Consolidated Homeless Grant

Client Satisfaction Survey

**What county do you live in?**

* Adams
* Asotin
* Benton
* Chelan
* Clallam
* Clark
* Columbia
* Cowlitz
* Douglas
* Ferry
* Franklin
* Garfield
* Grant
* Grays Harbor
* Island
* Jefferson
* King
* Kitsap
* Kittitas
* Klickitat
* Lewis
* Lincoln
* Mason
* Okanogan
* Pacific
* Pend Orielle
* Pierce
* San Juan
* Skagit
* Skamania
* Snohomish
* Spokane
* Stevens
* Thurston
* Wahkiakum
* Walla Walla
* Whatcom
* Whitman
* Yakima

**\*1. When did you receive assistance for your housing problem?**

* 2009
* 2010
* 2011
* 2012
* 2013
* 2014
* 2015
* 2016
* 2017

**\*2. When you had a housing problem, were you**

* Homeless, living on the street, in a car, or in some other outdoor location?
* Homeless, in a temporary housing situation (emergency shelter or transitional housing?)
* Homeless, “doubled up” with family or friends?
* At risk of being homeless (in mostly “stable” or “permanent” housing, but paying too much for rent or needed help to afford it?)
* NA

If you asked for assistance in other years, complete a new survey for each time you got help.

You can simply finish this survey, reopen the link and start a new one.

**\*3. How long did it take from when you first called someone “official” for help until you got assistance that made a difference in your life?**

* Less than 30 days
* 31-90 days
* 91-120 days
* 121 days to 2 years
* Longer than 2 years
* NA

**\*4. Did you get the help you needed to resolve your housing problem?**

* Yes
* No
* NA

**\*5. How satisfied were you with the help you were offered?**

Very Satisfied Somewhat Satisfied Satisfied Somewhat Dissatisfied Very Dissatisfied NA

**\*6. The agency and staff who helped me resolve my housing problem were respectful and professional toward me.**

Strongly Agree Mostly Agree Agree Somewhat Agree Don’t Agree NA

**\*7. The agency and staff helping me were willing to work with my circumstances rather than provide a standard service.**

Strongly Agree Mostly Agree Agree Somewhat Agree Don’t Agree NA

**\*8. Overall I am satisfied with the assistance I received.**

Strongly Agree Mostly Agree Agree Somewhat Agree Don’t Agree NA

**\*9. If I had a friend or family member with a similar housing problem, I would recommend they get help from the same agency that helped me.**

Strongly Agree Mostly Agree Agree Somewhat Agree Don’t Agree NA

**Do you have any additional comments?**

Thank you for taking the survey!

Fill out the survey online at: <https://www.surveymonkey.com/r/3BGJMQP>.