

Multnomah County Data Team Annual User Satisfaction Survey (Fall 2014)

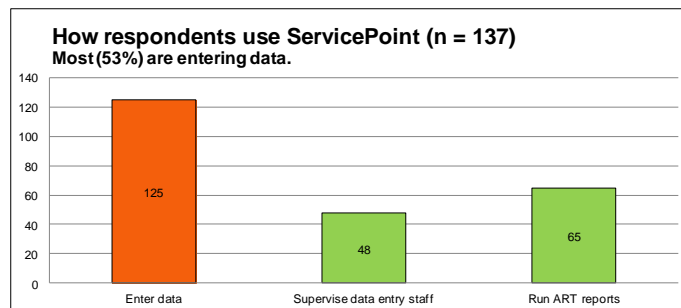
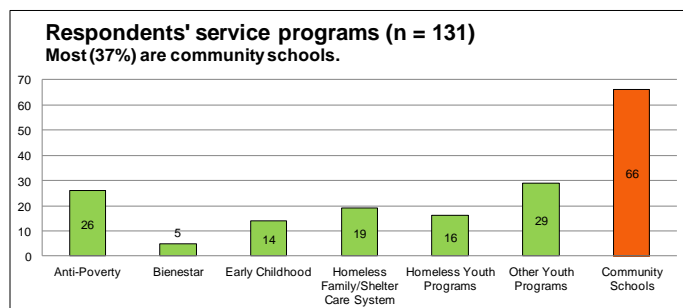
Overview

In the fall of 2014, 295 ServicePoint users were invited to complete a survey regarding their satisfaction in three areas: training and support, ART reports, and interactions with the data team. Of these, 137 (46.4%) responded. Respondents used ServicePoint for a variety of service programs, including the following:

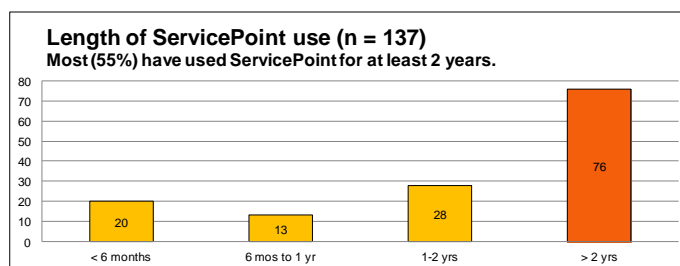
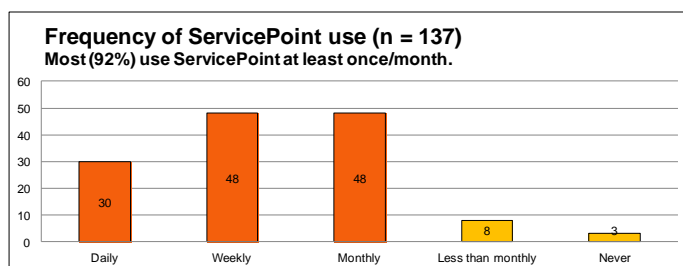
- Anti-Poverty Programs (AFP II, AFP-FUP, APCM, HBR, SHSF)
- Bienestar
- Early childhood (PCDS)
- Homeless Family/Shelter Care System (Bridges to Housing, HUD Family Futures, Family Shelter System, Mobile Housing Team, Willow Tree)
- Homeless Youth Programs (HYC, Girls Transitional Housing, HUD Home Safe, HUD Horizons, HUD Pathways MH/Housing, NAFY New Doors to Homeless Youth Programs, Runaway Shelter)
- Other Youth Programs (YGPS, CHI, CSEC, SSES, SUN CS CM, ATOD, SMY, Alt Schools)
- SUN Community Schools
- Other

This report present results for all respondents as well as disaggregates results for each service program.

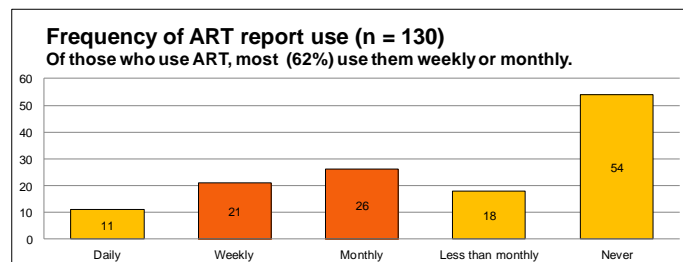
About respondents



ServicePoint Usage

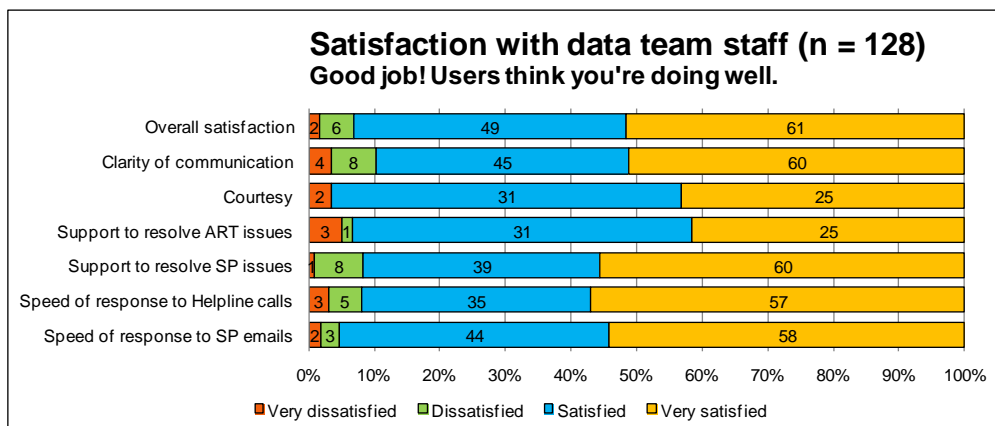
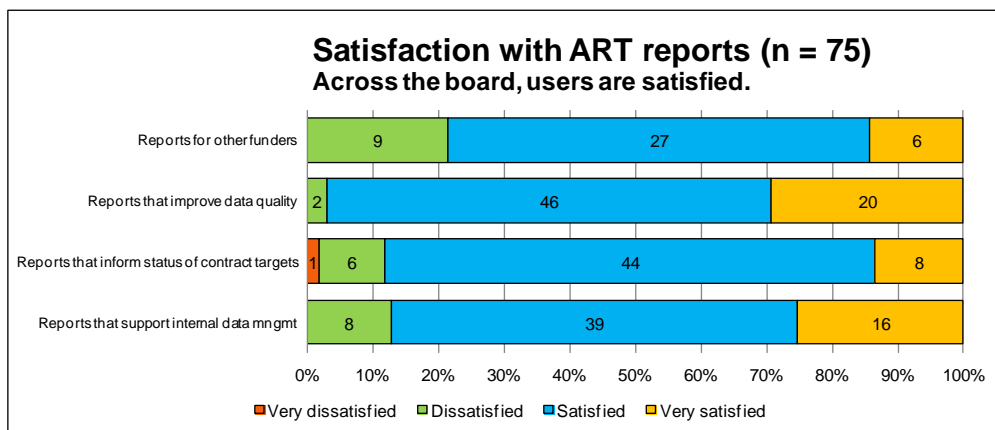
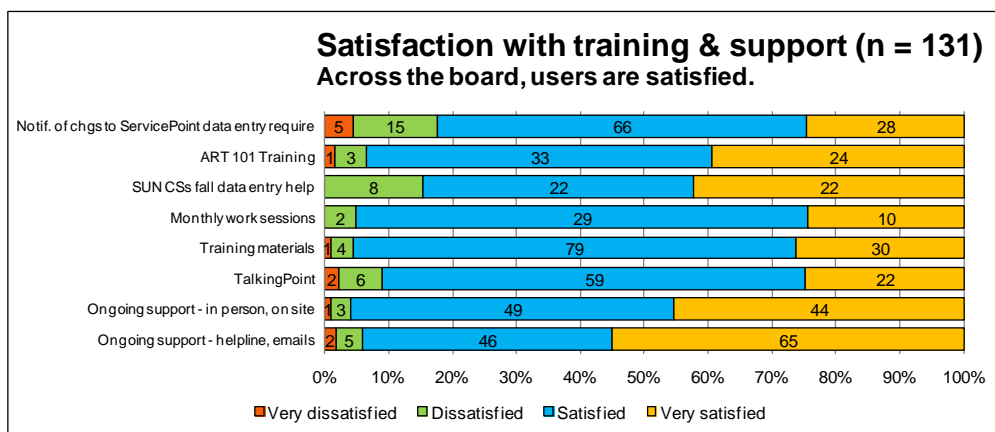
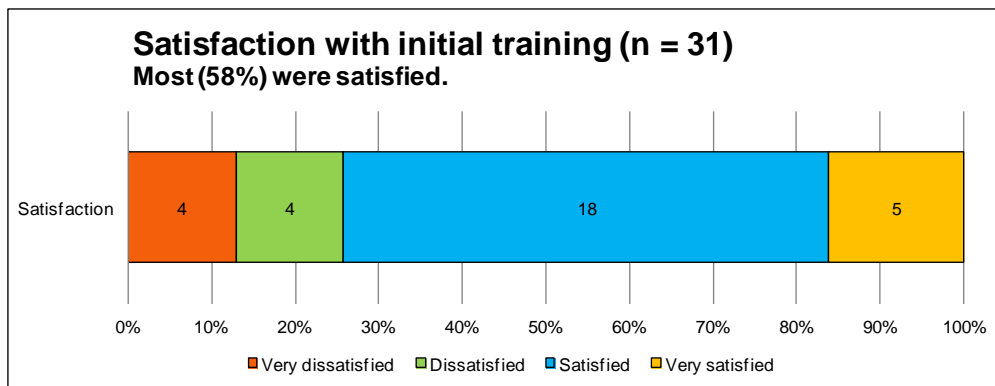


ART Report Usage



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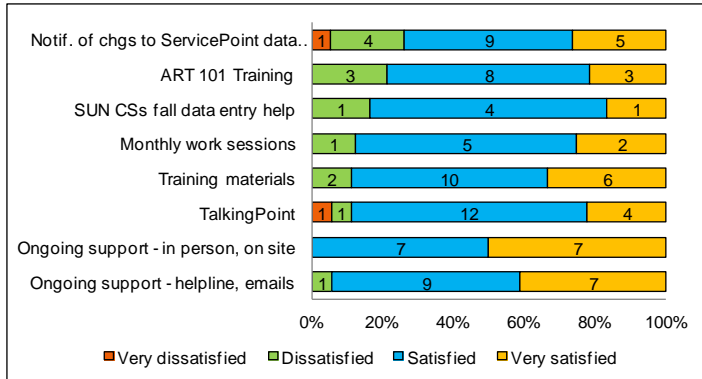
Overall Satisfaction (across service programs)



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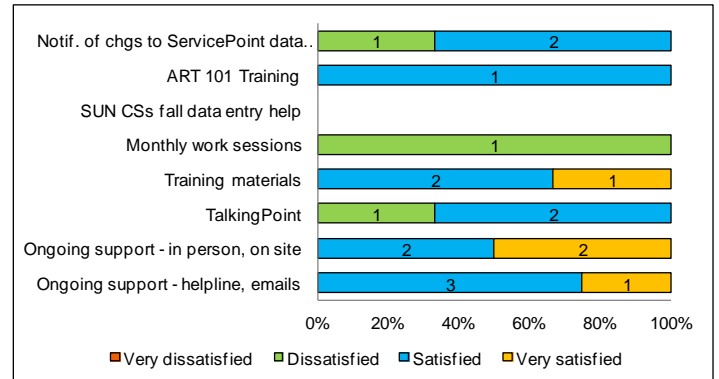
Anti-Poverty Program Users (n = 26)

Satisfaction with Training & Support

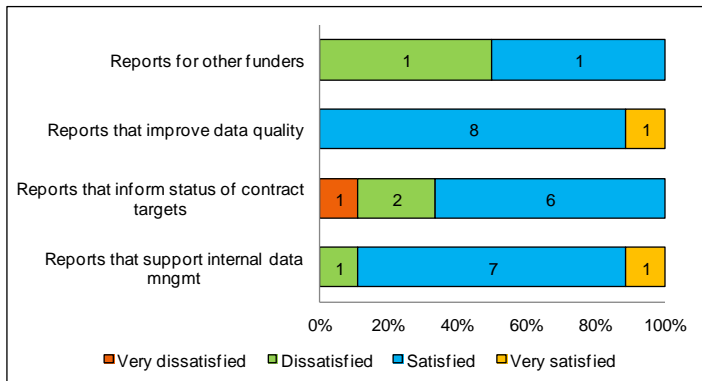


Bienestar Users (n = 5)

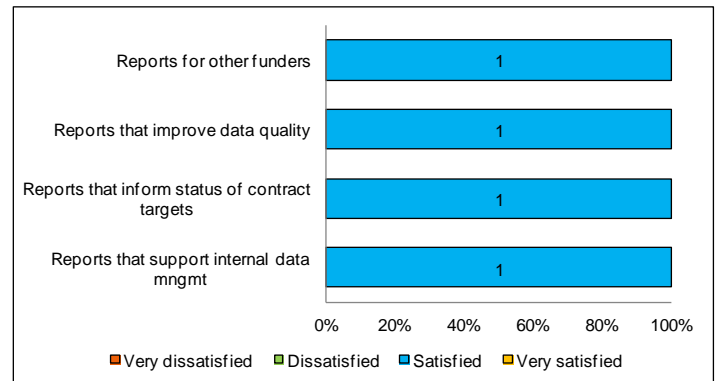
Satisfaction with Training & Support



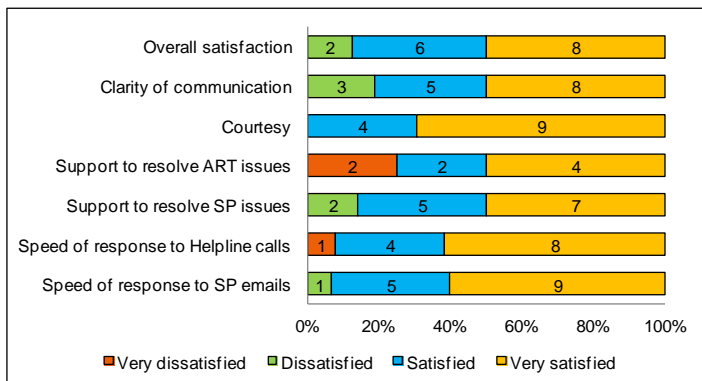
Satisfaction with ServicePoint Reports



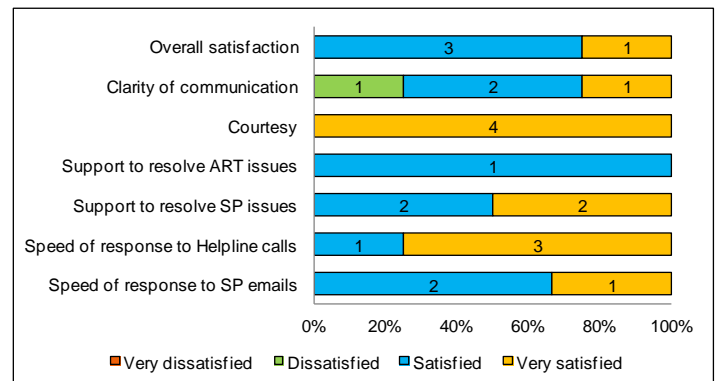
Satisfaction with ServicePoint Reports



Satisfaction with Data Team Interactions



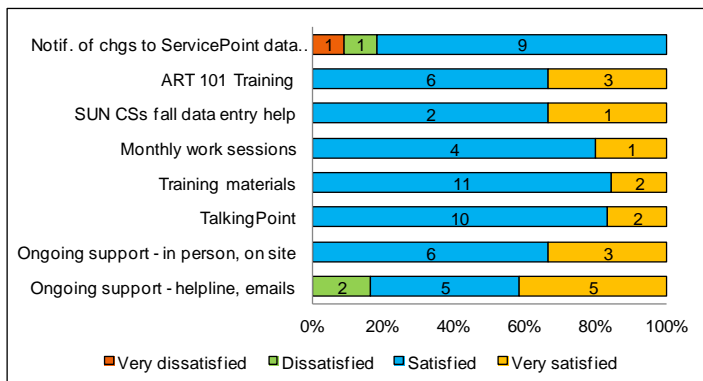
Satisfaction with Data Team Interactions



Multnomah County Data Team
Annual User Satisfaction Survey (Fall 2014)

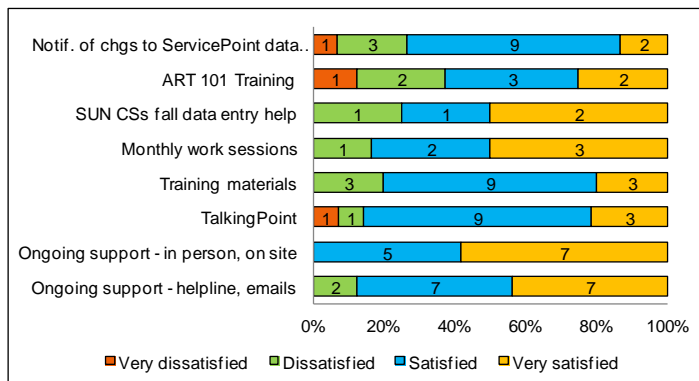
Early Childhood (PCDS) Users (n = 14)

Satisfaction with Training & Support

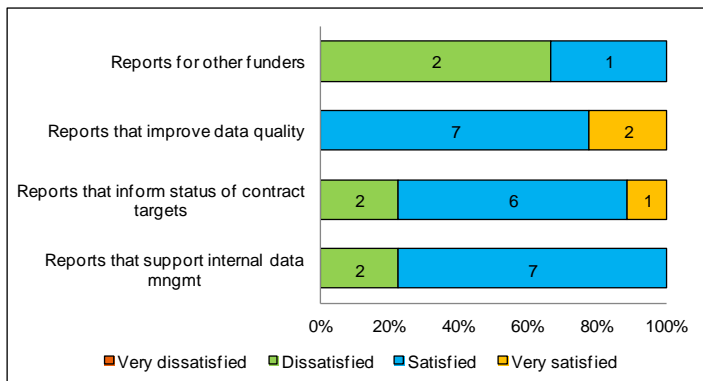


Homeless Family/Shelter Care System (n = 19)

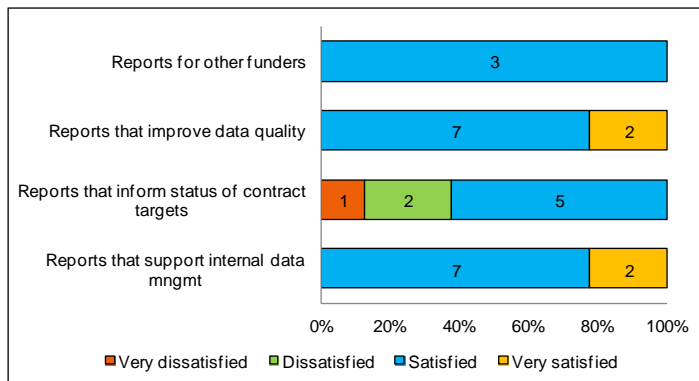
Satisfaction with Training & Support



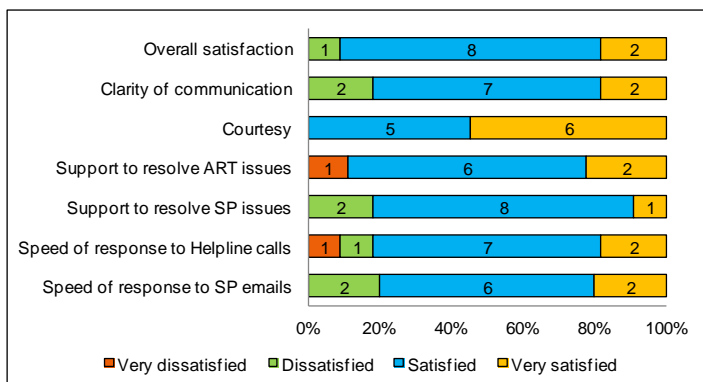
Satisfaction with ServicePoint Reports



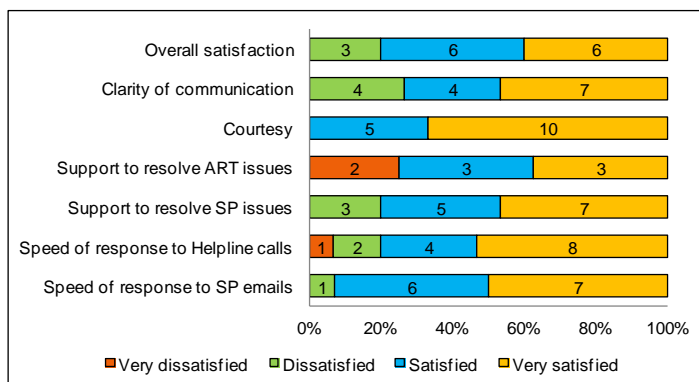
Satisfaction with ServicePoint Reports



Satisfaction with Data Team Interactions



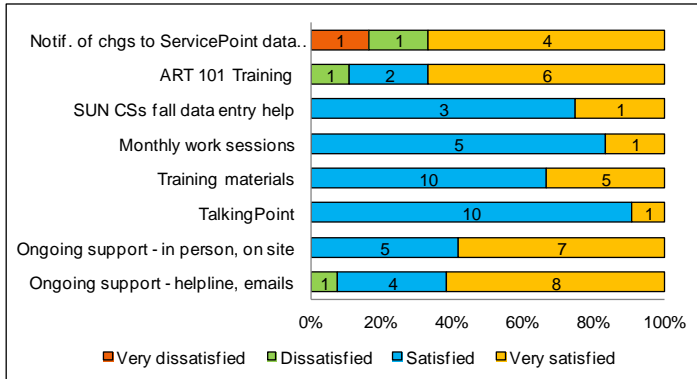
Satisfaction with Data Team Interactions



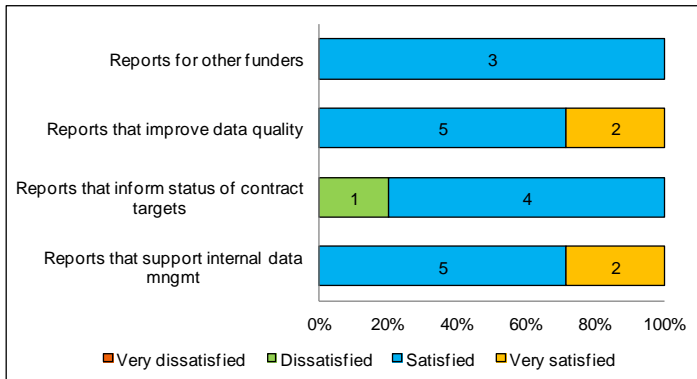
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Homeless Youth Programs (n = 16)

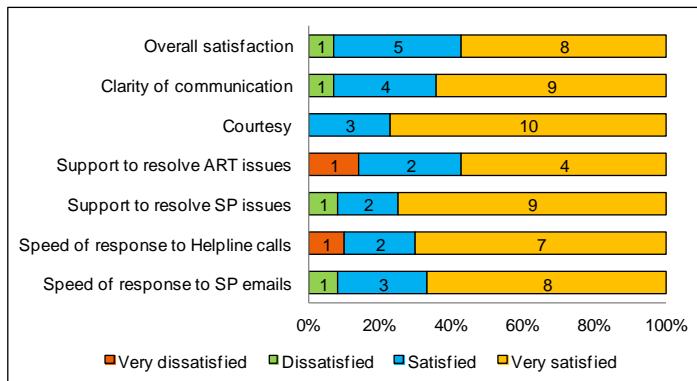
Satisfaction with Training & Support



Satisfaction with ServicePoint Reports

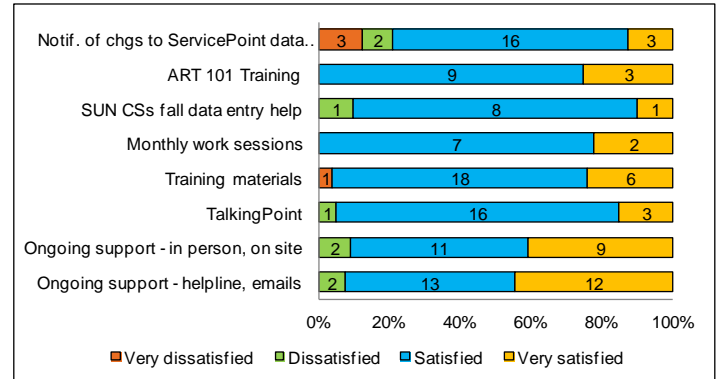


Satisfaction with Data Team Interactions

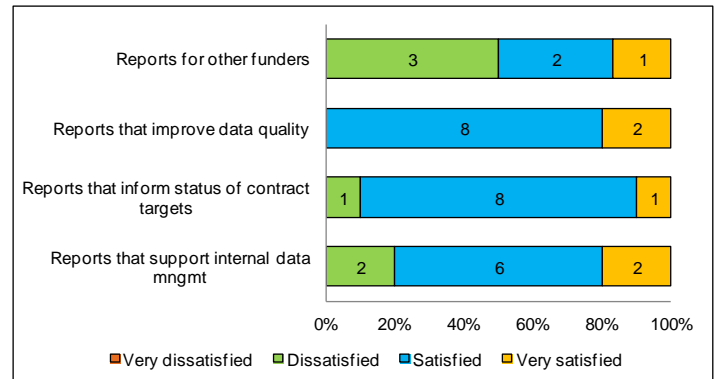


Other Youth Programs (n = 29)

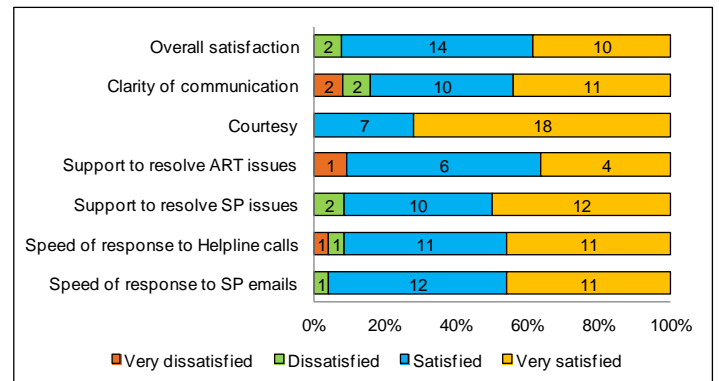
Satisfaction with Training & Support



Satisfaction with ServicePoint Reports

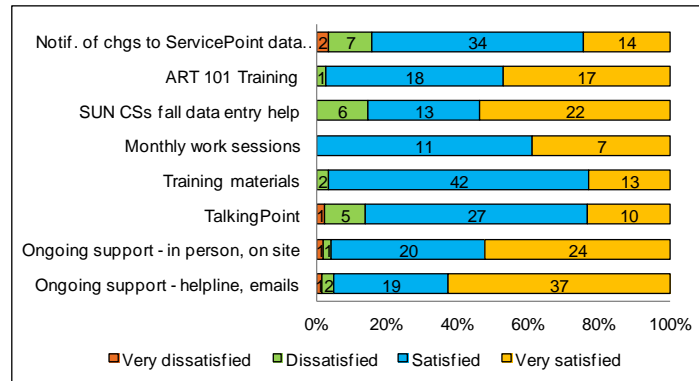


Satisfaction with Data Team Interactions

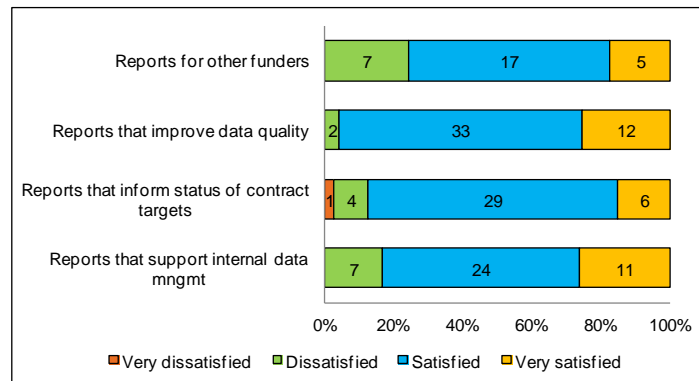


Community Schools (n = 66)

Satisfaction with Training & Support



Satisfaction with ServicePoint Reports



Satisfaction with Data Team Interactions

