



Feedback from Consumers

TARGET ≥ 85%

Feedback	Jul-17		Oct-17		Jan-18		Apr-18		YEAR TO DATE AVERAGE
Women's Shelter Satisfaction Survey-CSS	97.0%		99.0%		98.0%		100.0%		98.5%
FY 18	97.0%		99.0%		98.0%		100.0%		98.5%
Feedback	Jul-18		Oct-18		Jan-19		Apr-19		YEAR TO DATE AVERAGE
Women's Shelter Satisfaction Survey-CSS	99.0%		98.0%		99.0%		99.0%		98.7%
FY 19	99.0%		98.0%		99.0%		99.0%		98.7%
Feedback	Jul-19		Oct-19		Jan-20		Apr-20		YEAR TO DATE AVERAGE
Satisfaction Survey-CSS Wide	98.0%		96.0%		85.0%		0.0%		93.0%
FY 20	98.0%		96.0%		85.0%		0.0%		93.0%

Jun-20 Due to COVID-19, the shelter was unable to provide services, and no data was available.