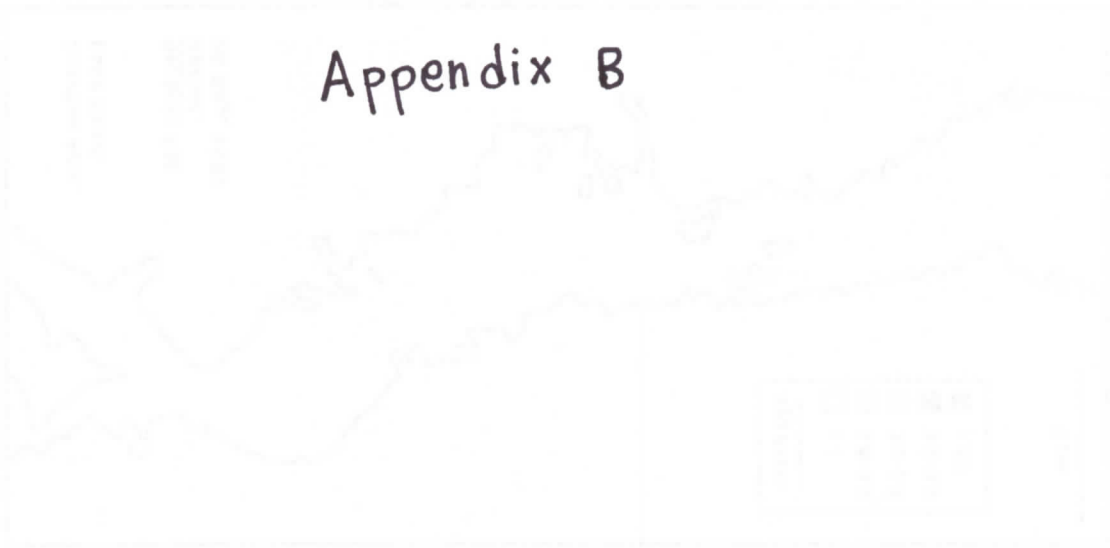


# Appendix B



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## HopeLink (HACA) Telephone Survey of Current and Former Clients

Overall, how effective is this program in getting you ready to live independently (Please circle the answer that describes how you feel)

1. Very effective
2. Pretty effective
3. Just effective
4. Not effective
5. Not very effective at all

Please rate these services below provided by HopeLink (HACA) or an agency that HopeLink (HACA) referred you to. (Please circle the answer that describes how you feel)

Rental assistance

1. Very good      2. Good      3. Average      4. Poor    5. Very bad      6. Did not receive

Work referrals

1. Very good      2. Good      3. Average      4. Poor    5. Very bad      6. Did not receive

Employment training

1. Very good      2. Good      3. Average      4. Poor    5. Very bad      6. Did not receive

Help getting a GED or high school diploma

1. Very good      2. Good      3. Average      4. Poor    5. Very bad      6. Did not receive

Food and/or clothing

1. Very good      2. Good      3. Average      4. Poor    5. Very bad      6. Did not receive

Legal assistance

1. Very good      2. Good      3. Average      4. Poor    5. Very bad      6. Did not receive

Child care

1. Very good      2. Good      3. Average      4. Poor    5. Very bad      6. Did not receive

Medical/prescription assistance

1. Very good      2. Good      3. Average      4. Poor    5. Very bad      6. Did not receive

Drug or alcohol abuse prevention and counseling

1. Very good      2. Good      3. Average      4. Poor    5. Very bad      6. Did not receive

Mental health care

1. Very good      2. Good      3. Average      4. Poor    5. Very bad      6. Did not receive

How would you describe how often you meet with your caseworker? (Please circle the answer that describes how you feel)

1. Much too often
2. More than enough
3. About the right amount
4. Not enough
5. Not enough at all

How would you describe your current housing situation? (Please circle the right answer)

1. Section 8 Housing
2. I live in Housing Authority housing
3. I live in an apartment, condo or house and split the rent with friends/relatives
4. I live in an apartment, condo or house and work to pay the rent/mortgage
5. Homeless

How many adults and children live in your household? (Please circle the right answers)

Adults	1	2	3	4	5	6	7	8	or more
Children	1	2	3	4	5	6	7	8	or more

Are you working (Circle the correct answer):      Yes      No

If you are working, is it full-time or part-time:      Full-time      Part-time

Does your job provide medical insurance?      Yes      No

Have there been times when a caseworker was not available when you needed him or her? What happened?

What should be done to improve the HopeLink/HACA program?