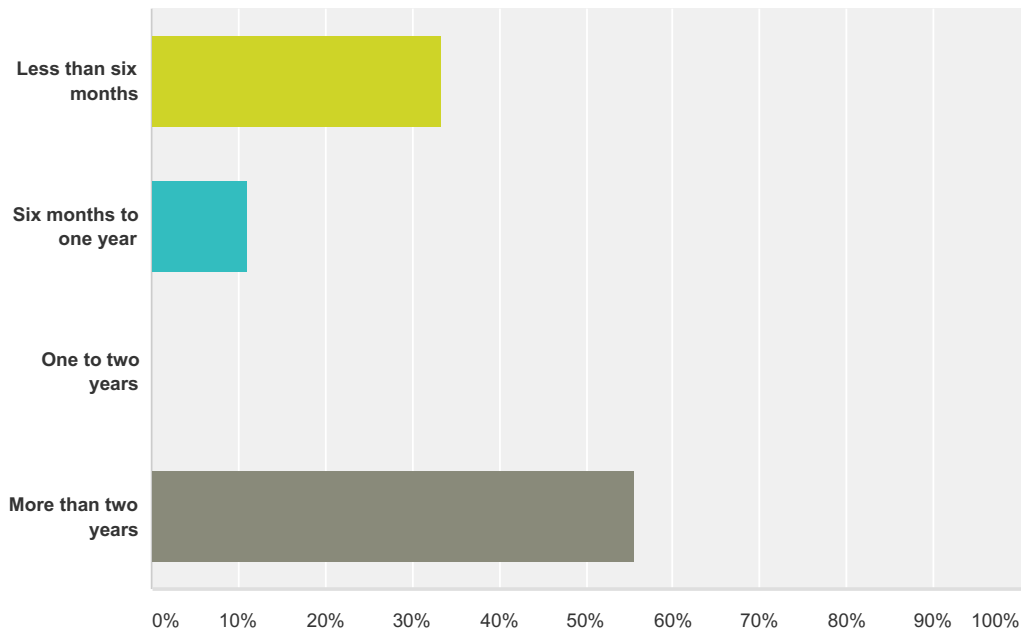


Q1 I have been receiving services from Puentes for...

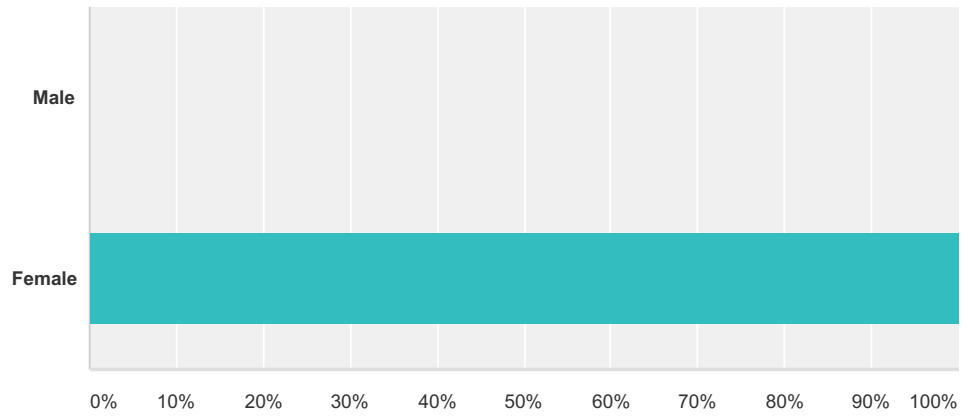
Answered: 9 Skipped: 0



Answer Choices	Responses
Less than six months	33.33% 3
Six months to one year	11.11% 1
One to two years	0.00% 0
More than two years	55.56% 5
Total	9

Q2 My gender is...

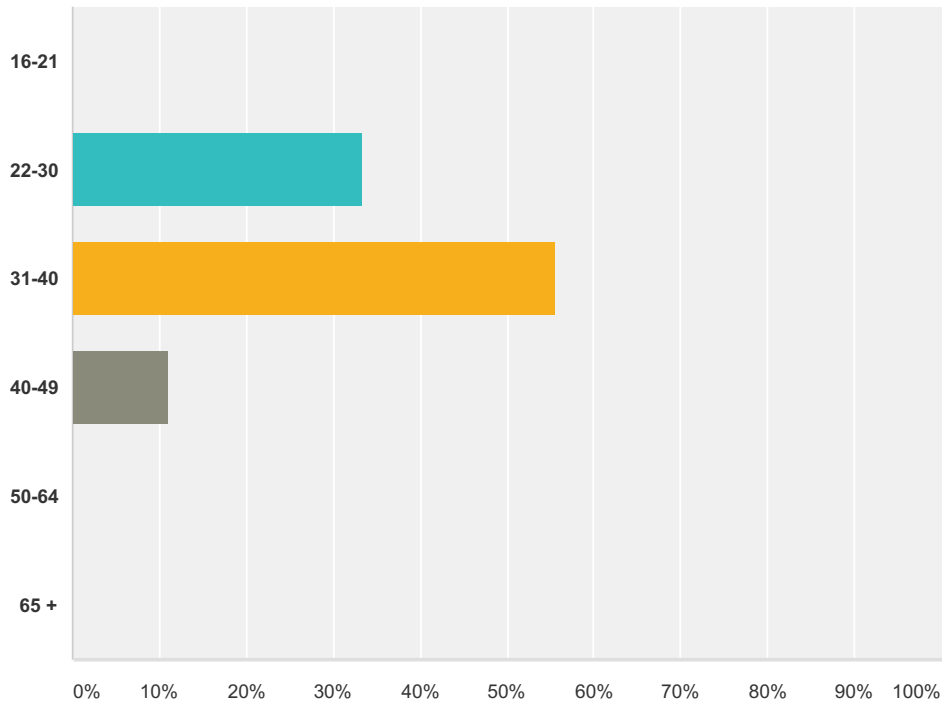
Answered: 9 Skipped: 0



Answer Choices	Responses
Male	0.00% 0
Female	100.00% 9
Total	9

Q3 My age is...

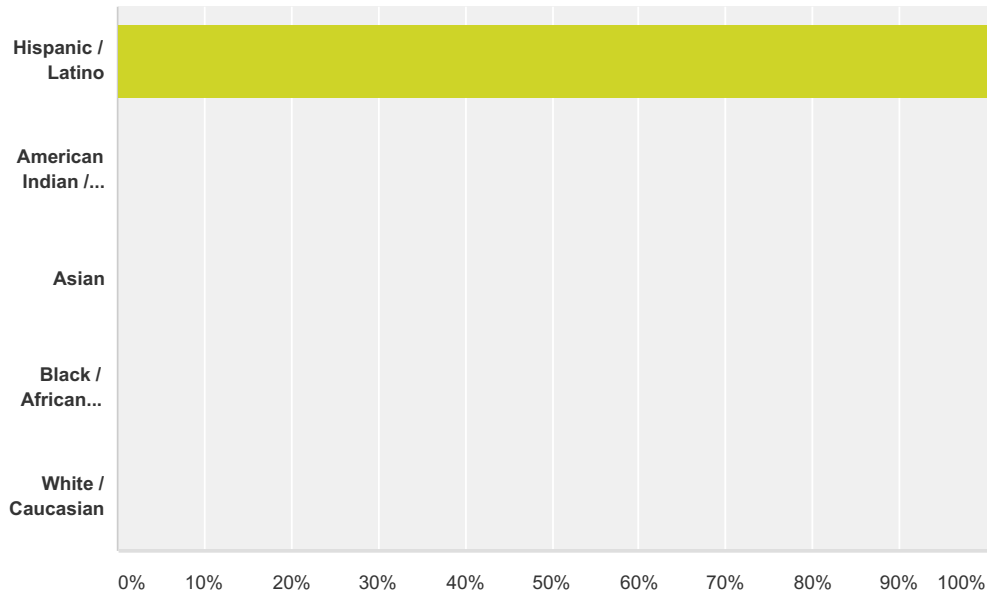
Answered: 9 Skipped: 0



Answer Choices	Responses
16-21	0.00% 0
22-30	33.33% 3
31-40	55.56% 5
40-49	11.11% 1
50-64	0.00% 0
65 +	0.00% 0
Total	9

Q4 My racial / ethnic background is...

Answered: 9 Skipped: 0

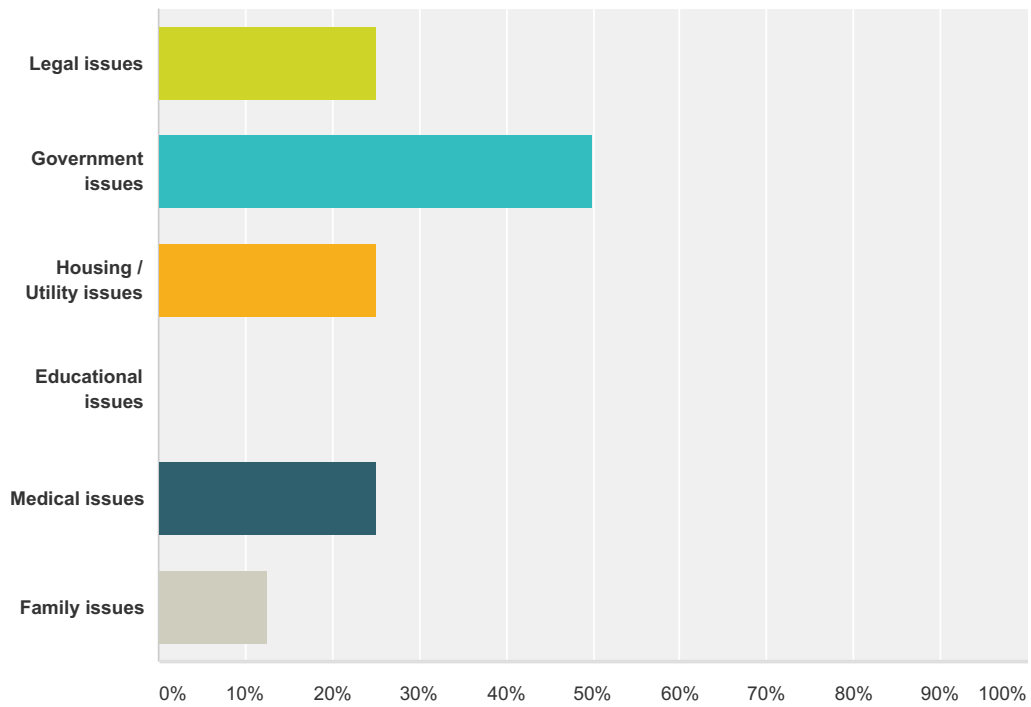


Answer Choices	Responses
Hispanic / Latino	100.00% 9
American Indian / Alaskan Eskimo	0.00% 0
Asian	0.00% 0
Black / African American	0.00% 0
White / Caucasian	0.00% 0
Total	9

#	Other (please specify)	Date
	There are no responses.	

Q5 The primary reason I came to Puentes was...

Answered: 8 Skipped: 1

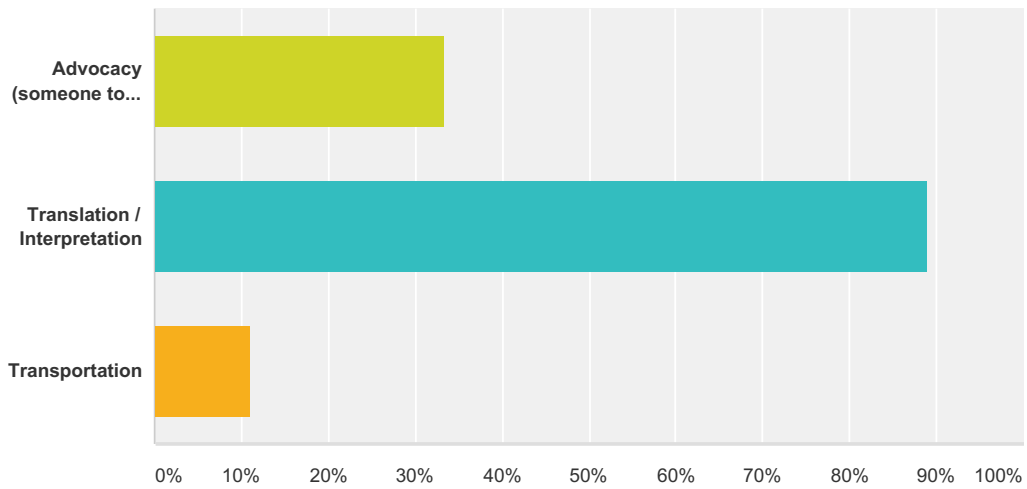


Answer Choices	Responses
Legal issues	25.00% 2
Government issues	50.00% 4
Housing / Utility issues	25.00% 2
Educational issues	0.00% 0
Medical issues	25.00% 2
Family issues	12.50% 1
Total Respondents: 8	

#	Other (please specify)	Date
	There are no responses.	

Q6 The primary service I needed from Puentes was...

Answered: 9 Skipped: 0

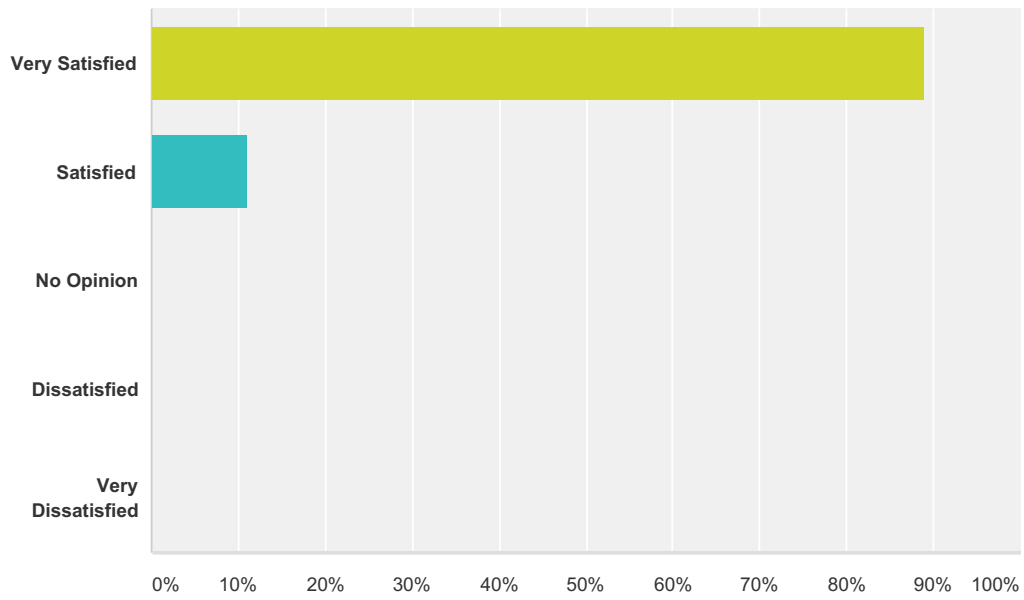


Answer Choices	Responses
Advocacy (someone to offer support and guidance)	33.33% 3
Translation / Interpretation	88.89% 8
Transportation	11.11% 1
Total Respondents: 9	

#	Other (please specify)	Date
	There are no responses.	

Q7 How satisfied are you with the respect and courtesy shown to you by employees?

Answered: 9 Skipped: 0

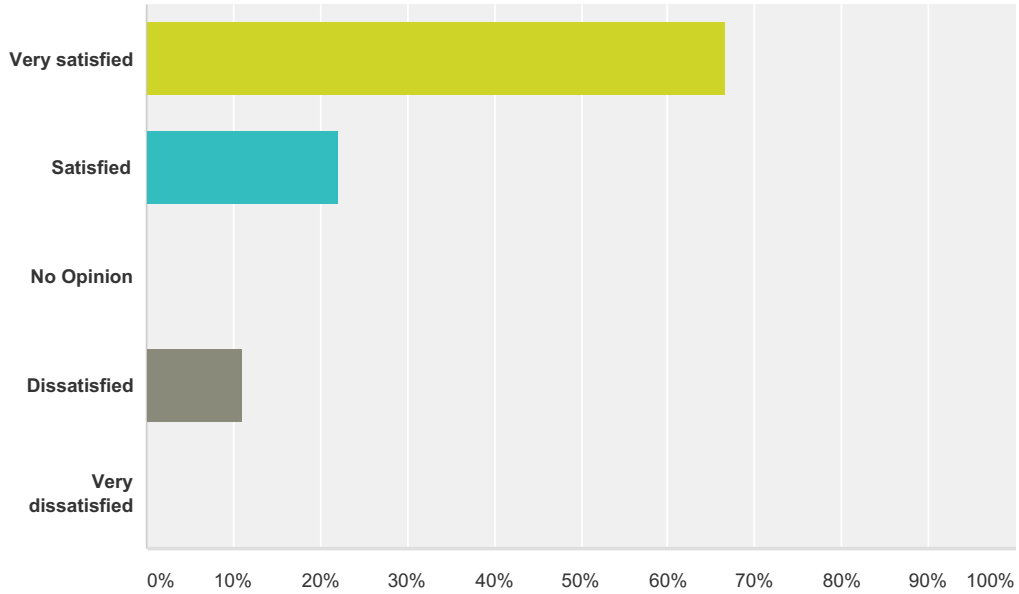


Answer Choices	Responses
Very Satisfied	88.89% 8
Satisfied	11.11% 1
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	9

#	Comment	Date
	There are no responses.	

Q8 How satisfied are you with the timeliness of the response by staff to requests for service or answers to questions?

Answered: 9 Skipped: 0

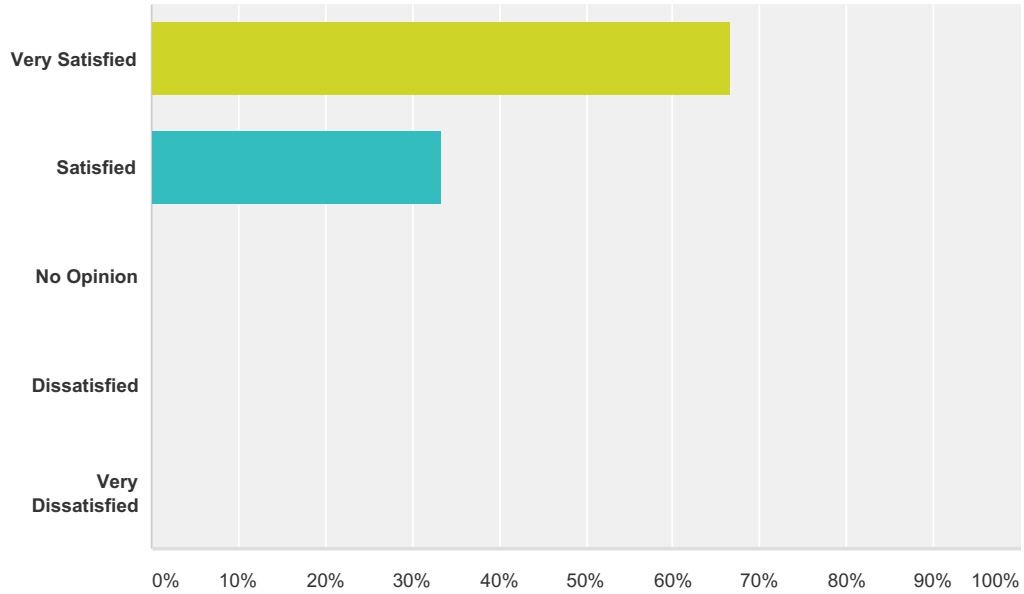


Answer Choices	Responses
Very satisfied	66.67% 6
Satisfied	22.22% 2
No Opinion	0.00% 0
Dissatisfied	11.11% 1
Very dissatisfied	0.00% 0
Total	9

#	Comment	Date
1	Everytime there is less staff. We have to wait more and there is no transportation.	10/22/2015 12:49 PM

Q9 How satisfied are you with the knowledge, skill and professionalism of staff?

Answered: 9 Skipped: 0

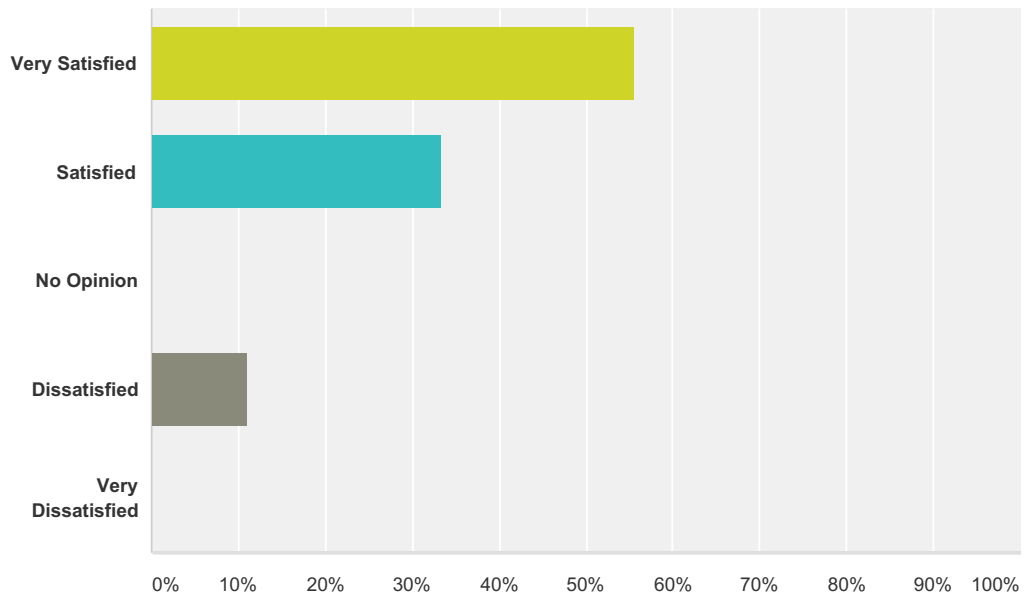


Answer Choices	Responses
Very Satisfied	66.67% 6
Satisfied	33.33% 3
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	9

#	Comment	Date
	There are no responses.	

Q10 How satisfied are you with the convenience of the office location?

Answered: 9 Skipped: 0

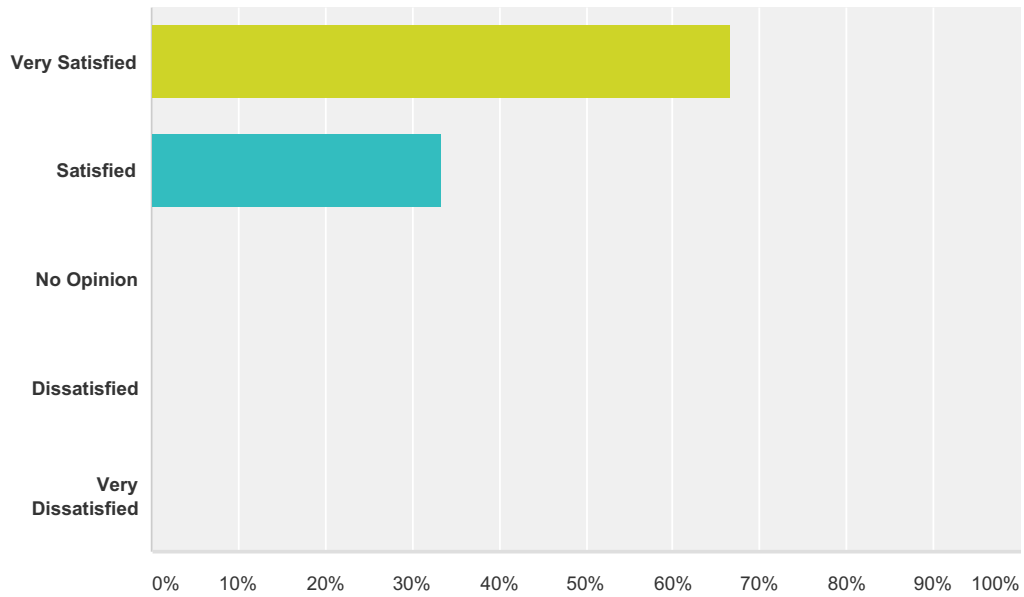


Answer Choices	Responses
Very Satisfied	55.56% 5
Satisfied	33.33% 3
No Opinion	0.00% 0
Dissatisfied	11.11% 1
Very Dissatisfied	0.00% 0
Total	9

#	Comment	Date
	There are no responses.	

Q11 How satisfied are you with the frequency of the communication between you and the staff working with you?

Answered: 9 Skipped: 0

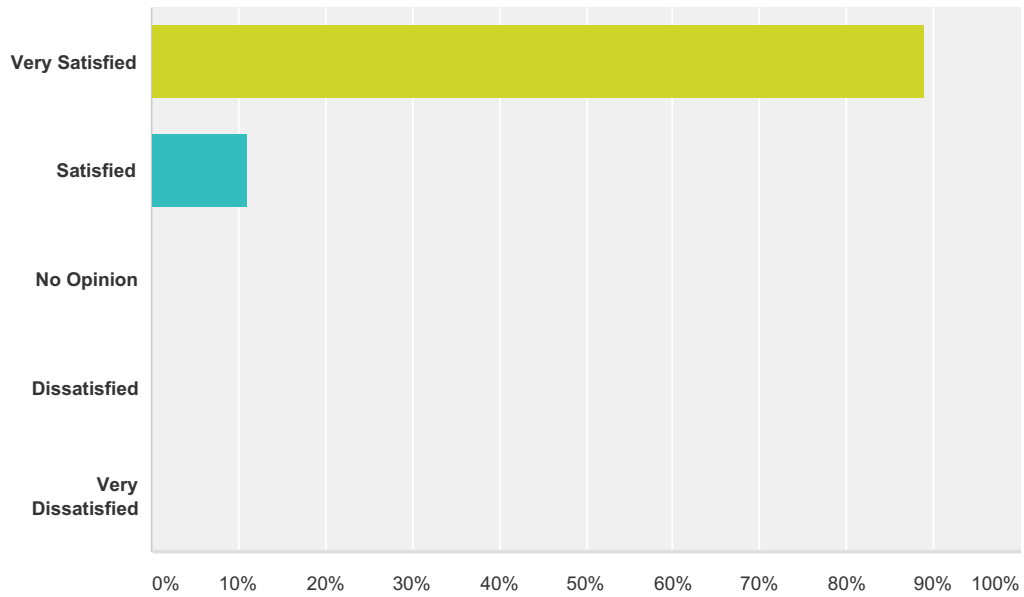


Answer Choices	Responses
Very Satisfied	66.67% 6
Satisfied	33.33% 3
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	9

#	Comment	Date
	There are no responses.	

Q12 How satisfied are you with the ability of the Puentes staff to provide services to you in your primary language?

Answered: 9 Skipped: 0

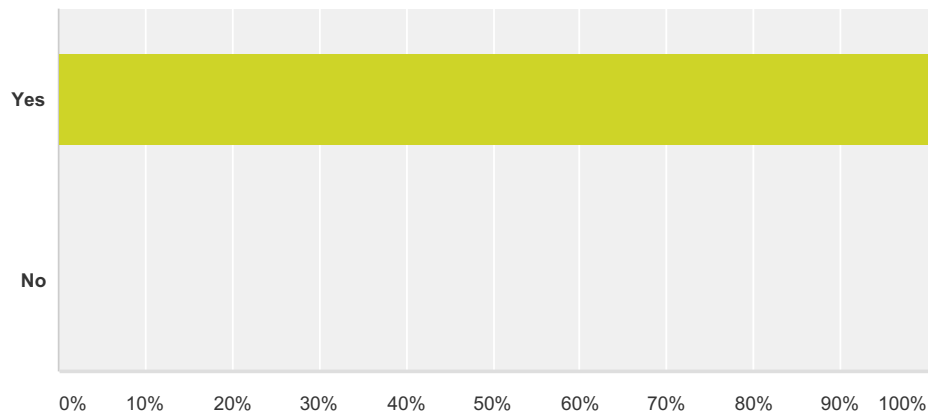


Answer Choices	Responses
Very Satisfied	88.89% 8
Satisfied	11.11% 1
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	9

#	Comment	Date
	There are no responses.	

Q13 Do you believe that you have been helped by the services you have received?

Answered: 9 Skipped: 0

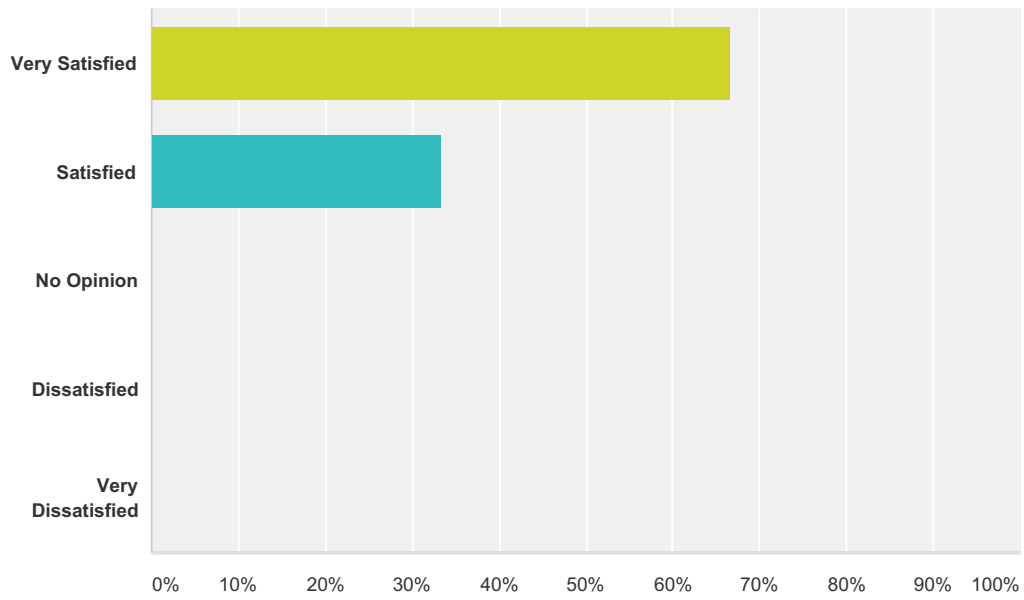


Answer Choices	Responses
Yes	100.00% 9
No	0.00% 0
Total	9

#	Comment	Date
	There are no responses.	

Q14 Overall, how satisfied are you with the services provided?

Answered: 9 Skipped: 0

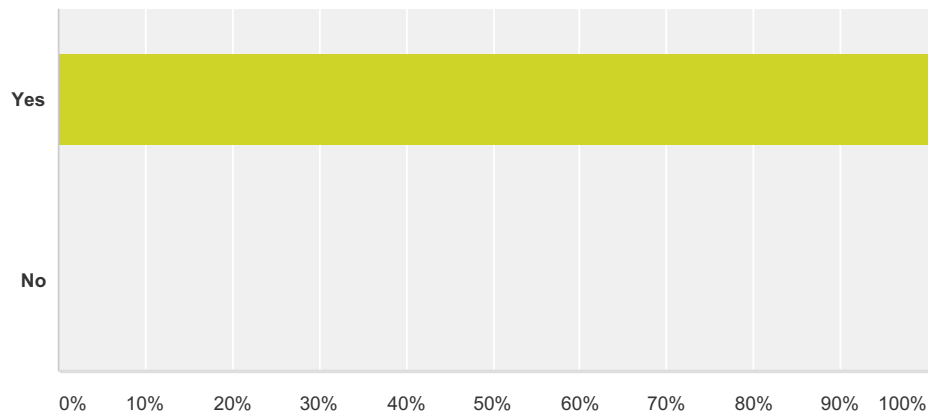


Answer Choices	Responses
Very Satisfied	66.67% 6
Satisfied	33.33% 3
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	9

#	Comment	Date
	There are no responses.	

Q15 Would you recommend the services of Puentes to others?

Answered: 9 Skipped: 0



Answer Choices	Responses
Yes	100.00% 9
No	0.00% 0
Total	9

#	Comment	Date
1	Many people need transportation since they don't have cars.	10/22/2015 12:49 PM

Q16 What have you liked best about working with Puentes?

Answered: 8 Skipped: 1

#	Responses	Date
1	They are very kind and simple.	10/22/2015 12:55 PM
2	They are very friendly and helpful "EXCELLENT".	10/22/2015 12:52 PM
3	They help us and give us transportation.	10/22/2015 12:51 PM
4	You are like family and help us get ahead in this country.	10/22/2015 12:49 PM
5	Your help.	10/22/2015 12:47 PM
6	It's easy and respectful and they are available.	10/22/2015 12:45 PM
7	the kindness of the workers and their interaction with clients.	10/22/2015 12:44 PM
8	Everything you offer if good for all Hispanics.	10/22/2015 12:42 PM

Q17 What could we do to improve our services?

Answered: 7 Skipped: 2

#	Responses	Date
1	Continue with doing what they are doing.	10/22/2015 12:55 PM
2	Maybe provide transportation for some people.	10/22/2015 12:52 PM
3	Maybe nothing because they already provide the necessary help we need.	10/22/2015 12:51 PM
4	More staff and allow transportation to those who need it.	10/22/2015 12:49 PM
5	More people to help.	10/22/2015 12:45 PM
6	Personnel to answer the calls.	10/22/2015 12:44 PM
7	Everything is fine, not necessary to improve anything.	10/22/2015 12:42 PM