

COVID-19 SURVEY

FEEDBACK & RESULTS

In an effort to better understand the efficacy of service delivery during the COVID-19 Pandemic, Catulpa Community Support Services distributed a virtual survey to the individuals and families it currently serves. The following infographic highlights the feedback and results generated by this survey.

PARTICIPATION & SERVICES USED

209

Responses Were Received In Total



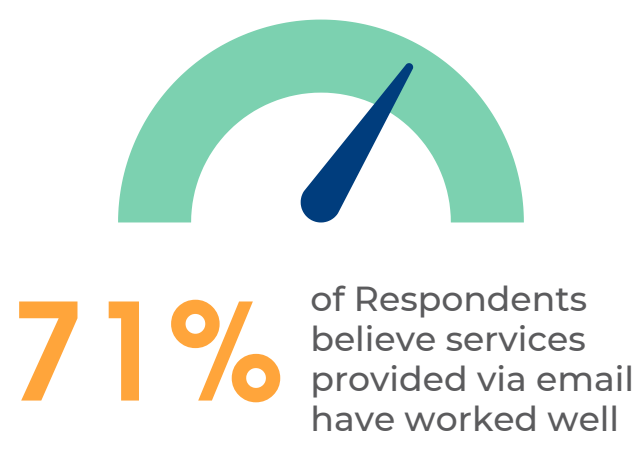
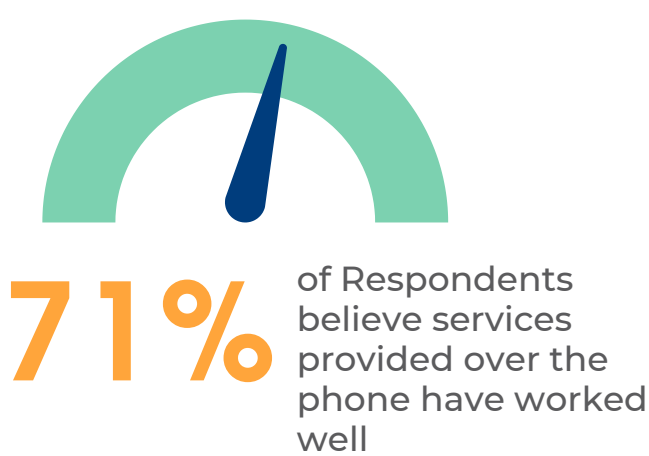
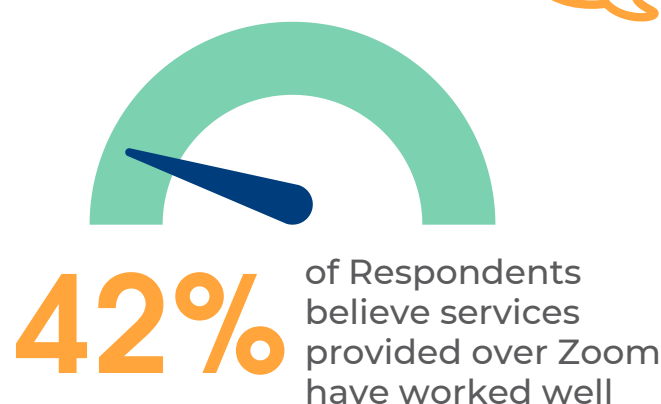
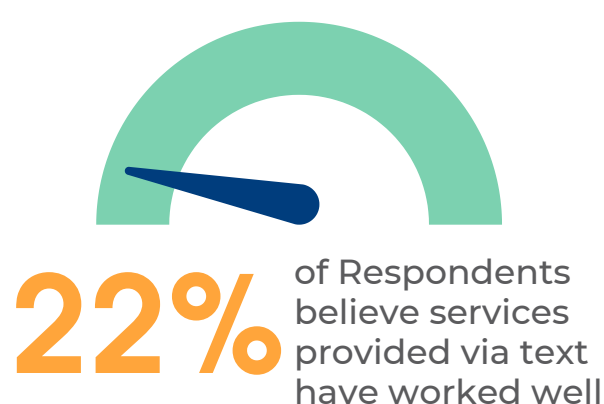
Programs Listed Are Those With The Highest Participation



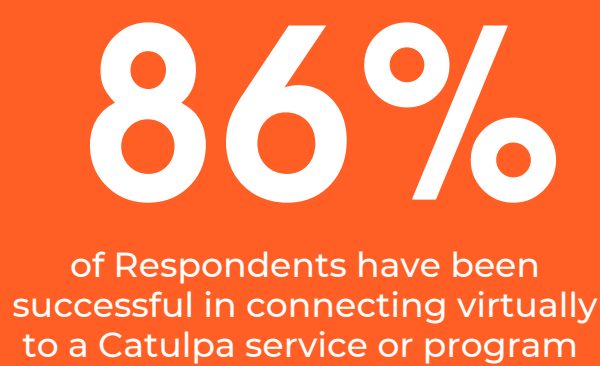
**Coordinated Service Planning (11%), APSW (10%), Crisis Response Network (7%), Urgent Response (7%), Transitional Aged Youth (4%), Intensive Service Coordination (3%), WrapAround Program (2%), FASD (2%)*

"We are very happy with Catulpa during this very difficult time. Thank you for all of your help"

COMMUNICATION & CONNECTION

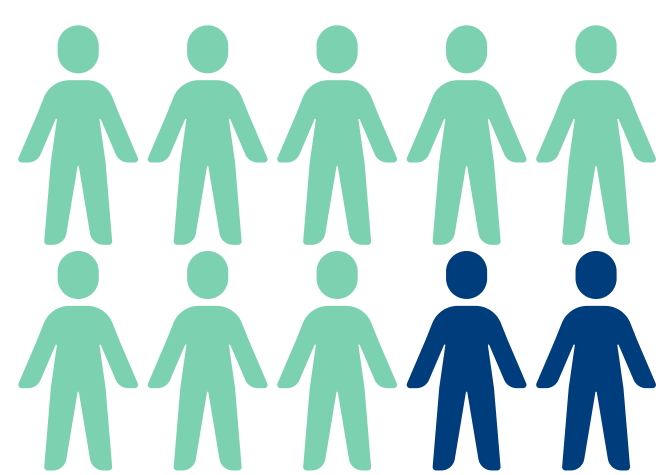


1% of Respondents found that services provided by social media worked well, while 5% answered "None of The Above," 6% answered "Other" and 9 Respondents skipped this question.



Challenges in connecting to Catulpa services or programs presented themselves as a result of:

- Lack of phone and/or computer
- Lack of data plan and/or minutes
- Lack of internet
- Difficulty understanding technology



84%

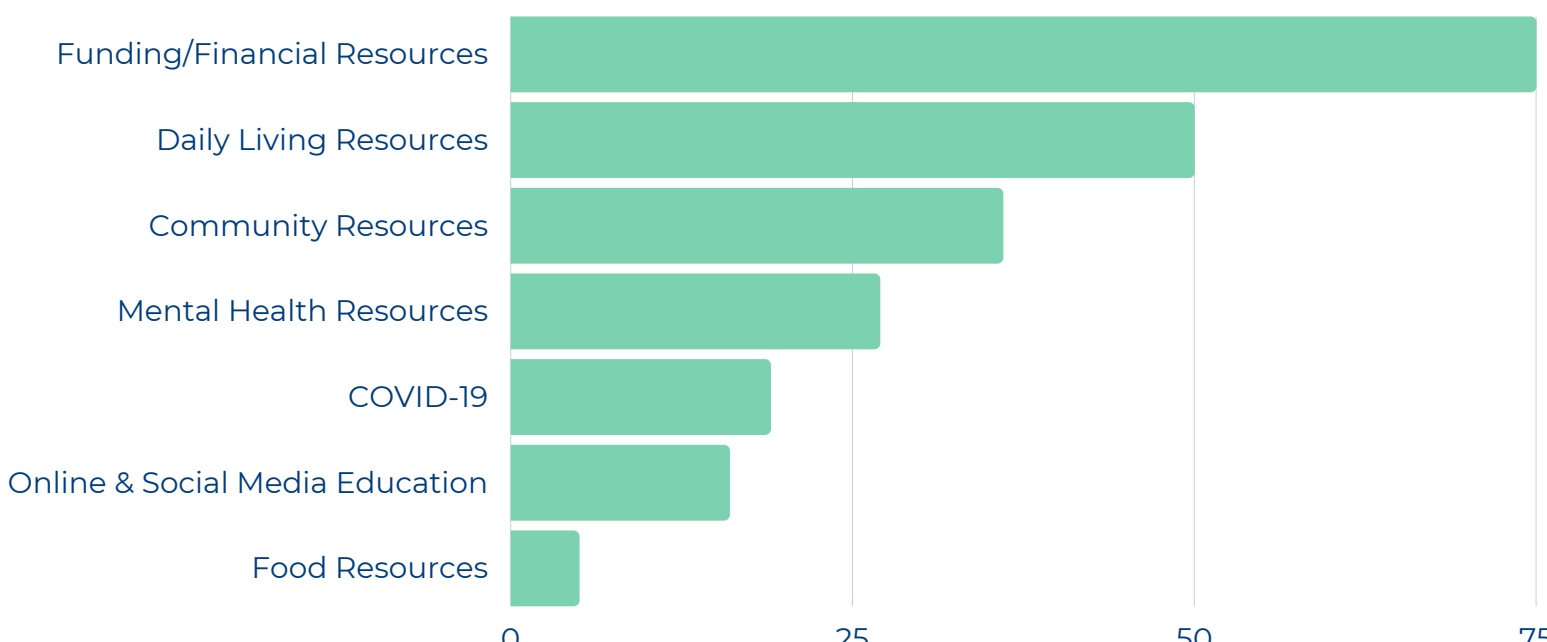
of Respondents believe they have received the right amount of communication from their Catulpa service or program

84% of Respondents believe that their Catulpa programs or services meet their needs "always" or "most of the time."



INFORMATION SHARING & RESOURCES

Respondents believe that the following information has been most important during the COVID-9 Pandemic



More updates on Passport funding

Phone or video check-in's to see how we're doing

A monthly newsletter with updates and resources

WE'VE HEARD YOU & LOOK FORWARD TO ACTIONING NEW INITIATIVES TO BETTER MEET YOUR NEEDS. THANK YOU FOR YOUR PARTICIPATION!