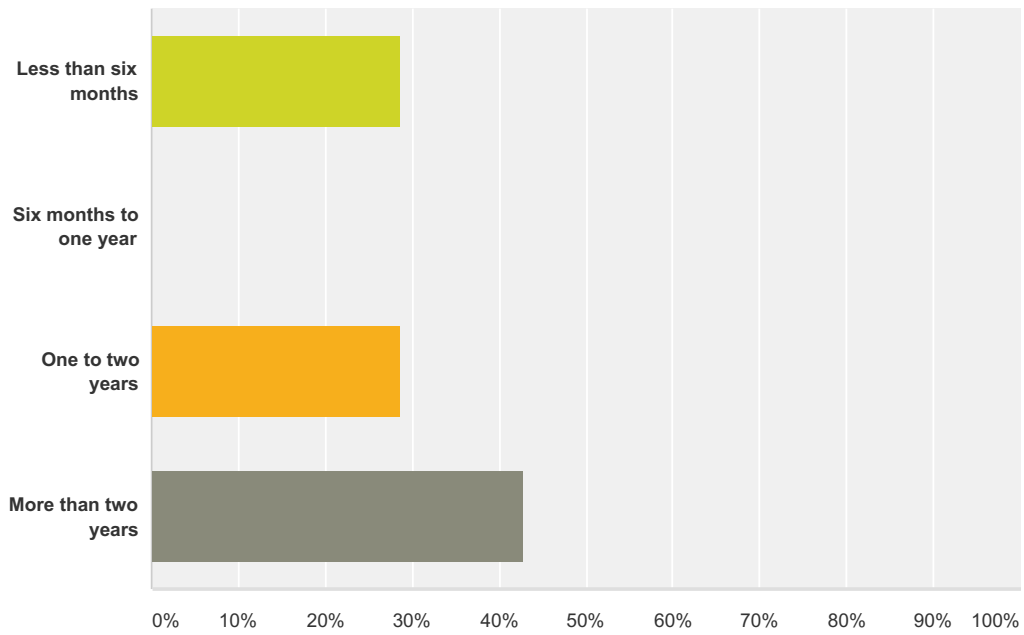


Q1 I have been receiving services from Puentes for...

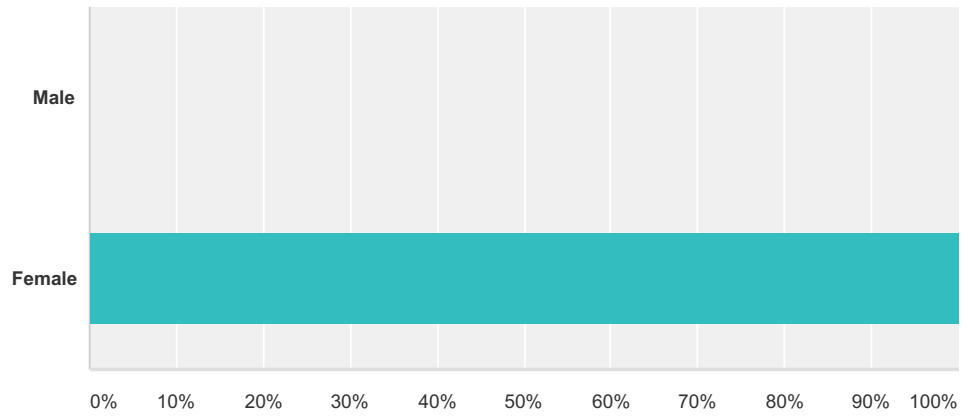
Answered: 7 Skipped: 0



Answer Choices	Responses
Less than six months	28.57% 2
Six months to one year	0.00% 0
One to two years	28.57% 2
More than two years	42.86% 3
Total	7

Q2 My gender is...

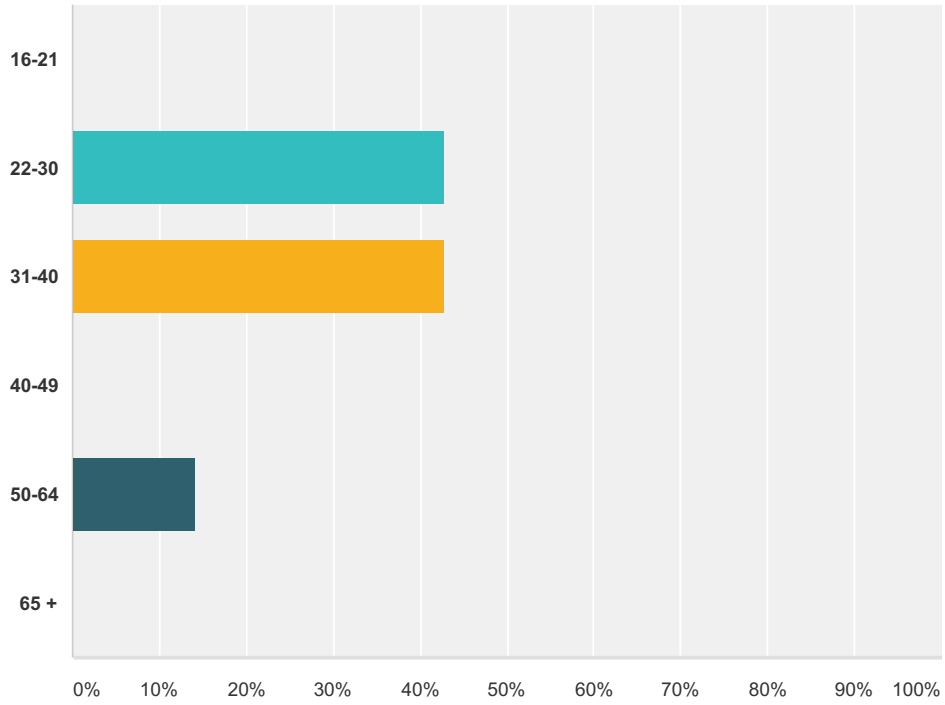
Answered: 7 Skipped: 0



Answer Choices	Responses
Male	0.00% 0
Female	100.00% 7
Total	7

Q3 My age is...

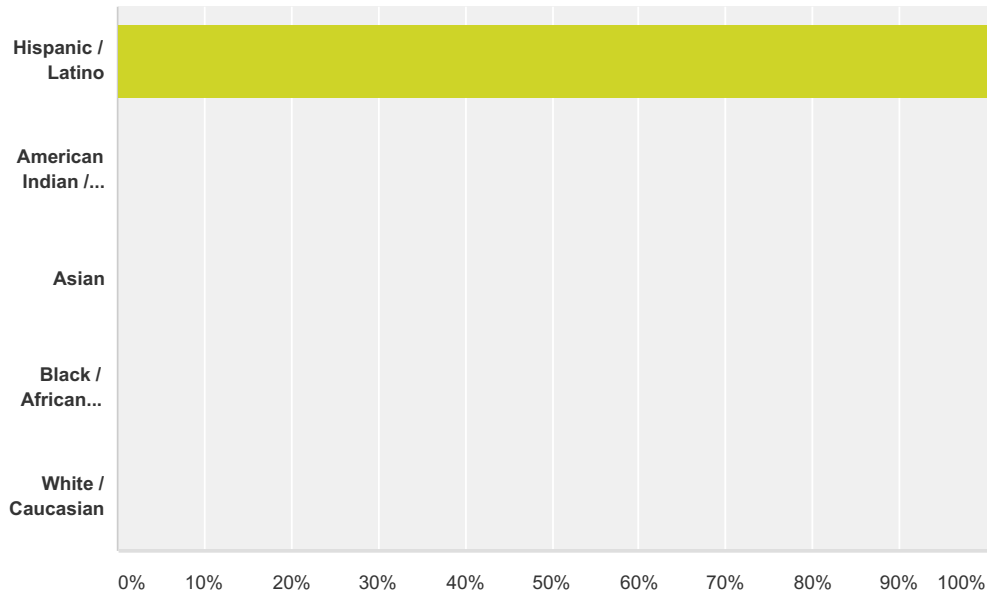
Answered: 7 Skipped: 0



Answer Choices	Responses	Count
16-21	0.00%	0
22-30	42.86%	3
31-40	42.86%	3
40-49	0.00%	0
50-64	14.29%	1
65 +	0.00%	0
Total		7

Q4 My racial / ethnic background is...

Answered: 7 Skipped: 0

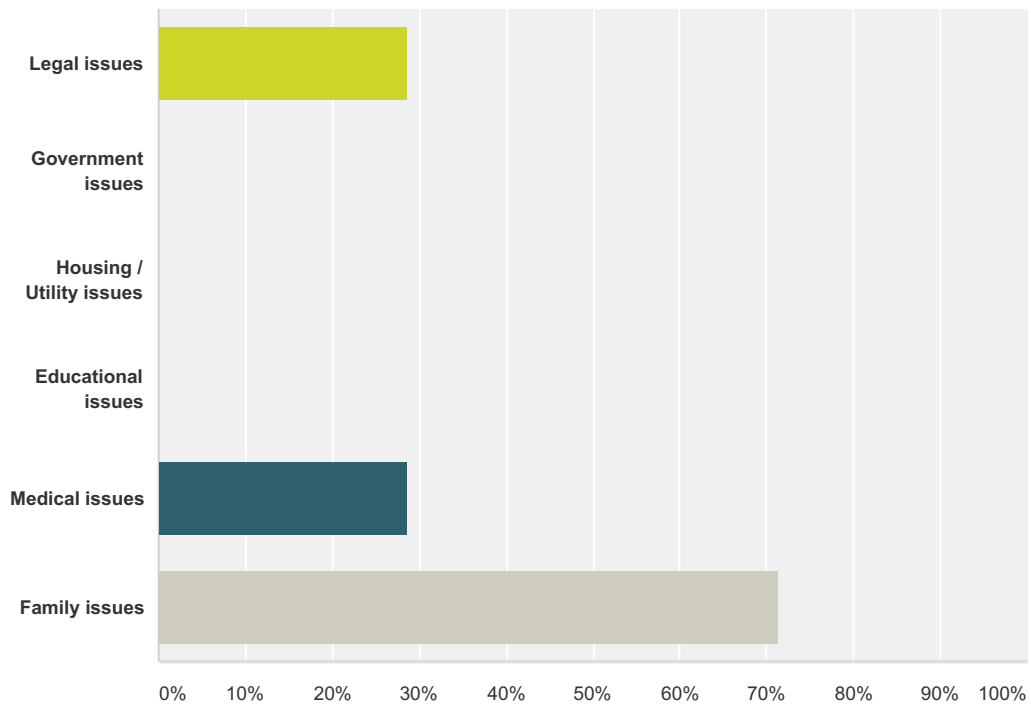


Answer Choices	Responses
Hispanic / Latino	100.00% 7
American Indian / Alaskan Eskimo	0.00% 0
Asian	0.00% 0
Black / African American	0.00% 0
White / Caucasian	0.00% 0
Total	7

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

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

Answered: 7 Skipped: 0

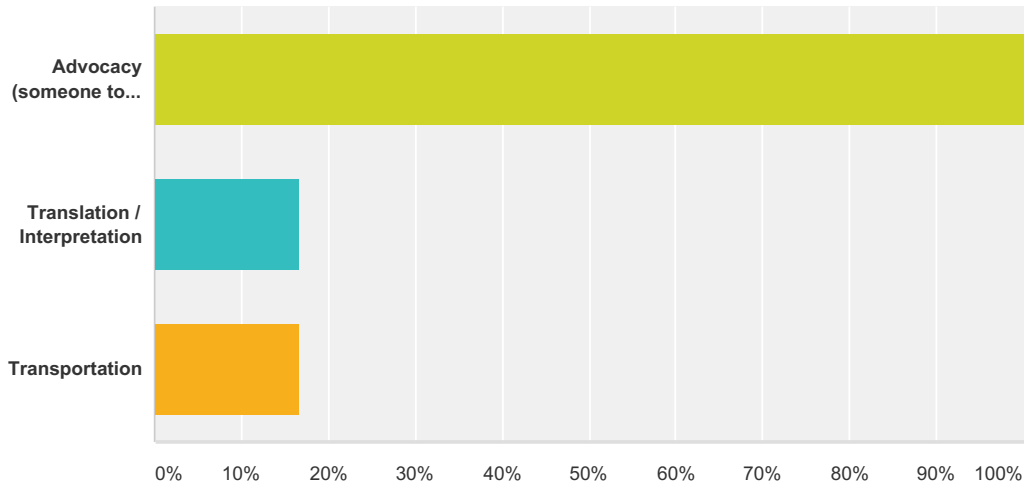


Answer Choices	Responses
Legal issues	28.57% 2
Government issues	0.00% 0
Housing / Utility issues	0.00% 0
Educational issues	0.00% 0
Medical issues	28.57% 2
Family issues	71.43% 5
Total Respondents: 7	

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

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

Answered: 6 Skipped: 1

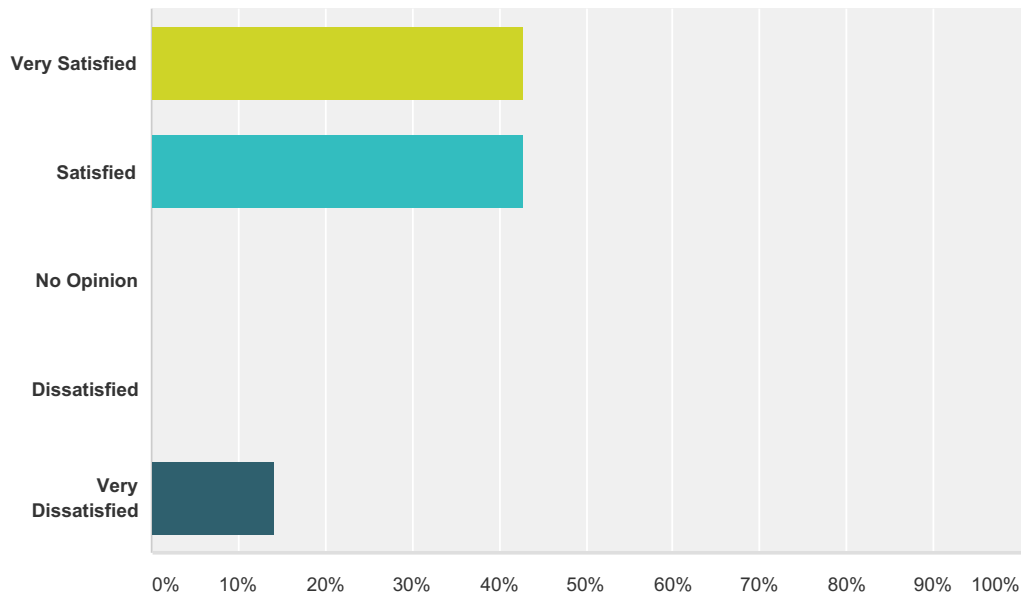


Answer Choices	Responses
Advocacy (someone to offer support and guidance)	100.00% 6
Translation / Interpretation	16.67% 1
Transportation	16.67% 1
Total Respondents: 6	

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

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

Answered: 7 Skipped: 0

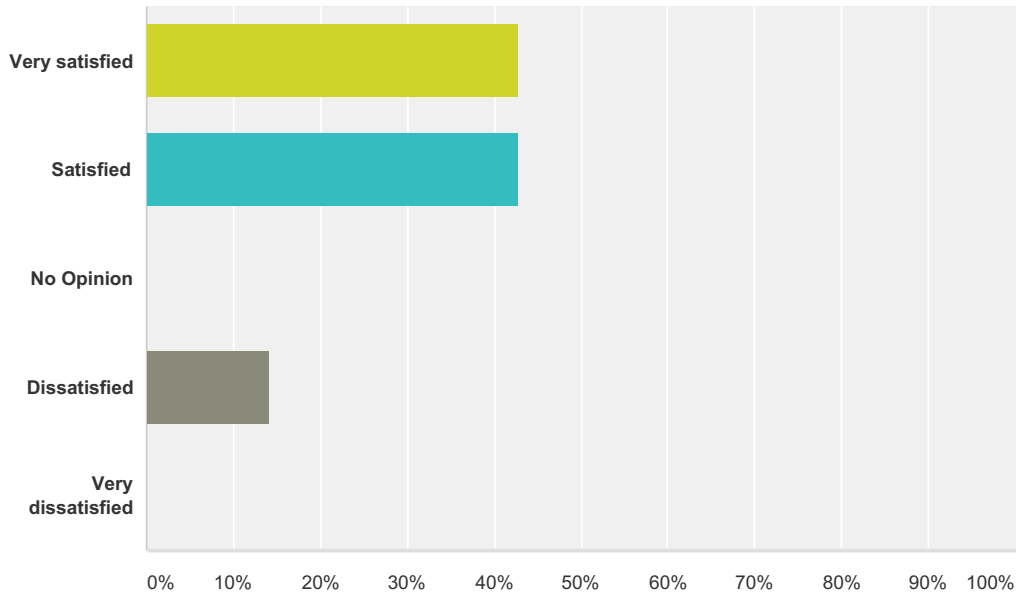


Answer Choices	Responses
Very Satisfied	42.86% 3
Satisfied	42.86% 3
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	14.29% 1
Total	7

#	Comment	Date
1	These are very good people. My favourite, Julie, is a great human being	1/28/2015 1:58 PM

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

Answered: 7 Skipped: 0

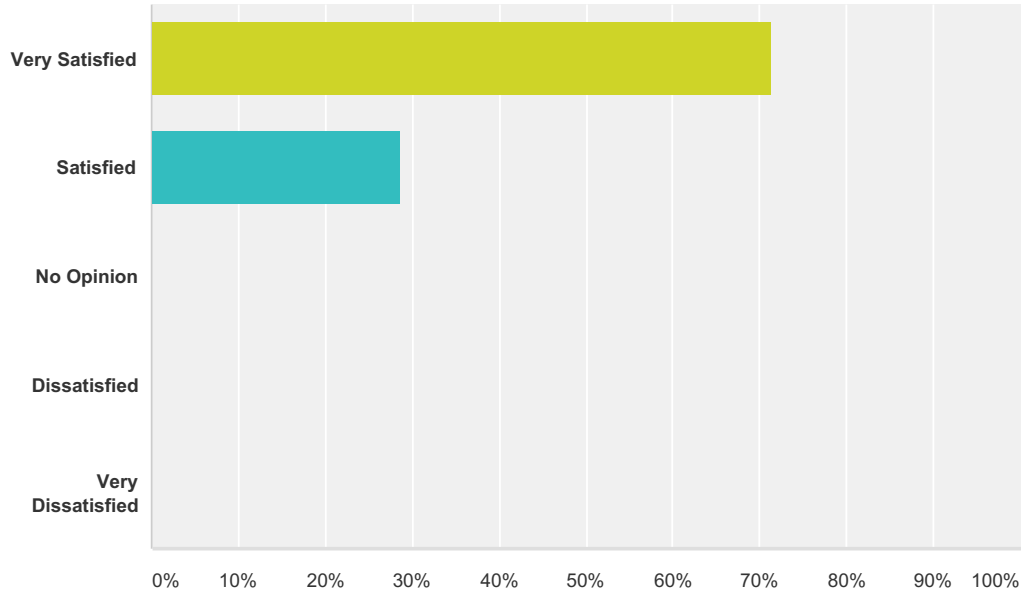


Answer Choices	Responses	Count
Very satisfied	42.86%	3
Satisfied	42.86%	3
No Opinion	0.00%	0
Dissatisfied	14.29%	1
Very dissatisfied	0.00%	0
Total		7

#	Comment	Date
1	It takes as long as one needs to answer and address our questions	1/28/2015 2:13 PM
2	There are very few employees and they do not have enough time for us	1/28/2015 12:40 PM

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

Answered: 7 Skipped: 0

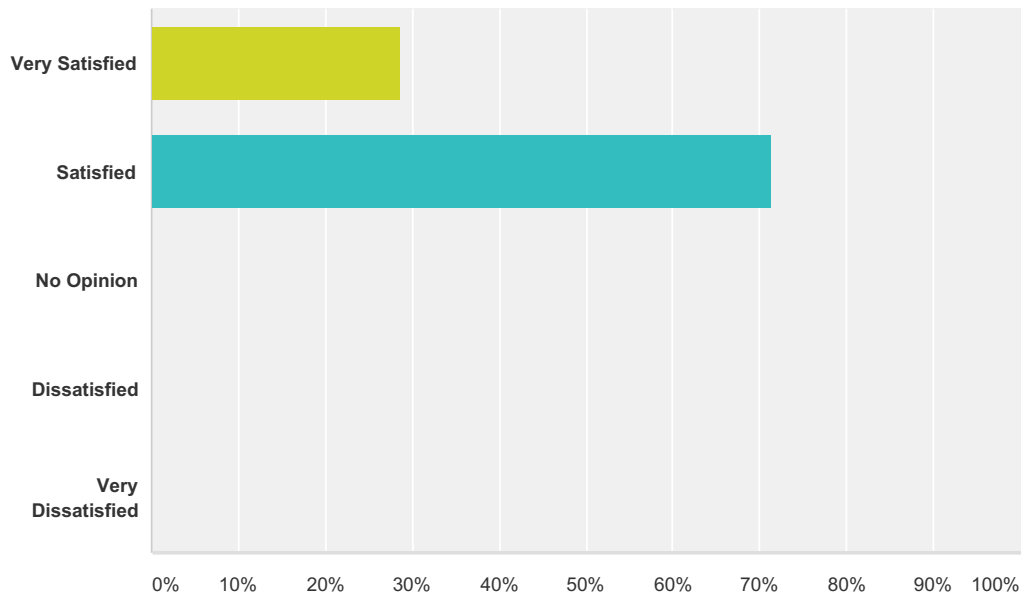


Answer Choices	Responses	
Very Satisfied	71.43%	5
Satisfied	28.57%	2
No Opinion	0.00%	0
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Total		7

#	Comment	Date
1	they are very prepared and willing to investigate	1/28/2015 2:13 PM
2	Thankful	1/28/2015 1:40 PM

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

Answered: 7 Skipped: 0

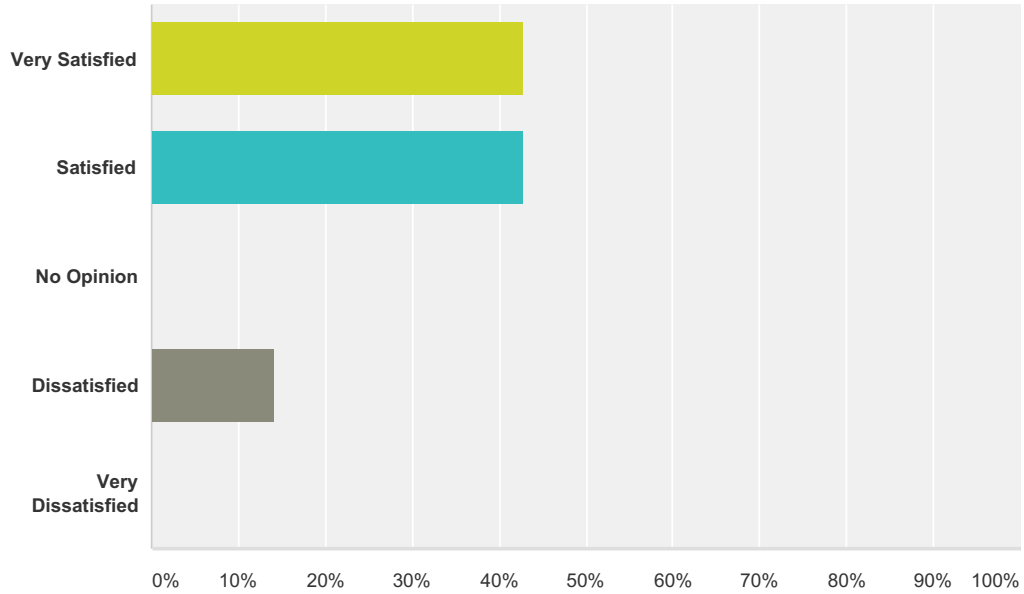


Answer Choices	Responses
Very Satisfied	28.57% 2
Satisfied	71.43% 5
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	7

#	Comment	Date
1	For me it is perfect as it is very close to where I live	1/28/2015 2:13 PM
2	Very close	1/28/2015 1:40 PM

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

Answered: 7 Skipped: 0

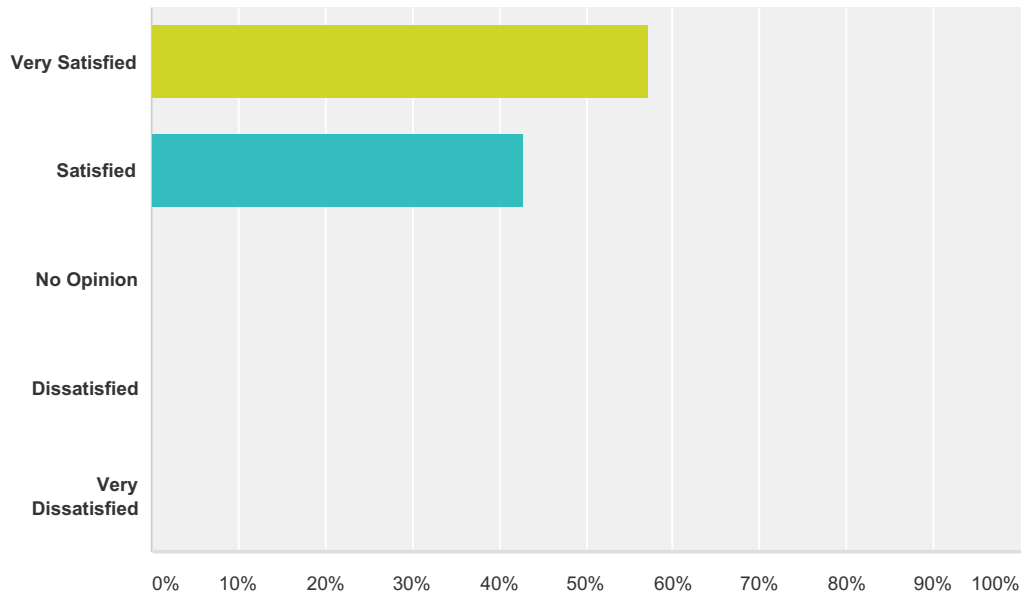


Answer Choices	Responses	
Very Satisfied	42.86%	3
Satisfied	42.86%	3
No Opinion	0.00%	0
Dissatisfied	14.29%	1
Very Dissatisfied	0.00%	0
Total		7

#	Comment	Date
1	Very good communication and care	1/28/2015 1:40 PM
2	Need more staff	1/28/2015 12:40 PM

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

Answered: 7 Skipped: 0

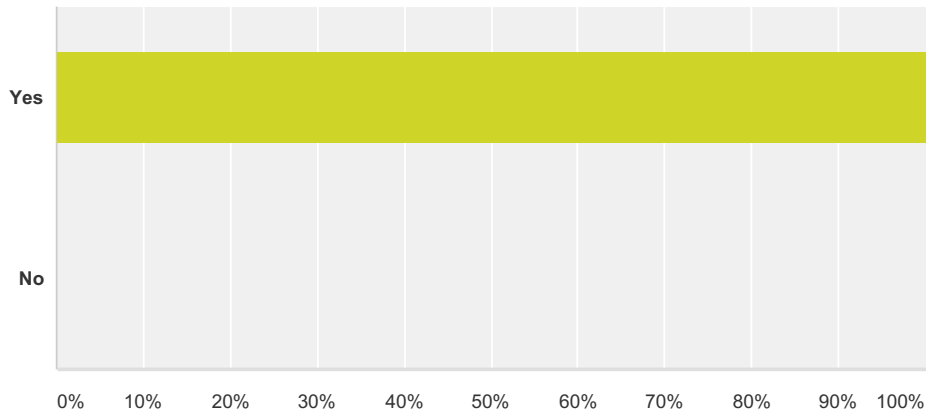


Answer Choices	Responses	
Very Satisfied	57.14%	4
Satisfied	42.86%	3
No Opinion	0.00%	0
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Total		7

#	Comment	Date
1	Bridges of Hope is an association that helps a lot of people and the people are very kind. It is excellent in dealing with the people with their language and is very good and great help.	1/28/2015 2:13 PM
2	Very good people	1/28/2015 1:40 PM

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

Answered: 7 Skipped: 0

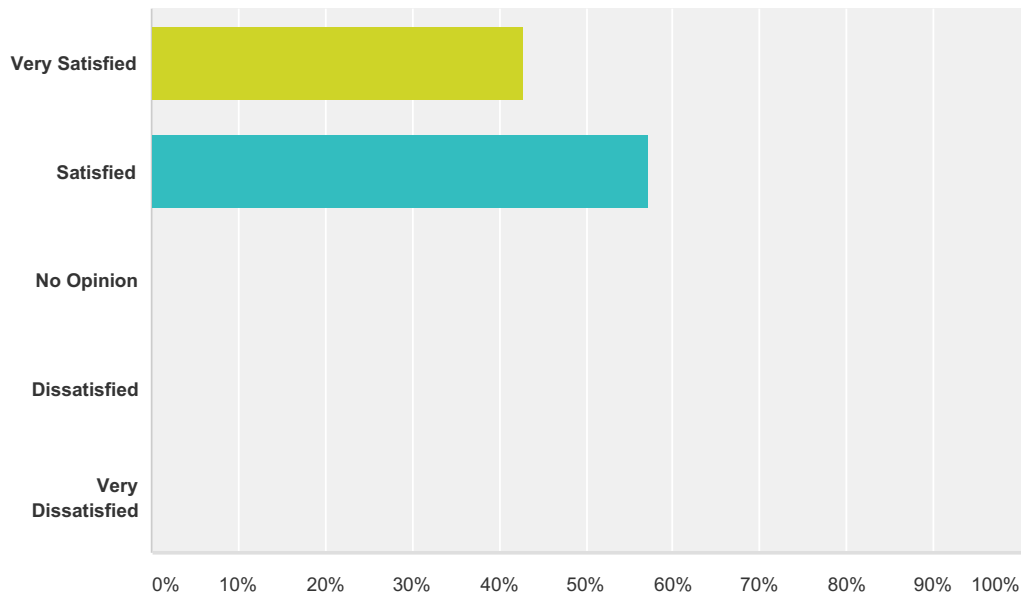


Answer Choices	Responses
Yes	100.00% 7
No	0.00% 0
Total	7

#	Comment	Date
	There are no responses.	

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

Answered: 7 Skipped: 0

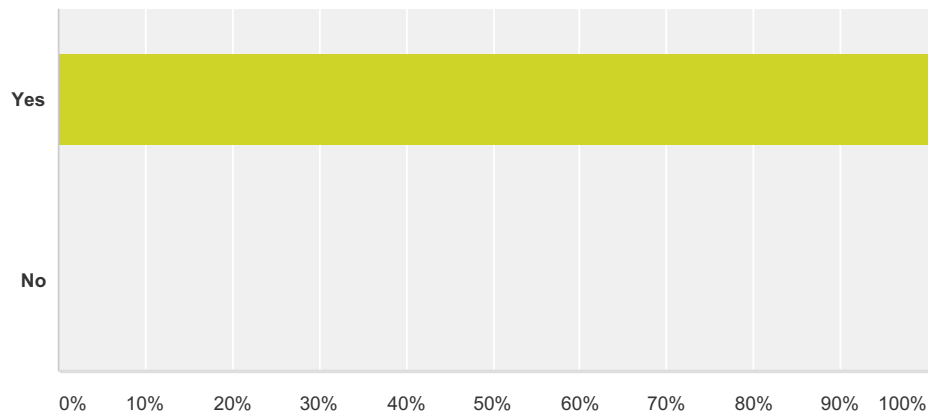


Answer Choices	Responses
Very Satisfied	42.86% 3
Satisfied	57.14% 4
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	7

#	Comment	Date
1	I am very happy because it is a great help.	1/28/2015 2:13 PM
2	Very good support	1/28/2015 1:40 PM

Q15 Would you recommend the services of Puentes to others?

Answered: 6 Skipped: 1



Answer Choices	Responses
Yes	100.00% 6
No	0.00% 0
Total	6

#	Comment	Date
1	I have recommended that if people need help then Puentes can give it.	1/28/2015 2:13 PM
2	Of course	1/28/2015 1:40 PM

Q16 What have you liked best about working with Puentes?

Answered: 7 Skipped: 0

#	Responses	Date
1	They help you and if any situation can be solved it is because of them.	1/28/2015 2:28 PM
2	They help you in everything and I really like the gifts for the children in December. Many times one cannot buy them for their children. Thank you.	1/28/2015 2:13 PM
3	I have overcome and don't have many fears	1/28/2015 1:40 PM
4	The girls are very kind and professional and help us to survive in this country since it is not easy to speak or write english	1/28/2015 12:40 PM
5	They attend to the person with kindness and education.	1/28/2015 12:33 PM
6	Flexible schedules	1/28/2015 12:28 PM
7	I am able to move forward with my children	1/28/2015 12:26 PM

Q17 What could we do to improve our services?

Answered: 6 Skipped: 1

#	Responses	Date
1	At the time being everything is fine.	1/28/2015 2:28 PM
2	More funds so they can do more services.	1/28/2015 2:13 PM
3	All is very well. Thank you and God bless you.	1/28/2015 1:40 PM
4	Hire more people and let them give us transport	1/28/2015 12:40 PM
5	Be closer to the Hispanic community (Collinsville)	1/28/2015 12:33 PM
6	They are good	1/28/2015 12:26 PM