**Shelter Resident Survey--#2**

**Thank you for your help. Although doing this is voluntary, your answers to these questions will help us plan and improve our shelter services. Please answer honestly and on your own—there are no right or wrong answers. Your answers are confidential and very important to us. Please do this right away, then put this survey in the envelope you were given, seal it, and put it in the confidential place the shelter staff showed you.**

Approximate number of days you stayed in this shelter this stay: \_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_ \_\_\_ \_\_\_ \_\_\_ (Write in the first 2 letters of your mother’s first name, and the first 2 numbers of your most recent address, e.g. WE17. **No one** will be able to connect this information with you, but it will allow us to better meet residents’ needs. If you still do not feel comfortable with this, **please** use two letters followed by two numbers that you will remember and can use again later. If you filled out survey #1, please use the same letters & numbers you used then.)

1. The following list describes different types of services you may have wanted, and may have received while you were in the shelter. Every woman wants and needs different things, so there are no “right” answers. Please rate ***each*** of the items on the list according to the help you received with:

3 = I got all of the help of this kind that I wanted

2 = I got some of the help of this kind that I wanted

1 = I wanted this kind of help, but I didn’t get any

0 = it doesn’t apply to me—I didn’t want or need this

|  |  |
| --- | --- |
| \_\_\_ safety for myself | \_\_\_ transportation |
| \_\_\_ safety for my children | \_\_\_ support from other women |
| \_\_\_ learning about my options and choices | \_\_\_ a job or job training |
| \_\_\_ paying attention to my own wants and needs | \_\_\_ counseling for myself |
| \_\_\_ paying attention to my children’s wants and needs | \_\_\_ counseling for my children |
| \_\_\_ understanding about domestic violence | \_\_\_ emotional support for myself |
| \_\_\_ safety planning | \_\_\_ health issues for myself |
| \_\_\_ education/school for myself | \_\_\_ health issues for my children |
| \_\_\_ education/school for my children | \_\_\_ my abuse-related injuries |
| \_\_\_ reconnecting with my community | \_\_\_ leaving my relationship |
| \_\_\_ budgeting & handling my money | \_\_\_ TANF (welfare) benefits |
| \_\_\_ child protection system issues | \_\_\_ other government benefits |
| \_\_\_ child welfare system issues | legal system/legal issues (which?)  \_\_\_ protective/restraining order  \_\_\_ my abuser’s arrest  \_\_\_ my own arrest  \_\_\_ custody or visitation questions  \_\_\_ divorce-related issues  \_\_\_ immigration issues |
| \_\_\_ ideas for handling the stress in my life |
| \_\_\_ connections to other people who can help me |
| \_\_\_ finding housing I can afford  \_\_\_ responding to my children when they are upset  or causing trouble  \_\_\_ child care |

\_\_\_ other (*what?*) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. What about the shelter has made you feel most comfortable? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. Because of my experience in the shelter, I feel (please check yes or no):

|  |  |  |  |
| --- | --- | --- | --- |
| Yes No | | Yes No | |
| \_\_\_ \_\_\_ | I know more ways to plan for my safety | \_\_\_ \_\_\_ | more hopeful about the future |
| \_\_\_ \_\_\_ | I know more about community resources | \_\_\_ \_\_\_ | more comfortable asking for help |
| \_\_\_ \_\_\_ | more confident in my decision-making | \_\_\_ \_\_\_ | I know more about my options |
| \_\_\_ \_\_\_ | more comfortable talking about things that bother me | \_\_\_ \_\_\_ | like I can do more things on my own |
| \_\_\_ \_\_\_ | that I will achieve the goals I set for myself | | |

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Because of our time in the shelter, I think my children (check yes or no, or check “doesn’t apply—no children”):

|  |  |  |  |
| --- | --- | --- | --- |
| Yes No | | Yes No | |
| \_\_\_ \_\_\_ | are better able to express their feelings without violence | \_\_\_ \_\_\_ | feel more supported |
| \_\_\_ \_\_\_ | have more understanding of what has been happening at home | \_\_\_ doesn’t apply—no children | |

Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Please circle the number that best reflects your agreement or disagreement with the following statements:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| doesn’t  apply | strongly agree | agree | | disagree | strongly disagree |
| Shelter staff treated me with respect. | 0 | 1 | 2 | 3 | 4 |
| Shelter staff were caring and supportive. | 0 | 1 | 2 | 3 | 4 |
| Shelter staff spent enough time talking about my safety | 0 | 1 | 2 | 3 | 4 |
| Shelter staff spent enough time talking about my children’s safety | 0 | 1 | 2 | 3 | 4 |
| Over all, my religious/spiritual beliefs were respected. | 0 | 1 | 2 | 3 | 4 |
| Over all, my sexual orientation was respected. | 0 | 1 | 2 | 3 | 4 |
| Over all, my racial/ethnic background was respected. | 0 | 1 | 2 | 3 | 4 |
| Shelter staff helped address any needs related to my disability | 0 | 1 | 2 | 3 | 4 |
| Shelter staff helped address any needs related to my youth or advancing age | 0 | 1 | 2 | 3 | 4 |

6. Over all, thinking about my stay here, I would rate the help I received at this shelter as:

\_\_\_very helpful \_\_\_ helpful \_\_\_ a little helpful \_\_\_ not at all helpful

comments \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. If a friend of mine told me she was thinking of coming here for help, I would: (please check one)

\_\_\_strongly recommend she come \_\_\_ recommend she come

\_\_\_ recommend she not come \_\_\_ strongly recommend she not come

because: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. The shelter staff try 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 on the next page 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 numbered ratings for each item on the list. Please be honest, and add your comments!

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Please put one of these numbers on the space next to each type of problem listed below:

|  |  |
| --- | --- |
| 3 = this was not a problem for me | 1 = this was a problem, and it was not resolved to my satisfaction |
| 2 = this was a problem, but it was resolved | 0 = this is not a rule or it doesn’t apply to me |
| A. Problems related to rules about-- | Comments |
| \_\_\_ Curfew | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Child care (what?) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Child discipline and monitoring | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Chores | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Time limits on staying here | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Going to my job or school | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Telephone privileges | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Contact with my abusive partner | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Contact with family or friends | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Allowing teen boys to stay here | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Other (what?) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| B. Problems related to other concerns—  \_\_\_ Conflicts with other women in shelter | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Conflicts with staff | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Lack of respect for my customs/practices | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Choices of food available | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Need for transportation | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Communicating (e.g. language barriers) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Difficulties getting around in the shelter | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Finding privacy | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Other (what?) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

These questions will help to tell us who is using our shelter, so we can continue to improve our services. Feel free to leave any item blank if you are concerned it would identify you.

9. I consider myself to be:

|  |  |  |
| --- | --- | --- |
| \_\_\_ African American/Black | \_\_\_ Hispanic/Latina | \_\_\_ Other (what?) \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_ Asian/Pacific Islander | | \_\_\_ Multiracial |
| \_\_\_ Native American/Alaskan Native | \_\_\_ White | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

If there is a particular ethnic background that is important to you, please identify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

10. My age is: \_\_\_17 or younger \_\_\_ 18 – 24 \_\_\_ 25 - 34 \_\_\_ 35 – 49 \_\_\_ 50 - 64 \_\_\_ 65 or older

11. I have \_\_\_\_\_\_\_\_ minor children (age 18 or younger). How many are with you here? \_\_\_\_\_\_\_ [# of children]

12. I consider myself to be:

|  |  |
| --- | --- |
| \_\_\_ heterosexual/straight | \_\_\_ lesbian/gay |
| \_\_\_ bisexual | \_\_\_ other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

13. The highest level of education I have so far is:

|  |  |  |
| --- | --- | --- |
| \_\_\_ 8th grade or less | \_\_\_ High school grad or GED | \_\_\_ College grad |
| \_\_\_ 9th – 11th grade | \_\_\_ Some college | \_\_\_ Advanced degree |

14. My gender is: \_\_\_ female \_\_\_ male \_\_\_ transgender

Thank you very much!!