



Connecticut Balance of State (CT BOS) 2022 Consumer Satisfaction Survey Report

	Less than 1 month		1 to 6 months		7 to 12 months	
How long have you been in the program?	6.5%	87	20.6%	275	13.3%	178
	13 months to 1 1/2 years		More than 1 1/2 years		Total	
	8.6%	115	51.0%	682	1337	

	Always		Most of the Time		Some of the Time		Never		Total
Are you treated with dignity and respect by the staff of this program?	86.4%	1144	11.0%	145	2.3%	30	0.4%	5	1324
Do you feel safe in this program / facility?	83.4%	1095	12.0%	158	3.6%	47	1.0%	13	1313
Is the program's facility clean and well maintained?	80.3%	1014	15.1%	191	3.8%	48	0.8%	10	1263

	Yes		No		N/A		Total
If you have requested a referral to other programs / services, did you receive the referral requested?	37.3%	485	11.6%	151	51.1%	665	1301
Have you had the chance to give input into how the program is run (for example: consumer advisory board or tenant's council, grievance procedure, suggestion boxes, consumer involvement in agency/board membership)?	58.4%	754	41.6%	538			1292
Is your personal information kept private?	98.1%	1268	1.9%	24			1292
Does staff in the program speak your language or has the program provided translators who speak your language?	84.3%	1096	2.2%	29	13.5%	175	1300
Is there sensitivity to your cultural needs (for example: accommodating food habits, dress, other beliefs and practices)?	87.8%	1103	12.2%	153			1256

	Black		White		Asian			
Choose the answer that best describes your race:	35.4%	334	47.3%	446	1.0%	9		
	American Indian or Alaska Native		Native Hawaiian or Pacific Islander		Multiple Races		Total	
	1.2%	11	0.7%	7	14.4%	136	943	

	Hispanic/Latino		Non-Hispanic/Non-Latino		Total
Choose the answer that best describes your ethnicity:	21.7%	194	78.3%	699	893

Connecticut Balance of State (CT BOS) 2022

Consumer Satisfaction Survey Report

Programs that submitted BOS version Consumer Surveys

1 New London Homeless Hospitality Center - CT0294B	77 CoC
2 CRMHC - CT0022	70 CoC
3 CSN - CT0164	66 CoC
4 CCEH (YHDP)(RRH)(CT0320)	63 YHDP
5 ImmaCare - CT0019	47 CoC
6 Rushford Center - CT0070	38 CoC
7 Thames River-DOH(YHDP)(RRH)(CT0317E)	37 YHDP
8 Community Renewal Team - CT0059	34 CoC
9 Noank Youth Short-term TH(YHDP)(TH)(CT0307)	34 YHDP
10 SMHA - Varies - CT0089	32 CoC
11 Youth Continuum-DOH(YHDP)(RRH)(CT0317A)	29 YHDP
12 CCADV - CT0330	27 CoC
13 Friendship Service Center - CT0111	26 CoC
14 Windham Regional Community Council - CT0074	26 CoC
15 Thames River Community Service - CT0093	25 CoC
16 The Connection-DOH(YHDP)(RRH)(CT0317C)	23 YHDP
17 Salvation Army Waterbury-DOH(YHDP)(RRH)(CT0317D)	22 YHDP
18 Thames Valley Council for Community Action - CT0094	22 CoC
19 SAMH Crisis Housing Greater Hartford(YHDP)(TH)(CT0319)	21 YHDP
20 Community Renewal Team - CT0272	20 CoC
21 CRMHC - CT0185	20 CoC
22 BHCare - CT0062	19 CoC
23 Liberty Community Services - CT0153	19 CoC
24 New Opportunities - CT0120	18 CoC
25 New Reach - CT0294C	18 CoC
26 Community Renewal Team - CT0261	17 CoC
27 SMHA - Various Service Providers CT0265S	17 CoC
28 Youth Continuum Crisis Housing(YHDP)(TH)(CT0315)	17 YHDP
29 Alliance for Living - CT0144	16 CoC
30 Friendship Service Center - CT0114	16 CoC
31 My Sisters' Place - CT0291	16 CoC
32 Liberty Community Services - CT0015	15 CoC
33 Access Agency-DOH(YHDP)(RRH)(CT0317G)	15 YHDP
34 RVS - Liberty Community Services - CT0052	15 CoC
35 The Access Agency - CT0294D	15 CoC
36 The Connection - CT0340F	15 CoC
37 BHCare - CT0265D	14 CoC
38 Columbus House-DOH(YHDP)(RRH)(CT0317F)	14 YHDP
39 Community Health Resources - CT0279	14 CoC
40 RVS - Community Health Center - CT0054	14 CoC
41 RVS - Mercy Housing and Shelter Corp. - CT0265F	14 CoC
42 CHR-DOH(YHDP)(RRH)(CT0317B)	13 YHDP
43 Community Health Resources - CT0073	13 CoC
44 New Reach - CT0243	13 CoC
45 BHCare - CT0286C	12 CoC

Connecticut Balance of State (CT BOS) 2022

Consumer Satisfaction Survey Report

46 Columbus House - CT0294G	11 CoC
47 Liberty Community Services - CT0286H	11 CoC
48 Prudence Crandall Center - CT0167	11 CoC
49 CSN - Columbus House - CT0013	10 CoC
50 RVS - The Connection - CT0053	10 CoC
51 CSN - Liberty Community Services - CT0129	9 CoC
52 CSN - New Reach - CT0012	9 CoC
53 Liberty Community Services - CT0282	9 CoC
54 Liberty Community Services - CT0306A	9 CoC
55 Killingly Housing Authority - The Access Agency - CT0165	8 CoC
56 Windham Regional Community Council - CT0306C	8 CoC
57 Community Health Resources - CT0061	7 CoC
58 CSN - New Reach - CT0340A	7 CoC
59 Liberty Community Services - CT0265E	7 CoC
60 2022 Connecticut Balance of State (CT BOS) CT-505Columbus House - CT0294E	7 CoC
61 2022 Connecticut Balance of State (CT BOS) CT-505Columbus House - CT0171	6 CoC
62 Community Health Resources - CT0340E	6 CoC
63 Friendship Service Center - CT0306B	6 CoC
64 SMHA - Reliance Health - CT0340B	6 CoC
65 The Connection - CT0297	6 CoC
66 WCMHN - CT0200	6 CoC
67 2022 Connecticut Balance of State (CT BOS) CT-505WCMHN - CT0212	6 CoC
68 United Services - CT0076	5 CoC
69 The Connection Crisis Housing CAN 8-CHI(YHDP)(TH)(CT0312)	5 YHDP
70 United Services - CT0077	5 CoC
71 2022 Connecticut Balance of State (CT BOS) CT-505WCMHN - CT0211	4 CoC
72 CRMHC - My Sisters' Place - CT0023	4 CoC
73 Northwestern Connecticut Young Men's Christian Association - CT025SRO	4 SRO
74 Prudence Crandall Center - CT0168	4 CoC
75 Safe Futures - CT0092	4 CoC
76 SMHA - Reliance Health - CT0176	4 CoC
77 St. Vincent DePaul Place, Middletown - CT0137	4 CoC
78 Torrington Y Limited Partnership - CT031SRO	4 SRO
79 WCMHN - Center For Human Development - CT0286A	4 CoC
80 Holy Family Home and Shelter - CT0067	3 CoC
81 Safe Futures - CT0087	3 CoC
82 WCMHN - Center For Human Development - CT0265I	3 CoC
83 Youth Continuum - CT0278	3 CoC
84 2022 Connecticut Balance of State (CT BOS) CT-505WCMHN - CT0162	2 CoC
85 New London Homeless Hospitality Center - CT0159	2 CoC
86 Youth Continuum - CT0280	2 CoC
87 Columbus House - CT0242	1 CoC

Total

1373