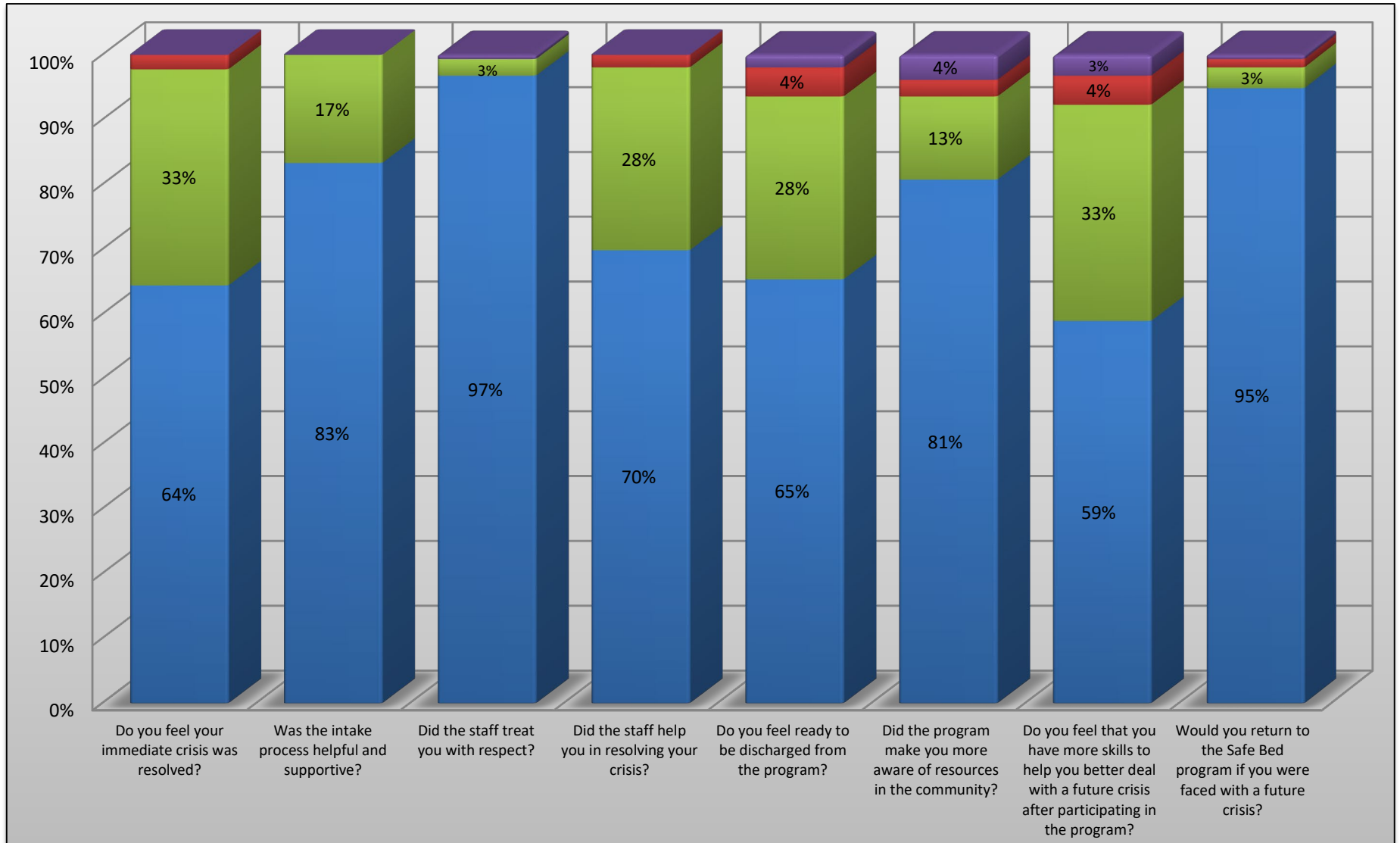




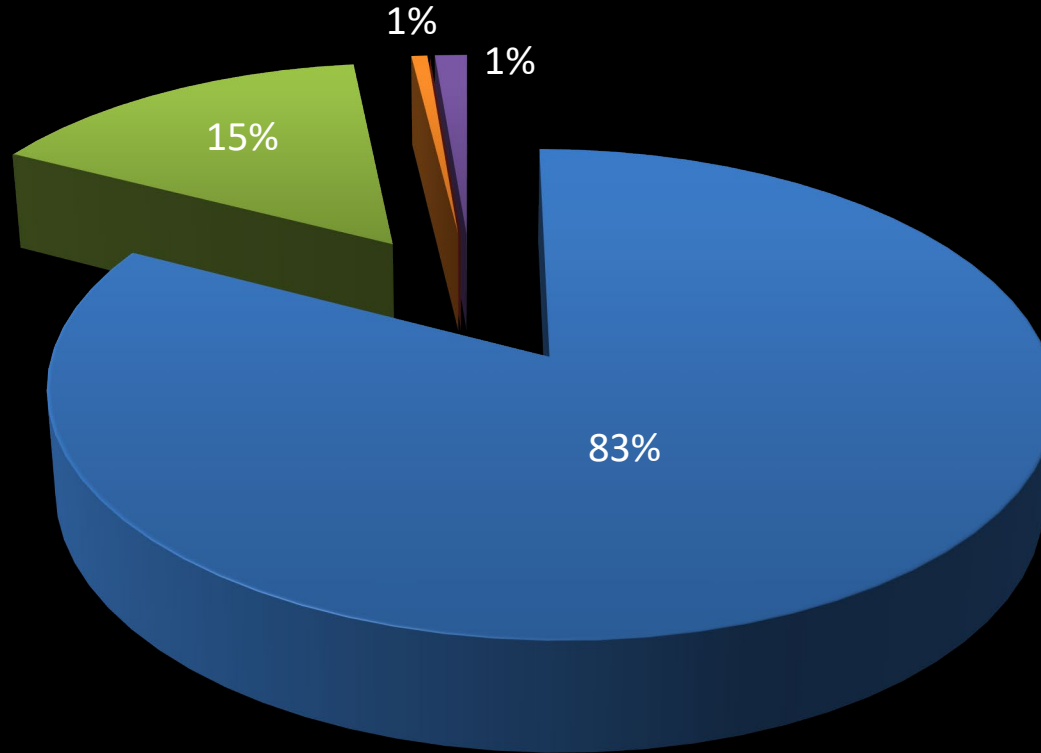
Safe Beds Program Client Satisfaction Survey Results

April 1, 2012 - March 31, 2013



■ Yes
 ■ Somewhat
 ■ Not at all
 ■ Not Available

Safe Beds Program Effectiveness
April 1, 2012 - March 31, 2013



What is your overall opinion of the Safe Bed program?

Very Good

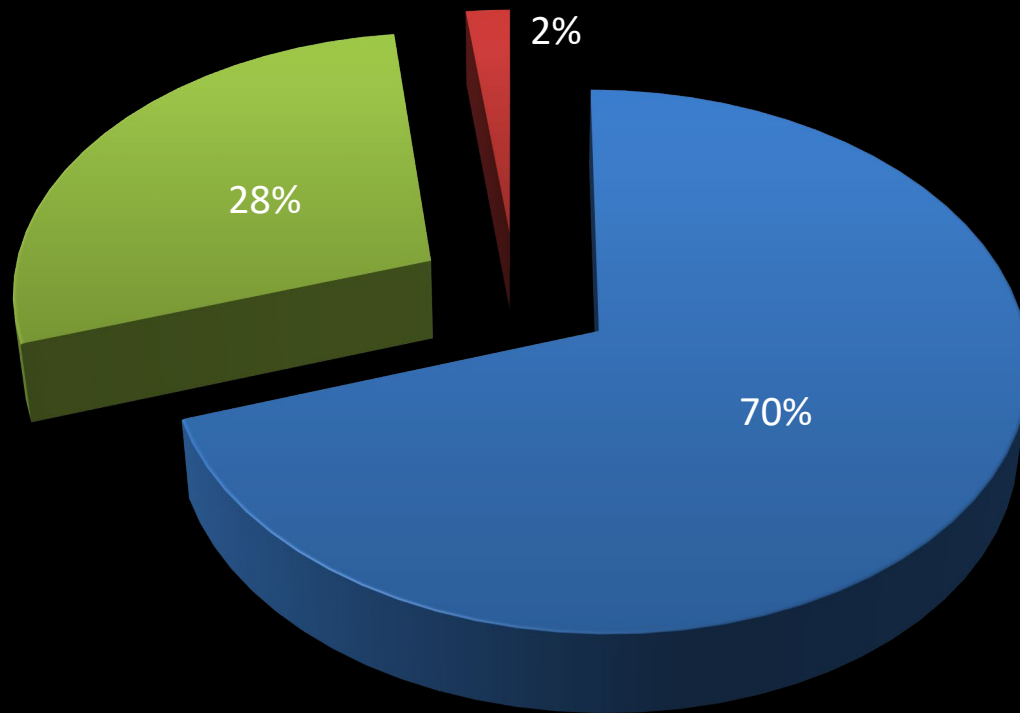
Good

Fair

Bad

Not Available

Safe Beds Program Effectiveness
April 1, 2012 - March 31, 2013



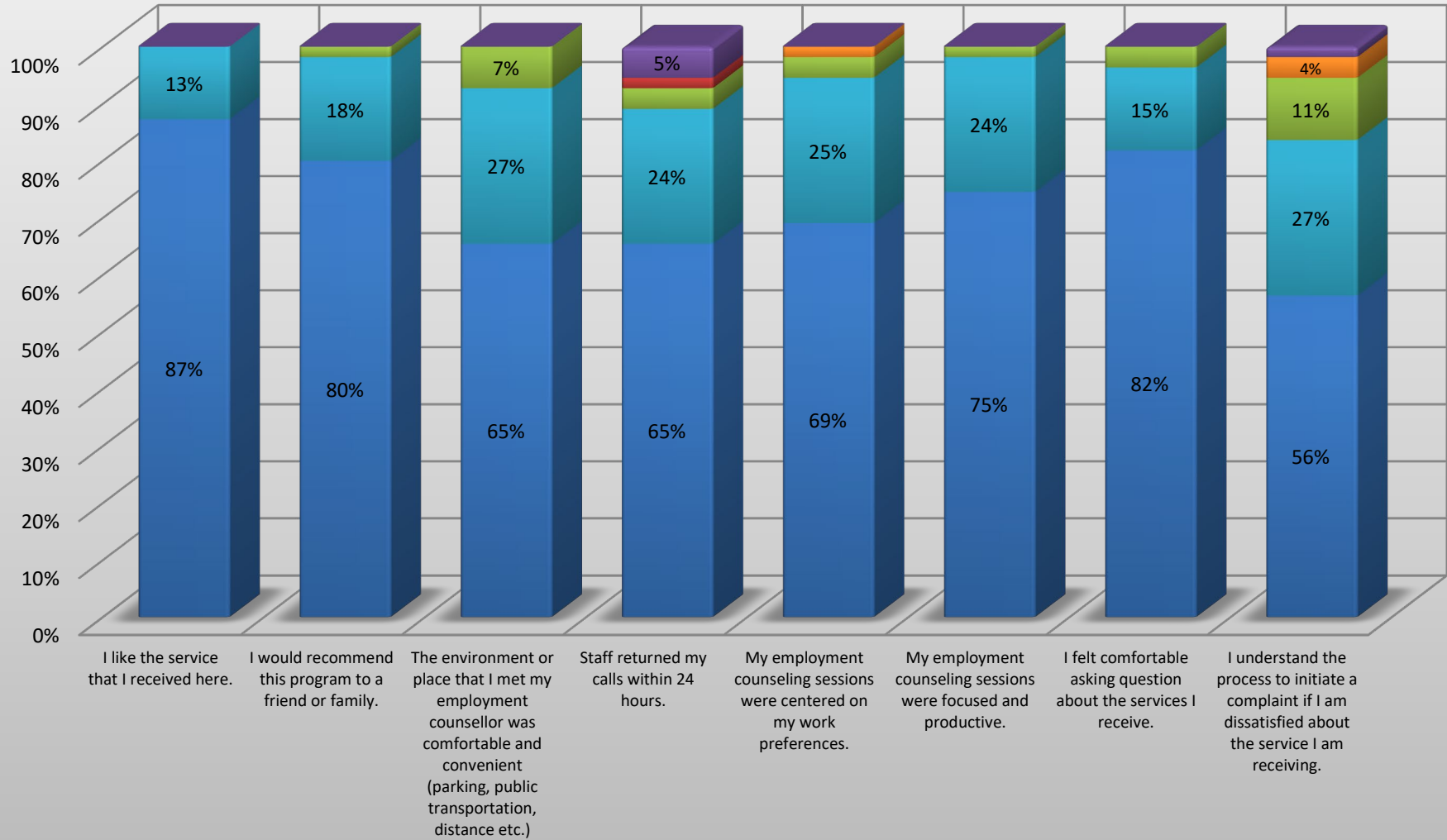
Did the staff help you in resolving your crisis?

■ Yes ■ Somewhat ■ Not at all ■ Not Available



REAL Work Program Client Satisfaction Survey Results

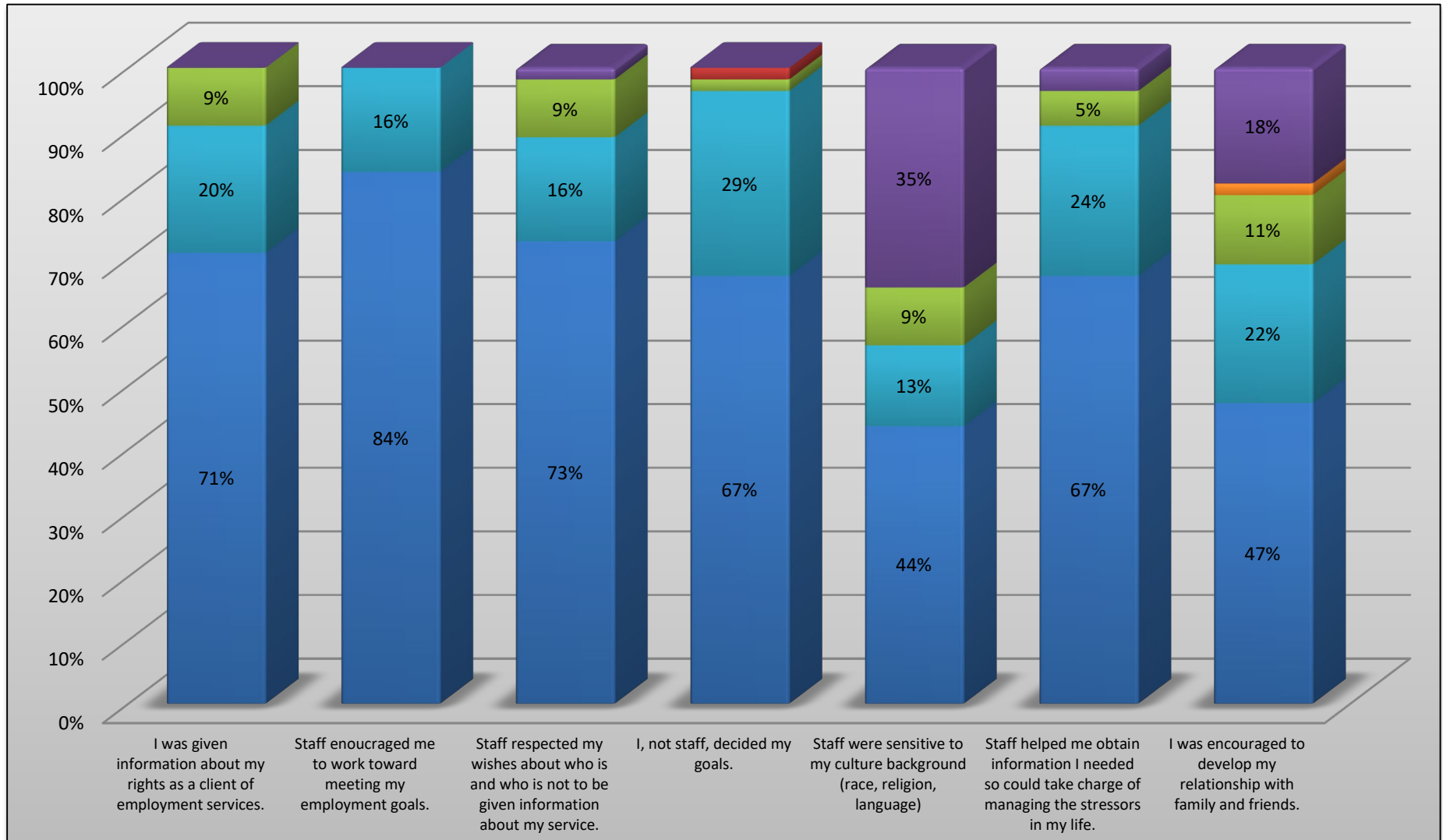
April 1, 2012 - March 31, 2013



■ Strongly Agree
 ■ Agree
 ■ I am Neutral
 ■ Disagree
 ■ Strongly Disagree
 ■ Not Applicable

REAL Work Program Client Satisfaction Survey Results

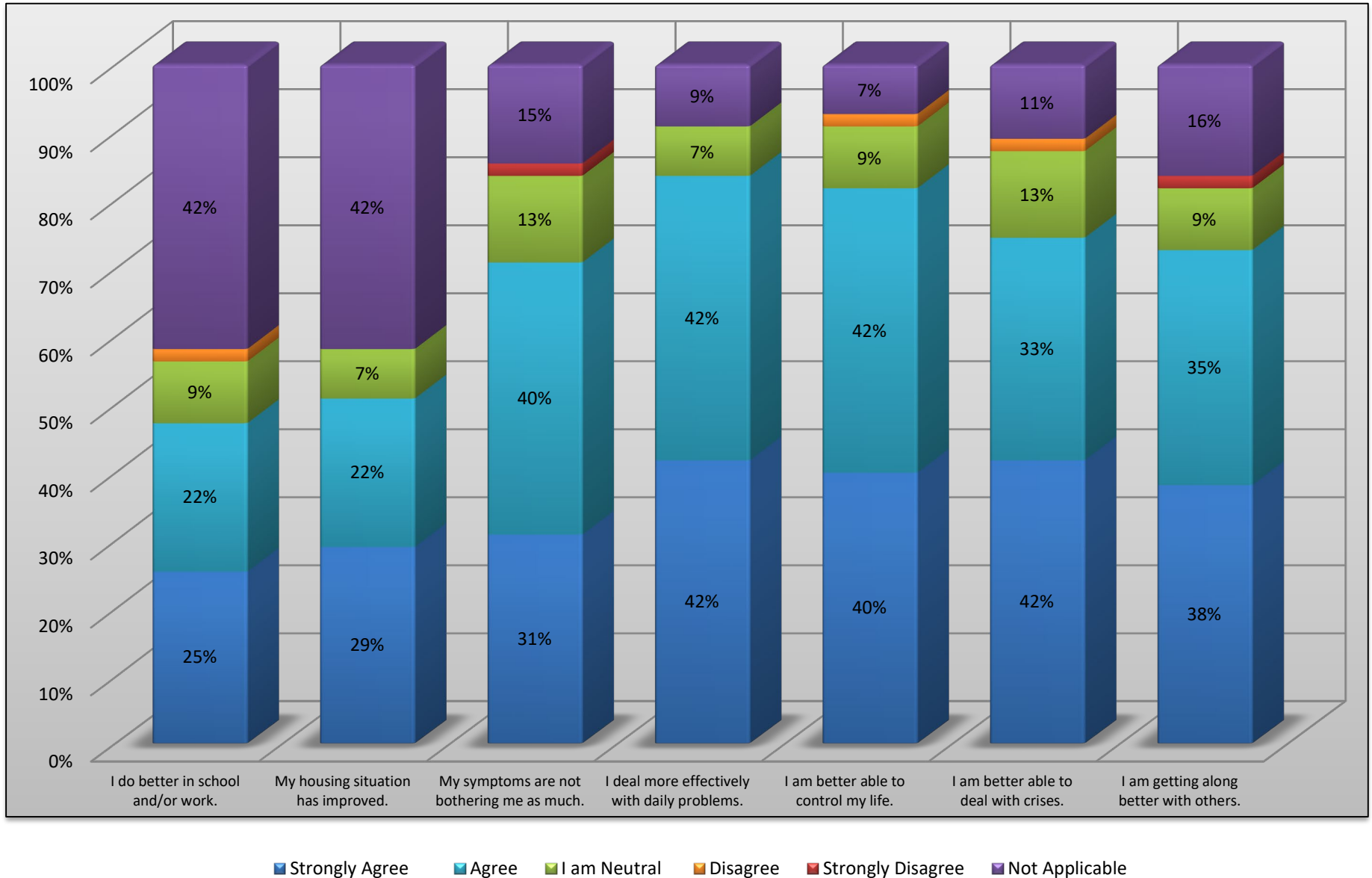
April 1, 2012 - March 31, 2013



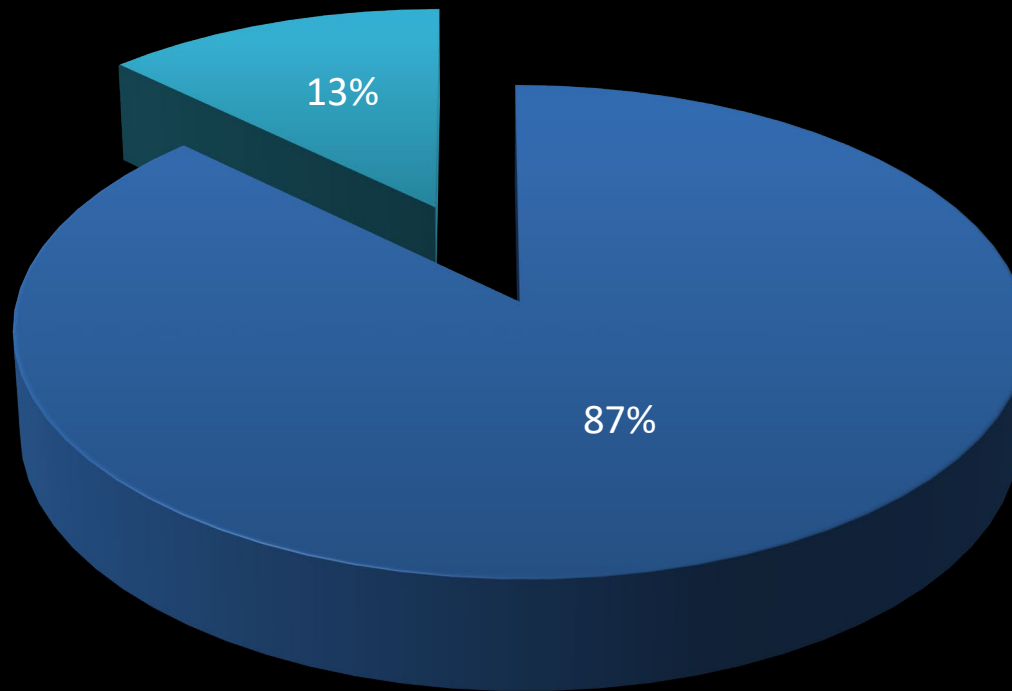
■ Strongly Agree
 ■ Agree
 ■ I am Neutral
 ■ Disagree
 ■ Strongly Disagree
 ■ Not Applicable

REAL Work Program Client Satisfaction Survey Results

April 1, 2012 - March 31, 2013



REAL Work Program Effectiveness
April 1, 2012 - March 31, 2013



I like the service that I received here.

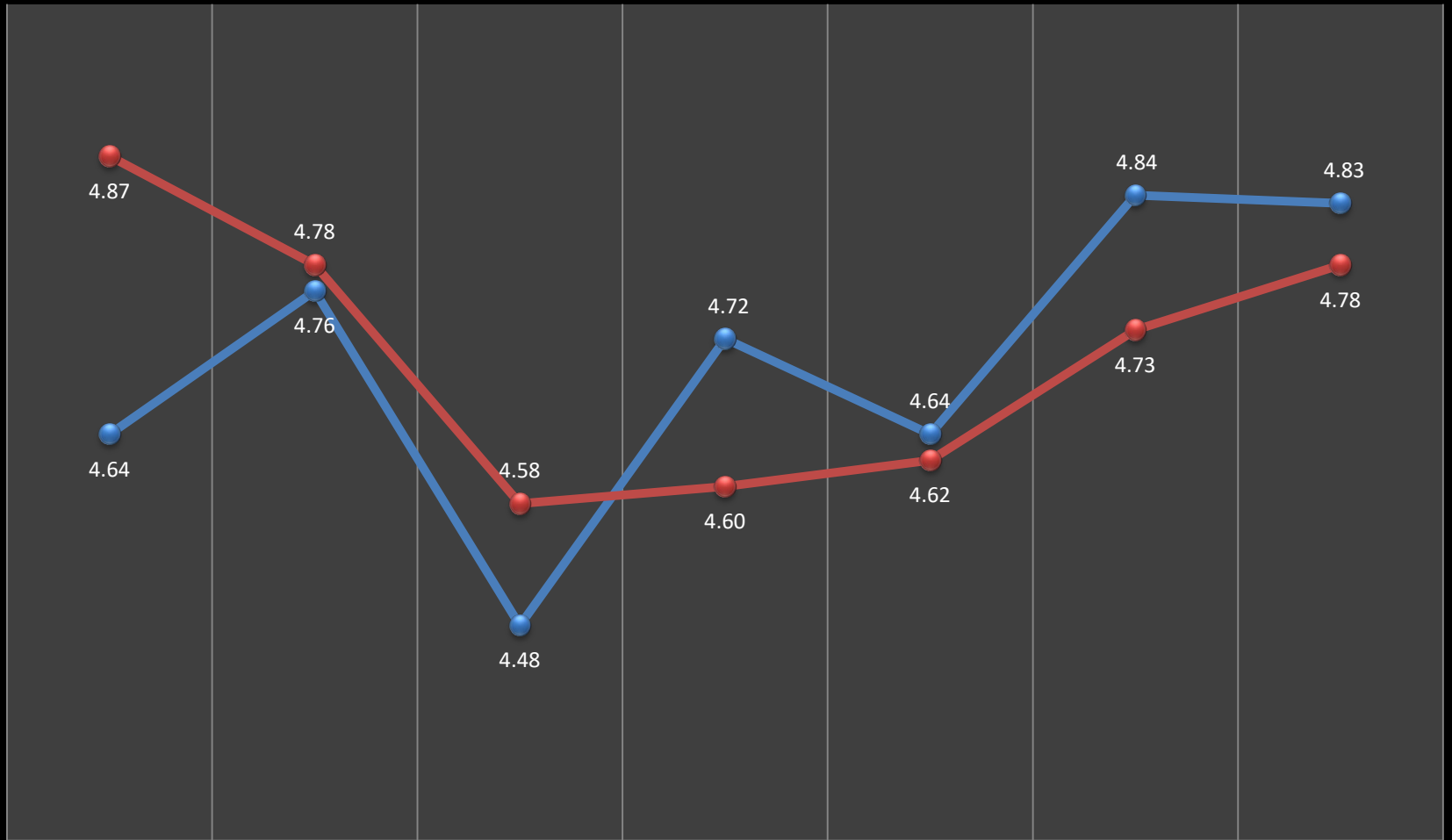
■ Strongly Agree ■ Agree ■ I am Neutral ■ Disagree ■ Strongly Disagree ■ Not Applicable

REAL Work Program Effectiveness

2011-12 vs. 2012-13

Strongly Agree

Agree



I like the service that I received here.

I would recommend this program to a friend or family.

The environment or place that I met my employment counsellor was comfortable and convenient (parking, public transportation, distance etc.)

Staff returned my calls within 24 hours.

My employment counseling sessions were centered on my work preferences.

My employment counseling sessions were focused and productive.

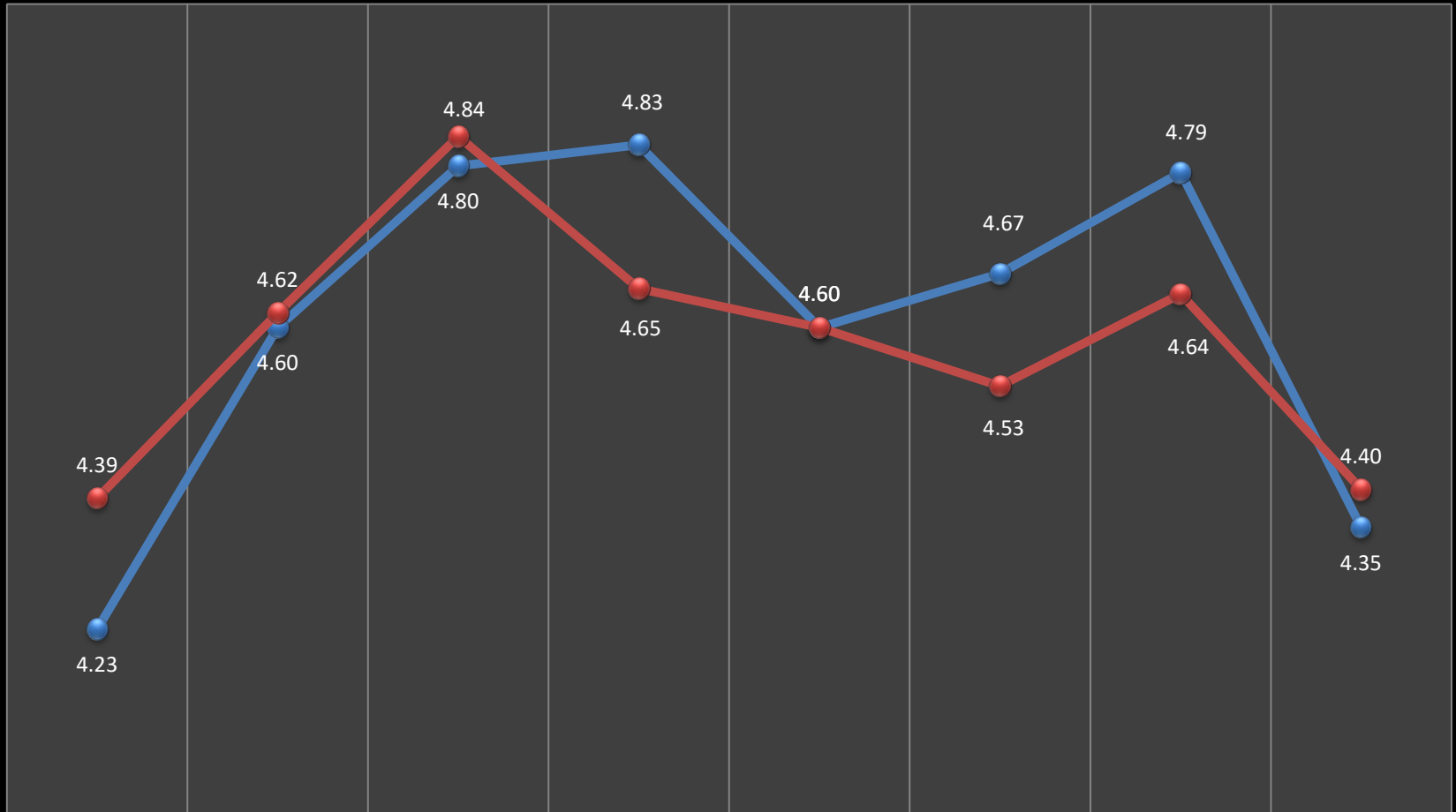
I felt comfortable asking question about the services I receive.

● 2011-12 Average Answer ● 2012-13 Average Answer

REAL Work Program Effectiveness

2011-12 vs. 2012-13

Strongly Agree



Agree

I understand the process to initiate a complaint if I am dissatisfied about the service I am receiving.

I was given information about my rights as a client of employment services.

Staff encouraged me to work toward meeting my employment goals.

Staff respected my wishes about who is and who is not to be given information about my service.

I, not staff, decided my goals.

Staff were sensitive to my culture background (race, religion, language)

Staff helped me obtain information I needed so could take charge of managing the stressors in my life.

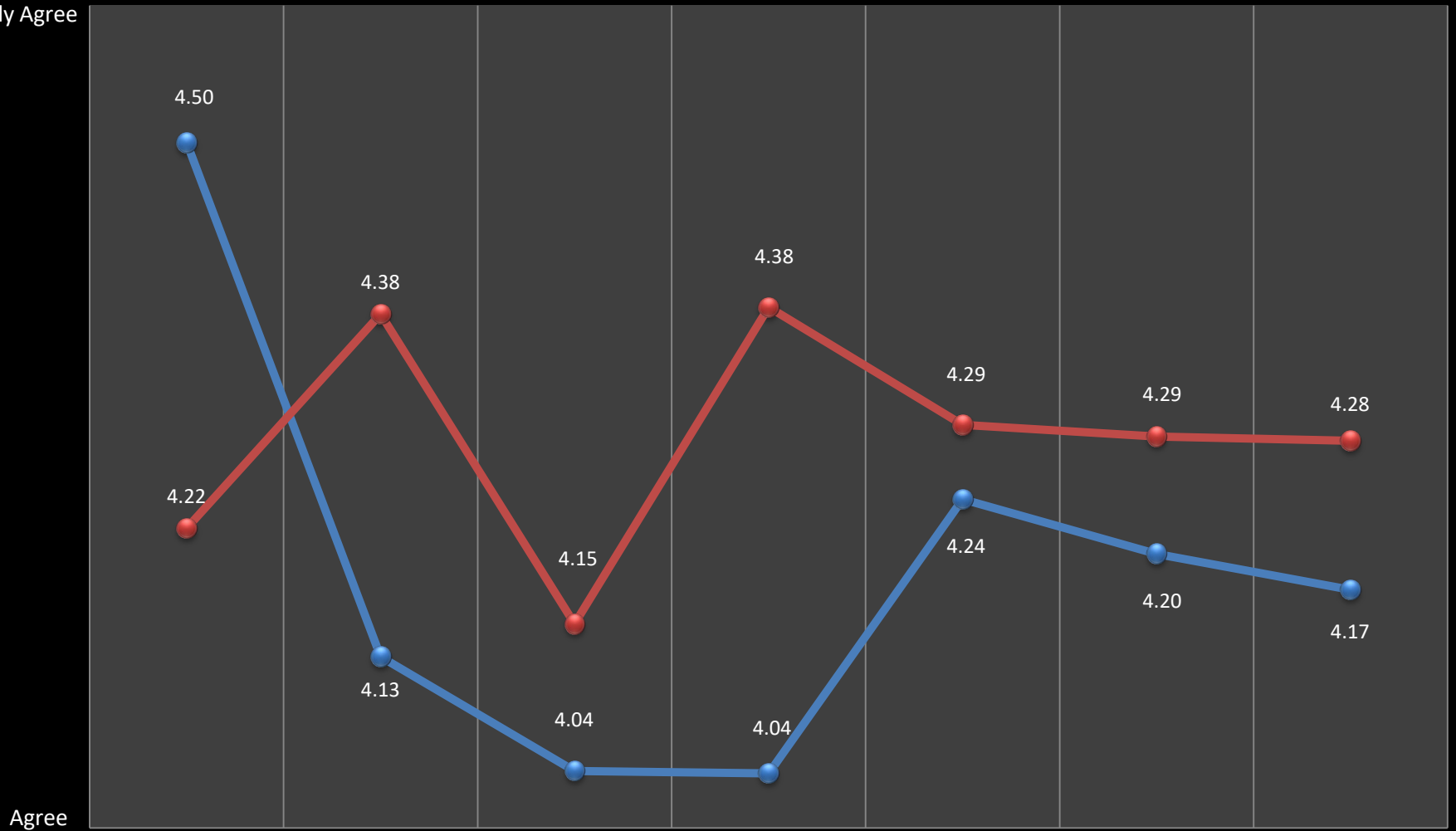
I was encouraged to develop my relationship with family and friends.

● 2011-12 Average Answer

● 2012-13 Average Answer

REAL Work Program Effectiveness 2011-12 vs. 2012-13

Strongly Agree



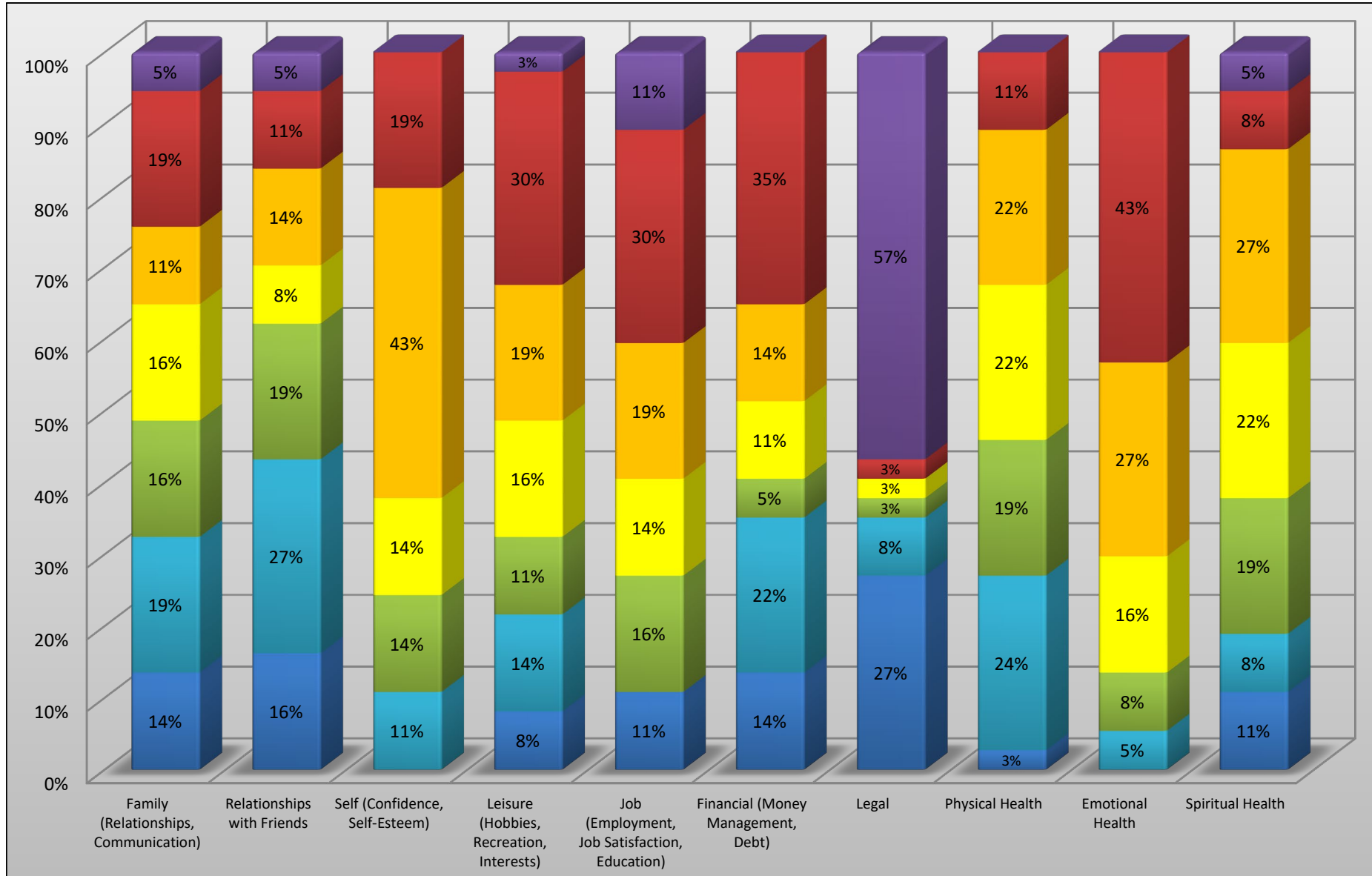
Agree

● 2011-12 Average Answer

● 2012-13 Average Answer

Counselling Program Pre-Evaluation Client Satisfaction Survey Results

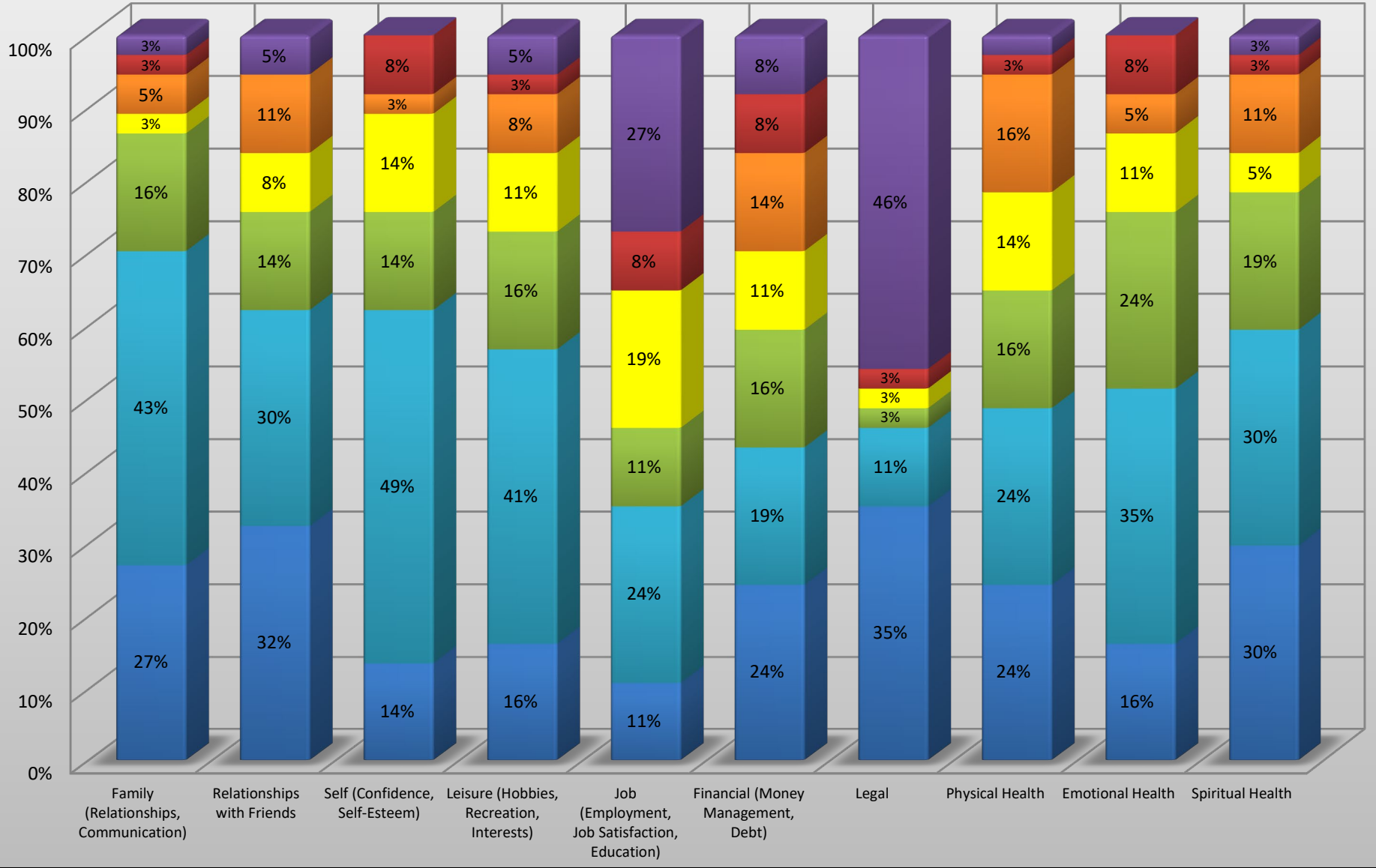
April 1, 2012 - March 31, 2013



■ Very Satisfied
 ■ Somewhat Satisfied
 ■ Slightly Satisfied
 ■ Slightly Dissatisfied
 ■ Somewhat Dissatisfied
 ■ Very Dissatisfied
 ■ N/A

Counselling Program Post-Evaluation Client Satisfaction Survey Results

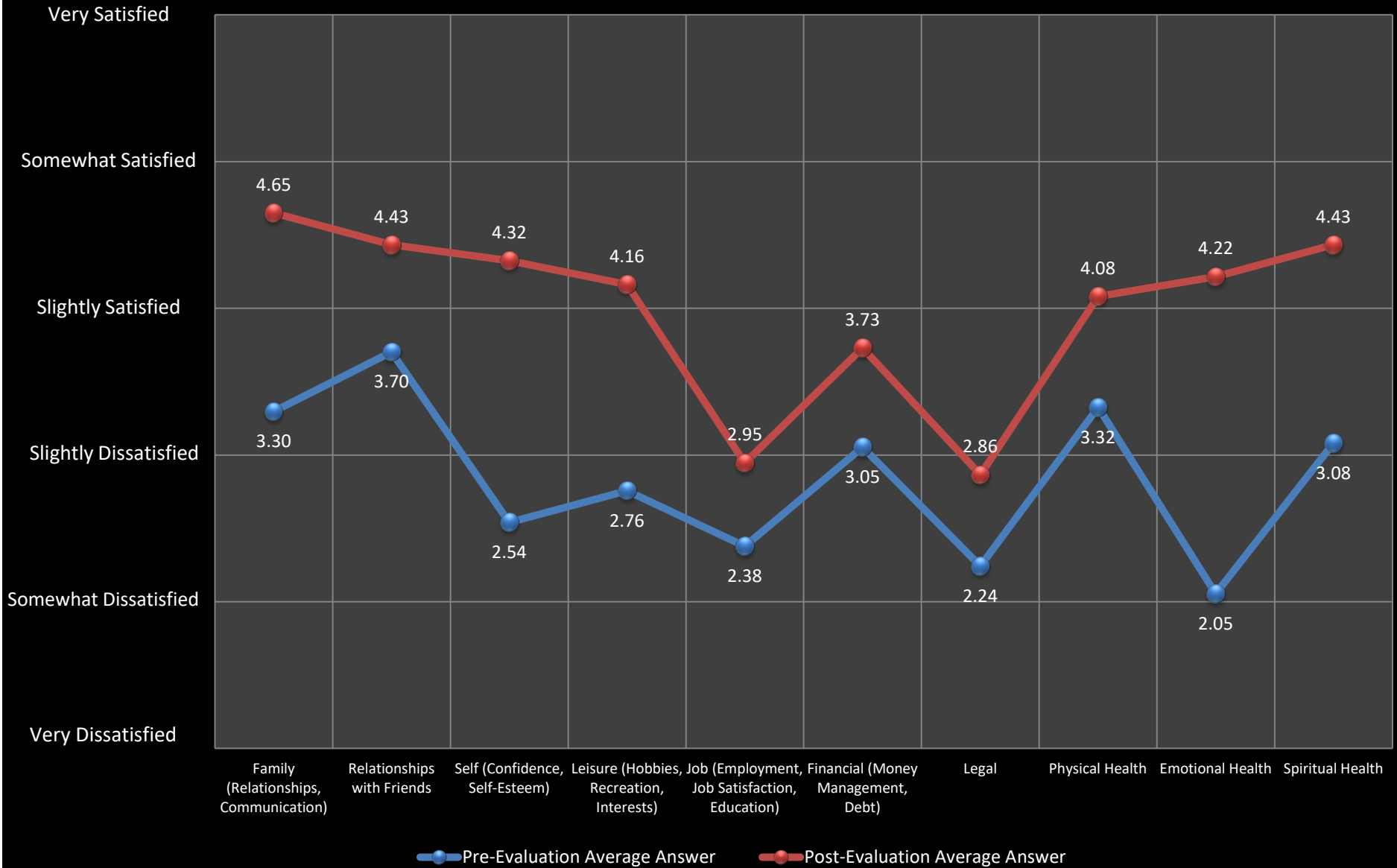
April 1, 2012 - March 31, 2013



■ Very Satisfied
 ■ Somewhat Satisfied
 ■ Slightly Satisfied
 ■ Slightly Dissatisfied
 ■ Somewhat Dissatisfied
 ■ Very Dissatisfied
 ■ N/A

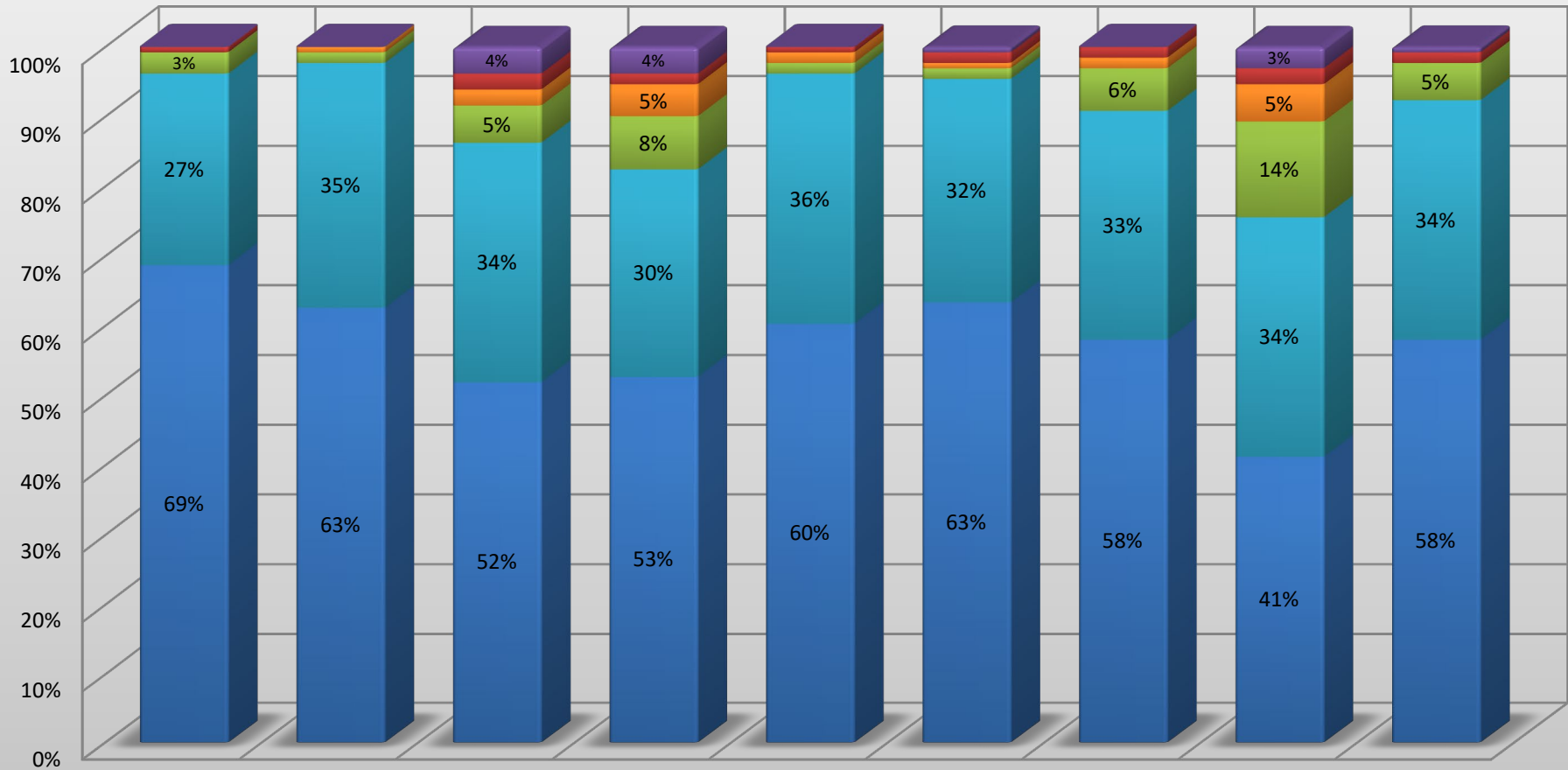
Counselling Program Effectiveness

April 1, 2012 - March 31, 2013



Community Support Client Satisfaction Survey Results

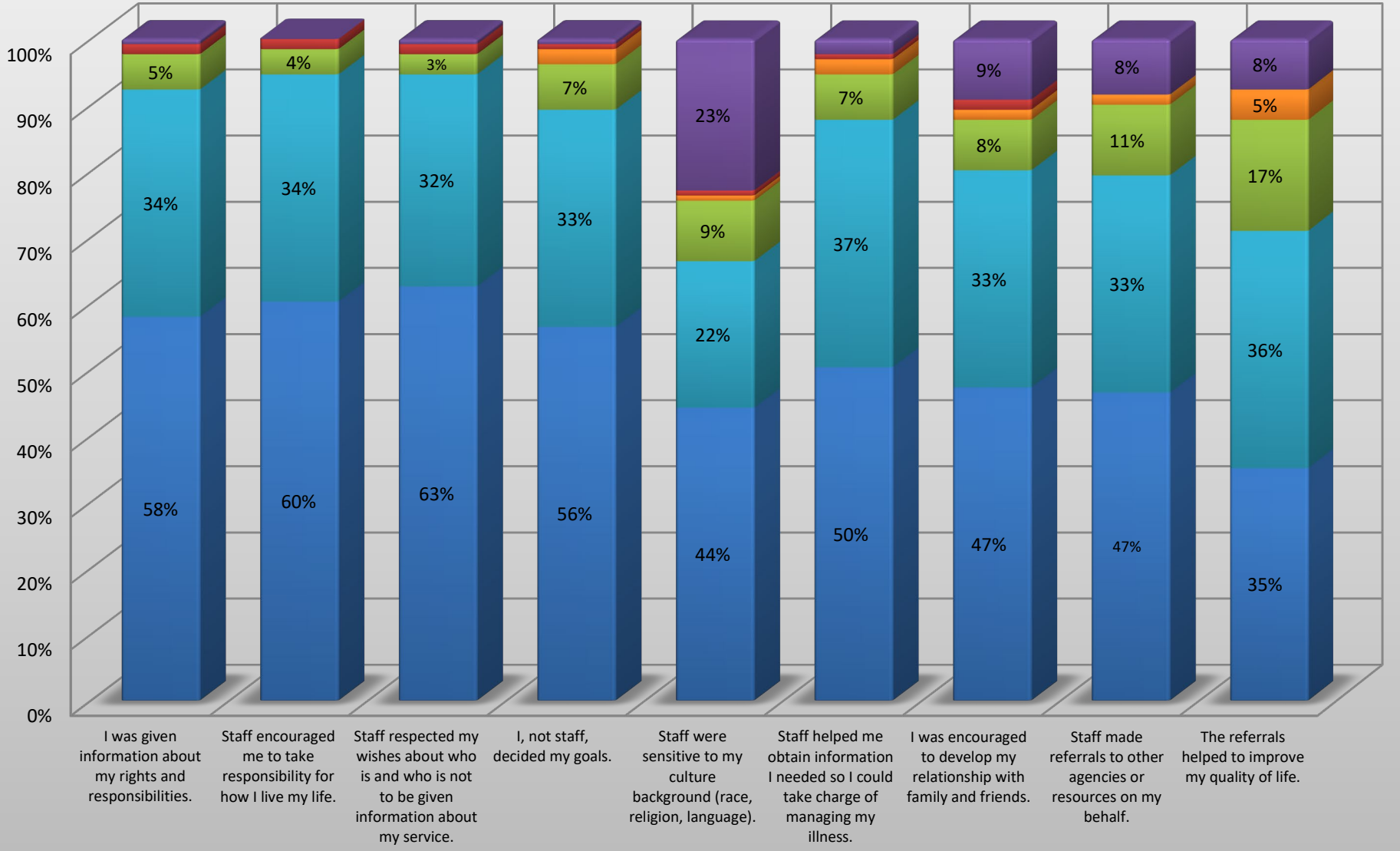
April 1, 2012 - March 31, 2013



■ Strongly Agree
 ■ Agree
 ■ I am Neutral
 ■ Disagree
 ■ Strongly Disagree
 ■ Not Applicable

Community Support Client Satisfaction Survey Results

April 1, 2012 - March 31, 2013



Strongly Agree

Agree

I am Neutral

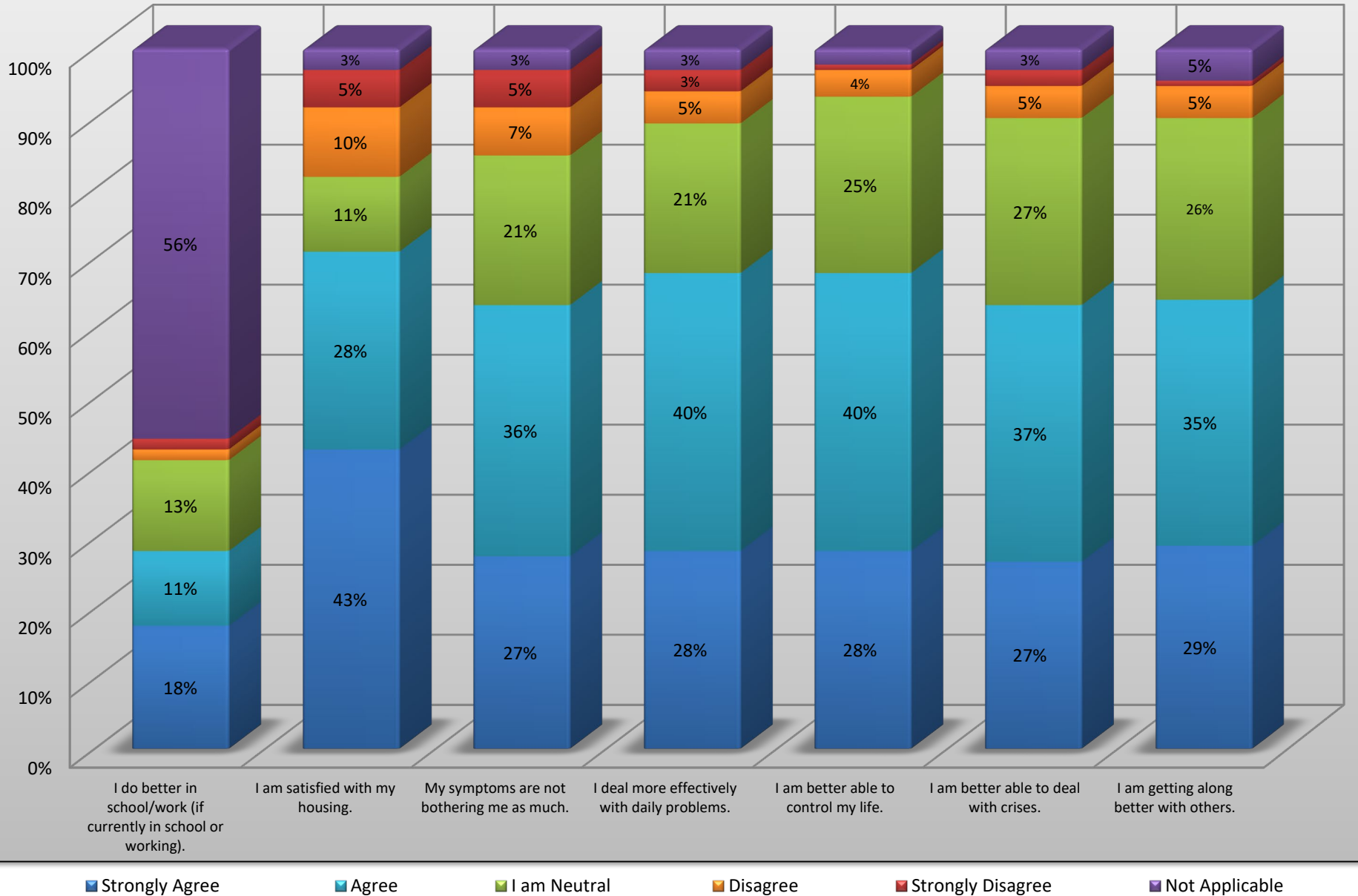
Disagree

Strongly Disagree

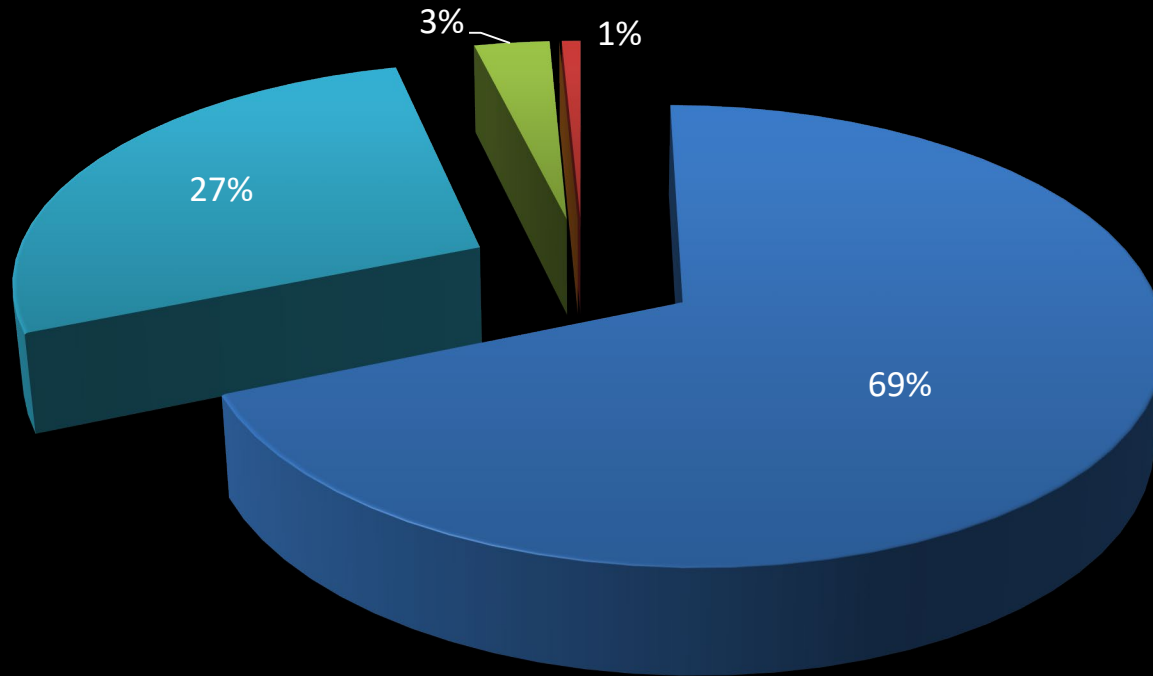
Not Applicable

Community Support Client Satisfaction Survey Results

April 1, 2012 - March 31, 2013



Community Support Program Effectiveness
April 1, 2012 - March 31, 2013



I like the service that I received here.

Strongly Agree Agree I am Neutral Disagree Strongly Disagree

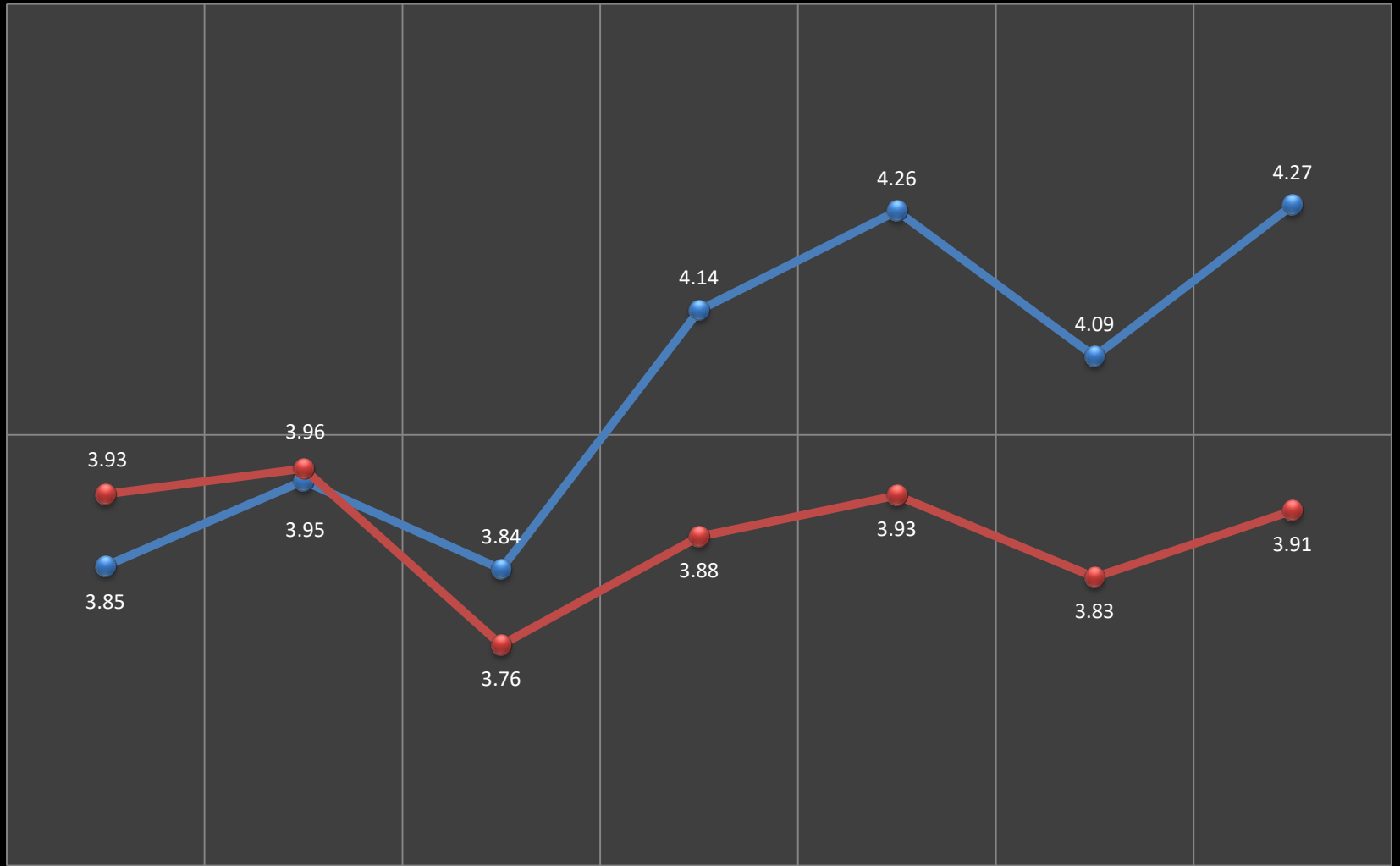
Community Support Program Effectiveness

2011-12 vs. 2012-13

Strongly Agree

Agree

I am Neutral



● 2011-12 Average Answer

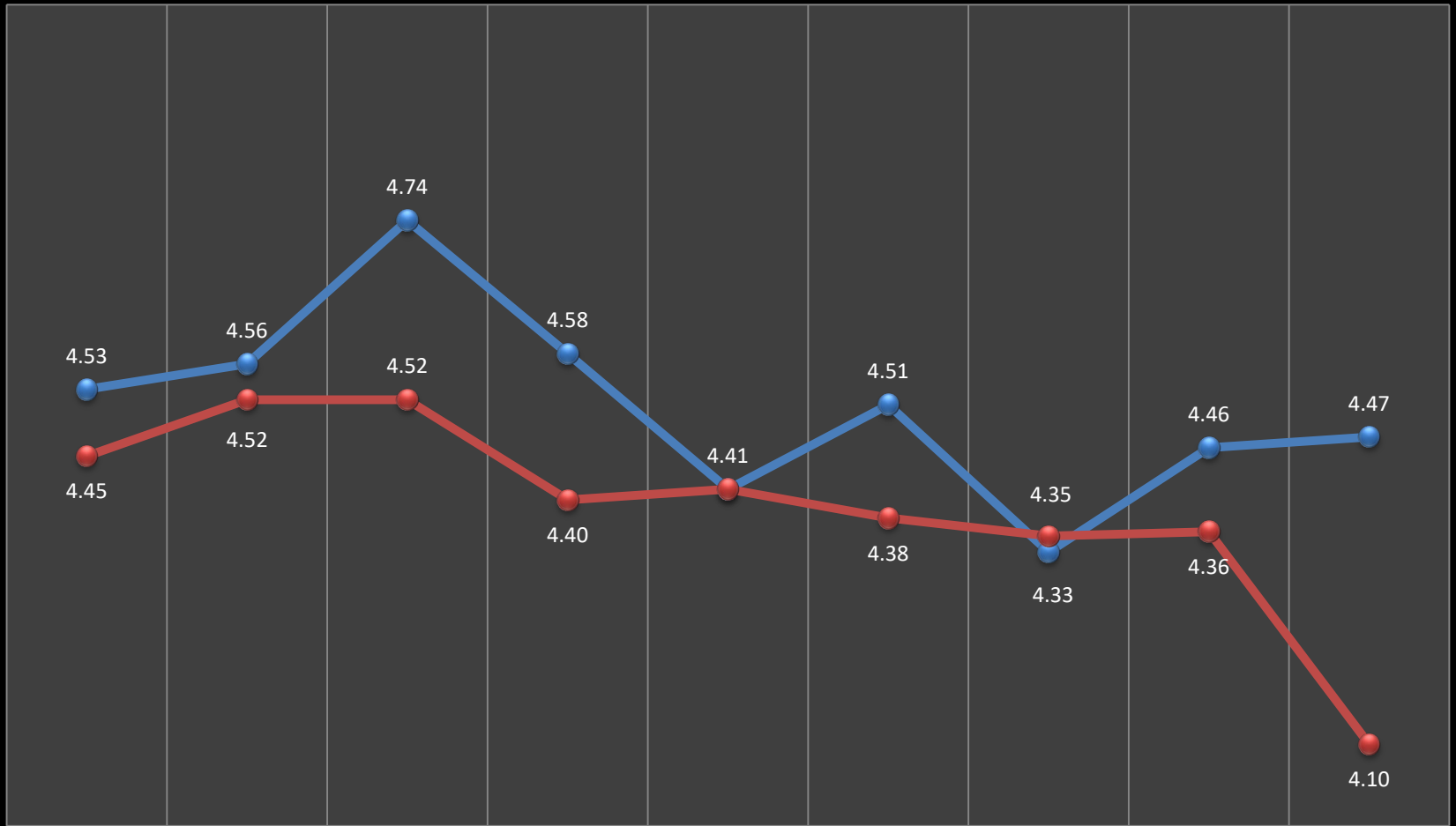
● 2012-13 Average Answer

Community Support Program Effectiveness

2011-12 vs. 2012-13

Strongly Agree

Agree



● 2011-12 Average Answer

● 2012-13 Average Answer

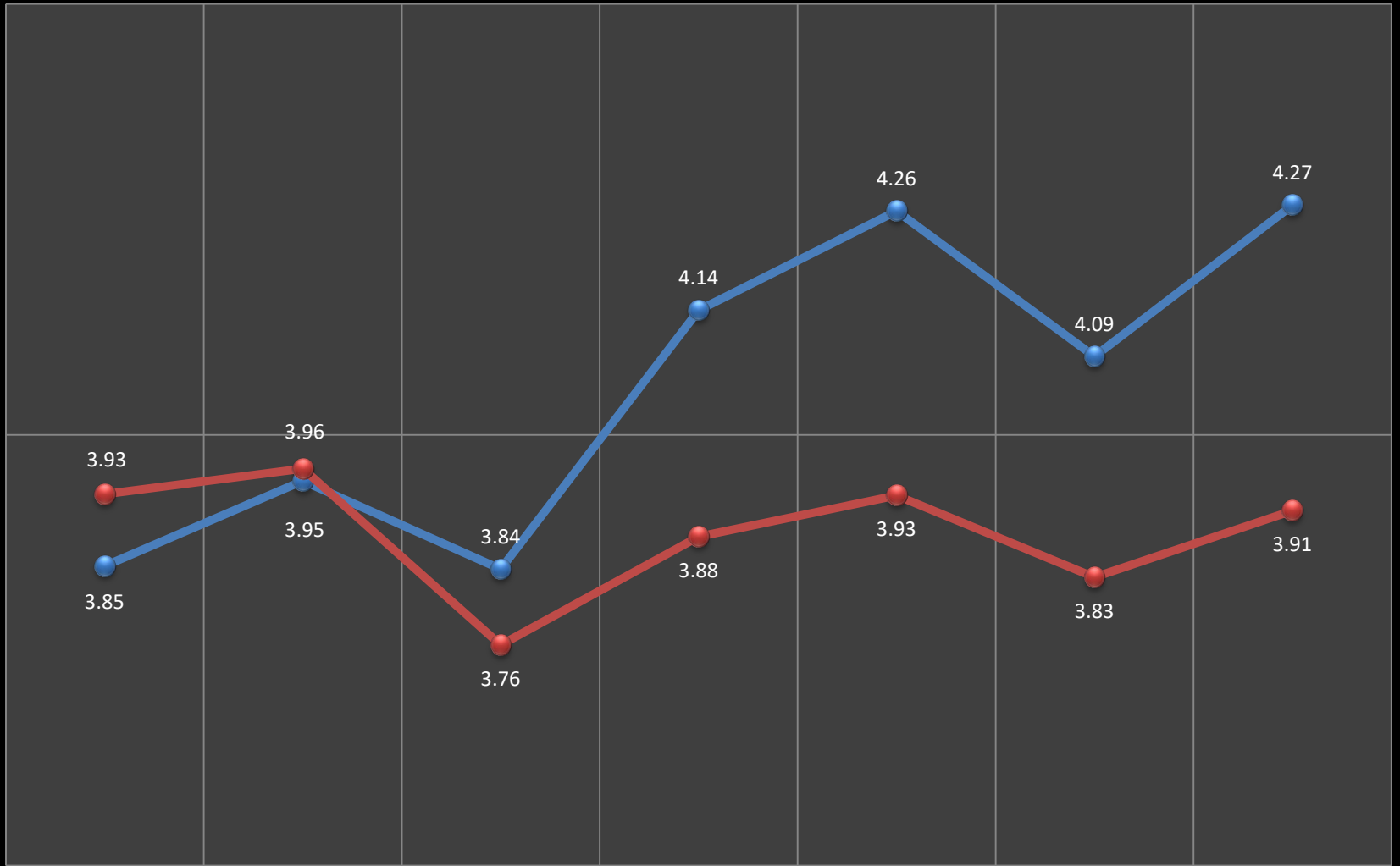
Community Support Program Effectiveness

2011-12 vs. 2012-13

Strongly Agree

Agree

I am Neutral

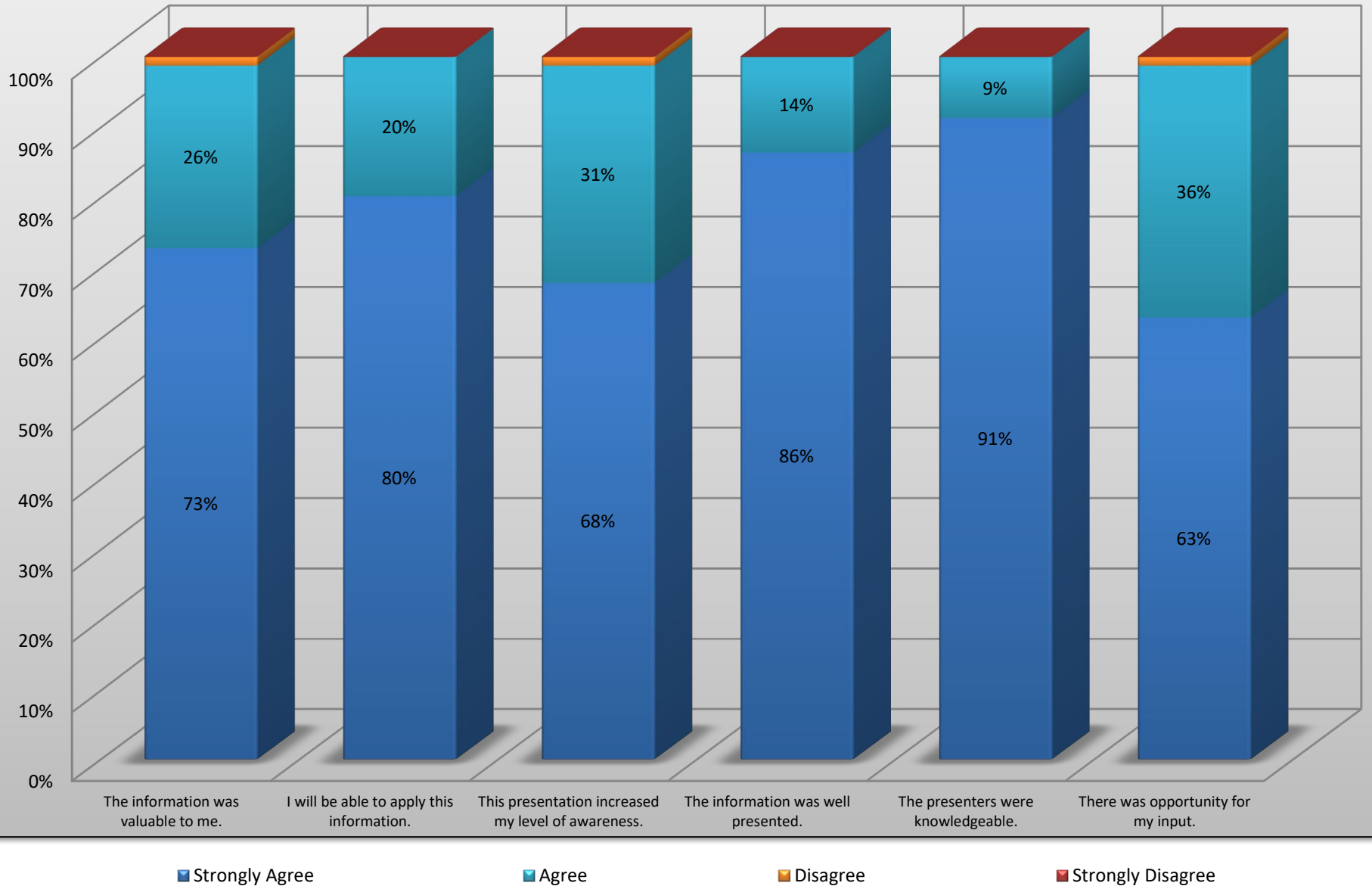


● 2011-12 Average Answer

● 2012-13 Average Answer

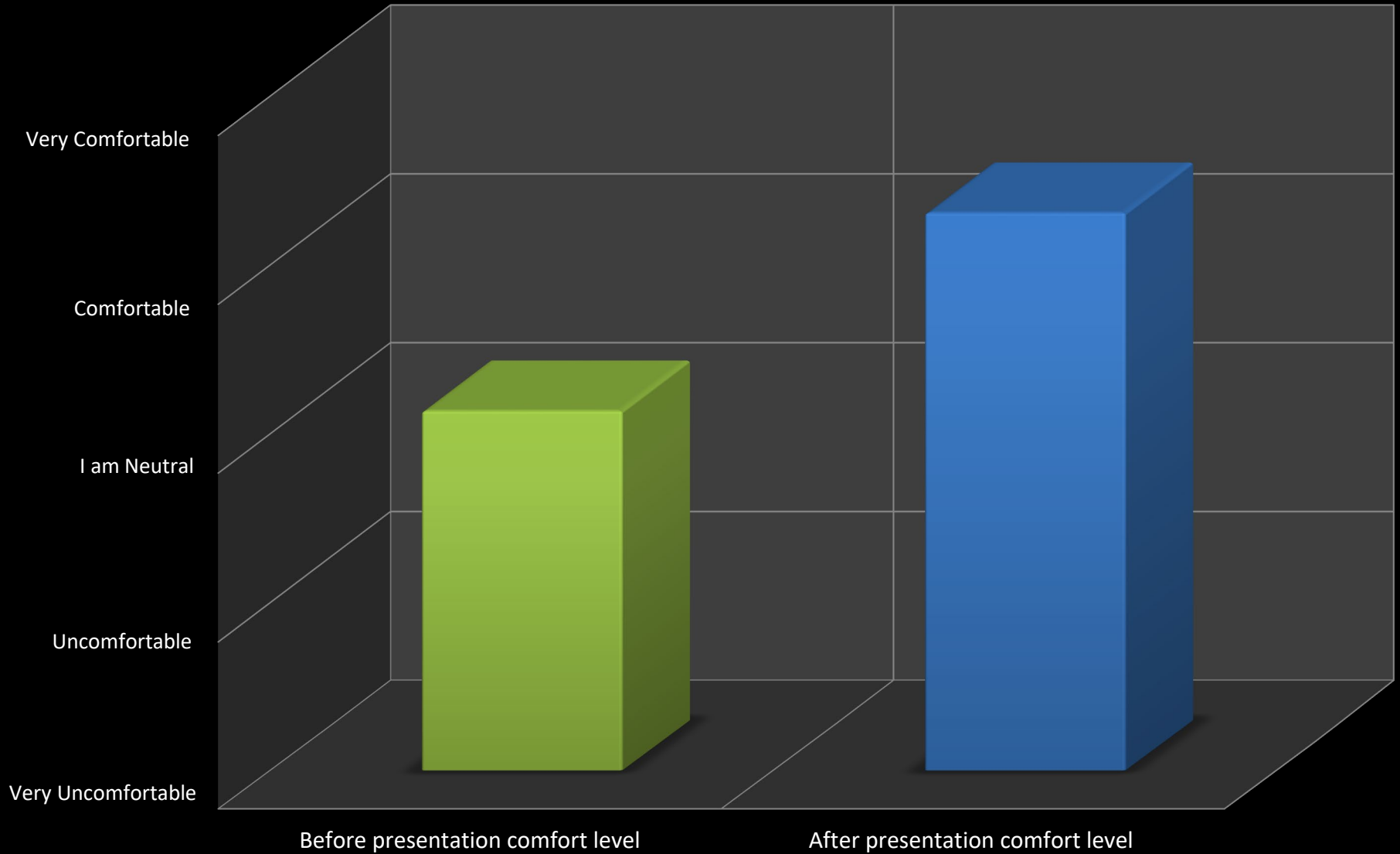
Public Education Participant Satisfaction Results

April 1, 2012 - March 31, 2013

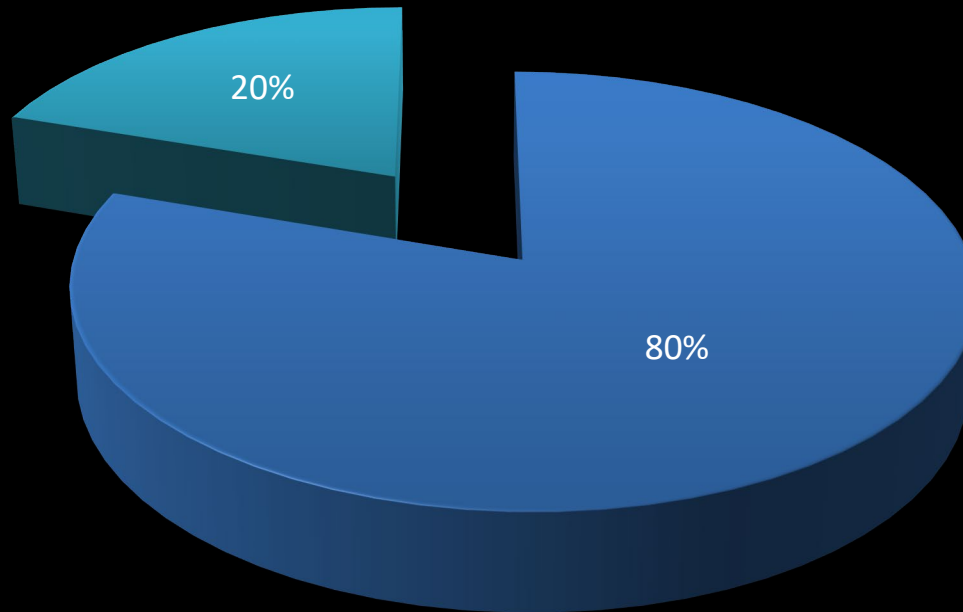


Public Education Effectiveness

April 1, 2012 - March 31, 2013



Public Education Effectiveness
April 1, 2012 - March 31, 2013



I will be able to apply this information.

Strongly Agree Agree Disagree Strongly Disagree