

INTAKE

1. How well-organized was your intake into the program?

1	2	3	4	5	N/A
Not at all	Not very	Somewhat	Quite	Very	

2. How well did you understand what the program could offer you?

1	2	3	4	5	N/A
Not at all	Not very well	Somewhat	Quite well	Fully	

3. Do you feel welcome in the program?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

GENERAL STANDARD OF SERVICE

4. Do program workers listen to you carefully?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

5. Do you feel able to explain your situation?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

6. Do you feel you are treated with respect?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

7. Do you feel you are treated fairly?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

8. Do you feel that your culture and individual identity are respected?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

9. Do you feel supported to make the best choices for you?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

10. Do you believe that program staff are competent and professional in their work?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

11. Do workers follow through with agreed actions?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

ACCESSING SUPPORT

12. Is it easy to contact a worker from the program if you need to?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

13. Do workers offer additional support in times of difficulty?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

14. Are workers active in making contact with you?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

15. Are you able to meet with workers at a time and place that suit you?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

16. How could accessing the program be made easier for you?

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SAFETY

17. Is your Transitional Housing property safe and well-maintained?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

18. Do workers take your safety seriously and listen to any concerns you raise about safety?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

SERVICES PROVIDED

19. Do workers listen to what you want to get out of the program?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

20. Are you involved in developing your case plan along with the worker?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

21. Is the support provided relevant to your needs?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

22. Do workers provide information to you when you ask for it?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

23. Do workers help you to access other services that you need?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

24. Do workers stand up for your rights with other organisations?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

25. How well-organised was your exit from the program?

1	2	3	4	5	N/A
Not at all	Not very	Somewhat	Quite	Very	

CLIENT RECORDS AND PRIVACY

26. How well do you understand what information the program keeps about you?

1	2	3	4	5	N/A
Not at all	Not very well	Somewhat	Quite well	Fully	

27. Are you confident that your personal information is kept private and confidential?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

28. Do workers ask your permission before exchanging your information with other agencies?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

29. How well do you understand how to access your records if you should wish to?

1	2	3	4	5	N/A
Not at all	Not very well	Somewhat	Quite well	Fully	

CLIENT RIGHTS AND COMPLAINTS

30. How thoroughly were your rights explained to you?

1	2	3	4	5	N/A
Not at all	Not very well	Somewhat	Quite well	Fully	

31. Are program staff open to your feedback about services provided?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

32. How well do you understand what to do if you want to make a complaint about the service?

1	2	3	4	5	N/A
Not at all	Not very well	Somewhat	Quite well	Fully	

33. How comfortable do you feel to make a complaint if you need to?

1	2	3	4	5	N/A
Not at all	Not very	Somewhat	Quite	Very	

34. If you made a complaint, do you feel it would be dealt with fairly?

1	2	3	4	5	N/A
Never	Rarely	Sometimes	Mostly	Always	

GENERAL EVALUATION & SUGGESTIONS

35. Overall how useful do you feel the program was to you in achieving your goals?

1	2	3	4	5	N/A
Not at all useful	Not very	Somewhat	Quite	Very useful	

36. What were the two things you valued most about the program?

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37. If there were two things you could change about the program or the way it was provided, what would they be?

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38. Are there any other services or information that you would like the program to provide?

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39. Was this interview useful for having a say about the HPI program?

1 2 3 4 5 N/A
Not at all useful Not very Somewhat Quite Very useful

40. How else could we get your ideas about the program?

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41. Any other comments?

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DEMOGRAPHICS

42. Gender

Male Female Transgender

43. Age

18-24 25-34 35-44 45-54 55-64 65-74

44. Program status

Current participant Former participant