

Resident Feedback

THIS IS AN ANONYMOUS QUESTIONNAIRE. PLEASE DO NOT PUT YOUR NAME ON IT!
Thank you in advance for taking the time to answer these questions. We know you are very busy right now, but we really appreciate your telling us what was helpful as well as not helpful about your stay here. We take your comments seriously and are always trying to improve our services. We need your feedback so please answer as honestly as you can.

PLEASE CHECK THE RESPONSE THAT BEST APPLIES.

(1) I was safe from the person who abused me while I was in the shelter.

yes

no

comments _____

PLEASE CHECK ALL THAT APPLY.

(2) While at the shelter I needed help with:

talking about my options and choices

housing

the legal system/legal issues

health issues for myself

health issues for my children

childcare

education/school for myself

education/school for my children

employment or employment training

furnishing my home (furniture, appliances, etc.)

getting government benefits

transportation

getting counseling for myself

getting counseling for my children

understanding issues of domestic violence

creating a safety plan

emotional support

other (*please list* _____)

- (2) While at the shelter I received help with:
- talking about my options and choices
 - housing
 - the legal system/legal issues
 - health issues for myself
 - health issues for my children
 - childcare
 - education/school for myself
 - education/school for my children
 - employment or employment training
 - furnishing my home (furniture, appliances, etc.)
 - getting government benefits
 - transportation
 - getting counseling for myself
 - getting counseling for my children
 - understanding issues of domestic violence
 - creating a safety plan
 - emotional support
 - other (*please list* _____)
- (3) Shelter staff were effective in helping me get what I needed from the community.
- strongly agree
 - agree
 - disagree
 - strongly disagree
 - I didn't need anything from the community.
- (4) Shelter staff treated me with respect.
- strongly agree
 - agree
 - disagree
 - strongly disagree

Appendix B

(6) Shelter staff were caring and supportive.

- strongly agree
- agree
- disagree
- strongly disagree

(7) Shelter staff helped me create a safety plan for the future.

- strongly agree
- agree
- disagree
- strongly disagree
- I already had a safety plan.

(8) Overall, thinking about my stay here, I would rate the help I received as:

- very helpful
- helpful
- a little helpful
- not helpful

comments _____

(9) Overall, thinking about my stay here, I would rate the support I received as:

- excellent
- good
- fair
- poor

(10) If a friend of mine told me she was thinking of coming here for help, I would:

- strongly recommend she come
- recommend she come
- recommend she not come
- strongly recommend she not come

because: _____

(11) The most helpful part of being here was:

(12) To improve your services for women and children staying here, you might consider:

The following questions will help us know who is using our services, so we can continue to improve our programs to meet the needs of all women.

(13) I stayed at the shelter _____ days. (Count this stay only, if you've been here more than once.)

(14) I consider myself to be: (check all that apply)

- African American/Black
- White
- Asian/Pacific Islander
- Native American
- Latina/Hispanic
- other (*please describe* _____)

(15) I am _____ years-old.

(16) I have _____ children living with me.

(17) I consider myself to be:

- heterosexual/straight
- bisexual
- lesbian/gay
- transgender
- other (*please describe* _____)

(18) My current income qualifies me for welfare benefits.

- yes
- no
- don't know

■ Appendix B

(19) In thinking back to how I was treated by the staff of [agency name], I would say that, overall, I was:

- completely respected
- somewhat respected
- somewhat disrespected
- completely disrespected

(20) I would say that, overall, my religious beliefs were:

- completely accepted and understood
- somewhat accepted and understood
- somewhat unaccepted or misunderstood
- completely unaccepted or misunderstood

(21) I would say that, overall, my sexual orientation was:

- completely accepted and understood
- somewhat accepted and understood
- somewhat unaccepted or misunderstood
- completely unaccepted or misunderstood

(22) In thinking back to how comfortable I was with the staff, I would say that, overall, I was:

- very comfortable
- somewhat comfortable
- somewhat uncomfortable
- very uncomfortable

If you answered anything other than "very comfortable," what would you recommend we do to help women feel more comfortable with [agency name]?

Thank you again for taking the time to fill this out. We will use your comments to continue to improve our services! Please contact us if we can be of further assistance.