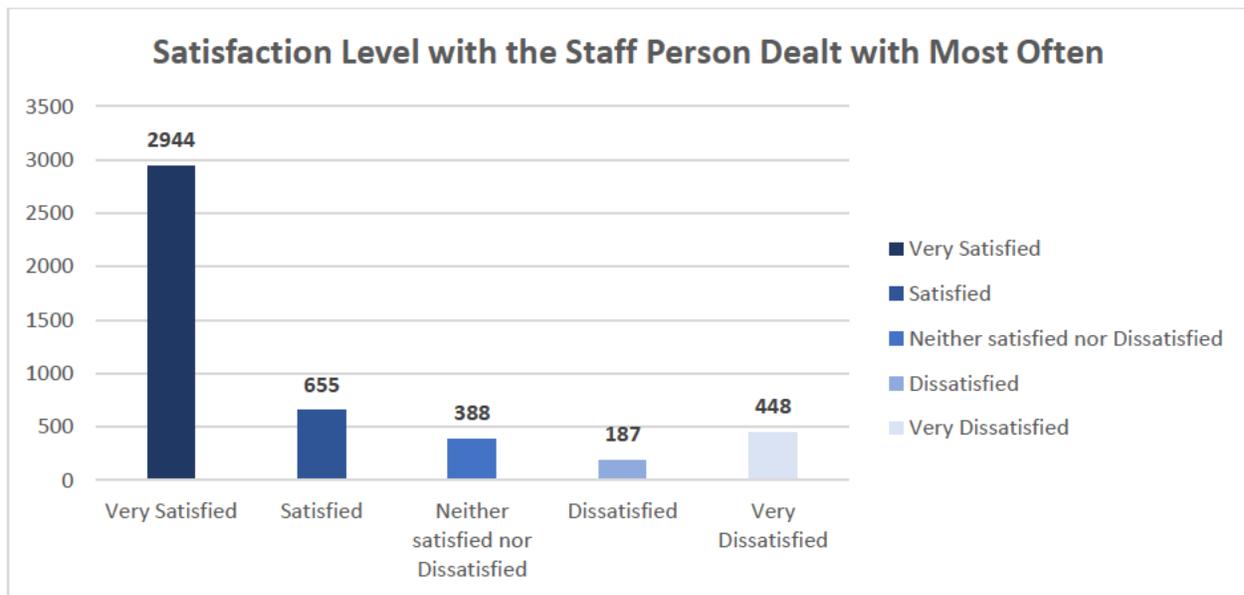


What race do you identify as?	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
American Indian, Alaska Native, or Indigenous	▲ 61.40%	▼ 13.16%	▼ 7.89%	▲ 4.39%	▲ 13.16%
Asian or Asian American	▲ 65.79%	▲ 15.79%	▼ 0.00%	▲ 10.53%	▼ 7.89%
Black, African-American, or African	▲ 61.76%	▲ 16.48%	▼ 8.93%	▼ 3.06%	▼ 9.77%
Multiracial or Biracial	▼ 60.27%	▼ 14.38%	▲ 9.25%	▼ 1.03%	▲ 15.07%
Native Hawaiian or Pacific Islander	▲ 64.71%	▼ 11.76%	▼ 2.94%	▼ 0.00%	▲ 20.59%
White	▲ 63.51%	▼ 14.22%	▼ 7.57%	▼ 2.38%	▲ 12.32%
I choose not to respond	▼ 50.42%	▲ 17.03%	▲ 13.83%	▲ 5.56%	▲ 13.15%
Refused	▼ 46.99%	▲ 15.66%	▲ 11.45%	▲ 4.82%	▲ 21.08%
National Average	60.43%	15.36%	8.98%	3.12%	12.12%
What ethnicity do you identify as?	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Hispanic/Latin(a)(o)(x)	▲ 61.14%	▲ 15.49%	▲ 9.78%	▼ 2.99%	▼ 10.60%
Non-Hispanic/Non-Latin(a)(o)(x)	▲ 64.45%	▼ 14.42%	▼ 7.38%	▼ 2.55%	▼ 11.20%
I choose not to respond	▼ 51.36%	▲ 17.91%	▲ 12.64%	▲ 4.36%	▲ 13.73%
Refused	▼ 47.09%	▼ 15.12%	▲ 11.63%	▲ 5.23%	▲ 20.93%
National Average	60.43%	15.36%	8.98%	3.12%	12.12%
Do you consider yourself to be:	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Bisexual	▲ 63.41%	▼ 14.63%	▲ 12.20%	▼ 1.22%	▼ 8.54%
Gay	▼ 58.21%	▼ 7.46%	▲ 14.93%	▲ 4.48%	▲ 14.93%
Lesbian	▲ 72.92%	▼ 8.33%	▼ 6.25%	▼ 0.00%	▲ 12.50%
Heterosexual or straight	▲ 62.53%	▲ 15.39%	▼ 8.04%	▼ 2.69%	▼ 11.35%
I am not sure	▼ 52.63%	▲ 21.05%	▲ 15.79%	▲ 5.26%	▼ 5.26%
Other	▼ 53.73%	▲ 17.91%	▼ 8.96%	▲ 4.48%	▲ 14.93%
I choose not to respond	▼ 51.34%	▲ 16.44%	▲ 12.75%	▲ 5.20%	▲ 14.26%
Refused	▼ 48.00%	▼ 14.86%	▲ 11.43%	▲ 5.14%	▲ 20.57%
National Average	60.43%	15.36%	8.98%	3.12%	12.12%
What is your gender?	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Man	▲ 60.98%	▲ 15.57%	▼ 8.64%	▼ 2.89%	▼ 11.91%
Woman	▲ 64.33%	▼ 15.07%	▼ 8.21%	▼ 2.29%	▼ 10.09%
Non-binary	▲ 66.67%	▲ 16.67%	▼ 0.00%	▼ 0.00%	▲ 16.67%
Transgender Man	▼ 50.00%	▲ 16.67%	▲ 33.33%	▼ 0.00%	▼ 0.00%
Transgender Woman	▼ 60.00%	▼ 15.00%	▲ 10.00%	▲ 5.00%	▼ 10.00%
Other	▲ 62.50%	▼ 0.00%	▲ 25.00%	▼ 0.00%	▲ 12.50%
I choose not to respond	▼ 50.75%	▼ 14.29%	▲ 12.78%	▲ 7.14%	▲ 15.04%
Refused	▼ 47.73%	▼ 14.77%	▲ 11.93%	▲ 5.11%	▲ 20.45%
National Average	60.43%	15.36%	8.98%	3.12%	12.12%



Q7: How satisfied are you with the courteousness of the staff person that you dealt with most often while you were working with this provider?

Satisfaction Level with the Staff Person Dealt with Most Often	Count	Percent
Very satisfied	2944	63.70%
Satisfied	655	14.17%
Neither satisfied nor dissatisfied	388	8.39%
Dissatisfied	187	4.05%
Very dissatisfied	448	9.69%
Total	4622	100.00%



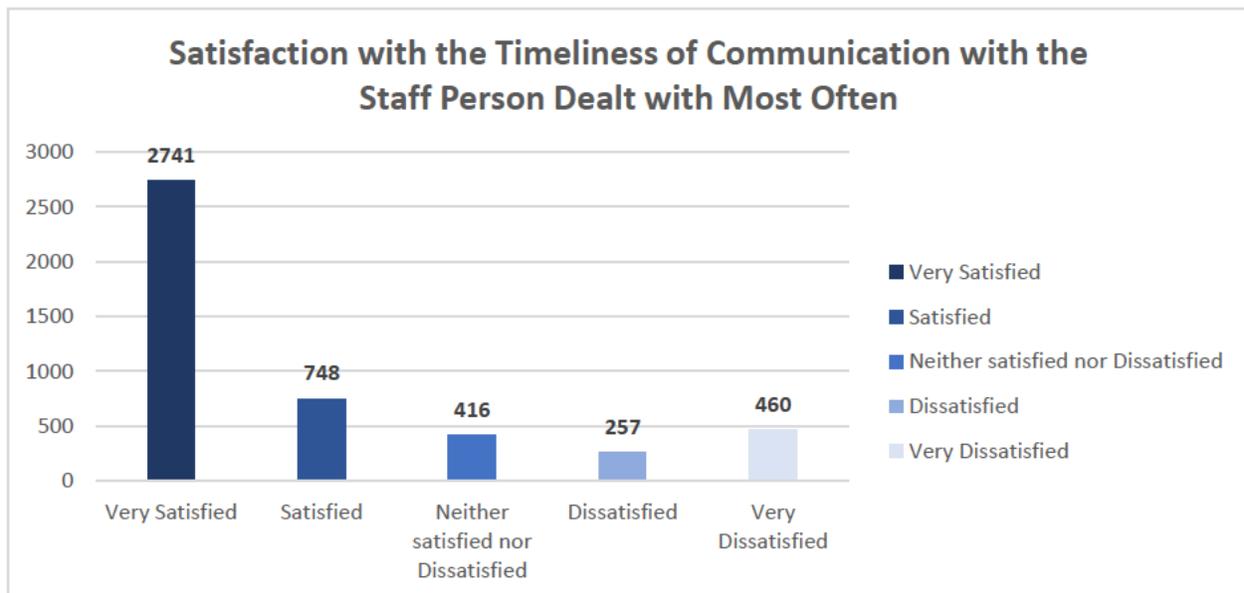


What race do you identify as?	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
American Indian, Alaska Native, or Indigenous	▲ 71.05%	▼ 11.40%	▲ 8.77%	▼ 3.51%	▼ 5.26%
Asian or Asian American	▲ 71.05%	▲ 15.79%	▼ 2.63%	▼ 0.00%	▲ 10.53%
Black, African-American, or African	▲ 64.82%	▲ 15.44%	▼ 8.14%	▼ 3.84%	▼ 7.75%
Multiracial or Biracial	▲ 64.04%	▼ 12.33%	▲ 9.25%	▼ 3.08%	▲ 11.30%
Native Hawaiian or Pacific Islander	▲ 67.65%	▲ 14.71%	▼ 2.94%	▼ 0.00%	▲ 14.71%
White	▲ 66.65%	▼ 12.86%	▼ 6.76%	▼ 3.62%	▲ 10.11%
I choose not to respond	▼ 53.29%	▲ 15.68%	▲ 13.49%	▲ 6.07%	▲ 11.47%
Refused	▼ 49.40%	▲ 16.27%	▲ 11.45%	▲ 7.23%	▲ 15.66%
National Average	63.70%	14.17%	8.39%	4.05%	9.69%
What ethnicity do you identify as?	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Hispanic/Latin(a)(o)(x)	▲ 64.67%	▲ 15.22%	▲ 9.51%	▼ 2.72%	▼ 7.88%
Non-Hispanic/Non-Latin(a)(o)(x)	▲ 67.97%	▼ 12.78%	▼ 6.87%	▼ 3.35%	▼ 9.02%
I choose not to respond	▼ 53.91%	▲ 17.27%	▲ 11.64%	▲ 5.91%	▲ 11.27%
Refused	▼ 50.00%	▲ 16.28%	▲ 11.63%	▲ 6.98%	▲ 15.12%
National Average	63.70%	14.17%	8.39%	4.05%	9.69%
What is your gender?	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Bisexual	▲ 68.29%	▼ 12.20%	▲ 12.20%	▼ 2.44%	▼ 4.88%
Gay	▼ 56.72%	▼ 13.43%	▲ 11.94%	▲ 4.48%	▲ 13.43%
Lesbian	▲ 72.92%	▼ 8.33%	▲ 10.42%	▼ 0.00%	▼ 8.33%
Heterosexual or straight	▲ 65.89%	▼ 13.79%	▼ 7.48%	▼ 3.73%	▼ 9.11%
I am not sure	▼ 63.16%	▲ 15.79%	▲ 10.53%	▲ 5.26%	▼ 5.26%
Other	▼ 62.69%	▼ 13.43%	▲ 14.93%	▼ 2.99%	▼ 5.97%
I choose not to respond	▼ 54.03%	▲ 16.78%	▲ 10.91%	▲ 5.70%	▲ 12.58%
Refused	▼ 50.29%	▲ 16.00%	▲ 12.00%	▲ 6.86%	▲ 14.86%
National Average	63.70%	14.17%	8.39%	4.05%	9.69%
What is your gender?	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Man	▲ 64.55%	▼ 14.16%	▼ 8.08%	▼ 3.83%	▼ 9.38%
Woman	▲ 66.62%	▼ 13.46%	▼ 7.81%	▼ 3.63%	▼ 8.48%
Non-binary	▲ 75.00%	▲ 16.67%	▼ 0.00%	▼ 0.00%	▼ 8.33%
Other	▼ 62.50%	▼ 12.50%	▼ 0.00%	▲ 12.50%	▲ 12.50%
Transgender Man	▼ 50.00%	▲ 16.67%	▲ 16.67%	▲ 16.67%	▼ 0.00%
Transgender Woman	▲ 70.00%	▼ 10.00%	▲ 15.00%	▼ 0.00%	▼ 5.00%
I choose not to respond	▼ 53.01%	▲ 15.41%	▲ 11.28%	▲ 6.02%	▲ 14.29%
Refused	▼ 50.00%	▲ 15.91%	▲ 12.50%	▲ 6.82%	▲ 14.77%
National Average	63.70%	14.17%	8.39%	4.05%	9.69%



Q8: How satisfied are you with the timeliness of communication with the staff person that you dealt with most often while you were working with this provider?

Satisfaction with the Timeliness of Communication with the Staff Person Dealt with Most Often	Count	Percent
Very satisfied	2741	59.30%
Satisfied	748	16.18%
Neither satisfied nor dissatisfied	416	9.00%
Dissatisfied	257	5.56%
Very dissatisfied	460	9.95%
Total	4622	100.00%



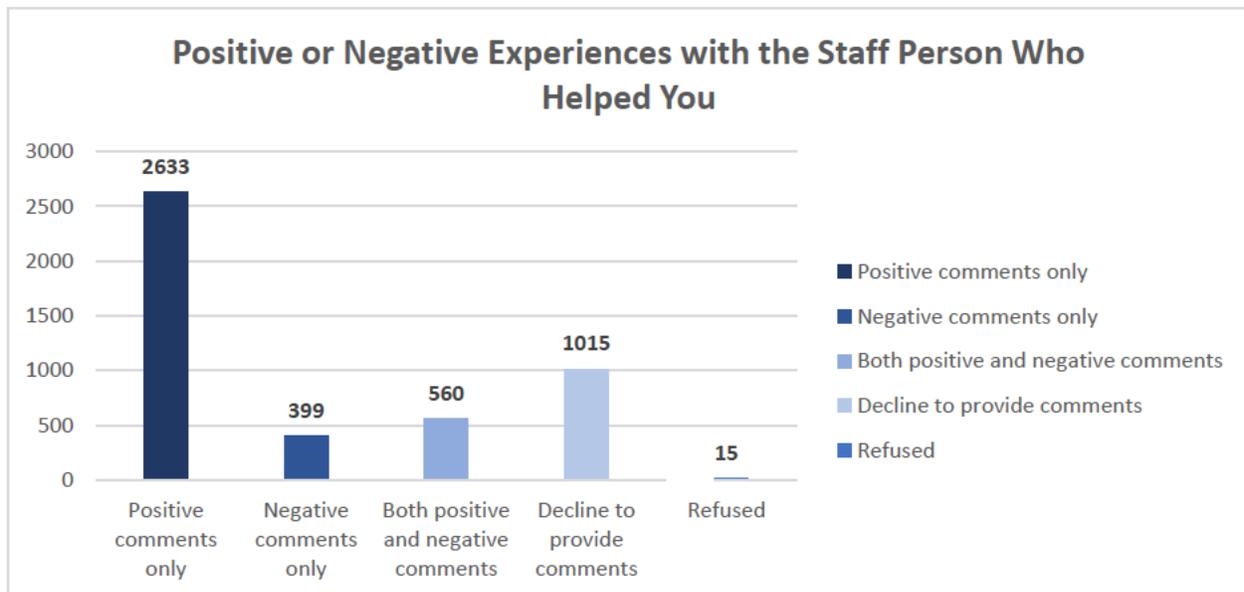


What race do you identify as?	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
American Indian, Alaska Native, or Indigenous	▲ 64.91%	▼ 14.91%	▼ 7.02%	▲ 7.02%	▼ 6.14%
Asian or Asian American	▲ 68.42%	▼ 13.16%	▼ 5.26%	▼ 0.00%	▲ 13.16%
Black, African-American, or African	▲ 61.50%	▲ 16.48%	▼ 8.34%	▼ 5.21%	▼ 8.47%
Multiracial or Biracial	▼ 58.90%	▼ 16.10%	▲ 9.59%	▼ 5.48%	▼ 9.93%
Native Hawaiian or Pacific Islander	▲ 61.76%	▲ 17.65%	▼ 2.94%	▲ 5.88%	▲ 11.76%
White	▲ 61.46%	▼ 16.11%	▼ 7.41%	▼ 5.19%	▼ 9.84%
I choose not to respond	▼ 49.24%	▲ 16.69%	▲ 13.83%	▲ 7.93%	▲ 12.31%
Refused	▼ 45.18%	▼ 13.86%	▲ 18.07%	▼ 4.82%	▲ 18.07%
National Average	59.30%	16.18%	9.00%	5.56%	9.95%
What ethnicity do you identify as?	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Hispanic/Latin(a)(o)(x)	▲ 61.41%	▼ 15.76%	▼ 7.88%	▲ 5.98%	▼ 8.97%
Non-Hispanic/Non-Latin(a)(o)(x)	▲ 63.41%	▼ 15.73%	▼ 7.24%	▼ 4.73%	▼ 8.89%
I choose not to respond	▼ 49.45%	▲ 18.00%	▲ 12.73%	▲ 7.82%	▲ 12.00%
Refused	▼ 46.51%	▼ 13.37%	▲ 18.02%	▼ 4.65%	▲ 17.44%
National Average	59.30%	16.18%	9.00%	5.56%	9.95%
Do you consider yourself to be:	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Bisexual	▲ 59.76%	▲ 20.73%	▲ 12.20%	▼ 1.22%	▼ 6.10%
Gay	▼ 50.75%	▲ 16.42%	▲ 10.45%	▲ 11.94%	▲ 10.45%
Lesbian	▲ 70.83%	▼ 10.42%	▲ 10.42%	▼ 2.08%	▼ 6.25%
Heterosexual or straight	▲ 61.58%	▼ 15.81%	▼ 8.27%	▼ 5.13%	▼ 9.22%
I am not sure	▼ 47.37%	▲ 26.32%	▲ 15.79%	▼ 5.26%	▼ 5.26%
Other	▼ 50.75%	▲ 17.91%	▲ 14.93%	▲ 5.97%	▲ 10.45%
I choose not to respond	▼ 50.67%	▲ 18.62%	▲ 9.06%	▲ 8.56%	▲ 13.09%
Refused	▼ 46.86%	▼ 13.14%	▲ 18.29%	▼ 4.57%	▲ 17.14%
National Average	59.30%	16.18%	9.00%	5.56%	9.95%
What is your gender?	Very Satisfied	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Man	▲ 60.16%	▲ 16.57%	▼ 8.32%	▼ 9.47%	▼ 5.49%
Woman	▲ 62.85%	▼ 14.40%	▲ 9.15%	▼ 8.48%	▼ 5.11%
Non-binary	▲ 66.67%	▲ 25.00%	▼ 0.00%	▼ 8.33%	▼ 0.00%
Transgender Man	▼ 50.00%	▲ 16.67%	▲ 16.67%	▼ 0.00%	▲ 16.67%
Transgender Woman	▼ 45.00%	▲ 30.00%	▲ 20.00%	▼ 5.00%	▼ 0.00%
Other	▲ 62.50%	▼ 12.50%	▲ 12.50%	▲ 12.50%	▼ 0.00%
I choose not to respond	▼ 47.74%	▲ 16.92%	▲ 10.53%	▲ 15.79%	▲ 9.02%
Refused	▼ 46.59%	▼ 13.07%	▲ 18.18%	▲ 17.61%	▼ 4.55%
National Average	59.30%	16.18%	9.00%	9.95%	5.56%



Experience: Do you have any positive or negative experiences you had with the SSVF agency or SSVF staff who helped you that you would like to provide comments on?

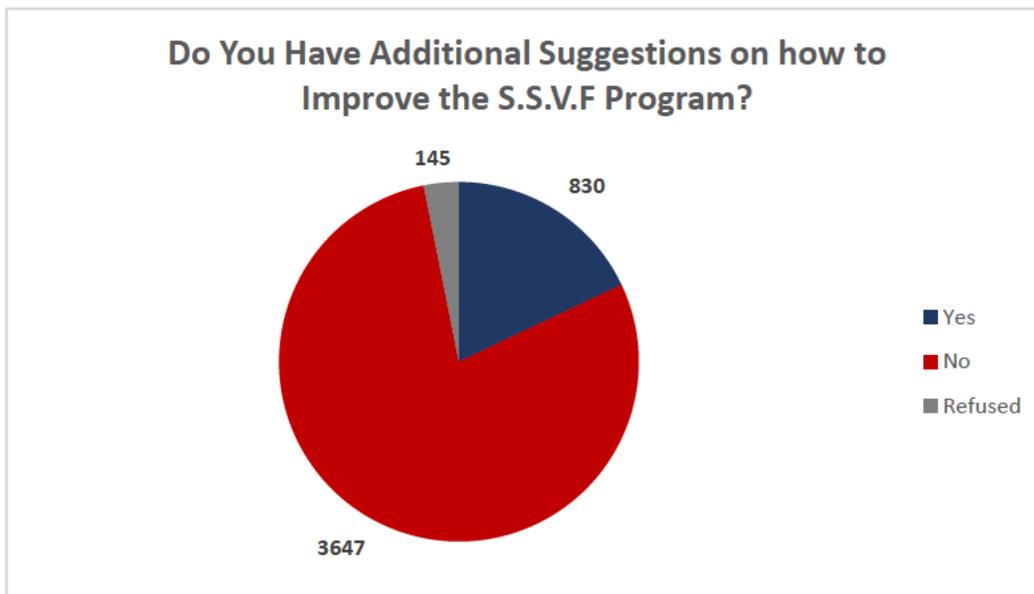
Positive or Negative Experiences with the Staff Person Who Helped You	Count	Percent
Positive comments only	2633	56.97%
Negative comments only	399	8.63%
Both positive and negative comments	560	12.12%
Decline to provide comments	1015	21.96%
Refused	15	0.32%
Total	4622	100.00%





Q11A: Do you have any additional suggestions as to how to improve the SSVF Program?

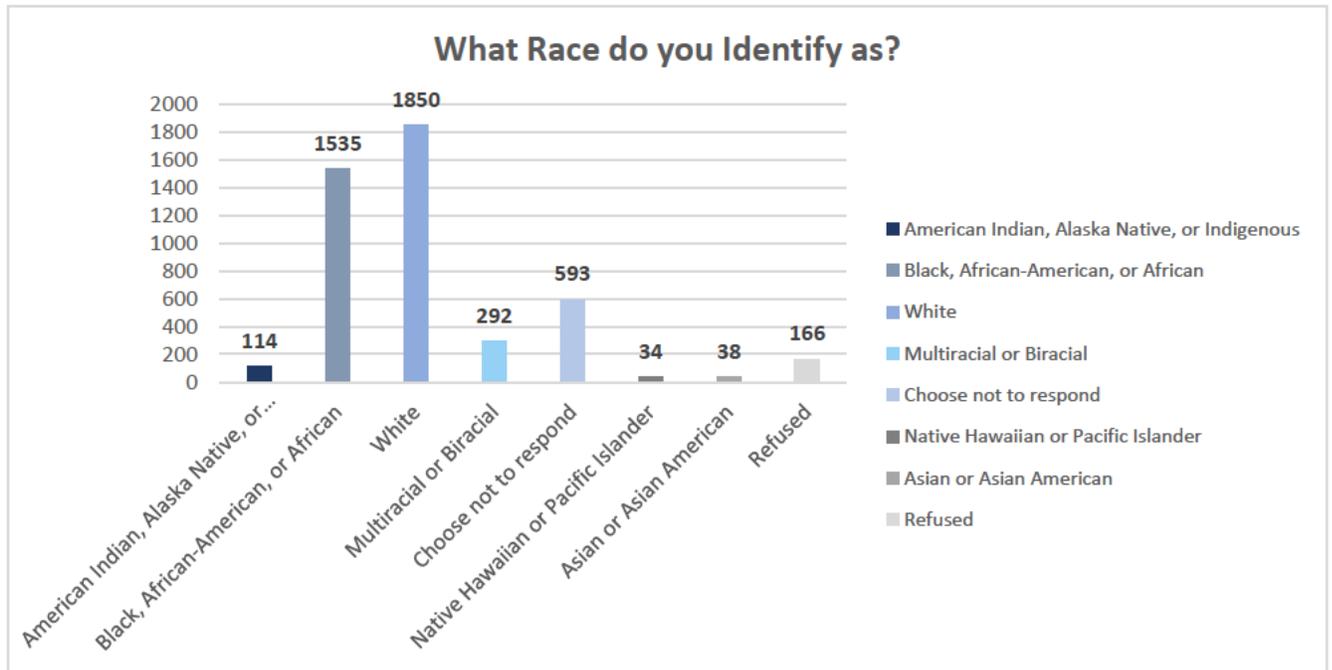
Do You Have Additional Suggestions on how to Improve the S.S.V.F Program?	Count	Percent
Yes	830	17.96%
No	3647	78.91%
Refused	145	3.14%
Grand Total	4622	100.00%





Q13: What race do you identify as?

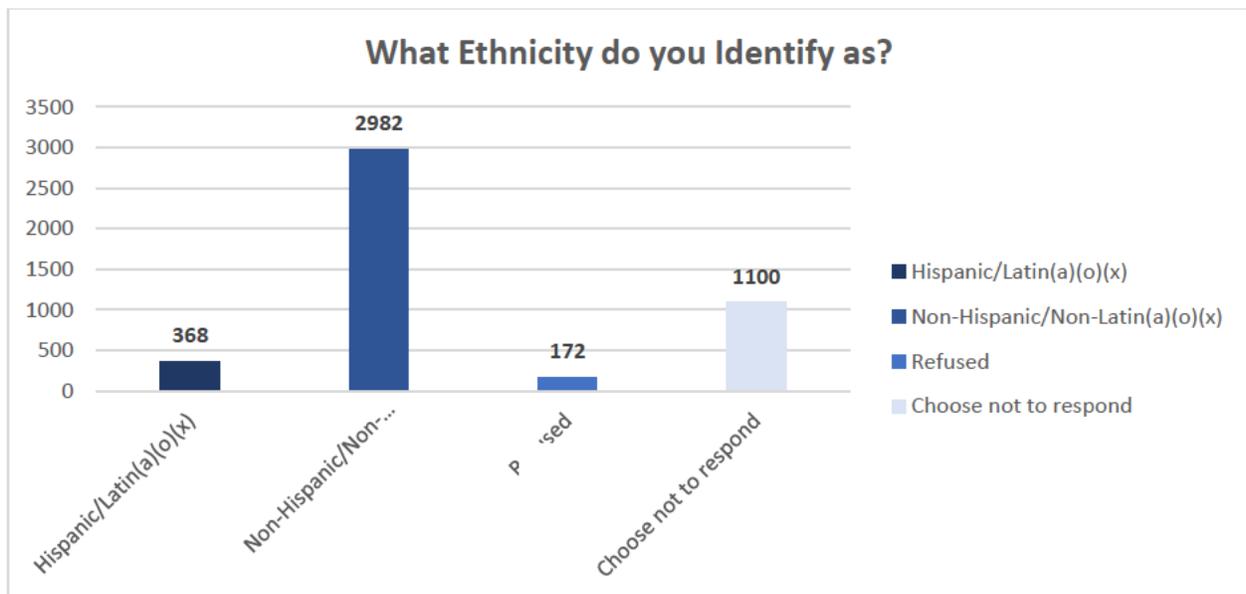
What Race do you Identify as?	Count	Percent
American Indian, Alaska Native, or Indigenous	114	2.47%
Black, African-American, or African	1535	33.21%
White	1850	40.03%
Multiracial or Biracial	292	6.32%
Choose not to respond	593	12.83%
Refused	34	0.74%
Native Hawaiian or Pacific Islander	38	0.82%
Asian or Asian American	166	3.59%
Total	4622	100.00%





Q14: What Ethnicity do you identify as?

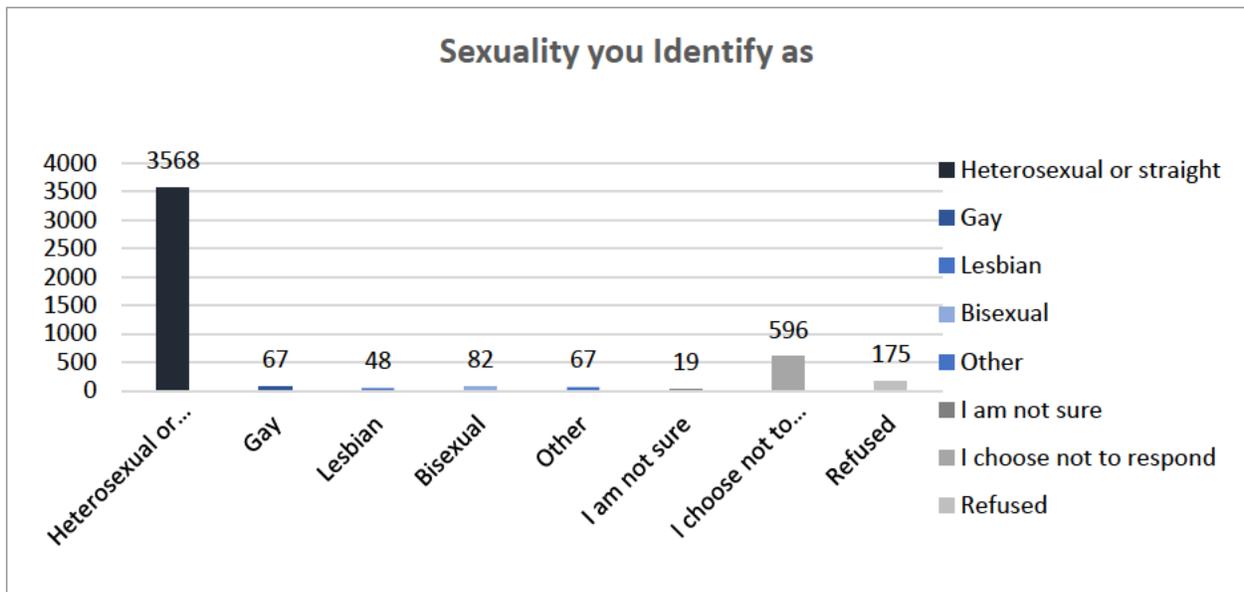
What Ethnicity do you Identify as?	Count	Percent
Hispanic/Latin(a)(o)(x)	368	7.96%
Non-Hispanic/Non-Latin(a)(o)(x)	2982	64.52%
Refused	1100	23.80%
Choose not to respond	172	3.72%
Grand Total	4622	100.00%





Q15: Do you consider yourself to be:

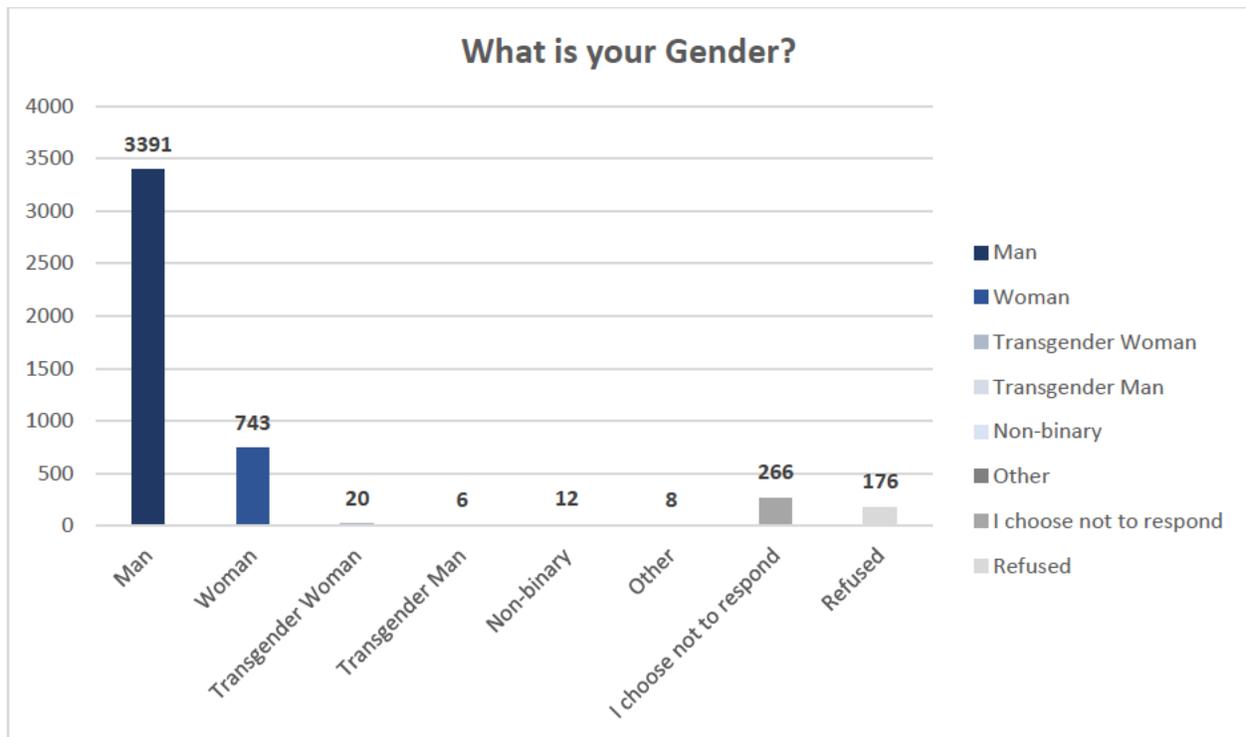
Sexuality you identify as	Count	Percent
Heterosexual or straight	3568	77.20%
Gay	67	1.45%
Lesbian	48	1.04%
Bisexual	82	1.77%
Other	67	1.45%
I am not sure	19	0.41%
I choose not to respond	596	12.89%
Refused	175	3.79%
Grand Total	4622	100.00%





Q16: What is your gender?

What is your Gender?	Count	Percent
Man	3391	73.37%
Woman	743	16.08%
Transgender Woman	20	0.43%
Transgender Man	6	0.26%
Non-binary	12	0.17%
Other	8	5.76%
I choose not to respond	266	3.81%
Refused	176	0.13%
Grand Total	4622	100.00%





Appendices

Please see the accompanying appendixes sent with this report.

Appendix A: Q9_Positive experiences with the S.S.V.F staff that helped you

Appendix B: Q10_Negative experiences you had with the SSVF agency or S. S. V. F. staff who helped you

Appendix C: Q11_Suggestions to improve the S.S.V.F program