

# Multnomah County Data Team

## Annual Consumer Satisfaction Survey July 2013

In July of 2013, 300 users of Service Point were invited to complete a consumer satisfaction survey. Of these, 141 responded (47%). This report presents results for all respondents and for sub-groups of respondents.

Respondent sub-groups include:

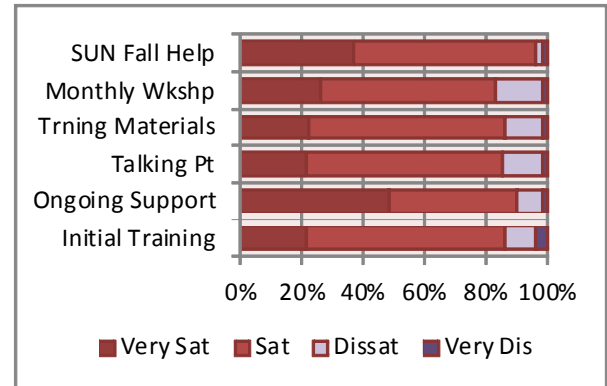
- Anti-Poverty Programs (AFP II, AFP-FUP, APCM, HBR, HUD Family Futures, SHSF)
- Homeless Family Programs ((Family Shelter System, Mobile Housing Pilot, Rapid Re-Housing, Willow Tree, Bridges to Housing)
- Homeless Youth Programs (HYC, Girls Transitional Housing, HUD Home Safe, HUD Horizons, HUD Pathways MH/Housing, Runaway Shelter)
- Other Youth Programs (YGPS, CHI, CSEC, SSES, ATOD, SMY, Alt Schools)
- Early Childhood (PCDS)
- SUN Community Schools

The survey focuses on 3 areas of satisfaction:

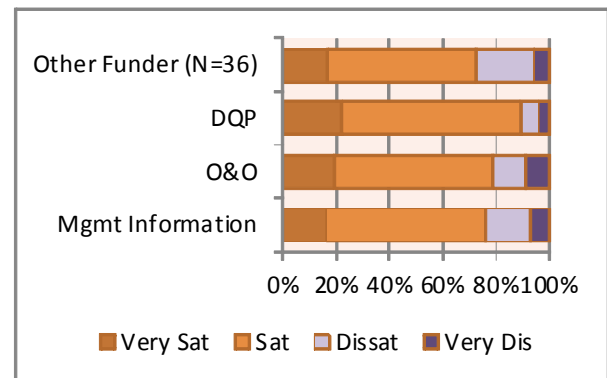
1. training and support,
2. ART reports
3. interactions with data team members.

### Summary of Responses from All Users (N=141)<sup>1</sup>

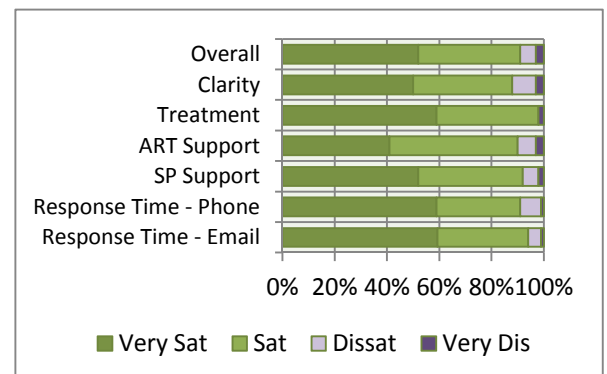
#### Satisfaction with Training and Support



#### Satisfaction with ServicePoint Reports (N=70)



#### Satisfaction with Data Team Interactions

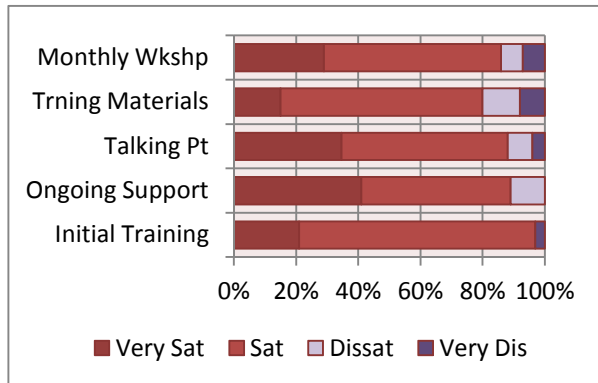


<sup>1</sup> Only SUNCS responses are presented for SUNCS Fall Help.

## Summary of Multnomah County Data Team's Annual Consumer Satisfaction Survey 2013

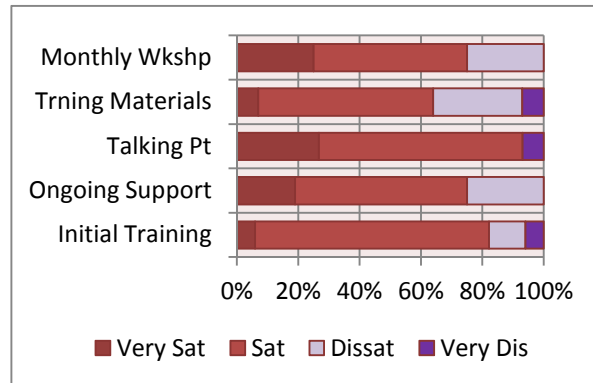
### Summary of Responses from Anti-Poverty Program Users (N=29)

#### Satisfaction with Training and Support

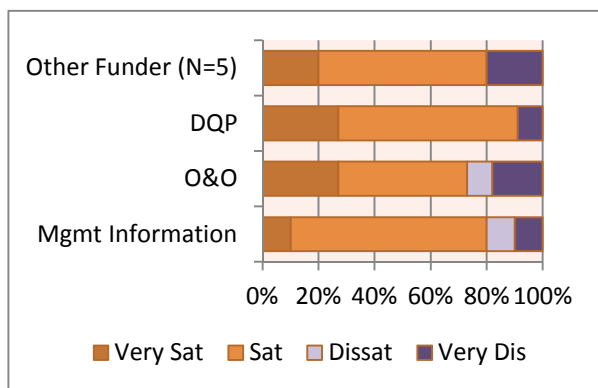


### Summary of Responses from Homeless Family Program Users (N=17)

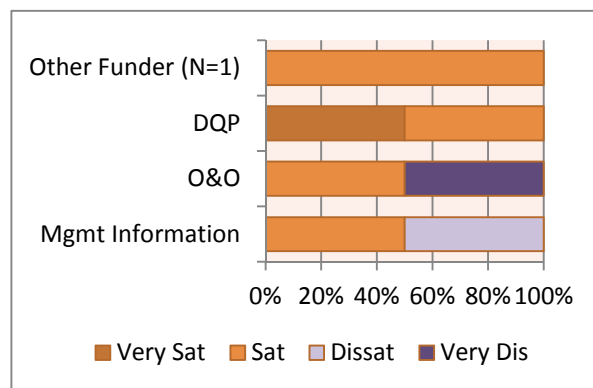
#### Satisfaction with Training and Support



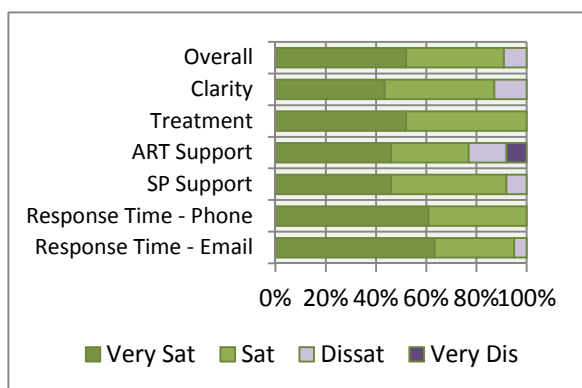
#### Satisfaction with ServicePoint Reports (N=11)



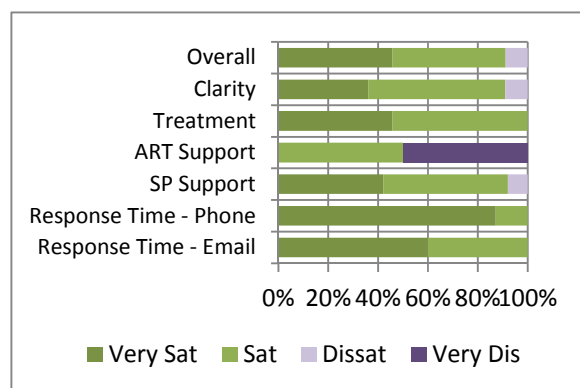
#### Satisfaction with ServicePoint Reports (N=4)



#### Satisfaction with Data Team Interactions



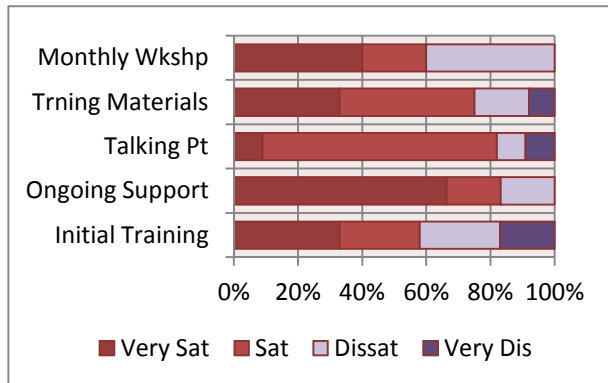
#### Satisfaction with Data Team Interactions



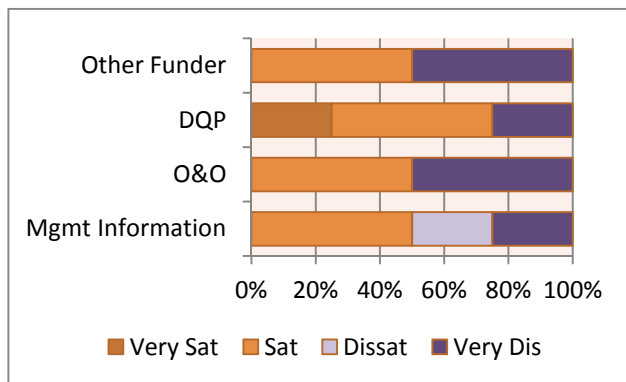
## Summary of Multnomah County Data Team's Annual Consumer Satisfaction Survey 2013

### Summary of Responses from HYC Users (N=12)

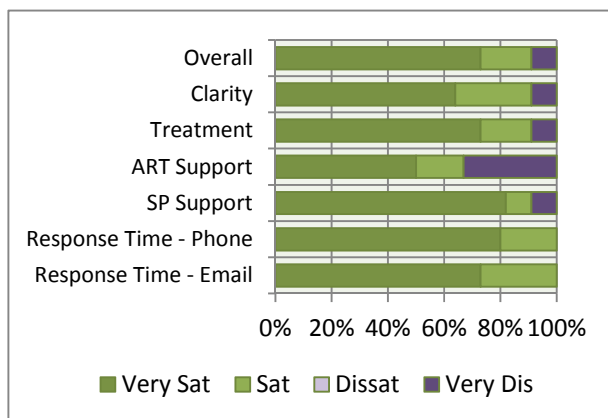
#### Satisfaction with Training and Support



#### Satisfaction with ServicePoint Reports (N=4)

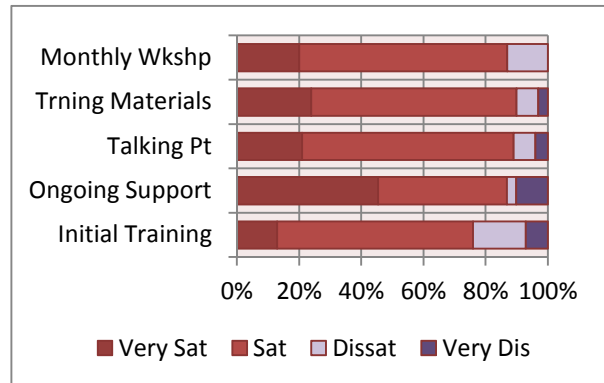


#### Satisfaction with Data Team Interactions

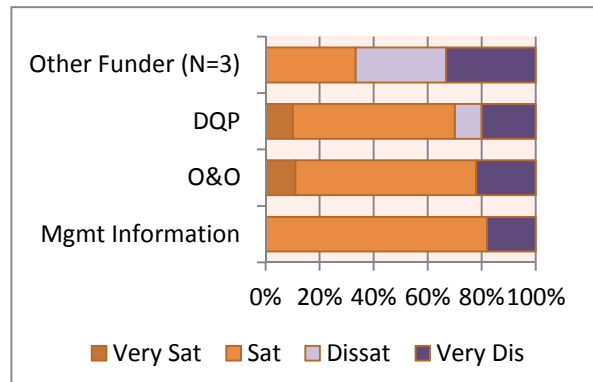


### Summary of Responses from Other Youth Programs Users (N=30)

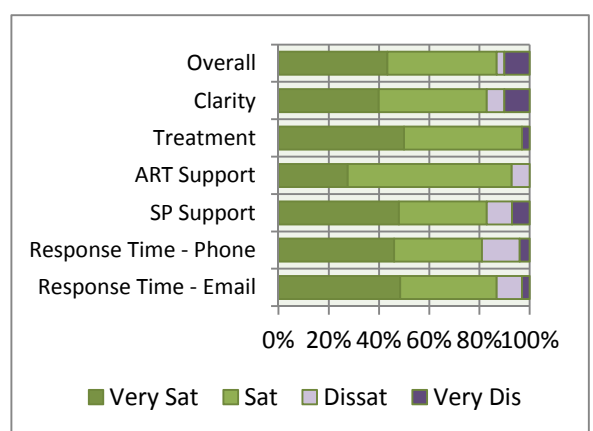
#### Satisfaction with Training and Support



#### Satisfaction with ServicePoint Reports (N=11)



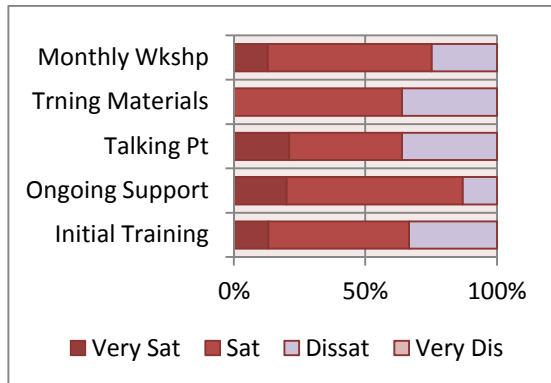
#### Satisfaction with Data Team Interactions



## Summary of Multnomah County Data Team's Annual Consumer Satisfaction Survey 2013

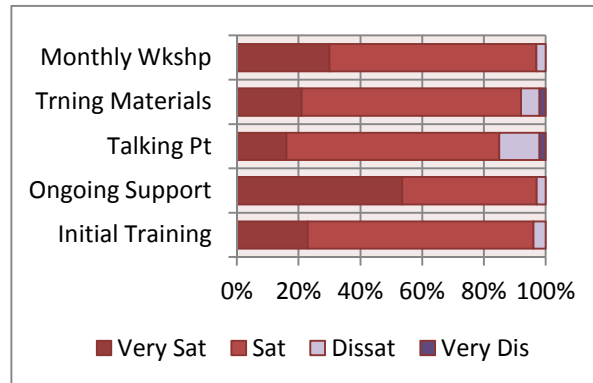
### Summary of Responses from PCDS Users (N=15)

#### Satisfaction with Training and Support

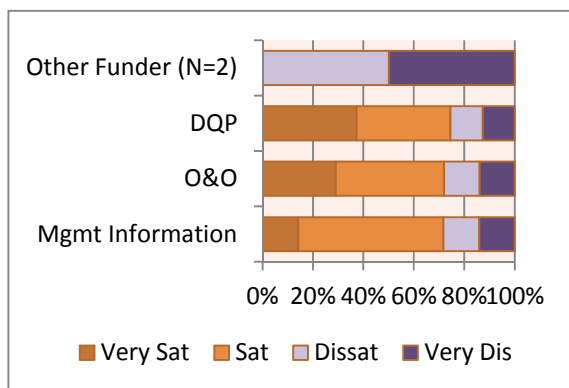


### Summary of Responses from SUNCS Users (N=69)

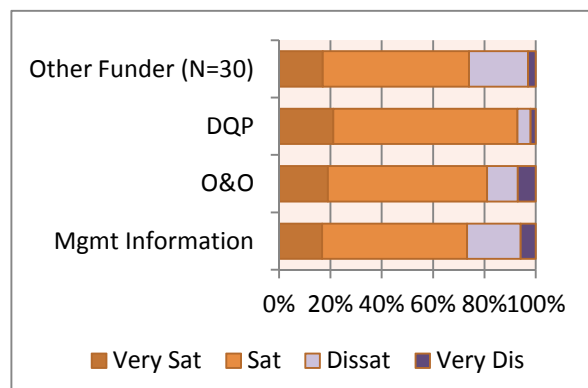
#### Satisfaction with Training and Support



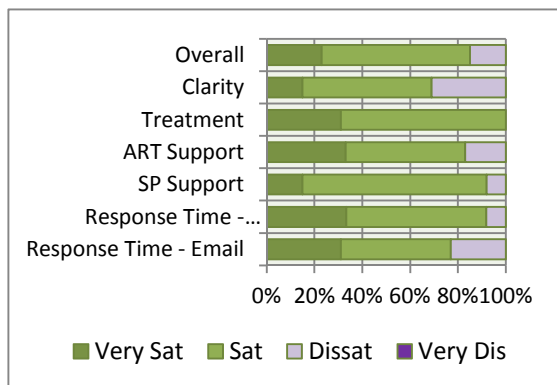
### Satisfaction with ServicePoint Reports (N=7)



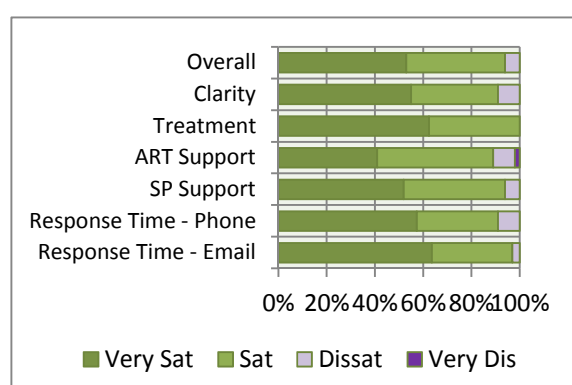
### Satisfaction with ServicePoint Reports (N=53)



### Satisfaction with Data Team Interactions



### Satisfaction with Data Team Interactions



## Summary of Multnomah County Data Team's Annual Consumer Satisfaction Survey 2013

### Comparison of Sub-Groups on Overall Satisfaction

