



# 2015 ESG FUNDING COMPETITION | FUNDING REVIEW TEAM Housing Access for Washtenaw County (HAWC) Feedback

## CLIENT SATISFACTION SURVEY RESULTS

*This survey measures customer service delivery during the call center intake to clients with housing needs. Clients are called by a volunteer and administered the survey over the phone.*

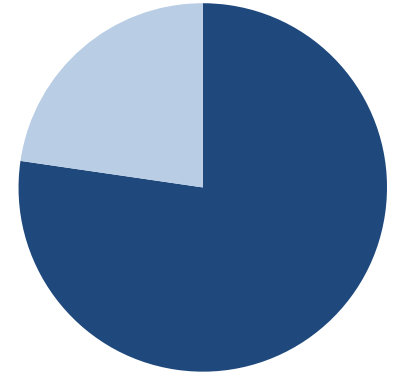
# 402

SURVEYS OF  
HAWC CLIENTS  
WHO CALLED  
DURING  
QUARTERS 1-3  
(OCT. 2014-JUNE 2015)

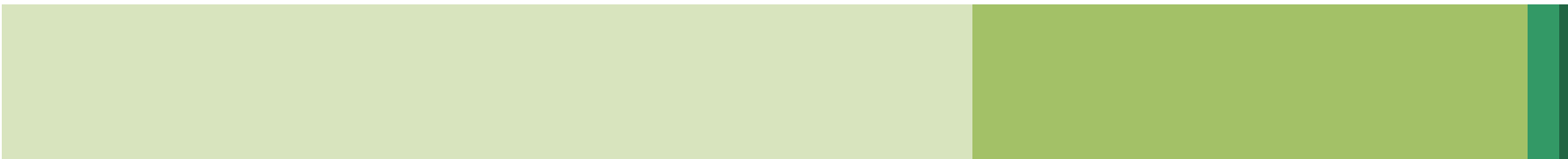
**92%** of those surveyed felt like the assessment specialist adequately explained the HAWC process and services available.



**77%** of calls were answered in a timely manner.



**97%** of those surveyed felt like the call center treated them with dignity and respect.



62% STRONGLY AGREE    35% AGREE    2% DISAGREE    1% STRONGLY DISAGREE



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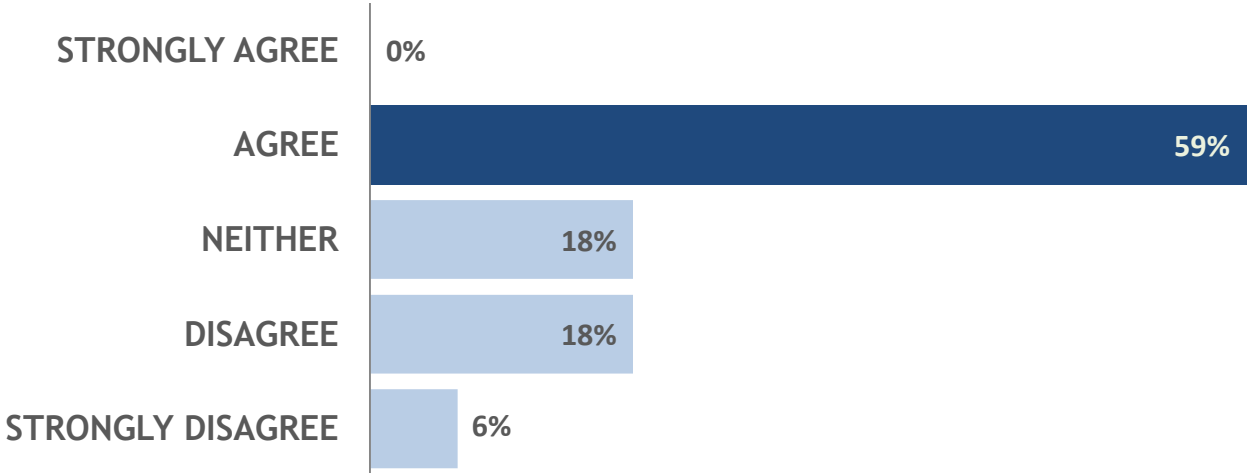
### CHP COMMITTEE SURVEY RESULTS

*This survey measures how HAWC is meeting client needs from the service provider perspective. The survey link was emailed to committee members to be completed online via Survey Monkey.*

# 17

SURVEYS COMPLETED  
JUNE 2015 BY  
COMMUNITY HOUSING  
PRIORITIZATION (CHP)  
COMMITTEE MEMBERS,  
WHICH REPRESENT  
AGENCIES WORKING TO  
HOUSE VETERANS,  
INDIVIDUALS, AND  
FAMILIES.

**59%** of respondents felt HAWC meets the community's needs.



**71%** of respondents felt their clients received what they needed by contacting HAWC.



AGREE DISAGREE



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### Housing Access for Washtenaw County (HAWC) Feedback

#### OVERALL KEY FINDINGS (across both surveys)

- Clients were overwhelmingly satisfied with the HAWC call center
- Both clients and staff expressed the need for more capacity
- Multiple clients expressed frustration in not understanding the categories of homelessness and how that affects their ability to access resources
- Communication and follow up with each call was highlighted as areas for improvement from both clients and staff.

#### POSITIVE RESPONSES ABOUT THE HAWC EXPERIENCE

“(Staff) **stayed with me** and my child until we were able to get in the shelter.”

“Broke down the process and **made me understand** how to budget and told me where to go and get a job.”

“The lady on the phone made me **laugh** and I was feeling so down.”

#### RECOMMENDATIONS ON HOW TO IMPROVE THE HAWC PROCESS

##### CLIENTS

- Make same day assessment appointments
- Promptly answer the phone
- Have staff available to help fill out DHS paperwork
- Have a landlord list for callers looking for housing

##### STAFF

- “Communication is the key”
- High staff turnover makes it hard to make connections with staff
- Add daily walk-in hours
- Combine intake and assessment into one meeting