**Background:**

The Connecticut Balance of State Continuum of Care (CT BOS) provides an opportunity each year for people who are receiving housing and/or services from a project funded by CT BOS to complete a satisfaction survey. Surveys along with other data are used to evaluate CT BOS funded projects. Provider agencies are responsible for offering people being served by their CoC funded projects with either a paper version of the survey or a link where a survey that can be completed on-line. Provider agencies are also responsible for collecting paper surveys and either entering those data into Survey Monkey or submitting surveys for data entry to CT BOS. Provider agencies that receive CT Department of Mental Health and Addiction Service (DMHAS) funding can opt to use the survey provided by DMHAS instead of the CT BOS survey. Each project receives a report showing their survey results, and the CT BOS Steering Committee reviews a summary report showing combined results for all projects. The summary report is also posted to the [CT BOS Renewal Evaluation](https://www.ctbos.org/renewal-evaluation/) webpage.

**Instructions for Provider Agencies**:

CT BOS sends detailed instructions to all funded projects each year. Please consult these instructions for Survey Monkey links, deadlines, submission instructions and other important details. Please be sure to complete the information in the survey header prior to distributing the survey to participants. To ensure that you are receiving this and other important information from CT BOS, please be sure that all relevant staff have signed up for the “HUD Grantees” or “YHDP” email lists on the [CT BOS website homepage](https://www.ctbos.org/). To ensure confidentiality and encourage participants to provide honest feedback, please follow these guidelines:

* Reassure participants that you appreciate their honest feedback and that their responses are confidential.
* Offer participants a choice of completing a paper or on-line survey.
* Offer participants who opt to complete an on-line survey access to the technology needed.
* Offer participants assistance to complete the survey, including the option to get assistance from a different staff person than the person who usually provides their services.
* Offer participants privacy while they complete the survey.
* Make available a drop-box, mail-in option or other means for participants to complete the paper survey anonymously.

**Instructions for Project Participants:**

Thank you for taking the time to provide important information about the housing assistance and/or support services you receive from a project funded by the US Department of Housing and Urban Development (HUD) through the CT Balance of State Continuum of Care (CT BOS). Survey responses are used by agencies that provide housing and services to make improvements. We appreciate your honest feedback, and your responses are confidential. Please feel free to skip any questions that you do not want to answer. There is a comments section at the end. Feel free to comment on your housing/services, and/or the questions in this survey. We estimate that this survey will take about 10 minutes to complete. If you have any questions about the survey, please contact us at ctboscoc@gmail.com or (860) 375-4634.

**CT Balance of State Continuum of Care**

**Project Participant Satisfaction Survey**

1. How long have you been in this program? (Check one)

[ ]  Less than 1 month [ ]  1 to 6 months [ ]  7-12 months [ ]  13 months to 1 ½ years

[ ]  More than 1 ½ years

2. These are the services I receive from this program:

[ ]  Housing Search [ ]  Rental Assistance [ ]  Utility Assistance

[ ]  Employment [ ]  Substance Use [ ]  Medical [ ]  Mental Health Services [ ]  Educational

[ ]  Case Management Services [ ]  Help with Benefits (SAGA, Social Security, Food Stamps, etc.)

[ ]  Transportation [ ]  HIV Prevention Education [ ]  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2a. Are your service needs being met in this program? (Check one)

[ ]  Always [ ]  Most of the Time [ ]  Some of the Time [ ]  Never

2b. These are the services that were not available to me that I would like this program to provide in the future:

[ ]  Housing Search [ ]  Rental Assistance [ ]  Utility Assistance

[ ]  Employment [ ]  Substance Use [ ]  Medical [ ]  Mental Health Services [ ]  Educational

[ ]  Case Management Services [ ]  Help with Benefits (SAGA, Social Security, Food Stamps, etc.)

[ ]  Transportation [ ]  HIV Prevention Education [ ]  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2c. Please describe other services you need that are not provided that you would like to see available in the future.

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1. If you have requested a referral to other programs/services, did you receive the referral you requested?

[ ]  Yes [ ]  No [ ]  N/A

3a. Has staff followed up since the referral to see if you are getting the services and that they are meeting your needs?

[ ]  Yes [ ]  No [ ]  N/A

1. Are you treated with dignity and respect by the staff of this program?

[ ]  Always [ ]  Most of the Time [ ]  Some of the Time [ ]  Never

1. Do you feel that you can make decisions about what happens to you in this program without facing retaliation?

[ ]  Always [ ]  Most of the Time [ ]  Some of the Time [ ]  Never

1. Have you been given the opportunity to give input into how the program is running? [ ]  Yes [ ]  No
2. Has staff of this program given you information about any of the following ways you can give input (check all that apply):

 [ ]  Advisory Board [ ]  Tenants’ Council [ ]  Suggestion Box [ ]  Joining the Agency Board of Directors

 [ ]  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Have you received information about how to to make a complaint (also sometimes called a grievance)? [ ]  Yes [ ]  No
2. If you have made a complaint (also sometimes called filing a grievance), was the process:

 Easy to access? [ ]  Yes [ ]  No [ ]  N/A

Handled in a timely manner? [ ]  Yes [ ]  No [ ]  N/A

1. Do you feel safe in this program/facility?

[ ]  Always [ ]  Most of the Time [ ]  Some of the Time [ ]  Never

1. Is this program's facility clean and well maintained?

[ ]  Always [ ]  Most of the Time [ ]  Some of the Time [ ]  Never

1. Has the quality of your life improved since you entered this program?

 [ ]  Greatly [ ]  Somewhat [ ]  Stayed the same [ ]  Gotten worse

Please explain the ways your quality of life has changed positively or negatively:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. How confident are you that this program keeps your personal information secure and private?

[ ]  Very confident [ ]  Somewhat Confident [ ]  Not Confident

1. Does staff in the program speak your language or has the program provided translators who speak your language?

[ ]  Yes [ ]  No [ ]  N/A

1. Is there sensitivity to your cultural needs (for example: accommodating food habits, dress, other beliefs and practices)?

[ ]  Yes [ ]  No

1. If you would like to provide this information, please choose all answers that best describe your race:

[ ]  Black, African-American or African [ ]  White [ ]  Asian or Asian-American

 [ ]  American Indian, Alaska Native, or Indigenious [ ]  Native Hawaiian or Pacific Islander

1. If you would like to provide this information, please choose the answer that best describes your ethnicity:

 [ ]  Hispanic/Latina/Latino/Latinx [ ]  Non-Hispanic/Non-Latina/Latino/Latinx

1. This is what I like about this program / facility…

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1. This is what I wish were different about this program / facility

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1. Any other comments?

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