



## CITIZEN POTAWATOMI NATION HOUSE OF HOPE **SHELTER STAY SURVEY**

CPN House of Hope Shelter is committed to offering the best service possible. Please give us your comments about your shelter experience. For each statement, tell us if you strongly disagree, disagree, are unsure, agree or strongly agree. Please respond to each question and check the appropriate box that applies with regard to your experience. This survey is confidential and is helping us to improve each resident's stay with us.

**I was safe from the person who abused me while I was in the shelter.**

Strongly Disagree      Disagree      Unsure      Agree      Strongly Agree

**I feel better about myself now than when I first entered the shelter.**

Strongly Disagree      Disagree      Unsure      Agree      Strongly Agree

**I feel more in control of my life now than when I first entered the shelter.**

Strongly Disagree      Disagree      Unsure      Agree      Strongly Agree

**The staff is sensitive to my race, ethnicity, gender, religious preference, economical status, sexual orientation, or other special needs.**

Strongly Disagree      Disagree      Unsure      Agree      Strongly Agree

**Shelter staff helped me create a safety plan for the future.**

Strongly Disagree      Disagree      Unsure      Agree      Strongly Agree

**Shelter staff helped me address any needs related to my disability.**

Strongly Disagree      Disagree      Unsure      Agree      Strongly Agree

**Shelter staff were caring and supportive.**

Strongly Disagree      Disagree      Unsure      Agree      Strongly Agree

**Shelter staff spent time talking about my children's safety.**

Strongly Disagree      Disagree      Unsure      Agree      Strongly Agree

**If a friend of mine told me, she was thinking of coming here for help I would recommend.**

Strongly Disagree      Disagree      Unsure      Agree      Strongly Agree

**The most helpful part of being here was:**

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**Suggestions for improving services for women and children staying here:**

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The shelter staff tries to make your stay as helpful as possible. However, every woman's situation is different, and sometimes problems can occur, even in the best of programs. The list below describes different types of problems you may have experienced while you were in the shelter. Please let us know about any problems you experienced, using the numbers ratings for each item on the list. Please be honest and add any comments. Please put one of these numbers on the spaces next to each type of problem listed below:

- 0 - this is not a rule or it doesn't apply to me
- 1 - this was not a problem for me
- 2 - this was a problem but was resolved
- 3 - this was a problem and it was not resolved to my satisfaction

- \_\_\_\_\_ Curfew
- \_\_\_\_\_ Childcare
- \_\_\_\_\_ Child discipline and monitoring
- \_\_\_\_\_ Chores
- \_\_\_\_\_ Time limits on staying here
- \_\_\_\_\_ Telephone privileges
- \_\_\_\_\_ Going to my job or school
- \_\_\_\_\_ Contact with my abusive partner
- \_\_\_\_\_ Contact with family or friends
- \_\_\_\_\_ Allowing teen boys to stay here
- \_\_\_\_\_ Conflicts with other women in the shelter
- \_\_\_\_\_ Conflicts with staff
- \_\_\_\_\_ Choices of food available
- \_\_\_\_\_ Need for transportation
- \_\_\_\_\_ Communicating (language barriers)
- \_\_\_\_\_ Difficulties getting around in the shelter
- \_\_\_\_\_ Finding privacy